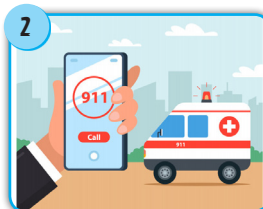




**Look the pictures and choose the correct option.**



- a. smartphone
- b. telegraph
- c. printing machine
- d. messenger birds



- a. report an emergency
- b. make a complaint
- c. report a problem with delivery
- d. learn about a bill



- a. learn about a bill
- b. reserve a room
- c. change a product
- d. book a ticket



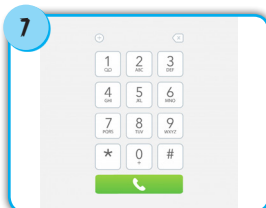
- a. make a complaint
- b. solve a problem
- c. buy something
- d. ask for information



- a. disturb
- b. deliver
- c. donate
- d. repair



- a. vacation
- b. warranty
- c. call center
- d. product



- a. pick up
- b. hang up
- c. dial
- d. connect



- a. donate
- b. contact
- c. change
- d. invite



- a. face-to-face interaction
- b. chat online
- c. talk on the phone
- d. send an email



- a. introduce
- b. hang up
- c. repeat
- d. connect



11



- a. order
- b. get help
- c. warn
- d. invite

12



- a. important/essential
- b. kind/polite
- c. old-fashioned
- d. expensive

13



- a. return a product
- b. make a complaint
- c. make a reservation
- d. order

14



- a. cell phone
- b. printing machine
- c. telegraph
- d. messenger birds

15



- a. donate
- b. order
- c. repair
- d. deliver

16



- a. reserve a room
- b. report a problem with delivery
- c. make a complaint
- d. change a product

17



- a. embarrassed
- b. scared
- c. bored
- d. worried

18



- a. face-to-face interaction
- b. online communication
- c. talk on the phone
- d. use social networks

19



- a. product
- b. customer
- c. pupose
- d. vacation

20



- a. face-to-face interaction
- b. make a phone call
- c. text a message
- d. video chat