



## Unit 11 How may I help you?

### Task 06

Announcer: Listen to the dialogue.

Eva: Good afternoon, Sir. Can I help you at all?

Customer: Oh, hello there. Do you have any smart, casual walking shoes I can wear to the office after my holiday?

Eva: Yes of course, what shoe size are you?

Customer: I'm a size 10 in Britain.

Eva: Now, that's a 44 in Austria. I'll bring you a selection to try on. What colour do you prefer?

Customer: Thanks. Most of my business suits are dark grey or navy blue, so black would be best I think ...

Eva: I won't be a moment. Please take a seat over there and remove your trainers.

*(Pause)*

Eva: I have a selection of styles, all in black and one of our Austrian elegant side-face-ups, which are especially comfortable for city walking and sightseeing.

Customer: Oh they look very elegant and a bit different from the normal business shoes I usually buy in Britain. The soles look ideal for wet and snowy weather, too! Let me try them on.

Eva: How do they feel, Sir? They look very elegant on you.

Customer: Most comfortable and very robust. The inner sole is also quite soft. I'll take them.

Eva: OK ... While you put your trainers on again, I'll wrap them. How would you like to pay, by credit card, debit card or in cash?

Customer: By credit card please ...

*(Pause – Later at the checkout till.)*

Eva: The shoes looked really wonderful on you.

Customer: Here's my MasterCard, but I'm afraid I don't know the pin number.

Eva: Oh, that's OK ... please sign here, instead. ... Thank you. I'll put the receipt in the bag.

Customer: Thank you. You've been most helpful. Bye.

Eva: Many thanks. Good bye and enjoy the rest of your holiday.