

5.4 Speaking and writing

Speaking in a shop

1 Complete the conversation between a customer (C) and an assistant (A). Use the words in the boxes.

credit card discount excuse help how much off take

- 1 C ¹ *Excuse* me?
 A Yes? How can I ² _____ you?
 C ³ _____ is this scarf?
 A It's £9.99.
 C Do you do a student ⁴ _____?
 A Yes, we do. You get 10% ⁵ _____ with a student card.
 C Oh, that's good. Can I pay by ⁶ _____?
 A No, I'm afraid we only ⁷ _____ cash.

ask can changing rooms close just need try

- 2 A ¹ *Can* I help you?
 C No, thanks. I'm ² _____ looking.
 A Well if you ³ _____ anything, just ⁴ _____.
 C What time do you ⁵ _____?
 A At half past six.
 C Can I ⁶ _____ on this top, please?
 A Yes, of course. The ⁷ _____ are on the left, behind the jeans.

2a Put the assistant's phrases in the correct place in the conversation.

- And would you like your receipt in the bag?
- That's £4.50, please.
- What kind do you want?
- Would you like a bag?

- C Do you sell batteries?
 A Yes, we do. ¹ _____
 C Er ... AAA, please - they're for my camera.
 A ² _____
 C Can I have two packets?
 A That's £9.00. ³ _____
 C Yes, please. Just a small one.
 A ⁴ _____
 C Yes, please.

b 5.3))) Listen, check and repeat each line of the conversation.

➔ **STUDY TIP** Practise listen-and-repeat exercises several times with the words in front of you, then try covering the words and practising the exercise again to see how much you remember.

Writing a product review

3 Change this bad review into a good review. Use the words in the box.

easy expensive great value I recommend it quickly

WRITE A REVIEW | READ MORE REVIEWS

★★★★☆

This is a great bike and ¹I'm very disappointed with it. It's only £150, but it looks ²cheap. It's also very ³difficult to use. So overall, it's ⁴not worth the money. It arrived ⁵two weeks late, too, on the day after I ordered it.

- 1 *I recommend it* _____
 2 _____
 3 _____
 4 _____
 5 _____

4 Put commas and *and* into these sentences.

- 1 She's wearing a scarf a hat gloves today.

- 2 Shopping online is easy cheap you can return things that you don't like.

- 3 Jake's a good driver: he drives slowly carefully not too fast.

I can ...

	Very well	Quite well	More practice
use adverbs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
buy things in a shop.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
write a product review.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>