

Listen, read and find the people A-H in the picture below. There are two people in the picture that you don't need to use.



1.

A: Excuse me.
B: How can I help you?
A: I would like to exchange this game, please.
B: Of course. Have you got the receipt?
A: Yes, I have. Here you go.
B: I'm afraid you bought this two weeks ago, and you can only exchange items within ten days.
A: Is there any way I can exchange it?
B: Unfortunately, there isn't. I'm sorry.
A: Oh, what am I going to do now?

2.

C: How do they fit?
D: The blue one's too tight, but the red one fits me perfectly. So, I'll take this one.
C: Great. There's 20% off that dress.
D: Nice.
C: Are you taking the gloves, too?
D: Of course.
C: OK that's £49.50 altogether. Would you like to pay in cash or by credit card?
D: Credit card.
C: Come with me to the till, please.

3.

E: Excuse me, I'd like to try on a pair of trainers.
F: Which ones?
E: I like these, but have you got them in red?
F: I can take a look in the back. What size do you wear?
E: Ten.
F: OK. Let me check.
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F: You're lucky. They were the last pair. Try them on.
E: Thank you...
F: So, how do they feel?
E: Really comfortable. How much are they?
F: With the 30% discount, they are £56.99.
E: That's a good deal.

4.

G: Are you ready to pay?
H: Yes. Just this, please.
G: OK, that's £66.50, please.
H: Here's £100.
G: And here's £33.50 change and your receipt.
H: Thanks. Could you gift wrap that for me?
G: Certainly.