

“I Want to Return This” Dialogue

Teacher assigns one of the following dialogues to each learner pair according to ability. Dialogue A = high intermediate learners, Dialogue B = typical intermediate learner, Dialogue C = low intermediate learner.

A. Write a dialogue between a customer and a cashier in a drugstore or supermarket. The customer wants to return two items. You decide what the customer wants to return. Think about the following questions as you write your dialogue:

- Are your items in a package, a carton, a container or a bag?
- Why does the customer return the items?
- Does the customer get a refund (don't forget the receipt), an exchange or store credit?
- Does the store have more of the same items, or are they sold out?

Make the dialogue as long as you want, but at least eight lines long.

B. Write a dialogue between a customer and a cashier in a drugstore or supermarket. The customer wants to return an item. You decide what the customer wants to return. Use the dialogue below to help you. You may also use the “Practical Conversations” dialogue on page 100 for more help.

Customer: Excuse me.

Cashier: May I _____ you?

Customer: I just (*buy*) this (*package, carton, container OR bag*) of _____ and _____.

Cashier: _____.

Customer: Yes, please. I would like to _____ this for another one.

OR: No thank you, I'll just _____.

Cashier: Sure. Do you have your _____? OR: O.K. I'll need to see your _____ first. Do you have it?

Customer: Yes. Here you are.

Cashier: You can just get another one from the shelf and bring it here. OR: Here's your money back. Have a nice _____.

Customer: _____.

Now write another dialogue like the one above. This time, use a different reason.

C. Complete the two dialogues below between a customer and a cashier in a supermarket. The customer wants to return an item. You decide what the customer wants to return. Use the dialogue below to help you. You may also use the “Practical Conversations” dialogue on page 100 for more help.

Customer: Excuse me.

Cashier: Yes?

Customer: I (buy) this (package, carton, container or bag) of _____ yesterday and
(it's not fresh OR it's spoiled).

Cashier: Would you like a _____ or another _____?

Customer: I would like _____, please.

Cashier: No problem. Can I please see _____?

Customer: Yes, here you go.

Cashier: Just get another one from the shelf and bring it here. OR: Here's your money
back.. Have a nice _____.

Customer: Thanks.

Customer: Excuse me.

Cashier: Yes?

Customer: I (buy) this (package, carton, container or bag) of _____ yesterday and
(it's marked wrong OR its sell-by date is expired).

Cashier: Would you like a _____ or another _____?

Customer: I would like _____, please.

Cashier: No problem. Can I please see _____?

Customer: Yes, here you go.

Cashier: Just get another one from the shelf and bring it here. OR: Here's your money
back.. Have a nice _____.

Customer: Thanks.