

# Part 5: Listening to a Discussion



You will watch a discussion between three co-workers. You will be introduced to them at the beginning of the video. There are two men and one woman. They are colleagues at a rollerblade rental shop.

## Video 1

Watch the discussion.

1. What do both Mark and Mia believe about liability?

- Customers have been too worried about it.
- It is being explained in a manipulative way.
- Customers should understand it at the outset.
- It could discourage some potential customers.

2. What does Mark think about the waiver?

- It is unnecessary.
- It should be presented earlier.
- It should be presented later.
- It should be revised.

3. Why has business decreased?

- Accidents have increased due to slippery conditions.
- Customers have become more aware of the risks involved.
- Many recent rainy days have led to temporary shop closures.
- Uncontrollable factors influence willingness to rollerblade.

4. What does Aaron think about occasionally closing shop?

- They'd need to find a cheaper location.
- It would save a lot of money.
- They'd need to increase their prices.
- It's not the best solution.

5. What is Mark's response to Mia's comment about the CN Tower?

disappointment

annoyance

pleasure

surprise

6. What does Mia think about sightseeing tours?

They may appeal even to non-tourists.

They would not attract customers on rainy days.

They should include interesting architecture.

They could combine tours with rollerblading.

7. What does Aaron believe about the popularity of rollerblading?

Demand has fallen, so they should maintain their prices.

Demand has risen, so they should increase their prices.

Demand is steady, so they should slowly raise their prices.

Demand is changeable, so they should reduce their prices.

8. What issue remains unresolved?

whether to present the waiver

when to present the waiver

whether to offer tours

when to offer tours