

PRE-LISTENING

Có một số từ mới xuất hiện trong file nghe dưới đây. Hãy đoán nghĩa từ mới bằng cách nối nghĩa với từ vựng thích hợp

Sort elements

- find something
- likely to continue or be successful for a long time
- to tell somebody about something, especially in an official way
- a small plastic card that you can use to buy goods and services and pay for them later
- doing something in a good, careful and complete way with no waste of time, money or energy
- an ending of the period of time when an official document can be used, or when an agreement is legally acceptable
- a written agreement in which a company selling something promises to repair or replace it if there is a problem within a particular period of time

warranty (noun)	
inform (verb):	
secure (adj):	
efficient (adj):	
credit card (noun):	
expiry (noun):	
look for something (phrasal verb):	

Hoàn thành tờ đơn sau đây

DURING LISTENING

Nghe file nghe dưới đây và trả lời câu hỏi

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Name:	Herbert Hewitt
Address:	1
Postcode:	2
Card's Expiry Date:	3
Method of Compensation:	4
Shopping Frequency:	5

VOCABULARY PRACTICE

Nghe lại lần hai và hoàn thành các vị trí trống dưới đây

For more information, contact the Office of the Vice President for Research and Economic Development at 401-863-2400 or opred@brown.edu.

CR: Sir, sir! When did you buy it?

H: Oh, there I go again. Let's see ... we bought it just six months ago! We hardly used it either. But six months? Is that too long? I mean for the 1 ?

CR: Very well, that's well within the warranty period. Now, what's your name and address?

H: Name and address! What for?

CR: Sir, it is company policy. If you want your money, you must 2 me.

H: Money you say? Oh, my name is Herbert Hewitt and my address is 84 Park Road.

CR: Is that here in Coventry?

H: Yes. The postal code is B0241DJ. But I don't think sending things in the mail is very
3 or very 4 . I mean ...

CR: Don't worry, Mr. Hewitt, don't worry. We can credit the money to your 5
You do have one, don't you?

H: Yes, that's how we paid for the cooker.

CR: Oh, yes. We still have the number on computer. I only need to ask your card's
6 date.

H: I'm afraid I never give that sort of information out. I mean, once you have that, anyone could go charging things and ...

CR: Sir! I said your expiry date, not your card's 7

H: Oh, er, yes. Foolish me. Of course, you didn't say "password".

Let's see. That will be April 2008

CR: April 2008. Very well, your card still has nearly two months left to go. We'll get that refund right to you, probably by five o'clock this evening.

H: You had better! If I don't get my money ... wait, wait. Yes, I know I'm losing my 8 again. I really am sorry. I haven't had my 9 today.

CR: And sir, just one more question for our record. How often do you go shopping at the City Centre Branch?

H: Oh, well it's hard to say. I suppose maybe once a month. But I can tell you this, if I don't get my refund, I'll never shop there again! (He hangs up the phone.)

CB: (sigh) I think it's time to start 10 another job!