

Listening

Listen to five people speaking to customer services at a department store. Listen and write the letter (A–G) of the statement which matches each person best. There is an example and one extra letter you do not need to use.

- 0 Antonia A
- 1 Miguel —
- 2 Susanna —
- 3 Hakim —
- 4 Claudia —
- 5 Brian —

- A thinks the product is poorly made.
- B thinks the staff is uninformed.
- C is satisfied with the service.
- D would like an exchange.
- E thinks the product is high quality.
- F is disappointed with the service.
- G would like a refund.

Reading

Read the text about a new service. Are the sentences below 'Right' (A) or 'Wrong' (B)? If there is not enough information to answer 'Right' (A) or 'Wrong' (B), choose 'Doesn't say' (C).

A new service for you

Do you work all day? Do you have time to do your own shopping?

Many people spend up to twelve hours a day in their offices and then, after a long commute home, have to clean the house and do the grocery shopping. Would you like to get home and find all the products you need waiting for you? Would you like to never set foot in a supermarket again? Or maybe you enjoy shopping at the weekend but just don't have the time to do it during the week?

Well, now you can get your shopping done when you want and from whatever shop you want. Get the best products delivered to your door!

WeWillShop4U has lots of helpful employees who are dedicated to doing your shopping for you.

All you have to do is give us a call and one of our representatives will visit you at your home or office to explain our programmes to you. Once you sign up, you just visit the WeWillShop4U website and fill out a form indicating when you want the service, what you want us to buy and where you want us to shop. You can do this every day or up to a week in advance.

So, what are you waiting for? Stop having to spend hours doing your shopping, waiting in long queues and carrying heavy bags home. Get in touch now and arrange a meeting. Just call 0800 444 9586 or visit our website: www.wewillshop4u.co.uk

- 0 The service announced is made for very busy people.
A Right B Wrong C Doesn't say
- 1 This service cleans your house and does the shopping.
A Right B Wrong C Doesn't say
- 2 You have to pay extra if you want to use the delivery service.
A Right B Wrong C Doesn't say
- 3 You can sign up for this service online.
A Right B Wrong C Doesn't say
- 4 You can use this service every day.
A Right B Wrong C Doesn't say
- 5 You can only arrange an appointment by going online.
A Right B Wrong C Doesn't say

Writing

Write two short paragraphs on the advantages and disadvantages of having your own business.