

#### Lesson 4. Listen and Talk

1. W: Hello. May I help you?

B: Yes, please. I'd like to get a \_\_\_\_\_ for this watch.

W: OK. Was there anything \_\_\_\_\_ with it?

B: No, I just changed my \_\_\_\_\_. Can I \_\_\_\_\_ my money \_\_\_\_\_?

W: OK. I'll take care of it right away.

2. W: Hello. Do you need some help?

B: Yes. I'd like to \_\_\_\_\_ this smartphone case.

W: Let's see. Do you have the \_\_\_\_\_ with you?

B: Here it is. I bought it three days ago.

W: Oh, then it's \_\_\_\_\_.

3. W: Hello. Are you looking for \_\_\_\_\_ \_\_\_\_\_?

B: No, I'm not. I'd like to \_\_\_\_\_ \_\_\_\_\_. It's too small.

W: Sure. What size would you like?

B: Large, please.

W: \_\_\_\_\_.

B: Thank you.

4. W: Hello. What can I do for you?

B: Can I exchange this black umbrella for a \_\_\_\_\_ \_\_\_\_\_?

W: Sure. What color \_\_\_\_\_ \_\_\_\_\_?

B: I'd like a yellow one, please.

W: OK. Here you are.

<Dialogue>

M: Hello. May I help you?

G: Yes, please. I'd like to \_\_\_\_\_ for this cap.

M: Do you have the receipt?

G: No, I don't. I received it \_\_\_\_\_.

M: If you don't have the \_\_\_\_\_, then, it's not possible to \_\_\_\_\_.

G: I see. Then, can I \_\_\_\_\_ it for something else?

M: Yes, you can. What would you like to \_\_\_\_\_?

G: I want to get this blue bag.

M: Let me see .... The price is the same, so you can just take it.

G: Thank you.