LISTENING PART 4

067 **For each question, choose the correct answer. You will hear an interview with a woman called Tina Mackay, whose job is to write reports on the service she receives in different shops.**

1 Tina works as a 'Mystery Shopper' for
- **A** a department store.
- **B** a detective agency.
- **C** a research company.

2 What is one of the things that Tina writes about in her reports?
- **A** what the sales staff look like
- **B** how the products are displayed
- **C** the quality of the goods on sale

3 According to Tina, a good salesperson should
- **A** approach the customer at the right moment.
- **B** find out exactly what the customer wants.
- **C** spend as much time as possible with the customer.

4 Tina says the main aim of her work is to
- **A** compare good and bad points about different stores.
- **B** make complaints about the service in stores.
- **C** give an independent opinion about each company's service.

5 Tina thinks she is good at her job because she
- **A** enjoys shopping.
- **B** remembers things well.
- **C** has a friendly personality.

6 Which product is Tina allowed to keep?
- **A** clothes
- **B** magazines
- **C** perfume

LIVEWORKSHEETS