

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.