

Exercise 1: Match the words to the pictures.

right away • appreciate • confusion
 refund • patience • apologize



1. _____



2. _____



3. _____



4. _____



5. _____



6. _____

Exercise 2: Complete the conversation using the cues.

Customer

Excuse me/vitamins/\$15.99 shelf/ receipt/\$19.99

Daily vitamins/green bottle/ there

Sure/can wait

Refund/difference?

Great/thank you/checking

No/thanks/help

Customer service assistant

Apologize/confusion/ happy to help

Check/right away/wait/here/ moment?

Thanks patience/checked/right/\$15.99

Of course!/process /refund/now

Here's \$4/appreciate/bringing/attention

Welcome!/great day!