

Dialogue: At the department store

Bob is in a department store. He needs some help so he's speaking to a shop assistant. **[Listen once and complete the text with the correct words.]** C=Customer
A=Assistant F=Frank

C: Excuse me, do you know where the cereal is, please?

A: Yes, it's down there on the right – three (1) _____ down.

C: Oh, and do you know where the (2) _____ are, please?

A: They're on the third floor.

C: And the fruit and (3) _____ section?

A: It's at the back of the supermarket – just over there.

C: Oh, and where's the sports (4) _____?

A: It's on the 2nd floor.

C: And the (5) _____?

A: It's on the 6th floor.

C: Great. Sorry, but where's the (6) _____?

A: It's just over there.

C: Are you open on

(7) _____?

A: Yes, we are.

C: Oh, I wanted to try this shirt on. Do you know where the changing rooms are?

A: You'll have to go back to the (8) _____ department on the 4th floor and try it on there. This is the supermarket – there aren't any changing rooms here.

C: OK. Great. Thanks a lot.

A: My pleasure.

C: Oh, and just one other (9) _____

A: Excuse me. [to a colleague] Frank! Frank!

F: Yeah, what?

A: Could you deal with this gentleman, please? [to the customer] I'm sorry, but there's been an emergency and I've got to go and stack some (10) _____.

C: Oh, right, well, then, erm, Frank, I was just wondering whether you could tell me...
[fades out]