

Listen, read and find the people A-H in the picture below. There are two people in the picture that you don't need to use.



1.

A: Excuse me.
 B: How can I help you?
 A: I would like to exchange this game, please.
 B: Of course. Have you got the receipt?
 A: Yes, I have. Here you go.
 B: I'm afraid you bought this two weeks ago, and you can only exchange items within ten days.
 A: Is there any way I can exchange it?
 B: Unfortunately, there isn't. I'm sorry.
 A: Oh, what am I going to do now?

2.

C: How do they fit?
 D: The blue one's too tight, but the red one fits me perfectly. So, I'll take this one.
 C: Great. There's 20% off that dress.
 D: Nice.
 C: Are you taking the gloves, too?
 D: Of course.
 C: OK that's £49.50 altogether. Would you like to pay in cash or by credit card?
 D: Credit card.
 C: Come with me to the till, please.

3.

E: Excuse me, I'd like to try on a pair of trainers.
 F: Which ones?
 E: I like these, but have you got them in red?
 F: I can take a look in the back. What size do you wear?
 E: Ten.
 F: OK. Let me check.
 ...
 F: You're lucky. They were the last pair. Try them on.
 E: Thank you...
 F: So, how do they feel?
 E: Really comfortable. How much are they?
 F: With the 30% discount, they are £56.99.
 E: That's a good deal.

4.

G: Are you ready to pay?
 H: Yes. Just this, please.
 G: OK, that's £66.50, please.
 H: Here's £100.
 G: And here's £33.50 change and your receipt.
 H: Thanks. Could you gift wrap that for me?
 G: Certainly.