

Task 0

Talk about one of your best friends.

When it comes to friendship, the first person that comes to my mind is Robyn. I met her at a meetup about five years ago, and from the very beginning, we just clicked. She is supportive, has a great logical mind, is one of a kind, and you can always count on her in hard times.

One thing I truly admire about Robyn is how optimistic she is. She always sees the bright side and is extremely good at pointing it out when **stressful situations come up.** **Not only is she very logical, but also she has a great heart,** and this is something I highly value in a person, sometimes even more important than a good brain.

If I were to come back in time, I would definitely choose to be friends with her again. Our friendship is something I deeply value, and I hope it will last forever.

When it comes to friendship, the first person that comes to my mind is

One thing I truly admire about

Not only is she very logical, but also she has a great heart

If I were to come back in time, I would definitely choose to be friends with her again

Task 1 GIVING ADVICE

If you want my take on that,

I would rather you did that
I would rather not call her
It comes highly recommended that
I highly recommend that you do sth
I highly recommend it to you
I would suggest doing this to you
I would suggest that you should do
I work rather than sleep
I would prefer doing A to doing B
You'd better get your car repaired

I know your tastes inside and out
you may find it boring
you will get used to it
you'll be taken aback
I wish
I wish somebody had given me this advice
I wish somebody had introduced the place to me when I just arrived in Amsterdam
If I were the producer
I shouldn't have
I used to
All you need to do is
what I believe is that
I would highly recommend this place to you
keep in mind
I'm not in the position to teach you how to socialize
I'm not just saying that to just have said something
Don't be too hard on yourself
I know how much it's important to you that being at the top of your game
I don't wanna make a big deal out of it
It goes both ways (bilateral)
You should pay a visit
It's out of the question to
I know how much you want to get to the bottom of something
Get sth done
I've had enough of it

Whatever it's meant to be, it'll be

To put it in a nutshell
Long story short
The bottom line is

Task 1

GIVING ADVICE

1-1 RENT A MOVIE (DONE)

Give your friend advice about which movie to rent and explain why it is a good movie.

GPT

If you want to know my opinion on that, I'd suggest renting a horror movie called The Others. In my opinion, it's one of the best horror movies ever made. I know your tastes inside and out, and I'm pretty sure you don't enjoy anything too gory, so The Others is perfect for you because it's more of a mysterious type of horror. At first, you may find it boring, but if you're patient enough, the storyline will completely surprise you. The movie is unpredictable, and I'm pretty sure that once you finish watching it, you'll be taken aback. Honestly, I wish I could forget the storyline , so I could experience it again. One more thing, if I were the producer, I would definitely make The Others 2.

1-2 REMEMBER BRINGING HIS LUNCH (DONE)

Today is your co-worker's first day at work, and he forgot to bring his lunch. Advise him on how he can remember to bring his lunch in the future.

GPT

First of all, forgetting to bring stuff is inevitable, in my opinion. Regarding what you can do, if you want my take on that, I'd say all you need to do is count all your objects before leaving your place. Besides, you can hang your lunch bag on the doorknob at night; then it will be impossible to forget to bring it. At first, you may find it annoying, but over time, you will get used to it, and I guarantee it'll work.

I wish somebody had given me this advice when I used to forget my lunch bag — and you know what, it wasn't just about my lunch bag. I used to forget a lot of necessary stuff all the time. You shouldn't be ashamed of that whatsoever; it's very normal, in my opinion. I've just given you my recipe, and by doing so, it'll be out of the question to forget again.

2-1 A SIMPLE MEAL (DONE)

GPT

Well, if you want my take on that, I'd say one of the simplest and easiest dishes you can make is pesto pasta. It might not be the healthiest option, but it's still fairly healthy and, at the same time, very quick to cook. All you need to do is add some pasta to a pot of water, bring it to the boil, and simmer it for around 10 to 15 minutes. Then, you just need to make the sauce. For the sauce, you can blend broccoli, garlic, basil, and any spices you like, then add it to the pasta and either heat it gently or sauté it in olive oil. Since I know you have a big appetite, I'm sure you're going to love it.

13-1 MAKING FRIENDS AT WORK

GPT

Your friend started a new job and is a very shy person. She would like to get to know her co-workers. Advise her about different ways to make friends at work.

First of all, I have to say, being shy at work, especially when you've just started your new job, is completely normal, and there is nothing wrong with that. You shouldn't be ashamed of it. But if you want my take on that, I'd say, go to company social events, whether they're big parties or small pizza gatherings. Start with your local team, but when you feel more comfortable talking with your squad, expand your horizons and try to connect with other teams to make a bigger circle. As you may know, promotion at work is not just about being high-performing – it's also about your network and how much you're liked. I used to be very shy at work and just minded my own business, and it took me a while to realize this fact about the corporate world. I wish somebody had given me this advice many years ago.

2-2 GOING TO ANOTHER CITY FOR UNIVERSITY (DONE)

If you wanna know my take on that, I highly recommend going to another city for studying. The reason why I'm saying that is being out of your comfort zone is considered part of your personal development. At first, you may find it hard to adapt, but as time goes by, you will get used to it. I wish somebody had given me these pieces of advice before. If I had known how important it is to be out of our comfort zone, I would have had much more adventures in my life.

You know life is not all about studying, you will meet more international people, you will learn about new cultures, and what I believe is that the further you are from your home, the more you grow.

To put it in a nutshell, you will always have the chance to come home, but see it as an opportunity.

3-1 BEST SHOPPING PLACES, SHE IS COMING FROM ABROAD (DONE)

If you wanna know my take on that, I would say, you should pay a visit to Overtoom street which is not that close to downtown. It's actually an outlet and you will find literally everything relatively cheaper. I wish somebody had introduced the place to me when I just arrived in Amsterdam. You know, I've wasted a lot of money and tried tons of shopping malls and shopping areas to end up in this place. Although it's not downtown and it may need some driving to get there it is totally worth it. I know you inside out and I know how much you keep up with fashion, and at the same time you don't want to squander, then I would highly recommend this place to you.

3-2 A friend is going to an office party at her new job. Advise her about ways to start conversations with people she doesn't know (DONE)

To be honest, I'm not in the position to teach you how to socialize since I believe you are better than me at socializing. But If you wanna know my take on that, I should say, just take it easy and go with the flow. I remember when it was in the first event in the company, I was so nervous and couldn't be myself. I highly recommend that just be yourself and don't overthink how other people might think of you or judge you. And keep in mind everybody has a first time. Furthermore, all your colleagues in your department are super friendly and casual. They are not judgmental at all. I'm not just saying that to just have said something. And you know, I know you inside out, I know you are not antisocial whatsoever, and actually, it's completely the opposite. You are a very sweet girl and all you need to do is break the ice and I'm pretty sure everybody is gonna love you at the end of the party.

Task 2

A personal experience

when it comes to talking about a pet, the first pet that comes to my mind is
When it comes to my experience with kids, the first one that comes to my mind is
He has a face **only a mother could love**

if it weren't for my allergy, I would definitely get a cat

I wish

I wish somebody had helped me when I was a junior developer
didn't turn out alright

If I were in your shoes, I would do the same thing

If I could travel in time, I would do that

If I could, I'd go back in time and change it

Maybe I'm taking it too far

Modesty forbids but

I don't wanna make a big deal out of it

I wish I'd never been in such a dilemma

It was hard for me to make up my mind

I have no past regrets whatsoever

I'm not the kind of person who

Its been solved by the passage of time

As time went by

I got goosebumps

Make a hasty decision without a clear future ahead

If I were in their shoes, I might still critcize myself

The more I think about it, the more I feel my uncle is missing an opportunity

If I were to explain it to a five-year-old, I'd say

He was **6 months year-old**

he was a **6-year-old cat**

I've been told

Those were the moments when I felt I was really proud of myself

I was out of my mind

It's worth mentioning that

In contrast to

to some extent

in contrast to dogs,

What I truly admire about her is the fact that

The majority of people

The more I think about it, the more I feel my uncle is missing an opportunity

Take her to a talent show
Fair chance at an audition
Adapt well to change
experts in this field

But overall

Whatever it's meant to be, it'll be
To put it in a nutshell
Long story short
The bottom line is
in the end

Task 2

A PERSONAL EXPERIENCE

1-1

Talk about a time when you interacted with an animal. Maybe you can talk about a family pet, a farm or zoo animal, or an animal in the wild. What kind of animal was it, what happened, and why do you remember the experience?

GPT

When it comes to pets, the first one that comes to my mind is my grandmother's cat, called Kitty. She was incredibly cute and absolutely adorable. She was a six-year-old cat, and I've never seen such a playful and entertaining one in my entire life. Although most cats are funny to some extent, what I truly love about them is their independent nature. In contrast to dogs, which are often very needy – you basically can't leave them alone for more than a couple of hours – almost all of them. I still do love dogs, but if it weren't for my allergy, I would definitely get a cat without a shadow of a doubt. It's so unfortunate. In the end, I love all cats, but my grandma's cat was truly something special.

1-2

Talk about a time you had to suddenly change a plan. Maybe you can talk about a travel arrangement, a plan for a special event, or a job-related plan. What were you originally planning, why did you have to change it, and how did everything turn out in the end?

GPT

When it comes to unexpected plan changes, the first story that comes to my mind is about getting a job offer abroad.

If my memory serves me correctly, I received a job offer from overseas that was very tempting, while I had a very stable job in my hometown. My contract was permanent, and as you may know, leaving a permanent contract for a job abroad is not a safe choice. I resigned from my job, but unfortunately, my visa wasn't issued for the new position. The situation got out of hand. In the end, I managed to return to my previous job and continue with my permanent contract again. I have to admit, I wish I hadn't made that decision. If I could go back in time, I wouldn't make such a hasty decision without having a clear future ahead.

2-1 Talk about a child that you have been close to. Maybe you can talk about your own child, a friend's child, a nephew or niece, or any other child that you have known well.

GPT

When it comes to my experience with kids, the first one that comes to mind is my niece, my uncle's daughter. Her name is Sara, and she's seven years old.

What I truly admire about her is the fact that she can sing brilliantly. You might think I'm exaggerating because she's my relative, but in reality, she sings like a professional singer. I still remember the first time she sang in front of me – I got goosebumps and was completely taken aback.

If I were her dad, I would have definitely taken her to a talent show, because I believe she would have a fair chance at an audition. I'm pretty sure the majority of people would enjoy watching her performance on stage. The more I think about it, the more I feel my uncle is missing an opportunity –

maybe I'm taking it too far, but that's how much I believe in her talent. Anyway, I'm not in a position to make a decision for my niece on behalf of my uncle

To put it in a nutshell, she is the most talented, incredible kid I've ever seen in my life. Even if she were a stranger, I would say exactly the same.

13-1

Talk about a time when you spoke in front of a group of people. Maybe you can talk about a presentation you gave in class, a report you delivered at work, or a speech you made at a wedding. Where did it happen, what did you say, and how did it make you feel?

GPT

When it comes to presentations, the first one that comes to my mind is the one I gave a couple of years ago at my workplace.

I'm a software engineer at a big bank, and at that time, I was asked to give a presentation about clean code. I won't go into too much detail since the topic is quite technical, but I was explaining how developers can write cleaner code based on the SOLID principles. I referred to well-known books, such as *Clean Code* by Robert Martin. If I were to explain it to a five-year-old, I'd say it's about writing programs that adapt well to change – and as you may know, changes in the software industry are inevitable.

At the beginning of my presentation, I was extremely nervous and afraid of being judged by the audience. They weren't random people – they were all experts in the field – and this fact made it even more challenging for me.

I wasn't perfect, but I believe I delivered fairly well. Based on the fact that people applauded at the end, I can say it lived up to their expectations. If I were in their shoes, I might still criticize myself, but overall it was a valuable experience.

2-2 Talk about a time when you made a difficult decision. Maybe you can talk about when you chose your career, moved to a new place, or chose a college or university. What was the decision, how did you make it, and how did you feel?

Well, when it comes to talking about a difficult decision, the first memory that flashes through my mind is about when I accepted my first job offer abroad. I was in my comfort zone in my hometown and everything was going smoothly and well, and I received a job offer from the Netherlands. Although the offer sounded amazing to me and it was really dreamy to take, I didn't want to make a hasty decision without a clear future ahead. I'm saying that because the visa issuance process is not always straightforward from Iran and I was so hesitant to accept the offer, sign the contract and accordingly I would need to resign from my company. I wish I'd never been in such a dilemma. I can't describe how hard it was for me to make up my mind. Long story short, I accepted the job offer and everything went on the track fortunately. I have no past regrets whatsoever because now I'm out of my comfort zone experiencing a lot of new stuff and expanding my horizons.

3-1 Talk about a time when you helped someone. Maybe you can talk about helping a family member, a classmate, or a total stranger. Where were you, how did you help them, and how did it make you feel? (NOT REVIEWED)

Well, to be honest, in general, I'm not the kind of person who helps others so often and I've been told I'm a bit selfish even though recently I've been trying to change myself. By the way, regarding your question, the best memory that I can refer to is when I had been working in a bank for around a year as a software developer and a new junior developer just joined our team. I remember she was insanely stressed out. She was supposed to work on new technology while I was pretty hands-on, therefore I helped her so much with her onboarding and her early tasks. I remember sometimes I entirely wrote his codes to make her understand the algorithm. I wish somebody had helped me like this when I was a junior developer at the bank. Since she was a kinda pretty girl, there were rumors around, some colleagues talked back to me 'but for her appearance, he wouldn't help her at all and it was totally wrong and too judgmental. I did feel empathy and could relate her circumstances to my situation when I started as a junior engineer. Long story short, those were moments when I felt I was proud of myself.

3-2 Talk about a time when you did something and then had to do it again. Maybe you can talk about something involving work, a relationship, or a personal hobby. What happened the first time, why did you have to do it again, and what happened differently the second time?

Well, it's a very tough and at the same time interesting question. I remember, one day, I was working in a stable company in Iran and I had a permanent contract and everything was going smoothly and stable. I had applied for a couple of job positions in Germany and one of them accepted me and accordingly sent me an official job offer including all interesting facilities, bonuses and so on. I immediately resigned from my company and signed the new contract. Long story short, I couldn't make it to the German company since my visa wasn't issued. I wish I had never made a hasty decision like this without a clear future ahead of me. After a while, almost the same scenario happened to me again. I got a job offer from the Netherlands. That time, I kept my composure and I had been waiting for the visa issuance. But for my last experience, I wouldn't have been able to handle the situation. To put it in a nutshell, the lesson I have learned is to avoid making hasty decisions!

Task 3

Describe a scene

As far as I can tell
The first thing that caught my attention is
As I can see ..
I wish I were there
On the left side
In every corner
In the middle
A little further back
With her is a young girl who seems to be picking
She is done with the payment
I'm not really sure whether she is her mom or just a friend or a relative
Setting up a tent
Make a fire
Some wood and stones

Near the cars
Near the cashier

it had already been cut
Maps laying on the ground
It looks like part of a shopping mall.
One for shoes, another for furniture
Except for
Versatile
In a striped shirt
Trying on a pair of shoes
Picking up a pair of jeans
Shop staff
Paying for her items
meanwhile
Lively shopping scene
Climbing up a ladder
Directing traffic
Platform
 Rocks
Crane
Bulldozer
There are safety measures in place
Beside a truck
He is dressed very formally

Shoveling dirt into a wheelbarrow

He is **putting his arm around** his teammate.

Trolley

Overhead locker

Helping him wearing his headset

Task 3

Describe a scene

1-1



GPT

The place looks like a café, and it seems pretty busy. I can see a waitress cleaning a table, and behind the counter there's both a waiter and a waitress serving customers. One of them is a Black male waiter wiping the counter with a cloth while also handing a coffee to a customer in a suit. The other is a blonde waitress serving what looks like soup. The woman receiving the soup is with two children – probably her kids, although I'm not completely sure. One of them is a baby in a stroller, happily making bubbles with a toy.

Something interesting I noticed is that all the staff are wearing red uniforms with the words “Al’s Café” printed on the back. On the other side of the counter, there are more customers. I can see an elderly woman being helped by a young boy wearing a red cap.

There's a large window that gives a clear view outside. Through it, I can see a man and a woman walking their dogs. I can see some interesting lamps hanging from the

ceiling. There's also a menu on the wall, but to be honest, the text is too small for me to read clearly.

1-2



GPT

Well, As far as I can tell, there is a camping trip going on, right beside the beach. I can see mountains beyond the beach. A tent is being set up by a guy in green with a red hat. As I can see many people in hats, it must be chilly there or maybe freezing, I'm not really sure about it.

Near the cars, There is a man in a hoodie putting camping gear into a car trunk. I can see two people carrying a box which looks like a cooler. One of them is probably a girl in a blue hoodie.

I can see another guy in the corner taking off his boots or maybe he is putting on, again, I'm not sure about it.

A boy and a girl are trying to **make a fire** with **some wood and stones** of course. I can see some maps **laying on the ground** beside the stone. There is a big tree **that has been cut** which I'm not sure whether **they have cut** or it **had already been cut** when they arrived. Another guy in red is trying to **set up** another **tent**. It's a green tent.

I can see a girl with cute blond hair watching the sky with **binoculars**.

Birds are flying in the sky. It's a very **eye-catching place** to camp indeed, I wish I **were there too !**

2-1



GPT

Well, as far as I can tell, it looks like part of a big shopping mall. I can see different sections here, one for shoes, another for furniture, it almost looks like a small version of IKEA. The first interesting thing that caught my attention is the SALE banners on the wall and maybe that's the reason why it is crowded there except for the furniture section.

In the furniture area, there is a bed, a carpet, a set of couches, a lamp on the table, a coffee table, some mirrors, and some wall arts. The area is very versatile and has a variety of sections including toy and clothing sections. I can see a boy in a striped shirt trying on a new pair of shoes. By the way, A shop staff is helping him.

Near the cashier, a woman is paying for her items. With her is a young girl who seems to picking up a pair of jeans, probably trying to convince her mom to buy them too. In the toy

section, two little girls are happily playing with toys such as a truck, dolls, a rabbit, a bear, a playhouse, and a ball.

Meanwhile, someone is **going upstairs**, and on the right, a woman is carrying a dress to the **fitting room** to try it on. **Overall**, it looks like a very **lively shopping scene**.

13-1



Well, as far as I can tell, it looks like a big construction site. On the left side, I see two workers shoveling dirt into a wheelbarrow. Another worker is directing traffic beside a large green truck that is carrying soil and rocks.

In the middle, there's a big machine, probably a bulldozer, being driven by a worker.

On the right side, there's a platform where two people are talking about the project. One of them must be the main engineer because he is dressed very formally in a red tie and holding a blueprint. One interesting thing that caught my attention is that everybody here is

wearing a **helmet**, which is very promising. To me, it means it's a safe place to work – and that's how a construction site should be.

A little further back, I notice a worker **climbing up a ladder** to reach the **tall crane**. His job looks like the most dangerous one to me, but I'm sure there are **safety measures** in place for him as well.

2-2 (NOT REVIEWED)



Well, as far as I can gather, there is a soccer match. One team is in red and the other one is in blue and the blue team members are celebrating probably because of their latest score. I can see the digital billboard showing the match score which is 6-4 in favor of the home team. I can obviously conclude that the blue team is the home team. It makes so much sense since usually there is more audience for the home team, therefore they always have a more powerful mentality to win. I can see three players in the blue team celebrating, one of them is a short bald guy smiling and hiding his tremendous happiness, the other one with red hair with a headband celebrating very hard. And finally, the last one in the blue team standing **on the right side putting his arm around his teammate**. Of course, they are all super thrilled and proud of themselves. On the other hand, I can see the three members of the red team, the loser team, who are so depressed, or to say the least, they are taken aback. To describe them, the left one is on his knees and I would say he looks miserable. The middle one in brown hair is completely taken aback and he is like what is going on here! The right one in the red team is the tallest one among them and he is a black guy with curly black hair with a headband. I can see the goalkeeper of the red team from afar who is obviously sad too. I can also see the match audience, the home audience on the left, and the other ones on the right. Well, although it's a photo and of course I can't hear anything, I can imagine how loud the home audience is.

3-1



Well, as far as I can gather, it looks like a bazaar maybe, or something like a non-commercial marketplace made by regular people. I can see a woman walking her dog with her kid. I'm not sure if her kid is a boy or a girl but most likely he is a boy. Her dog also sounds pretty wild or angry, or wait a minute, apparently, the dog is trying to catch a couple of birds flying away or kind of escaping the place. The birds must be pigeons I think. The woman walking the dog has long red hair in a purple dress with some flowers printed on her dress. I can see a couple with their kid walking away and looking satisfied with their shopping. I suppose they have bought wall art. The man is a white caucasian guy with blond hair and the woman is a dark-skinned woman and their kid is also dark-skinned. Well these are my assumptions and I can't be sure about their relationships, anyway, to me, they look like a couple with their kid. In every corner, there are different small markets in a green area. So I can see some people walking between different markets, not all of the markets are so clear to me to understand what exactly they are selling but at least, the right one which is close to the people I just described is the kind of the biggest one and I can assume they are selling different types of wall arts. I can see two ladies **being busy shopping** in that, one in red dress negotiating with a salesperson and the other one also a woman who has already taken a wall art.

3-2



Well, Obviously It is **inside** an airplane. I can see a flight attendant carrying the trolley and passing a drink to a passenger sitting in the aisle seat. The flight attendant is a lady in a green dress and her trolley **abounds** with different kinds of meals and drinks of course. I can see a bald guy sitting in the aisle seat close to the trolley being annoyed by different stuff happening around him. The thing is, two naughty kids behind him are pouring their coffee on him and there is an old lady beside him with her baby screaming very hard! And the kids sound pretty happy and the old lady seems so chill and calm staring at him, so I can imagine how furious he must be. Behind the trolley, I can see a guy putting his luggage into his **overhead locker**. Again in the front, I can see a guy **helping another guy next to him wearing his headset**. Another flight attendant in the back is passing something to a passenger. Well, I'm not sure whether he is a flight attendant or just another passenger.

Task 4

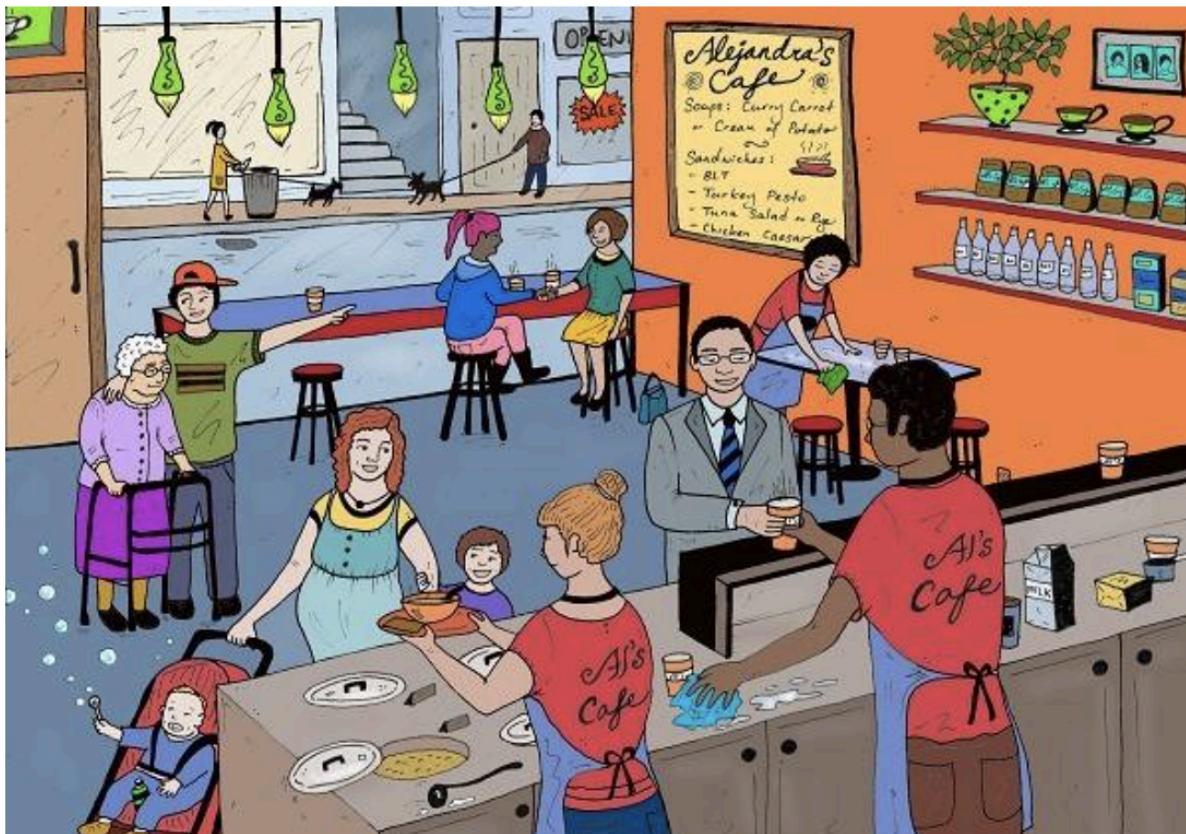
Making a prediction

She is going to **get her cleaning done**
She is most likely going to
She will most likely do
Here is the situation with the fire
Give her a goosebumps
I got goosebumps
Apart from that,
First
Second
Meanwhile
overall
The thing is
The situation will get out of hand
A tremendous hush will descend over the crowd
Walker
Queue behind her
Head home
Its right in front of them
The tents could be at risk
It looks like a fun camping trip
The actions might turn it into a ..
Safety considerations
Take out the rent

Task 4

Making predictions

1-1



GPT

First, the guy getting his coffee from the waiter **who is wiping the counter** is most likely going to complain about the cleanliness, since the counter **does not look very clean**.

Second, the old lady **with a walker**, being helped by a young guy, is slowly going to the counter. Since she is moving slowly, she might create a long **queue behind her**, and the café is going to get more crowded.

Meanwhile, the waitress wiping the table is going to finish her cleaning and immediately join the counter staff to take care of more clients.

Outside, the man and the woman walking their dogs will probably start a conversation, because they already **have something in common**. You know, it's **one of the easiest ways** to start talking to someone when you share something like walking your dogs. The guy may even ask her to go into this café, since **it is right in front of them** and looks like a great place to hang out.

Next, the two ladies sitting near the window at the long table are going to finish their drinks, say goodbye, and **head home**.

Finally, the lady carrying soup is probably going to **spill** some of it on the floor, since she is also busy with her two kids.

Overall, I think this café is going to get busier very soon, and the staff will have to work harder to manage the customers.

1-2



GPT

Well, the girl with binoculars will probably **catch** an unbelievable and unexpected **scene** in the sky that will **give her goosebumps**. She will be thrilled and shout to **let everybody watch it**. The guy standing near the car trunk will probably **take out the tent** and **attempt** to set it up outside. The guy taking off his boot will later help the other members with making the fire or maybe help the two guys with the cooler.

Apart from that, here is the situation with the fire. The thing is, they are doing a dangerous activity here. I mean, they are making a fire in the wilderness without any **safety considerations**. Since there are many trees around, the fire might **get out of hand**. If that happens, the tents could be at risk,

and people might need to run away. Most likely the local rescue team would come to help, and hopefully no one **would be** injured.

Overall, it looks like a fun camping trip, but some careless actions might turn it into a dangerous situation.

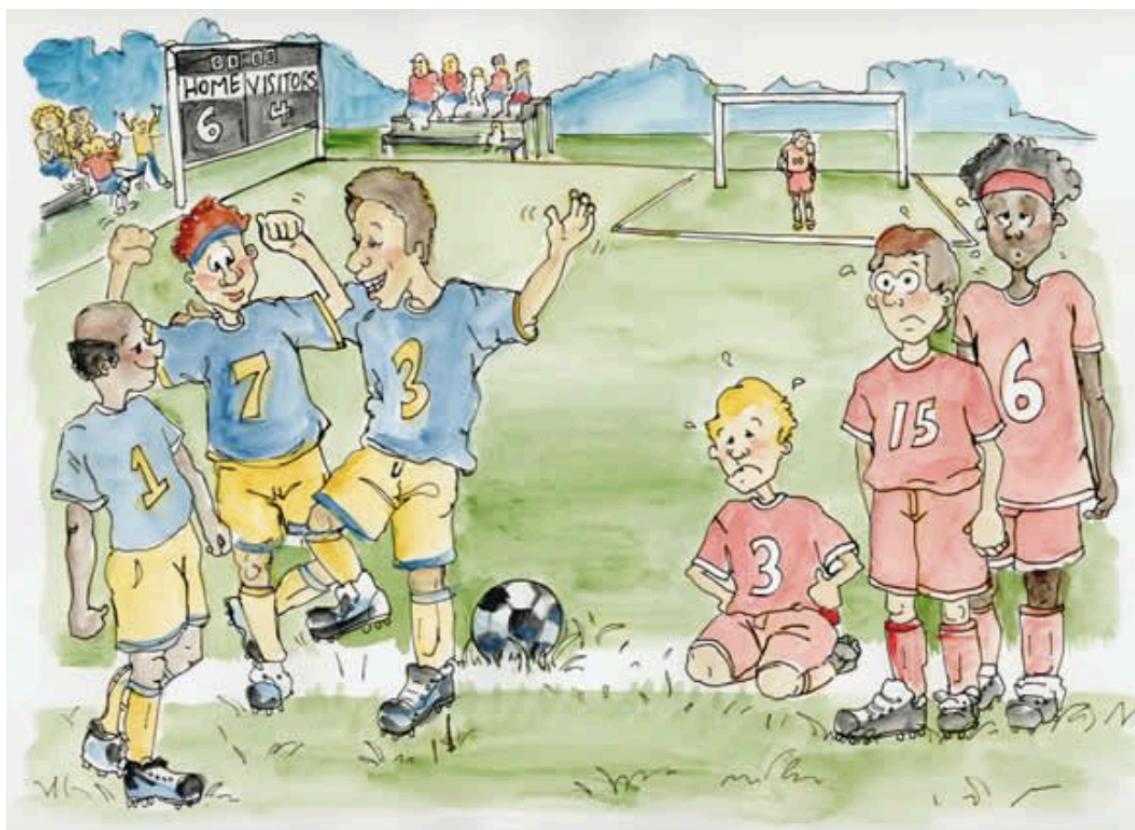
2-1



Well, it stands out a mile, the lady carrying a shirt is going to go to the fitting room to try the shirt on. The guy trying to put on a pair of shoes, might not be satisfied with the size and he is most likely going to return it back to the shop staff. The girl with her mom, well I'm not sure about their relationship but probably she is with her mom, she is going to convince her to

get the pair of jeans for her, and her mom is going to say, ‘at least try them on to make sure they fit you.’ She is going to stop finalizing her payment to see what her kid is going to do, and then she can pay all stuff together. The guy **going upstairs** probably will find the stuff he couldn’t find downstairs, and he will be happy with his patience and trying all his options. The kids playing with toys sound a bit naughty, and they are going to be extremely loud probably, and the staff is going to warn them, and they’ll be told to be a bit more silent since it’s not actually just a toy shop for kids and it is basically a versatile big shop. The kids will be **taken aback and feel offended**, and they are going to call their parents to **get their back**. By the way, I suppose based on the shop policy, they are not going to win that argument.

2-2



Well, I would say, the captain of the red team will talk to their team to motivate them. He is going to say ‘you are that sad as if it is the end of the world.’ The red team is going to determine to play much harder and leverage all their power. They will do all they can do and very soon, they will achieve two more scores. Then they are going to come back to the game.

They will be so thrilled and motivated to even win the game. The home audiences will be taken aback and, of course, mad at their team since they are in the home and they expect a better play. Audiences for the Red team will be super excited and be celebrating very hard. The blue team is not happy as they used to be. They are furious and desperately trying to get back to the game and return back their **triumph**. But since the red team is much more motivated than the blue team, they will achieve another score, and the stadium will explode. In the home audience section, a tremendous hush will descend over the crowd. they are not going to celebrate or cheer anymore. This is something nobody expected at all and I can say it is a nightmare for the blue team in their home.

3-1



Well, it stands out a mile the dog is most likely chasing the birds and the lady who is the owner of the dog is going to pull back its leash and shout at it. The lady in red dress is going

to pick the art that she is looking at. And she will pay for it for sure and they will wrap it for her. The family with the wall art which they just have bought plan to go home but their kid probably is going to talk with the another kid with the lady with the dog. So they are going to have some talk here and afterward they are going to play around, then the parents are going to hang out a bit while their children are playing here.

3-2



Well, obviously the flight attendant with a trolley is going to take care of the next passenger next to the passenger getting his coffee. I mean the one with pink hair. **The guy being**

annoyed by kids is going to complain about the situation to the flight attendant. The flight attendant will ask him about his problem, the old lady will interfere their conversation to say the situation is completely normal and although his baby is screaming she never considers her baby a very loud one ! well of course it does not make sense and the guy is saying something absolutely right. After some negotiation the flight attendant will give another seat to the guy and problem will be solved peacefully. The guy helping his friend to wear his headphone is going to play some techno songs for him and will ask his take on that and he is going to say ‘oh man, no offense, but this is not my type of music at all and actually this type of music is making me stressed out’.

1.Comparision and Persuading

It's completely up to you and I'm not in the position to make the final decision for you
I would suggest doing this to you
I would suggest that
But If you wanna know my take on that I would highly recommend that
But If you wanna know where I stand on that I would highly recommend that
It's out of question to
I know your colleagues inside out
If I could travel in time, I would
You cant get to do that in that place
I may sound too strict
I wish I had never done it
The camera plays an important role in the phone industry
Im not saying having a smart phone is a must, but its a bonus to have one
I understand you are not made of money, but you'll get your money's worth
Health should be a high priority
If I were you, I would pick that one without a shadow of a doubt
It leaves a lot to be desired
The reason why I'm saying that is
You would kill to be a
On the one hand, on the other hand
The more minimally you wear, the more professional you look
By doing so
You will have the best of both worlds
You won't get respected with this
To my way of thinking
In addition
In fact
In my humble opinion

2. Dealing with a difficult situation

I understand it didn't turn out as expected
The thing is, your meeting is coincident with my plan
I'm sorry to say I'm afraid I can't attend
You can't imagine how much I wanted to be there
In fact
I'm not saying that it is out of question
It's not worth a try
Were I in your shoes
Please don't get disappointed with me
I apologize for the inconvenience
You know me inside out, I'm not that kind of person who finds it easy to change plans or break promises
Sometimes the priority has to go to family events
I'm wishing you a blessed new ride around the sun
I wish I'd never been in such a dilemma
You may want to schedule another time with me

3.Expressing opinions

Well it's a pretty tough and controversial question
But if you wanna know where I stand on the question having been asked
I would rather the government allocated
People might not consider the fact that
Maybe I'm taking it too far
But when it comes to
To say the least
For no obvious reason
It leaves a lot to be desired
Although
We shouldn't compromise that
If I were a member of the government
Well I have a nodding acquaintance with this subject
We should make the most of it

4.Describing an unusual situation

I've got a situation in a car being in a terrible condition
As well as
You might think I'm making this up
You might think I'm getting crazy but I've not exaggerated whatsoever
I don't wanna make a big deal out of it
It really caught my eye
You will get goosebumps
I was wondering if you can help me with
Why don't you come and see
I appreciate it if you
I hope you figure out what I'm talking about based on my explanation
I hope you can give me your take based on my explanation
It is far removed from
Bizarre

5. Describe a scene

5. COMPARISON AND PERSUADING

1-1 Your niece's mother (your sister) is suggesting another day camp. Persuade her that the camp you chose is more suitable by comparing the two.

Music camp

- teaches children basic music symbols and rhythm
- offers basic lessons for guitar, flute, and piano based on their preferences
- practice simple songs together
- \$150 for 10 days

Reading and writing day camp

- learn about creative writing techniques
- read each other's stories and share ideas
- \$200 for two weeks, 8 hours a day

Well, it's completely up to you, but If you wanna know my take on that, I would highly recommend the music camp to your kid. As you know I'm a music person, and I used to be a musician. Therefore, I vote for the music cap. Whenever I see a kid playing music somewhere I get goosebumps. Maybe I'm

taking it too far, but you know, your kid can learn reading and writing stuff at school. But it's out of question to learn music at school and that's why I insist you should enroll in the music camp. Furthermore, I know your kid inside out and I'm pretty sure she will enjoy it much more. I wish I had started playing music earlier, as early as possible. If I could travel in time, I would pick an instrument in my early childhood.

1-2 A co-worker suggests eating hot dogs from a street food vendor. Persuade this co-worker that the option you chose is more suitable by comparing the two. (DONE)

Street Hot Dogs

- eat different types of hot dogs and drink soda
- stroll on busy downtown streets or sit in public parks
- affordable prices

Heritage Cultural Night

- stroll around the city's heritage area and enjoy authentic food
- appreciate art and crafts from different cultures
- enjoy live music performances

Well, If you wanna know my take on that, I would say you'd better go to the heritage cultural night. You live downtown, and you always have the chance to have good hot dogs here, but having authentic food is a whole new ball game. I know you inside out, I know how much you love cultural events stuff like that, and I've noticed you are a music person as well; I remember that night

when we were in the jazz club together listening to that fantastic jazz band **you got goosebumps**. Again this is something you can't **get to do** in the public park downtown. **If I had a part-time job, I would** travel to many different cultural events/places. Besides that, eating hot dogs and soda doesn't sound very healthy; **I may sound too strict**, but you know what, since I started working out, **I wish I had never had** unhealthy food.

2-1 Your boss is suggesting another cellphone. Persuade your boss that what you chose is more suitable by comparing the two. (DONE)

Crumble Mobile Phone

- free with 1 year contract
- tough and waterproof
- two ring tones

DarkFruit Mobile Phone

- \$10 per month with 1 year contract
- unlimited texting
- camera

Well, it's completely up to you, but If you wanna know my take on that, I would highly recommend that you should choose the DarkFruit mobile phone. No offense, but don't be old-fashioned. Although the Crumble mobile phone is still functional, It doesn't count as a smartphone. Besides that, I know you inside out, I know how many texts you send on a daily basis, so notice the DarkFruit one has an unlimited texting feature. In addition, nowadays, the camera plays an important role in the phone industry. I know you can afford the cost and I wish I could afford it, I'm not saying that having a smartphone is a must, but it's a bonus to have one.

2-2 Your boss is suggesting another chair. Persuade your boss that what you chose is more suitable by comparing the two (DONE)

Economy Task Chair

- \$40
- fabric seat
- two ways to adjust for comfort

Ergonomic Comfort Office Chair

- \$110
- vinyl and plastic
- excellent back support
- four ways to adjust for comfort

Well, I'm not in the position to make the final decision and I know, **you are the one that wears the trousers**. But you wanna know my take on that, I would prefer the Ergonomic one. **Although it's more expensive and I understand you are not made of money, you will get your money's worth.** Nothing is more important than your employee's health and **health should be a high priority**. In that sense, **it stands out a mile**, the ergonomic one must be more comfortable. **It is believed** 80% of employees after working for just a few years suffer from back pain and I suppose a good chair can **play an important**

role in that. To put it in a nutshell, If I were you I would choose the ergonomic one, Without a shadow of a doubt.

3-1 Another parent in the club is suggesting another activity for the field trip. Persuade them that the activity you chose is more suitable by comparing the two.

Paintball

- use the most powerful paintball gun
- boys and girls welcome
- age restrictions apply

Children's Farm

- \$10 per person
- feed the chickens
- watch the cows being milked

Well, You are the one who wears the trousers, but If you wanna know my take on that, I would prefer the Children's farm. The reason why I'm saying that is it is going to be more soothing, relaxing, and such a calm experience for you kids. Although it's not free you'll get your money's worth. I'm not saying that paintball is not exciting for kids, but in my humble opinion, your kids are too young for an activity like this. In fact, The farm activity keeps your kids closer to nature which affects their subconscious mind in a good way for sure and it will be a big game-changer mental health wise. I wish I had tried stuff

like that more when I was a kid and If I had done so, I could've had a better childhood. You know what, You may find me too strict, but to my way of thinking, the violence that exists in activities like paintball is gonna be too much for your kids.

**3-2 He is got a new job ,
Your friend is suggesting another pair of glasses. Persuade him that the
glasses you chose are more suitable by comparing the two**

- unique, small, round frame
- good for colour lenses
- comes with a free case

- simple and elegant lines
- comes in black and silver
- full frame design
- free cleaning when needed

If you wanna know my take on that, I strongly believe you'd better get the simple one. The reason why I'm saying that is you want to look professional, then choose something which is more minimal. In my humble opinion, The more minimally you wear, the more professional you look. In fact, the round frame one is too fancy, too flashy to look professional, On the one hand, with a round one you will look more unique, and I know how much you keep up with

fashion and how much you would kill to be a hipster, but on the other hand, this is gonna be too much and it's not gonna be elegant at all. It all comes down to how elegant you want to look. You won't get respected with this. If I were you I would get the simple one without a shadow of a doubt.

6. Dealing With a difficult situation

1-1 You and Mike work in a department store, and Mike is talking to a customer who wants to return a coffeemaker he bought there. The customer doesn't have his receipt, but you remember selling him the coffeemaker the day before. Mike is refusing to refund the coffeemaker, but the customer is getting upset and just wants his money back.

Explain to the customer that the store policy is that you must have the original receipt to return an item, so he cannot get a refund for the coffeemaker.

Well, I fully understand your request is completely valid and it didn't turn out the way you wanted to. In fact, this is just our policy which I wish it were not. I've been told it is very unlikely if we could violate any refund policy here. I'm not saying that it is out of question but I suppose it's not worth a try. Were I in your shoes, I would change the coffee maker to another product with roughly a similar price. Please don't get disappointed with us, we apologize for the inconvenience. Of course, we truly don't want to lose a loyal customer like you. You may want to change it with another coffee machine since we have

a wide variety of them here. You are the one who wears the trousers and whatever you choose I'm here to help you with.

1-2 Your colleague, Karen, wants to arrange a team-building picnic in order to improve communication and morale at work. She believes that it should be mandatory for all employees in the department. Your other co-worker, Dennis, thinks social events are a waste of time and that the picnic should be optional.

Talk to Dennis. Explain why the picnic should be mandatory.

Well, I fully understand your concern David and I also believe time is the most precious thing in our life. But keep in mind, we are not robots and based on research it is believed that face to face communications can really help our work performance as well. You know me inside out, I used to be a computer nerd, very anti-social, and always stick with computers instead of human interactions. But it didn't work out and as time went by, I realized how important human interaction can be, so I have been trying to get in touch with people more and more. In that sense, the picnic can play an important role in that. I wish I had started socializing as early as possible. To put it in a nutshell, in my humble opinion, the more you socialize the more you grow and consider it a part of your career development as well.

2-1 Your co-worker, John, has invited you to his birthday party. You agreed to go to his party weeks ago. However, you just found out that your cousin, Lily, is graduating university the same day and your family is having a graduation party for her.

Talk to John. Explain why you cannot go to his birthday party.

Hey John, I'm really sorry to say I can't attend your birthday party although I informed it, I was going to attend. Actually **sorry isn't the word for it**. You know me inside out, I'm not that kind of person who unpredictably changes plans so often. But the thing is, my cousin's graduation party is coincident with your birthday party. She means a lot to me, don't get me wrong, you mean a lot to me too, but **sometimes the priority has to go to family events**, if you know what I mean. The whole family is gonna get together and it will be so disrespectful if I can't show up. I wish I could make both parties and I wish I had never been in such a dilemma. By the way, here is your birthday present, and I hope you accept my apology. Happy birthday in advance, I'm wishing you a blessed new ride around the sun. I wish you a fantastic birthday party, I'm sure you are gonna kill it.

2-2 Your co-worker, Alex, needs help with a project. You made plans to meet with him and discuss the project at 3:00 p.m. However, your boss, Mrs. Smith, has just told you that she needs to meet with you at 3:00 p.m. to discuss a new assignment.

Talk to Alex. Explain why you cannot meet with him today.(NOT REVIEWED)

Look Alex, I'm so sorry to say I can't make it to our meeting. I know sorry isn't the word for it. You know me inside out, you know I'm not that kind of a person who breaks his promises so often. The thing is, our meeting is coincident with another meeting with my boss. She wanted me to discuss a new assignment which is also pretty critical and vital. I wish I'd never been in such a dilemma. I hope you understand my situation and hope you accept my apology. Although Mrs. Smith, my new boss, is not too strict, I just got my promotion and in that sense, I need to prove myself to her. You may want to schedule another time with me in the evening in order to help you out with your project, under the worst circumstances, let's talk on upcoming Monday.

3-1 Your colleague, Adam, is going to visit a client tomorrow. He wants to dress informally to stress his individuality. Your co-worker, Suzanne, believes that formal style is always better.

Talk to Adam. Explain why formal clothing is better for a business meeting.

Hey Adam, look, you are the one that wears the trousers, but If you ask me, I would rather you wear the formal one. The reason why I'm saying that is you can't imagine how important it is to be formal in business meetings. It extensively affects your client's subconscious mind. The more formal you are, the more seriously your clients take you. I know you inside out, I know you always keep up with fashion, Although you would be more free if you were to dress casually and defenitely you would get to express your real self more, it is leading you to lose you client most probably. Im not just saying that to have just said something. Your client choices will mainly get prompted by what you waer. It's supposed to be a business meeting then If I were you I would defenitely put on the most formal one.

3-2 You have known your close friend Lissa since childhood. She is getting married and has invited you to her wedding. Unfortunately, her wedding is right before two of your most difficult final exams

Explain to your friend why you cannot be at her wedding.

Hey Lisa, I'm so sorry to say I'm afraid I can't attend your wedding ceremony. I know sorry isn't the word for it. The thing is, your wedding ceremony is coincident with my most difficult exams. These exams can massively affect my career path and they mean a lot to me, don't get me wrong, you mean a lot to me too, you know me inside out and you know I'm not the kind of person who finds it easy to break his promises. I wish I had never been in such a dilemma . You can't imagine how much I wanted to attend your wedding party. By the way, one more time, I hope you accept my apology, I wish you an amazing wedding party, a long happy life with your lovely spouse, and a brilliant next chapter.

7. Expressing Opinions

1-1 Question: Do you think Canada should spend money on preserving its historical sites or spend money on scientific research and advances? Explain your reasons. (12 lines with 13 size)

Well, if you wanna know my take on that, I would rather the government allocated more budget on research. Although the historical part of every country should not be totally forgotten and it can partially reflect the history of the country and attract tourists of course, in order to create the future we need to invest more in science. We have been facing serious problems like global warming, the crisis of climate change, and so on, and these are not the problems that will be solved by the passage of time unless we invest money and put efforts into them. Furthermore, we always expect technologies are going to be better and way easier to be used, and people might not consider the fact that technological advances are completely dependent on scientific advances. And it's worth mentioning that science advances are much slower than you think and it always needs a huge amount of budget. If I were a member of the government, I would definitely deduct the current budget for the historical part. Maybe I am taking it too far, you know because I am a tech person and although I am not a scientist, I am a true science enthusiast. To put

it in a nutshell, I fondly believe the future is way more important than the past.

1-2 Question: Do you think that all big corporations should donate a part of their profits to charity? Explain your reasons.

Well, if you want to know where I stand on the question having been asked, I would probably say, yes I do. Personally, I'm kind of a socialist person and I suppose it is a part of everybody's responsibility to make a commitment to charity work and when it comes to big corporations, of course, I would say, they should support and donate a part of their profits. But besides that, we should keep in mind, just with charities we can not guarantee we can solve poverty issues, in that sense I believe a proper tax system can improve the society way better than charity works. I'm not sure if you know what I mean. It's a matter of having a good social system to eradicate poverty. Although charity work can solve a part of poor people's difficulties and to say the least, relieve their problems it is not going to be a solid solution. To put it in a nutshell, I would say, yes, big corporations must do charity work, but it is not enough to have a healthy society.

2-1 Question: Do you think people should be forced to retire (leave work) at age 65? Explain your reasons.

Well, it's an interesting and at the same very tough question. If you want to know my take on that, I would probably say I don't think so. I have some solid reasons for that. First of all, **when it comes to** financial status, we really don't know the financial situation of the man or woman at 65, they might need more money for living and their pension might not be able to **meet all their costs**. **Keep in mind**, we always have inflation and **it would be** too optimistic if we thought the pension and retirement payments were fairly enough. **In that sense**, they might need to work to fulfill their basic needs even **at the age of 65**. Another reason that I am saying that is some people enjoy working more than anything else and it's not just about money and they are **so-called** workaholics. **It may not sound** healthy, but if they are still **capable of working**, why not?! **keep in mind**, some people are lonely at that age and this would be the only way for them to **get in touch with people** and feel worthy and alive.

**2-2 Question: Do you think Canada should have more public holidays?
Explain your reasons.**

Well, **when it comes to** holidays in Canada, we all know the official leaves are not up to much in Canada, and in that sense definitely, I would appreciate it if we had more public holidays. I fondly believe we will have healthier employees if we have more holidays. I am not going to take it too far, but I have to mention it again that official leaves and public holidays in Canada in total are not that much in comparison with many countries in Europe. If we look at the work-life balance in European countries, especially Scandinavian countries, **We will reach the conclusion that although Canada is doing good for sure it leaves a lot to be desired.** For instance, There is just a **one day holiday at Christmas** officially and it doesn't seem fair at all. You might say, okay, it is so common that people can take their official leaves **at Christmas**, but it would be nicer if we had more public holiday days **at Christmas** as an example, then they can keep their leaves for summer, other vacation opportunities or some personal issues.

3-1 Question: Do you think car drivers should re-take the road test every 5 years? Explain your reasons.

Well, of course, I do. Although it would be annoying for drivers to retake exams and I understand it would be both money-consuming and time-consuming, they should retake once in a while. The reason why I'm saying that is the rule might change and on the other hand, drivers will most likely forget the rules after a while because they just subconsciously drive without noticing all the rules anymore. This is my experience with driving after a while. When it comes to safety, we shouldn't compromise anything. It is believed that car accidents are drastically reduced in the countries where there is a shorter expiry time for a driving license. You might think I just made that up, but this is a solid fact that you can check out. I hope the government makes this a high priority. To put it in a nutshell, If it can help some lives, why postpone it?

3-2 Question: Do you think the government should remove public artworks if some people think they are offensive? Explain your reasons.

Well, I have to say, it's a very interesting and at the same time tough question. If you wanna know my take on that, I would say, they should not. In general, I fondly believe we can not ban anything. Even if they remove those artworks, they will continue their work underground. My idea is that there is no limit in art by nature. And we can not control any kind of art including public artworks. And in that sense, nothing should be considered offensive artworks. I understand the concern about it, but If we hadn't had any censorship so far, we would have a more open-minded society right now. I think, instead of removing those so-called offensive artworks they could share all different ideas on media in order to have less friction between people having different opposite ideas. I may sound too dreamy and not realistic that much, but I strongly believe this is something we can achieve, and of course, it takes time. I hope we will have a society where no artwork is considered offensive.

8. Describing an unusual situation

1-1 While driving, you see a car that you think is unsafe. You call 911 (you have a hands-free phone), and the police answer your call. Now describe in detail what you see, and explain why you think it is unsafe.



Hello, I've got a situation in a car being in a terrible condition while I'm driving. I was wondering if you can help with this situation. Regarding the car, one of the tires is coming off. And there is a big cat in front of me and I'm afraid I'm risking my life as well as other drivers'. Let me share my location, I'm on a highway X 30kilometers to Manitoba. I'm not really sure how long I can manage the condition but I'm trying not to get past any other car and keep driving in a straight line. I have to emphasize my car is a super small hatchback, in that sense imagine I don't have one tire working properly in such a small car. Also, I feel I'm running out of fuel very soon! Oh my God, don't think I'm making a big deal out of it, I just want to make sure you are coming. Please let me know when you are close, then I can pull over. I hope you can make it soon. Thank you in advance.

1-2 You are walking in the fashion district when you see a lady wearing unusual shoes. Your friend Katherine knows a lot about shoes. Call her, describe what you see, and ask her if she knows where you could buy them.



Hey Kathrene, How are you doing? I hope I'm not catching you at a bad time. I just saw something which I need your help with. I'm in a fashion district and one of the models is wearing a pair of shoes which are magnificent or rather very exotic. It really caught my eye and I literally got goosebumps. Although it is very unlikely I can find something precisely like this I would be thrilled if I could find something similar, to say the least. Let me elaborate a bit, the heel part is like a red jelly bear. The toe box part is like an ice cream topped with a strawberry or a berry. The upper part has a shoelace, a pink shoelace and it's extremely colorful, I can see some happy shapes on that, like candies, a biscuit doll, and the background color is like something between blue and green. Of course, it is not ordinary shoes, but I hope you could guess the brand or model based on my explanation.

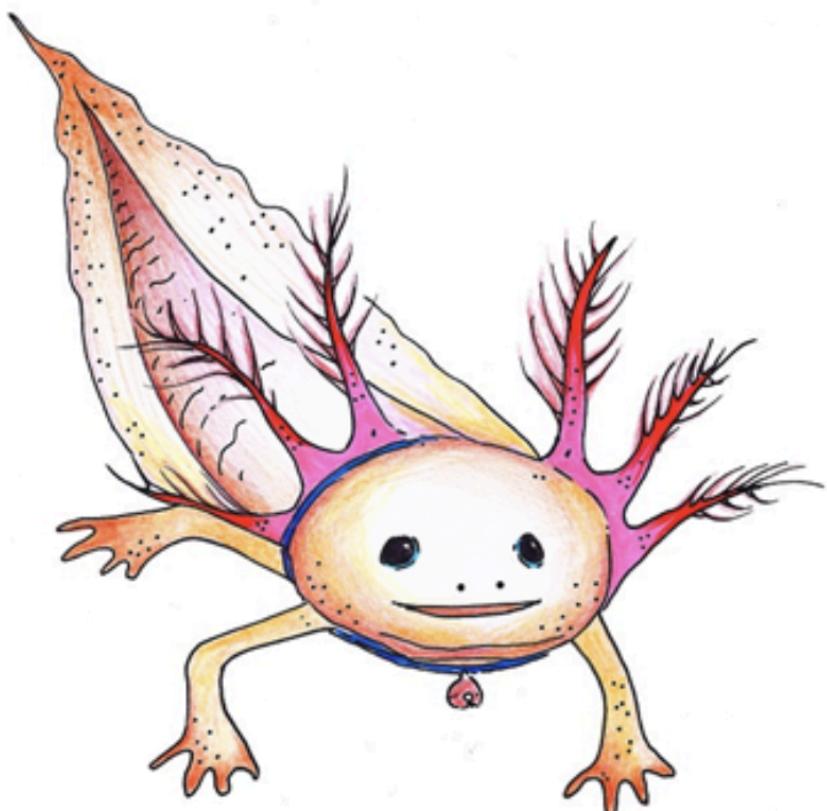
2-1 You recently bought a cup, but a problem occurred the first time you used it. Phone the store from which you bought the cup. Provide a full and

clear description of the cup you bought and explain the problem to the store assistant.



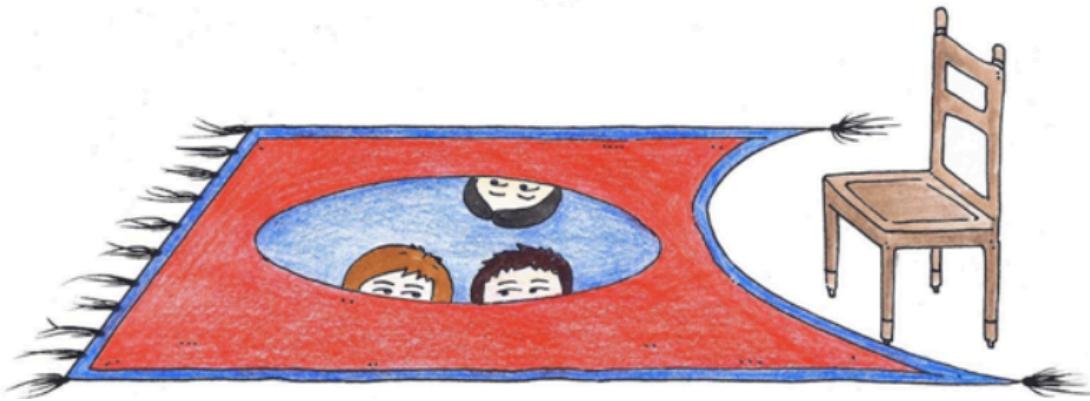
Hello, I was wondering if you can help me with the issue I just faced with a product I have bought from you. The product is a cup, but not a regular cup. The thing is, its handle has been broken and I have to say, it was too fragile. Let me describe the cup, maybe you can recognize it and give me a tip or something on that. It's a pretty cup, the background color is light pink with a winter vibe. There are three snowmen printed on that. All of them wear scarfs. The two right ones are hugging each other. The right one has a purple scarf, the middle one is in a green red striped scarf and the left one is in a blue-white striped scarf. Another thing I can mention is the left one is putting a hat on the middle one. Of course, all of them have carrot noses. **I hope you can figure out what cup I am talking about based on my explanation. I would appreciate it if you help me with refunding me or give some tips on how I can fix it maybe with glue or something.**

2-2 You found a lost pet in the park. Call the local animal shelter. Provide a full and clear description of the animal and ask if anyone has lost it.



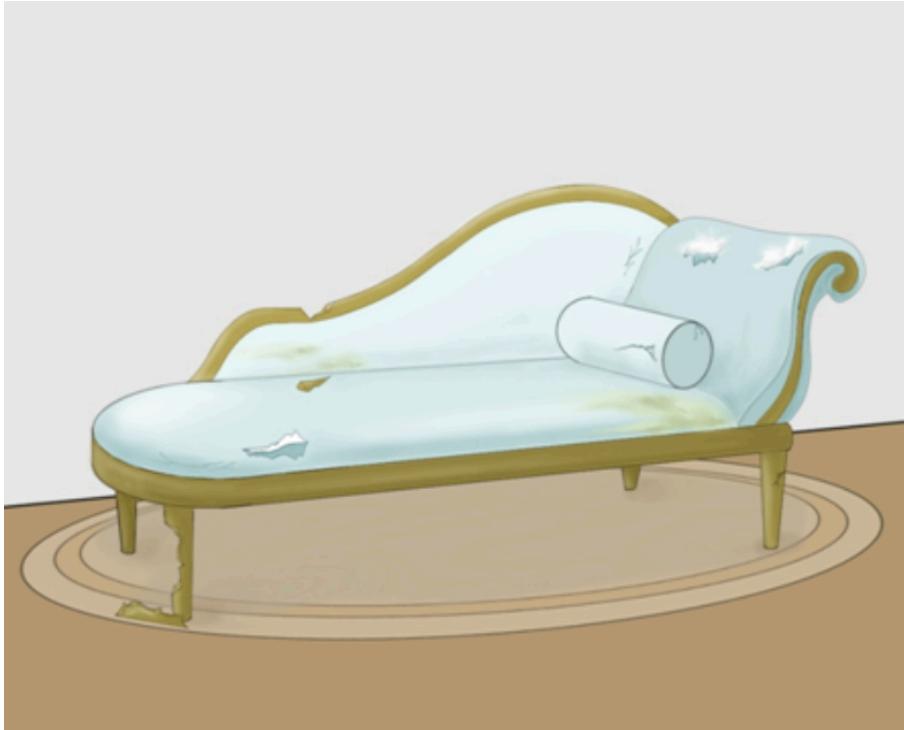
Hello, I was wondering if you can help with the animal I just found. I can describe it a bit and hopefully, you can search if anyone recently has lost it. Actually, it's not a regular animal at all, and to be honest, I've never seen something like that before. It is like an insect, maybe something like a locust, with 5 antennas, and it has 4 hands and each of its hands has 4 fingers. It has a very long tale. It has a very round head with a kind of smiling face. Its antennas are pink and each of them is like a tiny tree. Something is dangling from its chin which is exotic. Its skin is kind of light yellow mixed with some pink. This is all I can describe it, I know **you might think** I am crazy but **I've not exaggerated** whatsoever, this is that **bizarre**. I hope you can help with finding the owner based on my explanation. Thank you in advance.

3-1 You want to purchase this rug, but the store won't let you take a photo. Call a family member. Provide a full and clear description of the rug you wish to buy, and ask your family member if you can buy the rug.



Hey Jimmy, I just came up with an interesting rug which I'm not quite sure if I should buy or not. It really caught my eye, but I do need your consultancy. Let me describe it a bit, then you tell me your take on that. First of all, it is not a regular rug and it's a bit exotic. It is red with blue **tape** around it. It's not a complete rectangle, the difference is one of its **sides** is half-circle. The right one. And in the middle of the rug, I can see a circle with blue background color, it's like a small lake maybe **more of a hole**, it's more like a hole and there are three kids faces inside that looking at each other, it may make the rug a bit frightening but at the same time super exciting and extremely unique. The size of the rug really fits my room, so I hope you can give me your take on that based on my explanation.

3-2 You ordered a couch from an online furniture store, but when it was delivered, you found problems with it. You decide to call the furniture store. Describe in detail what the problems are, and how you would like to resolve the situation.



Hello, I was wondering if you can help me with the product I just bought online. I have bought a couch online and the condition is **far removed** from what I have seen on your website. The thing is, there are some damages on the cotton part of the couch, damage on its arm, one of its legs is extremely damaged. I can also see a cranny on its other leg. I can see some big stains on its floor and on its side. The pillow is damaged. I **fondly got disappointed with my purchase**. I hope you explain what happened and definitely, I expect you to either replace it or refund me