

The genuine article: goods and services

1. Complete the gaps with 'a' or 'an' or 'the' or no article.

- a. I'd like to book ___ table please.
- b. Have you paid ___ phone bill?
- c. I'd like to make ___ appointment please.
- d. You can download ___ music from ___ internet.
- e. Let's go out to ___ cafe for lunch.
- f. I'm ___ customer services assistant, so I have to deal with ___ complaints from customers all the time.
- g. Have you seen ___ my purse?
- h. Can I speak to ___ manager, please?

2. Answer the questions.

- a. Why do you telephone a restaurant?
- b. Why do you telephone a doctor's surgery?
- c. What can you buy from Amazon?
- d. Where do you go if you want to celebrate something?
- e. Where do you keep your credit cards?
- f. Who do you speak to if you have a complaint in a shop?
- g. What's the fastest way to buy music?
- h. Why do you go to a post office?

3. Complete the gaps with 'a' or 'an' or 'the' or no article.

I really like ___ online shopping, but it does have ___ disadvantages. You need ___ credit card, for one thing, and you can't try on things like ___ shoes or ___ clothes to see how they look before you buy them. I mostly use it to buy ___ music and ___ books. Last week I bought ___ children's book and ___ CD. ___ CD arrived in good condition but unfortunately ___ book had a torn cover. I sent ___ book back and ___ company gave me ___ full refund.

4. Complete the gaps with 'a' or 'an' or 'the' or no article.

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| Shop Assistant | Hello. Can I help you? |
| Customer | Yes, I'd like to bring back this book, please. |
| Shop Assistant | Right, yes. Have you got ___ receipt. |
| Customer | No, I'm sorry. I don't, but I bought it here last week. |
| Shop Assistant | I'm afraid it's company policy only to take back ___ goods with ___ receipt. |
| Customer | But I bought it for ___ my husband and he's already got it. |
| Shop Assistant | I'm very sorry, but that's ___ our policy. |
| Customer | Can I see ___ manager, please? |