

RANS AND RAVES - RETURNING GOODS TO A SHOP**Activities****Before listening**

Work together in pairs and write a dialogue between a customer and a sales person. The customer wants to return a pair of boots she bought recently as they hurt her feet.

Sales person:

Customer:

Sales person:

Customer:

Sales person:

Customer:

Sales person:

Customer:

Sales person:

Customer:

Sales person:

Customer:

Sales person:

Customer:

Practise your dialogues together.

Listen to the recording and see if any of the phrases or vocabulary you used are mentioned.

After listening

Match the words to the definitions and then put them in the sentences below.

	word		definition
1	ridiculous	a	buy
2	discovered	b	a piece of paper telling you what you have bought
3	purchase	c	crazy, unbelievable, stupid
4	pinch	d	press tightly between two surfaces
5	receipt	e	found

1	2	3	4	5

They're the right size, my regular size, but they really **(1)** _____ me across the top of this foot. They're really quite painful.

Well, yes. That's how I **(2)** _____ they were so uncomfortable.

Yes, I see. Do you have the **(3)** _____?

Yes, I can see that, madam, but we do need some proof of **(4)** _____ before we can offer any refund or exchange of goods.

Huh! This is **(5)** _____. Oh! Look, there's the woman who served me coming out of your stock room now. She'll remember me, I'm sure.

Listen and check your answers.

Put the dialogue in the correct order.

Listen again and check your answers.

Role play the dialogue. Take it in turns to play the salesperson and customer.

Extension

Remove the dialogue and role play again. Introduce different scenarios and locations.

<https://www.teachingenglish.org.uk/article/a-shopping-role-play>

Contributed by

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