

Unit 3: Reading exercises

A. Read and choose the best option.

1) How not to procrastinate?

- Make sure you do everything on time
- Waste your customers time
- Give your customers what they want is key
- Leave everything till the last moment
- Get your job done as efficient as possible

2) How to be really reliable?

- Do something you said you were going to do
- If you keep having problems, just stop doing it
- Avoid making promises you can't keep
- Treat customers with Honesty
- Find a solution to your problems
- Never apologize for anything you do

B. Complete the following statements using the words on the box.

Reliable	Reasonable	Workmanship	helpful
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1. The _____ at J&N is amazing, their products are all hand-made, and they last for years.
2. I find Portello's prices really _____ compared to other places. I've shopped around, and I can't find another service with such low prices.
3. Dom's Auto Repair is incredibly _____. If they promise to have a job ready in an hour, you can be sure that they will.
4. What I like about Link Copy Services is that they're so _____. Even if the job is a bit unusual, they're willing to try.