



Unit 11 How may I help you?

Task 02/03

Part 1/02

- Announcer: Listen to the conversation between Eva and a lady customer. Part 1
- Eva: Good morning. How may I help you?
- Customer: Hello. I'm looking for an evening outfit for someone else. However, I'm afraid I don't know anything about Austrian sizes.
- Eva: Well, maybe I can help you. Please come with me and I'll show you what we've got. Who's the outfit for, male or female?
- Customer: It's supposed to be a present for my sister. She's actually very interested in Austrian fashions because they are so different to British ones.
- Eva: What colour and styles does she prefer?
- Customer: She likes black for evening wear and something timeless and elegant.
- Eva: What size is she?
- Customer: She's fortunately the same size as me, British size 10.
- Eva: That's a 38 in European sizes. We have quite a selection over here, if you would like to choose something to try on.
- Customer: These two look great! Where are the changing rooms?
- Eva: Over there, at the back. Let me show you.

Part 2/03

- Announcer: Part 2
- Eva: So, how are the outfits? Do they fit?
- Customer: Yes, they're both lovely, and fit perfectly – but which one?
- Eva: Would you like to show me? Maybe I can help.
- Customer: Do you have any high-heeled shoes I can borrow?



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

Customer: I'm a five in Britain.

Eva: That's a 38 in Austria. I'll bring you an elegant pair.

Customer: Thanks. My flat shoes don't look good at all!

(pause)

Eva: I think the second outfit suits you better. The shoes really set it off, too. Is your sister the same shape as you?

Customer: Yes, she is. We always swap clothes. I think I'll take this one and the shoes, too.

Eva: OK ... While you get changed again, I'll wrap them up for you.

(pause)

Eva: How would you like to pay, by credit card, debit card or in cash?

Customer: Here's my Visa card, but I'm afraid I don't know my pin.

Eva: 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.