**9d Page 112 AUDIOSCRIPT**

Intermediate Student’s Book

Life

2.20

**A = assistant, C = customer**

**1**

**A:** Can I help you at all?

**C:** Yes, can I have a look at this silver chain?

**A:** This one?

**C:** Yes, please.

**A:** It’s lovely, isn’t it? Is it for you?

**C:** No, for my sister.

**A:** It’s in the sale actually. It’s got 20 per cent off.

**C:** Oh? I like it, but it’s a bit heavy. I was looking for something more delicate.

**A:** How about this?

**C:** Yeah, that’s great. That’s just right, I think. Can she return it if she doesn’t like it, though?

**A:** Yes, she can exchange it within ten days.

**C:** OK, good.

**A:** That’s as long as she’s got the receipt, of course.

**C:** I’ll take it then. Can you gift-wrap it for me?

**A:** Well we don’t actually do gift-wrapping, but we have some nice gift boxes for sale, over there.

**C:** Right.

**2**

Life

**C:** Excuse me, are you on the living room section?

**A:** Yes, can I help you?

**C:** Well, I’m looking for a sofa that I saw on your website, but I can’t see it here.

**A:** OK, do you have the reference number or the model name?

**C:** Yes, it’s Byunk. The number is 00 389 276.

**A:** Right, let me see if it’s in stock.

**C:** The website said ‘available’ this morning ...

**A:** Yes, here we are. Do you want it in red, floral or natural?

**C:** Floral, if you’ve got it.

**A:** Yes, there are plenty in stock. Just give them this reference number at the collection point.

**C:** OK. What about delivery? How much do you charge for delivery?

**A:** Can you tell me your postcode? The charges go by area.

**C:** NE4 6AP.

**A:** That would be £55.

**C:** Wow ... OK.

**A:** If you go to the customer service desk, they can take your details and arrange the delivery date.

**C:** And do I pay here or ... ?

**A:** The tills are by the collection point. You can pay by card or in cash.

**C:** Right, thanks for your help. Erm, how do I get to the tills, sorry?

**A:** Just follow the yellow arrows.