**Speaking**

**Part 1**

**Birthdays**

1. What did you usually do on your birthday when you were a child?
2. How do you normally celebrate your birthday now?
3. Is your birthday now still as important to you as when you were a child?
4. Do you think it's important to give someone a card when it's their birthday?
5. Do you think the price of a gifts/presents is important?

**Books**

1. Do you like reading books?
2. What kinds of books do you like to read?
3. What is the best book you've ever read?
4. Is reading books a popular activity in your country?
5. Do you think that electronic books / eReaders are better than real books?

**Part 2**

Describe a Problem You had while Shopping Online or in a Store

**You should say:**

When it happened?
What you bought?
What problem you had?
And explain how you felt about the experience.

**Part 3**

1. **What do you think customers should do when there are problems with products bought online?**
2. **What problems do customers often have while shopping?**
3. **What are the differences between shopping online and in-store?**
4. **What kind of customer service do you think is good?**