



Unit 18 A day at the mall

Task 01

Announcer: Listen to Lea help out at the information desk.

Lea: Good morning. How may I help you?

Customer 1: I am looking for a traditional Austrian dress for my granddaughter.

Lea: I think you mean a Dirndl. Take the escalator to the second floor and turn right. It is the fourth shop on the left. It is called “Alm und Wiesn”.

(Pause)

Lea: Good morning. Is there anything I can do for you?

Customer 2: Yes. Could you please tell me where the toilets are?

Lea: Certainly, sir. Go down the steps or take the lift to the lower ground floor. You will see the signs for the toilets to your left. Just follow the signs.

(Pause)

Lea: Good afternoon, sir. Do you need any help?

Customer 3: I am looking for a place that sells these Austrian chocolate balls. I don't know what they're called.

Lea: I think you mean Mozart Kugeln. Go straight ahead until you come to the ATM. Then turn left and it is just around the corner. The shop is called “Schokolateria”.

(Pause)

Lea: Good evening. Can I help you with anything?

Customer 4: Yes. We'd like to get a bite to eat and then go to the cinema. Could you tell us where the cinema is and is there a restaurant nearby?

Lea: Sure. Go to the far end of the mall. You'll see an arch – go through that and you'll see our food court – you can get all kinds of food there. And to the right of that is the cinema. You can't miss it.