

## SPEAKING

### PART 1

The examiner asks you about yourself, your home, work or studies and other familiar topics.

#### EXAMPLE

##### Flowers and plants

- Do you have a favourite flower or plant? [Why/Why not?]
- What kinds of flowers and plants grow near where you live? [Why/Why not?]
- Is it important to you to have flowers and plants in your home? [Why/Why not?]
- Have you ever bought flowers for someone else? [Why/Why not?]

### PART 2

**Describe a review you read about a product or service.**

**You should say:**

**where you read the review**

**what the product or service was**

**what information the review gave about the product or service**

**and explain what you did as a result of reading this review.**

You will have to talk about the topic for one to two minutes. You have one minute to think about what you are going to say. You can make some notes to help you if you wish.

### PART 3

#### **Discussion topics:**

##### **Online reviews**

*Example questions:*

What kinds of things do people write online reviews about in your country?

Why do some people write online reviews?

Do you think that online reviews are good for both shoppers and companies?

##### **Customer service**

*Example questions:*

What do you think it might be like to work in a customer service job?

Do you agree that customers are more likely to complain nowadays?

How important is it for companies to take all customer complaints seriously?