Listen to five recordings and choose the correct answers.

1 Listen to a store manager. In what way is he critical of teenage shoppers?
- a He doesn't think they spend enough.
- b He's worried that they might steal.
- c He thinks that they're too noisy.

2 Listen to a radio caller. Why has Paul phoned the radio station?
- a To complain about the shopping centre.
- b To express support for the shopping centre.
- c To offer suggestions for the shopping centre.

3 Listen to two friends. Katie borrowed an item of clothing from Josie. Why is Katie apologizing?
- a She dropped food on it.
- b She tore it.
- c She lost it.

4 Listen to an announcement. What are shoppers unable to buy in-store today?
a computer games b T-shirts c books

5 Listen to part of a radio discussion. Who does the woman criticize for being lazy?
a teenagers b shoppers c advertisers