

Listen carefully and choose the correct answer.

1. Based on the conversation, where are they talking?
 - A. At a store customer service or checkout counter
 - B. At an airport check-in desk
 - C. At a hotel reception
2. What is the main problem the customer is complaining about in the dialogue?
 - A. The product was too expensive.
 - B. The product was expired.
 - C. The store was closed.
3. In the phrase: "I bought this product yesterday," what is the past simple verb?
 - A. product
 - B. yesterday
 - C. bought
4. Identify the past simple verb in this phrase from the text: "I checked the product at home."
 - A. checked
 - B. product
 - C. home

5. Complete the sentence with the correct past simple form of the verb "to be" used in the text:
"The expiry date _____ two days ago."

- A. is
- B. are
- C. was

6. What did the customer show the store clerk to prove the purchase?

- A. A passport
- B. The receipt
- C. A hotel key

7. What was the store's solution to the problem with the expired product?

- A. They asked the customer to pay more money.
- B. They told the customer to come back next year.
- C. They gave a refund or a replacement item.

8. Was the store worker angry with her?

- A. Yes, they were.
- B. No, he wasn't.
- C. Yes, they did.

9. Complete the sentence with the correct past simple form: "Yesterday, the customer _____ the expiration date on the box."

- A. check
- B. checked
- C. checking

10. According to the grocery store complaint, when did the customer buy the item?

- A. Yesterday
- B. Last week
- C. Two days ago