Worksheet

Situation 1: _____

Shop assistant: Hello. Can I help you?

Customer: No, thanks. I'm just _____ (1).

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 _____ (2) on the second floor.

Situation 2: _____

Customer: Excuse me, have you got this in another _____ (3) ? I need a Medium.

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

Customer: Excuse me, can I _____ (4) 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 _____ (5)?

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 _____ (6) 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 _____ (7) size?

Shop assistant: How's the size?

Customer: Perfect! I'll _____ (8) it!

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

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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 _____ (9) 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 _____ (10) 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 _____ (11) or do you want to exchange it for another item?

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