



A

Roleplay 1

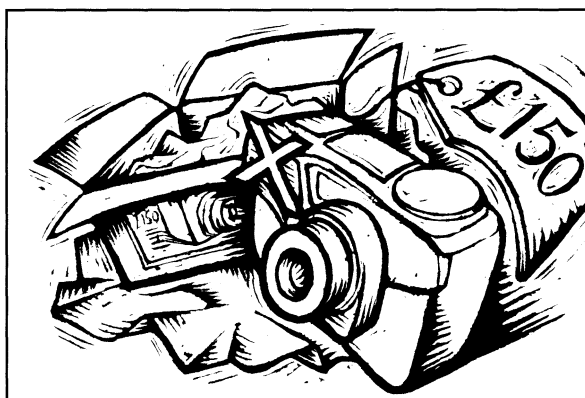
You're a customer.

You bought a camera last week because you wanted to take photos at your brother's wedding. But when you tried it, the flash didn't work. You changed the batteries but it still didn't work. Take it back to the shop. You've got the receipt.

You want your money back.

B starts: *Can I help you?*

You say: *Yes, I bought this camera last week ...*



Roleplay 2

You're a shop assistant.

B has a problem with a suit he/she bought at your shop. Find out:

- what the problem is
- when **B** bought it
- if **B** has the receipt

Offer to change it.

You don't want to give **B** the money back.

e In pairs, roleplay the dialogue.

A You're a customer. You bought some jeans yesterday. They're too big.

B You're a shop assistant. You don't have the same jeans in **A**'s size. Offer **A** a different pair or a refund. You begin with *Can I help you, sir / madam?*

f Swap roles.

B You're a customer. You bought some boots yesterday. They're too small.

A You're a shop assistant. You don't have the same boots in **B**'s size. Offer **B** a different pair or a refund. You begin with *Can I help you, sir / madam?*

B

Roleplay 1

You're a shop assistant.

A has a problem with a camera he/she bought at your shop. Find out:

- what the problem is
- when **A** bought it
- if **A** has the receipt

You're a bit nervous because it's your first day at work. Be as friendly as possible. Offer to change it. You don't want to give **A** the money back.

You start: *Can I help you?*

e In pairs, roleplay the dialogue.

A You're a customer. You bought some jeans yesterday. They're too big.

B You're a shop assistant. You don't have the same jeans in **A**'s size. Offer **A** a different pair or a refund. You begin with *Can I help you, sir / madam?*

f Swap roles.

B You're a customer. You bought some boots yesterday. They're too small.

A You're a shop assistant. You don't have the same boots in **B**'s size. Offer **B** a different pair or a refund. You begin with *Can I help you, sir / madam?*

Roleplay 2

You're a customer.

You bought a suit yesterday but when you got home, the zip broke on the trousers. It was very expensive. You wanted to wear it to an important interview this morning but you couldn't. Take it back to the shop. You've got the receipt and you're quite angry.

You want your money back.

A starts: *Can I help you?*

You say: *Yes, I bought this suit yesterday ...*

