

ANSWER

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|--------------------------|-------------------------------------|
| 1. H | 21.True |
| 2. B | 22.(tele)phone number |
| 3. F | 23.Direct line |
| 4. D | 24.(just) listen / listen patiently |
| 5. Not given | 25.Take notes |
| 6. False | 26.(unreservedly) |
| 7. True | apologise/apologize |
| 8. Not given | 27.Deliver |
| 9. False | 28.A, D, G, I |
| 10.Minus 16/ -16 | 29.A, D, G, I |
| 11.20 | 30.A, D, G, I |
| 12.12 | 31.A, D, G, I |
| 13.Air dry | 32.False |
| 14.(compact) fluorescent | 33.True |
| 15.True | 34.Not given |
| 16.False | 35.False |
| 17.Not given | 36.H |
| 18.True | 37.I |
| 19.True | 38.A |
| 20.False | 39.B |
| | 40.G |