

Dialogue: In a shop



Shop assistant: Good afternoon. Can I help you?
 Customer: Yes, I'm looking for a sweater.
 Shop assistant: What size are you?
 Customer: I'm 42
 Shop assistant: How about this one?
 Customer: Oh, that looks nice. Can I try it on?
 Shop assistant: Certainly, there are some changing rooms over there.
 Customer: Thank you.
She goes off to try the sweater on.
 Shop assistant: How does it fit?
 Customer: I'm afraid it's a bit too big. Have you got the next size down?
 Shop assistant: I'll just have a look. I'm afraid that's the last one in that colour, but I have a size 40 in blue.
 Customer: Oh, that looks nice, why not. I'll take it! Can I pay by credit card?
 Shop assistant: Certainly madam, we accept all major credit cards except American Express.
 Customer: That's OK, mine's Visa. Here you are.
 Shop assistant: Thank you. Could you add your code, please?
 Customer: There you are. Thank you very much for your help.
 Shop assistant: Don't mention it. Goodbye.



Put the verbs into the correct tense:

Shop Assistant: Good morning. Can I help you?
 Customer: Yes, I _____ (look) for a present for my aunt.
 Shop Assistant: What _____ (you/have) in mind?
 Customer: I'm not sure. I _____ (hope) you could help me.
 Shop Assistant: What _____ (she/like)?
 Customer: She _____ (love) doing crossword puzzles and is very fond of reading.
 Shop Assistant: What about this crossword book? And _____ (she/read) Ken Follett's latest book?
 Customer: No, I _____ (not/think) so.
 Shop Assistant: Well, it _____ (be) very interesting. I _____ (read) it last week when I _____ (be) on holiday, so I can recommend it.
 Customer: OK, I _____ (take) it. Can you gift wrap the two together, please?
 Shop Assistant: Certainly madam, that _____ (be) 28€ altogether.
 Customer: Here you are and thank you so much for all your help.
 Shop Assistant: You're welcome. Goodbye.