



**Choose the correct words or phrases from the list to complete the sentences.**

1. John (1) ..... Emma to send him a copy of the report before he (2) ..... the office at 3.
2. This week I (3) ..... overtime to finish the project earlier.
3. (4) ..... we (5) ..... any complaints about the opening hours that Kate has just announced?
4. Customers may (6) ..... any items within 15 days if they feel dissatisfied with the purchase.
5. You need to get a (7) ..... for your expenses.
6. He wants to (8) ..... the blue T-shirt for a red one.

Listen and choose the statement that best describes the picture.



9. Question 1

- (A)
- (B)
- (C)
- (D)



10. Question 2

- (A)
- (B)
- (C)
- (D)



**11. Question 3**

- (A)
- (B)
- (C)
- (D)



**12. Question 4**

- (A)
- (B)
- (C)
- (D)



**Listen to the conversation and choose the best answer.**

**13. When is the last day of the promotion?**

- (A) On Thursday
- (B) On Friday
- (C) On Sunday
- (D) Next Tuesday

**14. How much is an ink cartridge next week?**

- (A) \$9
- (B) \$20
- (C) \$160
- (D) \$200

**15. Why can't the woman return in the afternoon?**

- (A) She does not live in the area
- (B) She is busy at work
- (C) She doesn't know the way
- (D) She is going to have a vacation



**16. What does the woman say she will do?**

- (A) Try another store
- (B) Wait for the new product
- (C) Choose another item
- (D) Return later

**17. What will the man probably do next?**

- (A) Contact the supplier
- (B) Speak with manager
- (C) Go to the backroom
- (D) Offer a discount