

Question 1: What problem does the speaker mention?

- A. The staff are not friendly.
- B. The checkout time is long.
- C. The cash register is broken.
- D. There are too few customers.

Question 2: Which is true about the man?

- A. He's bought many things from this store.
- B. He's just bought a new washing machine.
- C. He's asked for directions to his house.
- D. He hasn't tried to make the machine work.

Question 3: What is NOT allowed in the factory?

- A. taking pictures
- B. eating sweets
- C. wearing boots
- D. talking loudly

Question 4: Where is the lost suitcase now?

- A. at the check-in area
- B. at the waiting area
- C. at the boarding gate
- D. at the help desk

Question 5: Where was the wallet first found?

- A. the main entrance
- B. the checkout desk
- C. the tech section
- D. the information desk

Question 6: What does customer want to drink?

- A. lemonade
- B. water
- C. milkshake
- D. milktea

Question 7: What is most likely true about the listeners?

- A. They are inexperienced people learning to start a business.
- B. They are learning problem-solving skills useful for their job.
- C. They can ask their team lead without being charged.
- D. They are newly hired members taking an onboarding program.