ANSWER KEY WITH EXPLANATIONS

Vocabulary Test About SHOPS Choose The Right Answer MCQ Exercise 148

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1	C	2	C	3	D	4	D	5	B	6	B								

Explanations

1. The shop assistant _____ her shoulders indifferently.
✓ **C) shrugged**
To **shrug** your shoulders means to lift them quickly and drop them, to show that you don't know or don't care. **Shrug** is the verb that goes with **shoulders** and **indifferently**. Not **raised**: you can raise your shoulders, but it doesn't carry the meaning of 'I don't care' the way **shrugged** does.

2. Under the existing laws, all shops selling alcoholic liquor must be _____.
✓ **C) licensed**
A shop that is **licensed** has an official permit (a licence) from the authorities to do something, such as sell alcohol. Example: **a licensed restaurant**. Not **legalised**: this means making something legal by changing the law, not giving a permit to a shop.

3. Complaints about goods should be made to the seller, not the _____.
✓ **D) wholesaler**
A **wholesaler** sells goods in large amounts to shops, not to the public. Customers buy from the seller (the shop), so they should complain to the shop. Not **shopkeeper**: the shopkeeper is usually the seller, so the sentence would not make sense.

4. Two hundred and fifty shops sell the company's products, but the company wants to increase the number of _____ for its goods to a thousand.
✓ **D) outlets**
An **outlet** is a shop or other place where a company's products are sold. The company already sells through 250 shops and wants a thousand of these selling points. Example: **The brand has 50 retail outlets in the city.** Not **markets**: a market is an area or group of buyers, not a single shop that you can count like this.

5. The notice says there is no admission except for _____ personnel.
✓ **B) authorised**
Authorised personnel is a fixed phrase on signs. It means staff who have official permission to enter. Example: **Authorised personnel only.** Not **approved**: it has a similar meaning, but it is not the usual word used with **personnel** on notices.

6. If you have any _____ concerning this product, please call us.
✓ **B) queries**
A **query** is a question, especially one asking for information or help. **If you have any queries** is a common phrase in customer service. Not **investigations**: an investigation is an official, detailed examination, not a customer's question.

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