

AT A SUPERMARKET

When you visit a new supermarket, it's sometimes difficult to find what you're looking for. You can read the signs over the aisles to help you find things.

1 Add the items in the box to the correct aisle in the supermarket

cakes / cheese / cooked meat / ice cream / mustard / sweets / tomatoes / water

aisle no.	the sign says	they sell
1	<u>produce</u>	apples, onions,
2	<u>delicatessen</u>	olives, cold pies,
3	<u>condiments</u>	mayonnaise, ketchup,
4	<u>beverages</u>	lemonade, juice,
5	<u>dairy</u>	milk, butter,
6	<u>bakery</u>	bread, pastries,
7	<u>confectionery</u>	chocolate bars, boxes of chocolate,
8	<u>frozen foods</u>	ready meals, pizza,

2 Listen to three conversations: customers are asking staff for help in the supermarket. 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

3 Listen again and choose the words you need to complete the conversations.

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**.

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.

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.

Language Point

Customer: getting someone's attention

Can you help me please? / Could I ask you a question? / Do you work here?

Can / could is more polite.

Tip: You can always start by saying, "Excuse me ..."

Customer: asking where something is

I'm looking for some ... / I need some ... / Where can I find some ...?

Your voice goes **up / down** when you say these sentences.

Tip: You can use *some* with both countable nouns like *apples* and uncountable nouns like *butter*.

Staff: giving directions

It's/They're at the front/back of the store.

It's/They're next to/near/opposite the door.

It's/They're in aisle 7/the produce section.

It's/They're on the right/left.

Tip: if you don't understand the directions, say, "Sorry, can you repeat that?"
If you still don't understand, say, "Please can you show me where it is?"

Customer: saying thank you

Ok, thank you. / Thanks for your help. / Thanks so much.

Thank you is more **formal** / **informal** than *thanks*.

Tip: remember to smile as well when you thank someone!

4 Put the words in bold in the right order to complete the conversations.

Dialogue A

Customer: *can / help / me / please / you* → _____

Staff: What can I do for you?

Customer: *can / pizza / I / find / some / where* → _____

Staff: *frozen / in / is / pizza / section / the / the*. That's aisle 9. → _____

Customer: Great! Thanks so much.

Dialogue B

Customer: *here / work / you / do* → _____

Staff: Yes, I do. Do you need help?

Customer: Yes, please. *for / juice / some / looking / I'm* → _____

Staff: What kind of juice?

Customer: I need some orange juice.

Staff: It's in the beverages section in aisle 6, on the right. But if you want cold juice to drink now, *at / it's / store / of / the / the / front*, in the cooler near the checkout.

Customer: Thanks for your help.

Dialogue C

Customer: I / ask / could / a / question / you → _____

Staff: Of course. How can I help you?

Customer: tomatoes / need / I / some → _____ Where are they?

Staff: They're in the produce aisle. next / onions / the / they're / to → _____

Customer: Ok, thank you.

5 Work in A/B pairs. Complete your part of the conversation using the words you are given in brackets.

A - customer

1. Excuse me ... (work)
3. (looking/milk)
5. (so)

B - staff

2. (yes/need)
4. (aisle 8/section/next to)
6. Sure, have a nice day!

B - customer

1. Excuse me ... (could/question)
3. (find/chocolate)
5. (help)

A - staff

2. (do/you)
4. (section/aisle 5/opposite)
6. It's my pleasure.