

I Listen to the dialog between Marcus and an angry customer, then answer the comprehension questions below.

1. Which description below best describes Marcus?
   a) unconcerned and unapologetic b) afraid and anxious c) angry and rude d) disoriented and confused

2. Which of the following is NOT one of the things that the customer called to complain about.
   a) false advertising b) divorce c) scratched up car d) losing a finger

3. **"I mean, if you're gullible enough to believe you can cut a car in half with Cutco knife..."** Gullible in this context means:
   a) is easily fooled by people b) has impressive physical strength
   c) drinks large amounts of water d) is very smart

4. What does Marcus offer the angry customer to try to calm him down?
   a) a new set of knives b) promises not the run the advertisement with the car anymore
   c) to pay him some money for compensation d) nothing in particular

5. Although Marcus is a bit disappointed with the customer's decision to take the case to court, all in all....
   a) he's in a particularly risky situation, he feels. b) Cutco knives remain high quality knives.
   c) Marcus feels confident that nothing bad will happen.
   d) The customer is sad that he lost his wife, his finger, and now probably the car too.

6. When the customer says that what happens in the advertisement is false, he is correct. On the other hand,
   a) the knives worked horribly when the customer tried to cut the car.
   b) he really wants justice for it.
   c) he will probably win his case in a court of law and put Marcus in jail.
   d) he will probably lose his case in court because the falsehood in the promo video is clear to everyone before purchasing except evidently that one customer.

7. The angry customer felt better after considering the good fortune that he still had nine fingers. True / False

8. Marcus and the angry customer resolve the issue over the phone. True / False

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