

Lesson 4. Listen and Talk

1. W: Hello. May I help you?

B: Yes, please. I'd like to get a _____ for this watch.

W: OK. Was there anything _____ with it?

B: No, I just changed my _____. Can I _____ my money _____?

W: OK. I'll take care of it right away.

2. W: Hello. Do you need some help?

B: Yes. I'd like to _____ this smartphone case.

W: Let's see. Do you have the _____ with you?

B: Here it is. I bought it three days ago.

W: Oh, then it's _____.

3. W: Hello. Are you looking for _____ _____?

B: No, I'm not. I'd like to _____ _____. It's too small.

W: Sure. What size would you like?

B: Large, please.

W: _____.

B: Thank you.

4. W: Hello. What can I do for you?

B: Can I exchange this black umbrella for a _____ _____?

W: Sure. What color _____ _____?

B: I'd like a yellow one, please.

W: OK. Here you are.

<Dialogue>

M: Hello. May I help you?

G: Yes, please. I'd like to _____ for this cap.

M: Do you have the receipt?

G: No, I don't. I received it _____.

M: If you don't have the _____, then, it's not possible to _____.

G: I see. Then, can I _____ it for something else?

M: Yes, you can. What would you like to _____?

G: I want to get this blue bag.

M: Let me see The price is the same, so you can just take it.

G: Thank you.