


**2**  **10** Listen to five conversations. Match each conversation (1–5) to one of the situations below and answer the question.

- a a customer taking something back to the shop  
Why do they take it back?
- b a customer helping another customer  
How do they help?
- c a customer complaining  
What do they complain about?
- d a customer asking a member of staff a question  
What do they ask?
- e a shop assistant asking a question  
What do they ask?