

### 11.6 FCE Result Revised – FILL-IN – Writing pg 138 – 139

Choose the correct word in each question.

1. What would you do if a shop assistant **overcharged/ overpaid** you by more than a hundred crowns?
2. If you had a **disappointed/ disappointing** meal in a restaurant, would you refuse to pay the bill?
3. Do you have any negative experience with your bank's **customer duty/ service**?
4. Have you ever **taken/ placed an order** on something and received the goods on the very same day?
5. Have you lost your keys **on a number/ numeral of occasions**?
6. If you order a certain product and receive a different one by mistake, will the company give you a **full replacement/ refund**?
7. When did you last contact an old friend **via/ during** email?
8. When you call to your doctor's office, is the **line/ wire** often **engaged**?
9. What would you do if you ordered a present for your partner and the product was **delivered/ received** late?
10. Do you agree that some advertisements **claim/ believe** things that are not possible?
11. What would you do if you sent a letter of complaint and didn't get a(n) **echo/ response**?
12. Do you have a(n) **answering/ responding machine** on a landline at your job?

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