

Reading comprehension:

Read the paragraph and answer the questions below:

Making a complaint

Last week, Anna bought a new phone from a shop near her house. She was very happy because the phone looked modern and worked well at first. However, after one day, she noticed that something was wrong. The screen stopped working and sometimes the phone turned off by itself.

Anna felt very disappointed, so she decided to take the phone back to the shop. She spoke politely to the shop assistant and explained the problem. She also showed the receipt to prove that she bought the phone there.

The shop assistant checked the phone and agreed that it was broken. He asked Anna if she wanted a refund or an exchange. Anna chose to get a refund because she did not want another phone from that shop.

Part 1: Multiple choice

1. Why was Anna happy at first?
 - A. The phone was cheap
 - B. The phone looked modern and worked well
 - C. The shop was near her house
2. What problem did Anna have?
 - A. The phone was too expensive
 - B. The phone didn't work properly
 - C. The phone was too small
3. What did Anna do after discovering the problem?
 - A. She threw the phone away
 - B. She kept using it
 - C. She returned it to the shop
4. What did Anna choose?
 - A. Repair
 - B. Exchange
 - C. Refund

PART 2: TRUE / FALSE

Write True (T) or False (F)

1. Anna bought the phone last month. → T/F
2. The phone worked well at first. → **T/F**
3. Anna was happy with the problem. → **T/F**
4. She showed the receipt to the shop assistant. → **T/F**
5. She chose to exchange the phone. → **T/F**

PART 3: ANSWER THE QUESTIONS

Answer in short sentences.

1. When did Anna buy the phone?
→
2. What was wrong with the phone?
→
3. Why did Anna go back to the shop?
→
4. What did the shop assistant do?
→