

LISTENING

7 **CD-2.19 MP3-72** Listen to an interview with Anne, a mystery shopper. Choose the correct answer, A, B or C.

- Anne is asked by her clients to
 - buy specific products.
 - dress in a particular way.
 - go to any store she wants.
- The services of mystery shoppers are in demand mainly because
 - shops want to attract more customers.
 - they provide information on the competition.
 - online shopping is becoming a danger to regular stores.
- Anne believes she is doing a good job because the stores she has visited
 - are hiring more staff.
 - are cleaner than they were before.
 - are winning awards for customer service.
- What does Anne say about being a mystery shopper in expensive restaurants?
 - It's a task requiring a good memory.
 - She has to take notes during the meal.
 - She finds it a rather disappointing experience overall.
- What is Anne's attitude to her job?
 - It isn't always easy.
 - It's quite monotonous.
 - It pays well.

WRITING

8 **Complete the writing task.**

Read part of an email you sent to an English friend. Write an email of complaint to the manager of the museum.

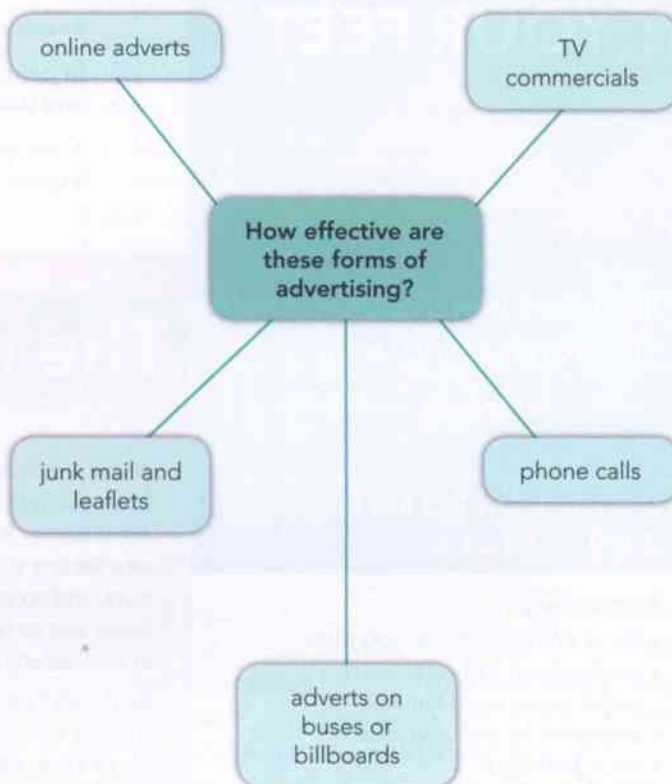
I really enjoyed our visit to the museum yesterday, but I can't believe that they wouldn't let you go into the Egyptian room. They said that your wheelchair might damage the delicate exhibits in there! I think their attitude was really wrong and totally unfair. I'm going to write an email to the director of the museum and complain about their behaviour.

Write your email in 140–190 words.

SPEAKING

9 **In pairs, complete the speaking task.**

Here are different ways in which companies advertise their products or services. Talk to each other about how effective these forms of advertising are.



Which form of advertising do you think irritates people the most?

10 **In pairs, discuss the questions.**

- Do you often buy things because of adverts? Why?/Why not?
- What's your favourite TV advert at the moment?
- Do you think a personal recommendation is better than an advert? Why?/Why not?
- Some people say that adverts persuade us to buy things we don't need. What do you think?
- Which forms of advertising do you think will become less common in the future? Why?