

# Shopping – Returning Items – Role Play

Vocabulary:



receipt



another one



refund



## Shopping – Returning Items – Role Play

Example shopping conversation:

Hello, can I help you?



*Yes, I'd like to return this t-shirt please.*

Is there a problem?



*Yes, it's torn.*

Oh dear, would you like another one?

*No thank you. Could I have a refund please?*

Yes, of course. Can I have your receipt please?

*Here you are.*

## Shopping – Returning Items – Role Play

Activity: Put this conversation in the right order

- a) *Yes, it's torn.*
- b) Is there a problem?
- c) Hello, can I help you?
- d) Yes, of course. Can I have your receipt please?
- e) Oh dear, would you like another one?
- f) *Yes, I'd like to return this t-shirt please.*
- g) *Here you are.*
- h) *No thank you. Could I have a refund please ?*