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