

## Shopping dialogues – communication skills activity

Complete the dialogues. Use the words and phrases in the list below.

*Can I try them on; Could I have the receipt; discount; fitting room;  
How much are these sandals; bargain; How would you like to pay; I'll put it on my credit card;  
it's out of stock; matches; Sorry for the inconvenience; suits you; They're too small;  
to exchange it; What can I do for you; Why don't you try*

### 1. At a shoe shop

Shop assistant: Can I help you?

Customer: Yes, please. .... ?

Shop assistant: They're £40.

Customer: .....?

Shop assistant: Yes, of course.

*after a while...*

Customer: ....., I'm afraid. Can I get a larger size, please?

Shop assistant: Of course. Here you are.

*a bit later...*

Customer: They're perfect. I'll have them.

Shop assistant: That's £40. How would you like to pay?

Customer: .....

### 2. Making a complaint

Customer: Excuse me. I bought this calculator yesterday, but it doesn't work.

Shop assistant: I understand. It comes with one year guarantee. .... , please?

Customer: Yes. Here you are.

Shop assistant: That's fine. Would you like ..... for another one or you prefer a refund?

Customer: I'd prefer a refund.

Shop assistant: All right then. That'll be £10 refund. ....



### 3. Getting a discount

Shopkeeper: .....

Customer: I'm looking for an evening dress. A week ago I saw a beautiful red one in the window but I can't see it now.

Shopkeeper: Ah, yes, I'm afraid ..... right now. But I think I've got something nice for you. .... this one on?

Customer: It looks good. Where's the ..... ?

Shopkeeper: It's over there.

*a bit later...*

Customer: It's more expensive than the other one.

Shopkeeper: Yes, but it really ..... and the colour ..... your eyes.

Customer: Hmm, I don't know.

Shopkeeper: I think I could give you 15% ..... . It's a real .....

Customer: All right, then. I'll have it.

Shopkeeper: That'll be £64 altogether. .... ?

Customer: Do you take credit cards?

Shopkeeper: Certainly.

You can also find this exercise online at:

<http://angielskipodrodze.pl/2012/05/24/shops-and-shopping-dialogues/>