

## 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** **need**ing / **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.