



▶ 4.04 Complete the conversation. Then listen and check your answers.

Sales Assistant: How ¹ _____?

Customer: My laptop doesn't work.

Sales Assistant: What's ² _____?

Customer: The sound doesn't work.

Sales Assistant: Did you ³ _____ again?

Customer: Yes, I turned it off and on three times.

Sales Assistant: Did you ⁴ _____?

Customer: Yes. I tried the headphones, but the sound still didn't work.

Sales Assistant: OK, one moment please. Yes, I'm sorry, it's broken. Well, I can give you your money back, or I can ⁵ _____.

Customer: I'd like a new one, please.

Sales Assistant: I'll order it today and you ⁶ _____.

Customer: Thank you. I'll collect it on Wednesday.