

1. Fill in each gap with an appropriate word from the box.

acceptable

ignore

interrupt

make a scene

refuse

tension

- a) The offer was so good that I couldn't
- b) Don't him when he is studying, it makes him angry.
- c) It's her habit to phone calls from unknown numbers.
- d) The between Warren and Anne made everyone uncomfortable.
- e) Flight attendants have to be calm when sometimes angry passengers
- f) In some countries, greeting your boss before he/she greets you is not

2. Answer the questions.

- a) What did the checkout worker do yesterday? Why did he/she do so?

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- b) What do some customers do when they are not happy?

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- c) What did the man in #2 do?

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- d) How might wearing headphones be a problem?

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- e) What can be the best title for this passage?

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