

## Script 1

Shop assistant:	Hello, can I ..... you?	(help / like / sell)
Customer:	I .... for a pair or jeans.	(look / am looking / would like)
Shop assistant:	What .... do you take?	(height / size / greatness)
Customer:	12	
Shop assistant:	We have some very nice blue jeans here. They are ... this week.	(in offer / of offer / on offer)
Customer:	Well, I actually .... black jeans.	(like more / prefer / would like)
Shop assistant:	That's okay. We ... have them in black.	(also / too / as well)
Customer:	Where can I ..... them on ?	(wear / try / pull)
Shop assistant:	The .... room is over there.	(trying on / fitting / changing)

*The customer tries the jeans on.*

Customer:	They are .... big.	(to / too / two)
Shop assistant:	Would you like a .... size?	(littler / tinier / smaller)
Customer:	Yes, .....	(thank you / please / excuse me)

*The shop assistant brings a size 10 pair and the customer tries the size 10 jeans on.*

Customer:	These ..... very well, but I think I look .... in them. Don't you think?	(suit / fit / like) (fat / thick / big)
Shop assistant:	Not at all. These jeans .... you very well.	(suit / stand / stay)
Customer:	Well, I think I.... a blue pair.	(try on / will try on / am trying on)

*The shop assistant brings a blue pair of jeans and the customer tries the jeans on.*

Customer:	They are very .... Thanks for your help.	(tight / wide / small)
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## **Script 2**

Customer :	.... I need a shirt.	(Excuse me / sorry/ pardon me)
Shop assistant:	Short – sleeved or ....-sleeved?	(large / tall / long)
Customer:	Short sleeved, ....	(Sorry / please / thanks)
Shop assistant:	What .... do you take?	(height / size / greatness)
Customer:	I ...	(not know / don't know / know not)
Shop assistant:	I think you are size 40.	
	Here is a nice patterned shirt. .... to try it on?	(want you / do you / would you like)
Customer:	...., please.	(yes / no / don't know)
<i>The customer tries the shirt on.</i>		
Shop assistant:	....	(Fits it? / Is it fit? / Does it fit?)
Customer:	Yes, it ...	(is / does / doesn't)
Customer:	Where is the cash ....?	(machine / desk / table)
Shop assistant:	It's over there.	
	I .... the shirt there for you.	(bring / will bring / take / will take)

**Script 3**

Mrs Smith:	Well Lucy, what do you think?	
Lucy:	Mmm, it's ....., but I think you need a slightly bigger size.	(nice / too small/ too tight)
Mrs Smith:	I think this is the last one. I will .....	(shout / cry / ask)
Mrs Smith:	Excuse me? Do you have this in a size 14?	
Shop assistant:	I'm afraid everything in the sale is out on display.	
Mrs Smith:	Oh dear, it's just a bit too.....	(bright / long / small)
Shop assistant:	I think we have a size 14 in red.	
Mrs Smith:	Oh no. Red's just not my colour.	
Shop assistant:	It's not bright red, it's a nice dark red. Here it is. Why don't you ..... it on?	(buy / try / leave)
	There's a ..... room free over there.	(measuring / changing / fitting)
Later...		
Mrs Smith:	It fits like a ..... What do you think Lucy?	(hat / scarf / glove)
Lucy:	It looks really ..... I guess red suits you after all.	(nice / too small/ too tight)

#### **Script 4**

Shop assistant: Good ..... Can I help you? (morning / afternoon / night)

Tom: Yes, I ..... this online. (buy / bought / buys)

But it is the wrong colour, I wanted a darker blue.

Shop assistant: I am ..... to hear that. (happy / pleased / sorry)

Would you like to see if I have a darker blue?

Tom: Yes please.

(Shop assistant checks)

Shop assistant: I am sorry, but we haven't one in stock.

But the shop in the centre of town has one.

Would you like me to ..... it for you? (reserve / collect / buy)

Tom: Oh, I haven't got time to go and ..... it. (collect / buy / get)

Can I have a refund then?

Shop assistant: Have you got your .....? (bill / invoice / receipt)

Tom: No, I haven't.

Shop assistant: I'm sorry, I can only give you a ..... (voucher / credit note / gift card)

Tom: That's okay, I shop here a lot.

Shop assistant: Super, give me a minute.