

Fill in the gaps with the words in the box:

afraid – could – show – of course – ask – mind – go ahead – just – sorry – would

A: Hi, I'm here to return a laptop I bought yesterday.
B: I'm **1** _____, but do you have the receipt with you?
A: Yes, here it is.
B: Thanks. And **2** _____ you tell me what the problem is?
A: The screen sometimes doesn't turn on.
B: I understand. Could I **3** _____ you to wait while I check the device?
A: Sure, no problem.
B: And could you **4** _____ me your ID as well?
A: **5** _____. Here you are.
B: Thanks. Do you **6** _____ waiting a few minutes?
A: No, **7** _____.
B: OK. I'll be back shortly.
(... later ...)
B: Everything is ready. I **8** _____ need you to sign here, please.
A: No problem.
B: I'm **9** _____, but the refund **10** _____ take up to three days to appear.

LIVEWORKSHEETS