

- 13** Post office 2 Shoe repair 4 Dry cleaner's 3 Bank 5
Photographer 6 Hairdresser 1
- 14** 1 complaint C 2 receipt SA 3 return C 4 faulty C 5 back C
6 refunds SA 7 manager C
- 15** 1f 2a 3e 4c 5h 6b 7g 8d
- 16** Odpowiedzi własne uczniów.