

b Watch or listen again. Complete the **You Hear** phrases.

You Hear	You Say
Can I _____ you?	Yes, what size is this shirt?
Let's see. It's a small. What _____ do you need?	A medium.
This is a _____.	Thanks. Where can I try it on?
The changing _____ are over there.	Thank you.
_____ is it?	It's fine. How much is it?
It's £44.99.	

c **3:18** Watch or listen and repeat the **You Say** phrases. Copy the rhythm.

Saying prices in the US	Saying prices in the UK
\$5.00 = five dollars	£5.00 = five pounds
\$5.50 = Five dollars and fifty-five cents, five-fifty	£5.50 = fifty five pounds
50¢ = fifty cents	50p = fifty pence
Sizes	
Sizes S = small, M = medium, L = large, XL = extra large	

d Practice the dialogue with a partner.

e In pairs, role-play buying clothes.

A (book open) You are the salesperson. Start with *Can I help you?*

B (book closed) You are the customer. Buy a T-shirt, a jacket, or jeans.

f Change roles.



4 VIDEO JENNY'S ON THE PHONE

a **3:19** Watch or listen and mark the sentences **T** (true) or **F** (false).

- Jenny is talking to Eddie.
- She says she doesn't like London.
- She says she likes the people in the office.
- Jenny is standing outside the store.
- Eddie thinks that Rob is her boss.
- Jenny loves Rob's new shirt.



b Watch or listen again. Say why the **F** sentences are false.

c Look at the **Social English phrases**. Who says them: Jenny, Rob, or Eddie?

Social English phrases

It's so cool!	I have to go.
Right now?	Have fun!
Don't be silly!	What's wrong?
Wait a minute.	No way!

American and British English

store = American English
shop = British English
[nine]-thirty = American English
half past [nine] = British English

d **3:20** Watch or listen and check. Do you know what they are in your language?

e Watch or listen again and repeat the phrases.



Can you...?

- ☐ apologize
- ☐ buy clothes
- ☐ say prices

