

PART II

For Questions 9 and 10, complete the sentences using the letters A- F from the list below.

- A interrupted by commercials
- B guaranteed to get their money back
- C a showcase of the latest products in town
- D purchase can be made from anywhere
- E waiting time between buying and delivery is rather long
- F product can be discontinued due to poor sales

9. Consumers do not fear returning goods because they are _____

10. One main disadvantage of home shopping is that the _____

For Questions 11 and 12, 13 and 14, circle the correct answer.

11. All the following support home shopping except

- A absence of traffic jams
- B money is refunded for unsatisfactory products
- C hassle-free shopping in the comfort of the home
- D obtaining shopping catalogues at a nominal price

12. According to the speaker 'some companies use consumers' as guinea pigs'. In this context a guinea pig refers to

- A a small animal with short legs and no tail
- B a kind of pig used in experimental studies
- C someone who is used in an experimental study
- D someone who likes to participate in experiments

13. The problem of dishonest consumers who use products and later claim refunds is not a major setback for dealers because

- A consumers are generally honest
- B the returning of goods is rather troublesome
- C consumers are embarrassed to return used goods
- D the return rate of goods by consumers is rather low

14. The speaker predicts that in future home shopping

- A will be monopolised by housewives
- B will continue to grow at a steady pace
- C sales will decrease after these initial boom time
- D market will be taken over by other new initiatives

Answer Key

- 9. B
- 10. E
- 11. D
- 12. C
- 13. D
- 14. B