

**12.1**

Complete the sentences with a phrase from the box.

- A I'd rather do it myself, thank you.
- B Is there anyone else I can talk to?
- C Can you tell me when he will be available?
- D Can you tell me why not?
- E I understand that you're trying to help,

ASSISTANT: Good afternoon. How can I help you?

JOE: I bought this laptop just over a week ago and it still isn't working properly. I've called your help line five times but nobody seems to be able to help me. I need some action to be taken now, so I'd like to speak to your manager, please.

ASSISTANT: I'm very sorry but our customer care manager is not available at the moment.

JOE: (1) .....

ASSISTANT: He's at the regional head office today, sir.

JOE: I see. (2) .....

ASSISTANT: I don't think he's going to be contactable until later on this afternoon. Perhaps I can be of assistance?

JOE: (3) ..... but I really need to talk to a senior manager about this. (4) .....

ASSISTANT: Our deputy customer care manager is not in this actual store, but we can contact him for you. If you'd like to give me your details, I'll call him for you.

JOE: (5) ..... Could you give me his direct number, please and I'll contact him?

**12.2**

Find a word related to each clue. The first letter has been given to help you.

- 1 It was by appearing on a reality TV show that he became a c\_\_\_\_\_.
- 2 She's a radio b\_\_\_\_\_. She hosts her own chat show.
- 3 My view is that e\_\_\_\_\_ people for entertainment isn't right.

- 4 He's going to buy a new house and a car with his w\_\_\_\_\_.
- 5 Suddenly having money has turned her into a real b\_\_\_\_\_.
- 6 It turns out that none of the situation was real, it was all a h\_\_\_\_\_.
- 7 Over 2.4 million v\_\_\_\_\_ tuned in.
- 8 She was a c\_\_\_\_\_ in competitions before she became famous.
- 9 There's a new s\_\_\_\_\_ of *Ground Force* starting tonight.
- 10 You should watch that f\_\_\_\_\_-\_\_\_\_\_-\_\_\_\_\_ about senior business managers tomorrow night.

**12.3**

Decide which of the alternatives (A-G) matches the TV listing description. Write the letter of your answer in the box at the end of the sentence. You don't need to use all the alternatives.

- 1 Tonight's guests will be discussing the government's new education policies.
- 2 Wimbledon progresses into the second week, hosted by Sue Barker and Boris Becker.
- 3 Ainsley Harriet serves up some mouth-watering summer fruit delights.
- 4 Two unknown designers attempt to breathe new life into an eighteenth century farmhouse.
- 5 Two teams, led by Boris Johnson and Piers Morgan, battle it out to test their political knowledge.

- A studio debate    B game show    C makeover  
 D reality show    E cookery    F live sport  
 G sitcom

Test mark /20