



Listening Comprehension



– Good morning! How can I help you today? –

Conversation Between Customer and Pharmacist at the Pharmacy

1. **Why does the customer go to the pharmacy?**
 - A) To pick up a prescription
 - B) To ask for advice about symptoms
 - C) To buy toiletries
 - D) To complain about service

2. **What symptom does the customer mention first?**
 - A) Headache
 - B) Stomach pain
 - C) Sore throat
 - D) Cold



3. **The pharmacist asks a question to clarify the problem. Which of these does she ask?**
 - A) “How long have you felt like this?”
 - B) “Do you have insurance?”
 - C) “Where did you buy this?”
 - D) “What time did this start?”
4. **Which product does the pharmacist recommend?**
 - A) Cough syrup
 - B) Pain reliever
 - C) Allergy medicine
 - D) Vitamins
5. **What advice does the pharmacist give besides medication?**
 - A) Take more water
 - B) Exercise more
 - C) Rest and sleep
 - D) Avoid dairy
6. **What does the customer say about their symptoms after the pharmacist’s suggestion?**
 - A) They feel better
 - B) They are unsure
 - C) They want something stronger
 - D) They want a refund
7. **The pharmacist mentions a possible side effect of the medicine. What is it?**
 - A) Drowsiness
 - B) Rash
 - C) Upset stomach
 - D) Dry mouth



8. **What does the customer decide to do at the end?**
- A) Not take any medicine
 - B) Buy the recommended product
 - C) Go to the doctor immediately
 - D) Return home without buying
9. **How does the pharmacist close the conversation?**
- A) With a warning
 - B) By saying “Good luck!”
 - C) By giving extra samples
 - D) By offering more help
10. **What is the tone of the pharmacist overall?**
- A) Rushed and distracted
 - B) Friendly and helpful
 - C) Impatient and blunt
 - D) Confused and unsure