

1. - Match the following drawings with the ways of addressing people.

Sir, Mister

Ma'am

Miss



2. - Read the information in the chart. Then, complete the information with the phrases in the box. Listen and check.

May I help you? Sir I want a piece of bread How much is it?

Ways of addressing	_____ or mister, ma'am, miss.
Offering help	_____ How can I help you? Do you need something?
Asking for a product	Can I have a kilo of tomatoes? May I have 2 lemons? _____ I'll take some milk.
Asking for the price	What is the price? _____ How much does it cost? How much do I owe you?