



## ESL Shopping Conversation

Name: .....

Situation: Andrew goes to the clothes store to return a coat he bought last week.

Choose the best option (A-D) in the following five questions to fill in the blanks in the shopping conversation given above.

<p>Sales assistant: Good afternoon, Sir. How can I help you?</p> <p>Andrew: Hi, I want to _____(1)_____.</p> <p>Sales assistant: Please speak to my supervisor. She is in charge of returns.</p> <p>Supervisor: Hello, how may I assist you?</p> <p>Andrew: I'd like to return this coat, please.</p> <p>Supervisor: Is there anything wrong with it?</p> <p>Andrew: Yes. The stitching has come apart near the hood.</p> <p>Supervisor: I just need to know how you paid for this item and if you still have the receipt.</p> <p>Andrew: I paid by cash, but unfortunately _____(2)_____.</p> <p>Supervisor: I am afraid I will only be able to offer you a store voucher.</p> <p>Andrew: I understand. I really like the design of the coat. Is it possible to have a replacement?</p> <p>Supervisor: That is not a problem. I</p>	<p>1) Which option is the best to fill in the <u>first</u> blank?</p> <p>A) Return an item B) Buy a new coat C) Buy another coat D) Return an umbrella</p> <p>2) Which option is the best to fill in the second blank?</p> <p>A) Here is my receipt B) Yes. I have my receipt. C) I don't usually keep receipts. D) I want a new coat</p>
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will check to see if we have another one in stock.

Andrew: Thanks.

Supervisor: I'm sorry. We don't have that design in stock but we have a similar design which is the same price. We can do an exchange for you. Here it is.

Andrew: I really like it.

\_\_\_\_\_(3)\_\_\_\_\_.

Supervisor: Would you like to try it on to make sure it fits you? The fitting cubicle is over there.

Andrew: No, thanks.

\_\_\_\_\_(4)\_\_\_\_\_.

Supervisor: Is there anything else you want to buy today as we have a promotion on sportswear.

Andrew: No, not today. I would just like the exchange, please.

Supervisor: Let me remove the security tag for you. Would you like the hanger, too?

Andrew: No, thanks. I have many at home.

Supervisor: Here is your receipt

\_\_\_\_\_(5)\_\_\_\_\_. Have a nice day.

Andrew: Thank you for your help.

Have a nice day, too.

3) Which option is the best to fill in the third blank?

- A) I don't like the colour.
- B) It's exactly the style I like.
- C) I want a refund.
- D) I don't like that design.

4) Which option is the best to fill in the fourth blank?

- A) I think I should try it on.
- B) Yes, I will try it on.
- C) I don't like this style.
- D) A medium size always fits me perfectly.

5) Which option is the best to fill in the fifth blank?

- A) For the refund
- B) For your exchange
- C) For your purchase
- D) For your new jeans