

Listen, read and find the people A-H in the picture below. There are two people in the picture that you don't need to use.



1.

A: Excuse me.  
B: How can I help you?  
A: I would like to exchange this game, please.  
B: Of course. Have you got the receipt?  
A: Yes, I have. Here you go.  
B: I'm afraid you bought this two weeks ago, and you can only exchange items within ten days.  
A: Is there any way I can exchange it?  
B: Unfortunately, there isn't. I'm sorry.  
A: Oh, what am I going to do now?

2.

C: How do they fit?  
D: The blue one's too tight, but the red one fits me perfectly. So, I'll take this one.  
C: Great. There's 20% off that dress.  
D: Nice.  
C: Are you taking the gloves, too?  
D: Of course.  
C: OK that's £49.50 altogether. Would you like to pay in cash or by credit card?  
D: Credit card.  
C: Come with me to the till, please.

3.

E: Excuse me, I'd like to try on a pair of trainers.  
F: Which ones?  
E: I like these, but have you got them in red?  
F: I can take a look in the back. What size do you wear?  
E: Ten.  
F: OK. Let me check.  
...  
F: You're lucky. They were the last pair. Try them on.  
E: Thank you...  
F: So, how do they feel?  
E: Really comfortable. How much are they?  
F: With the 30% discount, they are £56.99.  
E: That's a good deal.

4.

G: Are you ready to pay?  
H: Yes. Just this, please.  
G: OK, that's £66.50, please.  
H: Here's £100.  
G: And here's £33.50 change and your receipt.  
H: Thanks. Could you gift wrap that for me?  
G: Certainly.