Read the dialogue below. Choose from the options **(A – H)** to fit each language function in the blank **(1 – 7)**. There is **one extra option** which you **do not** need to use. Write the correct answer **(A – H)** in the box provided.

OPTIONS

| | | | |
|---|---|---|---|
| **A** | I wish it will not happen again. | **E** | It doesn't work properly. |
| **B** | Can I get your address? | **F** | How much does it cost? |
| **C** | I want to buy a new air conditioner for my son's bedroom. | **G** | We have one product which is selling very fast now. |
| **D** | Can you give me your phone number? | **H** | I would like to buy one unit. |

Staff : Pure Air Electrical Sdn. Bhd. May I help you?

Zainol : I bought one air conditioner unit from your shop last month.

**1** ***To complain*** ☐

Staff : I'm sorry to hear that. But don't worry, sir. We can help you to service it.

Zainol : That's a relief. **2** ***To express hope*** ☐

Staff : Is there anything else that I can help you with?

Zainol : **3** ***To inform*** ☐

Can you suggest any model?

Staff : **4** ***To suggest*** ☐

Zainol : Really? That's a good news for me.

**5** ***To enquire*** ☐

Staff : It's only RM750. It comes with a free gift.

Zainol : That's lovely. **6** ***To order*** ☐

Staff : Sure, I will get the model for you.

**7** ***To ask*** ☐

Zainol : 78, Condominium Seri Kenanga, Cheras, KL.

Staff : Okay. Thank you.

Zainol : You are welcome.

LIVEWORKSHEETS