

Trendz Sales Team Chat A teen clothes shop

members: Mark (Sales Manager) · Priya, James (Senior Sales Assistants) · Sophie, Ben, Tom (Sales Assistants) · Dave (Warehouse Operative)

Thursday		
17:48	Priya	Hi all. A customer came in at 5 to return a hoodie, but she didn't have the receipt. I told her to come back tomorrow morning. What should we do?
17:52	Mark	Thanks, Priya. No receipt means store credit only, not a cash refund. If she isn't happy, call me.
17:58	Sophie	Till 2 keeps freezing. The card reader stops every few minutes. We only used till 1 all afternoon.
18:03	Mark	I've emailed IT. They'll come before we open tomorrow. Sophie, can you test the till at 9?
18:05	Sophie	Sure, no problem.
18:20	Dave	Hi all. The supplier's delivery arrived at 4. There are two problems: the delivery note says 12 boxes of jeans, but only 10 arrived. And the black hoodies are size L, not size M.
18:24	Mark	Ugh. Dave, please take photos of the boxes and the delivery note. I'll call the supplier in the morning.
18:27	Dave	Photos sent. I'll take the jeans to the shop floor at 8 tomorrow, but the boxes are heavy. I'll need some help.
18:30	James	I'll help you, Dave. See you at 8.
19:35	Tom	Sorry, one more thing. The window display still has the old summer poster. The new "Back to Campus" poster is in the storeroom. Who is changing it?
19:38	James	We can do it together at 8:30, Tom, before the shop opens.
19:40	Tom	Great, thanks! I'll be there at 8:15.
20:15	Ben	Bad news. I've got a fever and I can't come in tomorrow. Can anyone cover my shift, from 9 to 2?
20:22	Sophie	I can work from 9 to 11, but then I have a dentist appointment.
20:25	James	I'll take over at 11 and stay until 2.
20:27	Ben	Thank you both! Sorry!
21:40	Mark	Reminder: the sale starts at 10 tomorrow and the Area Manager is visiting at 11:30. All jeans and hoodies need the new price tags before 10.
21:46	Priya	The new tags are in a box under till 1. But we've run out of stickers for the T-shirts.
21:50	Mark	OK. Use the old stickers and write the new price with a marker pen. I'll bring more stickers from the office.
Friday		
06:55	Dave	Good morning! I'm in early today. The driver has just arrived with the two missing boxes. But one box is wet and some jeans are damaged.
07:05	Mark	Thanks, Dave. Keep the damaged jeans separate and take photos. I'll talk to the supplier at 9 about the jeans and the wrong hoodies.
07:40	Priya	The IT technician is here. He says till 2 needs a new cable. It will take 30 minutes.
07:45	Mark	Perfect. See you all at 8!

Choose the best answer. Think carefully: some options look right but are not.

1. Mark says all jeans and hoodies need the new price tags before 10. What problem might they have to finish this on time?
2. Which of these is James NOT planning to do on Friday?
3. How long after the sale starts is the Area Manager's visit?
4. The customer with the hoodie is coming back on Friday morning. What is the most likely outcome, according to what the chat says about the shop's policy?
5. What can we conclude about till 2 on Friday morning?
6. Which problems with the supplier's delivery are STILL unsolved on Friday morning?

True, False or Not in the Chat

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| 1. The customer who wanted to return the hoodie bought it on Thursday. | <input type="text"/> |
| 2. Mark has contacted IT about till 2. | <input type="text"/> |
| 3. The supplier sent fewer boxes of jeans than the delivery note says. | <input type="text"/> |
| 4. All the jeans that arrived on Friday morning were in perfect condition. | <input type="text"/> |
| 5. Tom offered to change the window display on his own. | <input type="text"/> |
| 6. Ben is going to work on Friday afternoon. | <input type="text"/> |
| 7. The Area Manager's name is Ms Evans. | <input type="text"/> |
| 8. Priya is in the shop on Friday morning before 8. | <input type="text"/> |

Find the Synonym or the word required

Thursday, 17:48 – 18:05	to check that something works (verb)	
Thursday, 18:20 – 18:30	pictures (noun)	
Thursday, 20:15 – 20:27	a symptom of being ill (noun)	
Thursday, 21:40 – 21:50	labels (noun)	
Thursday, 21:40 – 21:50	going to see a place (verb)	
Friday, 06:55 – 07:05	not dry (adjective)	
Friday, 07:05	apart from the others (adjective)	
Friday, 07:45	excellent (adjective)	

Who Is Who?

Priya	Can't work on Friday because of illness.
Mark	Will work from 9 to 11 and then go to the dentist.
Sophie	Will start covering a shift at 11 and finish at 2.
Dave	Reported a customer without a receipt and the missing T-shirt stickers.
James	Was already in the shop at 06:55 when the driver arrived.
Tom	Will speak to the supplier at 9.
Ben	Will arrive at 8:15 to help change the poster.