

**Situation 1:** \_\_\_\_\_

**Shop assistant:** Hello. Can I help you?

**Customer:** No, thanks. I'm just \_\_\_\_\_ <sup>(1)</sup>.

**Shop assistant:** Ok. Well, if you need anything, just ask.

**Customer:** Ok, thanks!

**Customer:** Have you got any tracksuits?

**Shop assistant:** Yes, they're in the sportswear \_\_\_\_\_ <sup>(2)</sup> on the second floor.

**Situation 2:** \_\_\_\_\_

**Customer:** Excuse me, have you got this in another \_\_\_\_\_<sup>(3)</sup>? I need a Medium.

**Shop assistant:** Yes! I'll get one from the storeroom.

**Customer:** Excuse me, can I \_\_\_\_\_<sup>(4)</sup> this on?

**Shop assistant:** Of course! The changing rooms are at the back of the shop, on the left.

**Customer:** Can I try on these shoes, please?

**Shop assistant:** Yes, of course! What size do you \_\_\_\_\_<sup>(5)</sup>?

**Customer:** Size nine, please.

*(The customer tries on the shoes.)*

**Shop assistant:** How's the size for you?

**Customer:** Hmm. They're a little tight. Have you got a \_\_\_\_\_<sup>(6)</sup> size?

**Customer:** Can I try on these trousers, please?

**Shop assistant:** Sure!

*(The customer goes to the changing room and tries on the trousers.)*

**Shop assistant:** How's the size?

**Customer:** The legs are ok, but the waist is a little loose. Have you got a \_\_\_\_\_<sup>(7)</sup> size?

**Shop assistant:** How's the size?

**Customer:** Perfect! I'll \_\_\_\_\_<sup>(8)</sup> it!

**Shop assistant:** Great! You'll find the cash register near the front door.

Situation 3: \_\_\_\_\_

**Shop assistant:** Hello!

**Customer:** Hi!

*(The customer hands a jacket to the shop assistant.)*

**Shop assistant:** Thanks. Ok, that's thirty-nine ninety-nine, please. Do you need a bag?

**Customer:** Yes, please.

**Shop assistant:** Ok, that's ten pence extra for the bag.

**Customer:** Ok.

**Shop assistant:** Cash or card?

**Customer:** Card, please.

**Shop assistant:** Ok, can you just put your card in the machine and **type** your PIN please?

**Customer:** Ok.

**Shop assistant:** Right. There you go, and your \_\_\_\_\_<sup>(9)</sup> is in the bag.

**Customer:** Ok, thanks!

**Shop assistant:** Thank you! Have a nice day!

**Customer:** You too!

Situation 4: \_\_\_\_\_

**Customer:** I'd like to \_\_\_\_\_<sup>(10)</sup> this shirt that I bought last week.

**Shop assistant:** Ok, can I see your receipt please?

**Customer:** Sure!

*(The customer shows the receipt.)*

**Shop assistant:** Right. Would you like a \_\_\_\_\_<sup>(11)</sup> or do you want to **exchange** it for another item?

**Customer:** I want to exchange it for a different item, please.

