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## LISTENING AND READING

Listen to the dialogue and then work in pairs:

- Mr Smith: Good morning!  
Officer: Good morning! Can I help you?  
Mr Smith: Yes. I would like to apply for the job as a department head.  
Officer: Your application form, please?  
Mr Smith: I beg your pardon?  
Officer: Your application form, please?  
Mr Smith: Oh, I haven't got one.  
Officer: Never mind. I'll fill one for you.  
Mr Smith: You're very kind.  
Officer: What's your full name?  
Mr Smith: John Smith.  
Officer: What nationality are you?  
Mr Smith: I am English.  
Officer: What's your date of birth?  
Mr Smith: The 12<sup>th</sup> November, 1965.  
Officer: What's your address?  
Mr Smith: 25, Wellington Street.  
Officer: That's all, thank you. Will you sign here, please?  
Mr Smith: Here you are. Thank you very much.  
Officer: Thank you.

Translation of the underlined phrases or expressions.

*Can I help you?* → \_\_\_\_\_

*I would like to...* → \_\_\_\_\_

*Please* → \_\_\_\_\_

*I beg your pardon?* → \_\_\_\_\_

*You're very kind.* → \_\_\_\_\_

*That's all, thank you.* → \_\_\_\_\_

*Will you sign here, please?* → \_\_\_\_\_

*Thank you very much.* → \_\_\_\_\_

## Conversation Practice

1. Pretend you are buying something from a store.  
Role play a conversation between a clerk (A) and a customer (B).

Ask for help in finding the item you want to buy.  
Find out price and any other information you need.  
Pay for the item at the checkout counter.

### For Example,

A: May I help you?  
B: Yes, do you have any brooms?  
A: Yes, they're over there by the wall.  
B: Thank you.  
B: How much is this sweater? / are these sandals?  
A: It's \$ \_\_\_\_\_. / They're \$ \_\_\_\_\_.  
A: Is that all for today?  
B: Yes, I think so.  
A: That comes to \$ \_\_\_\_\_.  
B: Here you are.  
A: Thanks.

## Simple Shopping

Some phrases and expressions for simple shopping in English



1. Where are the pencils?  
**They're on the second shelf.**
2. How much is this mirror?  
**It's \$19.95.**
3. How much does this cost?  
**That one is \$5.00.**
4. How much are these?  
**They're \$4.00 each.**
5. Do you have any t-shirts?  
**What size? Medium or Large?**
6. **That comes to \$26.59.**  
Here's \$30.00.
7. **That will be \$17.48.**  
Here's \$17.50. Keep the change.

Okay, thanks.  
Okay. I'll take it.  
How about this one?  
That's too expensive.  
Large.  
**Your change is \$3.41**  
**Thanks.**

## Buying and Selling

Here are some phrases and expressions for buying and selling in English.



- |  |                                       |                                   |
|--|---------------------------------------|-----------------------------------|
| 1. May I help you?                         | Yes, I'd like to buy these razors.    | Okay, that'll be \$6.85 with tax. |
| 2. What can I do for you?                  | I'm looking for the cameras.          | They're in Aisle Two.             |
| 3. Is there something I can help you with? | No, I'm just browsing. Thanks anyway. | Ok.                               |
|  | How much is this?                     | It's \$4.95.                      |
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Here are some sample phrases and expression you might use at a store.



When you enter the store/start a conversation with the clerk:

*What a clerk might say:*

- May I help you?
- Can I help you?
- Can I help you find something?
- What can I do for you?

*What a customer might say:*

- Excuse me. Do you work here?  
(Can you help me?)
- Can I ask you something?

What a customer might respond:

- Yes. I'm looking for \_\_\_\_\_.
- Do you have any \_\_\_\_\_ (s)?
- Can you tell me where the \_\_\_\_\_ is/are?

When you check out/leave the store:

*Clerk:*

- Did you find everything you needed?
- Did you find what you were looking for?
- Did you find everything okay?
- Will that be all (for today)?
- Is that everything?
- (Will there be) anything else?

*Customer:*

- That's all for today.
- That's it. Thanks.