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In the shop.

Read the dialogue and write the missing words from the box. Then listen and check your answers.



money missing broken receipt
address forgot bought

Shop assistant: Can I help you?

Arthur: Yes, I _____ an Easy Sailor from your shop last week, and I can't use it.

Shop assistant: What's the problem with it?

Arthur: Well, some of the pieces were _____.

Shop assistant: Maybe you broke it when you opened it.

Arthur: I was very careful, and anyway, some things were _____. Here look.

Shop assistant: Are you sure you bought it here? Have you got the _____?

Arthur: Oh no, I _____ it. I left it at home.

Shop assistant: Well there's nothing I can do without a receipt.

Arthur: But I want my _____ back.

Shop assistant: Well, you have to write to the manager at the head office.

Arthur: Can I have the _____ please?

Shop assistant: Sure, here it is.

Arthur: Thanks

Shop assistant: No problem.