Listen to two conversations at different shops. Fill in each blank with no more than three words.

A = assistant, C = customer

1

A: Can I help you at all?

C: Yes, can I (1) _____ at this silver chain?

A: This one?

C: Yes, please.

A: It's lovely, isn't it? Is it for you?

C: No, for my sister.

A: It's in the sale actually – it's got (2) _____.

C: Oh? I like it, but it's a bit heavy. I was looking for something lighter.

A: How about this?

C: Yeah, that's great. That's just right, I think. Erm, can she (3) _____ it if she doesn't like it, though?

A: Yes, she can (4) _____ it within ten days.

C: OK, good.

A: That's as long as she's got the (5) _____, of course.

C: I'll take it then. Can you (6) _____ it for me?

A: Well we don't actually do gift-wrapping, but we have some nice gift boxes for sale, over there.

C: Right.

2

C: Excuse me, are you in this (7) _____?

A: Yes, can I help you?

C: Well, I'm (8) _____ a sofa that I saw on your website, but I can't see it here.

A: OK, do you have the reference number or the (9) _____?

C: Yes, it's Byunk. The number is 00 389 276.

A: Right, let me see if it's in stock.

C: The website said (10) _____ this morning …

A: Yes, here we are. Do you want it in red, grey or blue?

C: Blue, if you've got it.

A: Yes, there are plenty (11) _____. Just give them this reference number at the collection point.

C: OK. What about delivery? How much do you charge for delivery?

A: Can you tell me your postcode? The charges go by area.

C: NE4 6AP

A: That would be £55.

C: Wow… OK.

A: If you go to the (12) _____ desk, they can take your details and arrange the delivery date.

C: And do I pay here or …?

A: The (13) _____ are by the collection point.

You can pay (14) _____ or (15) _____.

C: Right, thanks for your help. Erm, how do I get to the tills, sorry?

A: Just follow the yellow arrows.

LIVEWORKSHEETS