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.

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

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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

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