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:
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.

<table>
<thead>
<tr>
<th>word</th>
<th>definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>ridiculous</td>
<td>a buy</td>
</tr>
<tr>
<td>discovered</td>
<td>b a piece of paper telling you what you have bought</td>
</tr>
<tr>
<td>purchase</td>
<td>c crazy, unbelievable, stupid</td>
</tr>
<tr>
<td>pinch</td>
<td>d press tightly between two surfaces</td>
</tr>
<tr>
<td>receipt</td>
<td>e found</td>
</tr>
</tbody>
</table>

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](https://www.teachingenglish.org.uk/article/a-shopping-role-play)