

Listening

Part A: Listen to three conversations: customers are asking staff for help in the supermarket. Draw a line to match the item, the section, the aisle number and the location for each one. One item in each column is extra.

conversation	item	section	aisle no.	location
1	apples	bakery	1	at the back of the shop
2	butter	dairy	2	next to the bread
3	pizza	produce	3	near the door
extra	pastries	frozen	7	on the left

Part B: Listen again and choose the words you need to complete the conversations.

Dialogue one

- Customer:** Excuse **me** / **I**, do you work here?
- Staff:** Yes, I do. Can **I** help you?
- Customer:** Yes. **I needing** / **need** some pastries.
- Staff:** The pastries are in the bakery section - that's in aisle 7. They're next to the bread.
- Customer:** Ok, **thanks** / **thank** you.

Dialogue two

- Customer:** Excuse me, could I ask **you** / **me** a question?
- Staff:** Of course. What can I do for you?
- Customer:** Where **can** / **have** I find some butter?
- Staff:** The butter is over there, where it says dairy. It's in aisle 3, **on the left**.
- Customer:** I see. Thanks for **you** / **your** help.

Dialogue three

- Customer:** Excuse me, can you **help me** / **help to me**, please?
- Staff:** I'll try!
- Customer:** I've / 'm looking for some apples.
- Staff:** The produce section is in aisle 1, at the front of store, near the door where you came in.
- Customer:** Sorry, **can** / **may** you repeat that?
- Staff:** Of course. Go to the front of the store, and near the door, where you came in, you'll see the fruit and vegetables.
- Customer:** Right. Got it. Thanks so much.