

TOEFL Speaking Question Type 4

You will now read a short passage and then listen to a conversation on the same academic topic. You will then be asked a question about them. After you hear the question, you will have 30 seconds to prepare your response and 60 seconds to speak.



Reading Time: 45 Seconds

Remorse

Emotional expression of personal regret is the state of remorse. This is closely related to guilt and self-directed resentment. People feel remorse when they believe their actions were wrong. Consumer's remorse is the concept of regretting a purchase after buying an item. Buyers may focus on the negative aspects of the product they have just purchased and feel regret about their actions. People in Marketing are fully aware of this concept and have tried to find ways to counter that phenomenon. It is indeed their job to convince consumers to buy a certain product, but it is also true that marketers have to make sure that the consumer is happy with the product and that they won't return it out of regret.



Describe consumer remorse based on the lecture and how the car company dealt with this problem.

Preparation Time: 30 Seconds

Response Time: 60 Seconds