**LISTENING COMPREHENSION**

***‘THE ART OF CHOOSING’***

**Listen to the talk given by Sheena Iyengar and choose the best answers.**

1. **15 years ago Sheena**a) was living in the USA;  
   b) was doing research in Japan;  
   c) was starting a family in Kyoto.
2. **Sheena decided to go to a restaurant**a) as soon as she arrived at Kyoto;  
   b) after she had lived in Japan for a week;  
   c) with her host family.
3. **When she ordered green tea with sugar, the waiter**a) promptly brought it to her;  
   b) explained to her she was wrong to order such a drink;  
   c) disappeared for over 20 minutes.
4. **As Sheena continued to insist on her order, the waiter**a) decided to consult his superior;  
   b) told her they did not have sugar;  
   c) apologized and asked her to order coffee instead.
5. **What amused Sheena in the end was the fact that**a) there was no sugar in the restaurant;  
   b) the issue was discussed with the manager;  
   c) her coffee was served with sugar.
6. **The waiter was**a) friendly and helpful;  
   b) rude and disrespectful;  
   c) polite but firm.
7. **As an American, Sheena believes that**a) the customer is always right;  
   b) the customer’s demands should be fulfilled if they are reasonable;  
   c) the customer is happy if he/she has a choice.
8. **What is the motto of Burger King?**a) Eat it your way.  
   b) Have it your way.  
   c) Do it your way.
9. **Unlike Americans,** **the Japanese want to make sure their customers**a) don’t make the wrong choice;  
   b) make the best choice;  
   c) can save their face.
10. **From the American perspective, choice**a) is the best element of US culture;  
    b) should be practiced from an early age;  
    c) is what all people want to have.

**KEY**

1. **B**
2. **A**
3. **B**
4. **A**
5. **C**
6. **C**
7. **B**
8. **B**
9. **A**
10. **C**