

## ROLE-PLAY

### Greeting

SA: Hello/Good morning/Good afternoon/, how can I help you/how may I assist you?  
C: Excuse me! Can you help me?

### Explain what you are looking for.

C: I'm looking for a T-shirt/**a pair of** jeans/**a casual** dress/**a smart** shirt ...  
SA: How about this one?  
C: This is perfect./Do you have it in yellow/with long sleeves/plain ...?  
SA: What size would you like?  
C: Medium/Size 8 ...

C: I really like this jacket. Do you have it in medium/Do you have it in black?  
SA: Let me have a look./Just a minute./Let me go and check... Here it is./Unfortunately we don't have any left! I sold the last one, this morning.

### Ask for price and for dressing rooms.

C: Great. How much is it?  
SA: It's €15.99. (But with the Sales it comes at €7 ...)  
C: And can I try it on?/Where can I try it on?  
SA: Of course. The dressing rooms are over there.  
C: Thanks.

### Discuss fit.

SA: How does it fit?  
C: It fits too tight./It's perfect./It feels perfect./It's a bit loose/They are too short./They fit fine.  
SA: Would you prefer a larger/smaller size?  
C: Yes, please.  
SA: Let me go and check. ... I'm sorry that's the last one./Here you are.  
C: Oh, no! What a pity!/That's great! Thanks.

### Ask about payment.

C: Can I pay by card/use cash?  
SA: Yes, you can/of course. That's €15.99 in total.  
C: Thanks!  
SA: Come again soon!

