RULE SHEET

Dialogues: in a shop and asking for information

A dialogue has an **opening**, a **middle** with questions and answers, and an **ending**. Be polite: use **please**, **thank you** and **excuse me**. Write the speaker's name before each line: **Customer:** … **Shop assistant:** …

In a shop

Shop assistant	Customer
Hello. **Can I help you?**	Yes, please. **I'm looking for** a T-shirt. / No, thanks. **I'm just looking.**
What size are you? / **What colour** would you like?	**Medium**, please. / **Have you got it in** blue?
Would you like to try it on?	Yes, please. **Where are the changing rooms?**
The **changing rooms** are over there.	(later) It's **too small**. **Have you got it in** large?
Here's a large one.	Thanks. **How much is it?** / **How much are they?**
That's £12.50, please.	OK, **I'll take it.**
How would you like to pay?	**By card**, please. / **In cash**, please.
Here's your change and your **receipt**.	**Thank you. Goodbye!**

Asking for information

You ask	You hear
Excuse me, can you help me?	Yes, of course.
Where is the museum? / **How do I get to** the station?	**Go straight on** and **turn left**. It's **next to** the bank.
What time does the next train to York **leave**?	**At** 10.15, from **platform** 2.
How much is a ticket to York?	A **single** is £8. A **return** is £14.
Thank you very much.	**You're welcome.**

Prices

- £2.50 = two pounds fifty · 75p = seventy-five p (pence) · **in the sale** = for a lower price today
- How much **is** the cap? (one thing) · How much **are** the trainers? (a plural word)

> **Polite, not rude!** Not: Give me a T-shirt. Say: **Can I have** a T-shirt, **please**? / **Could I have** a T-shirt, **please**? / **I'd like** a T-shirt, **please**. Start with **Excuse me** when you ask a stranger.

PRACTICE 1

Name: _____ Class: _____ Date: _____

In a shop: who says it?

1 Who says it? Tick.

1. Can I get you a different size? ○ the customer ○ the shop assistant
2. I'd like a pair of gloves, please. ○ the customer ○ the shop assistant
3. Have you got this in black? ○ the customer ○ the shop assistant
4. The changing rooms are over there. ○ the customer ○ the shop assistant
5. That's £15, please. ○ the customer ○ the shop assistant
6. How much are these socks? ○ the customer ○ the shop assistant
7. Would you like a bag? ○ the customer ○ the shop assistant
8. I'll take it. ○ the customer ○ the shop assistant

2 Match the questions and the answers. Write the letter in the box.

1. ☐ Can I help you?
2. ☐ What colour would you like?
3. ☐ How much is this cap?
4. ☐ Can I try these jeans on?
5. ☐ How would you like to pay?
6. ☐ Would you like it in a bag?

a. Red, please.
b. By card, please.
c. It's £6.99.
d. No, thanks. I can put it in my backpack.
e. Yes, please. I'm looking for a jacket.
f. At platform 3.
g. Yes, of course. The changing rooms are over there.