

1. Read the letter and answer the questions.

a. How did the shop assistant get Mrs Wibble's attention?

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b. Why did he want Mrs Wibble to leave the shop?

c. What was Mrs Wibble's reaction to this?

d. What would Mrs Wibble like Scranners to do for her as an apology?

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2. Write true (T) or false (F).

a. Mrs Wibble makes other people take off their shoes when they are with her.

b. The shop assistant told Mrs Wibble that she didn't have to leave.

c. Mrs Wibble was very calm when she left the shop.

d. The letter is to someone in the human resources department Scranners.

e. The floors of Scranners were dirty and messy.

