

PROGRESS TEST 1

Listening 1: Listen to the conversation between a customer and a shop assistant and answer the questions.

1. What size does the customer want?
2. Does the shop have a medium size purple T-shirt?
3. What color T-shirt does the customer try on?
4. How much does it cost?
5. How does the customer pay for that T-shirt?

Listening 2: Listen to the interview with Indira Thambiah, Head of E-commerce at Argos, and complete the sentences.

1. Our experience shows that customers will sometimes buy _____, sometimes order on the _____ and sometimes go into the stores to pick up goods. So we need to understand what our customers want.
2. Our operations are fully integrated. The prices that we show on the _____ are _____ to the prices that you would pay in the _____
3. You can call up a call centre and _____ about an _____ that you placed through any _____
4. We don't _____ operations side by side, we run a truly _____ multi-channel offer.

Listening 3: Listen to a presentation about Tara Fashions. Complete the chart.

TARA FASHIONS	
Year founded	
Type of company	
Head office	
Products	
Its customers	
Annual turnover	
Annual net profits	
Number of employees	
Number of stores in Spain	
In France	
In other European cities	
Strengths	- Keep up with fashion trend - Bring out new design - Deliver very quickly -
Future plans	