LISTENING PRACTICE – PART 4

PRACTICE 1

Questions 21 to 30

You will listen to a telephone conversation between a sales assistant and a customer about a defective product.
For **questions 21 to 30**, fill in the missing information in each numbered space.
Use **NO MORE THAN ONE WORD** for each space.
You will hear the conversation twice. Answer all the questions.

Email to Store Manager on a Defective Pool Table

To : yusufkhan@gmail.com
From : riasidhu@gmail.com
Subject : Complaint on a Defective Product

Dear Sir,

I am Miss Ria Sidhu from the Customer Service Department. I am writing this email to inform you about a defective product purchased by one of our customers by the name of Hairol Menzies. He purchased a **21.** _____ table via online and was amazed to received it three days later.

Unfortunately, problems arise after he managed to **22.** _____ the pool table. Firstly, he was disappointed as the product delivered was without an **23.** _____ booklet in English. The assembly instruction booklet attached was in Spanish and Polish, therefore, it was not helpful for him as he struggled to understand the instructions written. With the support of the **24.** _____ in the booklet, he at last could assemble it in couple of hours.

Secondly, the cue ball was not in the **25.** _____ of balls, and it was obviously impossible for him to play the game. He had to use the cue ball that belongs to his friend who came to play their first game on the new pool table. In a **26.** _____ game, the table was found defective when the cue ball kept curving to the left and the right. That's when he noticed the main slate of the table is not **27.** _____ enough to continue another game. He then, queried to get **28.** _____ for the product which is against our policy. At first, he was furious but then he calmed down after hearing that we can **29.**_____ a new table without any delivery charges as the product has one-year **30.** _____. His customer number is 45993 and the pool table order number was GH12338. He is contactable via phone number 012-5600247 or email to menzieshairol75@gmail.com. Please check the purchased item and inform our customer as soon as possible. Thank you.

JPN PERAK

LIVEWORKSHEETS