11.3.1 FUNCTIONAL LANGUAGE

DISCUSSING ALTERNATIVES AND GIVING RECOMMENDATIONS

A **Complete the conversation with words from the box.**

also another choice if looks option something suggest were work

Customer I'm looking for a gift for my girlfriend. It's for her birthday.

Sales clerk **If I** [1]_____ **you, I'd** choose a bracelet. How about one of these?

Customer **That could** [2]_____. But **I'm looking for** [3]_____ more elegant. **Can you** [4]_____ **an alternative?**

Sales clerk We have some beautiful necklaces. [5]_____ **option would be** earrings.

Customer **I don't think they're a great** [6]_____. My girlfriend doesn't wear earrings very often.

Sales clerk **You could** [7]_____ **try** a matching bracelet and necklace.

Customer **That** [8]_____ **like a good alternative.**

Sales clerk [9]_____ **I were you, I'd** buy this gold bracelet and necklace set. They can be worn separately, or the bracelet can be attached to the necklace to make it longer. That way she has choices.

Customer **I like that** [10]_____. I'll take the set, thanks.

B **Complete the chart with the bold expressions from the conversation.**

Asking for options	Do you have anything else? a _____? b _____ (different).
Discussing disadvantages	It might not be the best option. c _____ (for my girlfriend).
Suggesting alternatives	d _____ (a matching bracelet). e _____ (earrings). They're a good alternative.
Giving personal recommendations	f _____, I'd (choose / pick these). This one has always worked well for me. I've always had luck with (these).
Responding positively to suggestions	g _____. h _____. i _____.

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LIVEWORKSHEETS