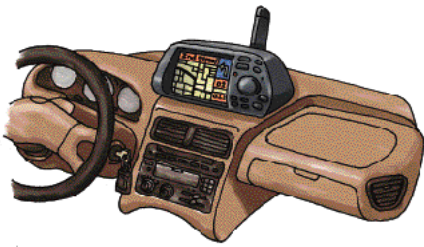


# Unit 3

# Can I help you ma'am?

Let's Start!

Look at the pictures. Write the name of each item under the picture. Choose from the words below.



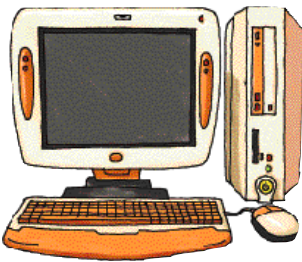
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- cell phone
- television
- car navigator
- camera
- computer/PC
- videogame console

Place a check (✓) next to the items that you have in your home. Place a cross (X) next to one that you would like to buy.

Compare your answers with your partner.

**Work with your partner. Write the feature in the correct box/boxes. The first one is done for you.**

Cell Phone MEMORY	TV	Car Navigator MEMORY	Computer MEMORY	Videogame Console MEMORY
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- memory
- screen
- map
- touch-dial
- dates
- range
- channel
- location
- software
- email

**Compare your answers with another pair.**

**Work with your partner. Look at the following expressions. Circle S if the expression is usually used by the sales clerk. Circle C if the expression is usually used by the customer.**

Expression

Can I help you?	S	C
I'm just looking, thanks.	S	C
Could you show me this one?	S	C
What price range are you thinking of?	S	C
How would you like to pay?	S	C
Can it get email?	S	C
How much is it?	S	C

**Check your answers with another pair.**

Let's Listen!

Listen to four conversations. Write the type of product that the customer and the sales clerk are talking about.

Conversation 1 .....

Conversation 3 .....

Conversation 2 .....

Conversation 4 .....

Check your answers with your partner.

Listen Again

Listen to Conversation 4 again. Check (✓) the points about each item.

	Sonic	Tote
stores lots of numbers	<input type="checkbox"/>	<input type="checkbox"/>
over \$100	<input type="checkbox"/>	<input type="checkbox"/>
one-year warranty	<input type="checkbox"/>	<input type="checkbox"/>
heavy	<input type="checkbox"/>	<input type="checkbox"/>
light	<input type="checkbox"/>	<input type="checkbox"/>
free case	<input type="checkbox"/>	<input type="checkbox"/>
faster websurfing	<input type="checkbox"/>	<input type="checkbox"/>

Check your answers with your partner. Which of the two phones would you buy?

Listening Clinic One: Lost Sounds

Sometimes speakers don't pronounce all the sounds in the words. They are lost.

**Example** How much is it? How much is it? (The /t/ sound is lost)

Listen to the dialogue. Draw a line through the /t/ sounds which are lost.

A: What's the cheapest, simplest cell phone?

B: Buy a Tote. They're the best.

A: About how much does it cost to use?

B: Not that much. About sixty cents a day.

A: It's that cheap? That's great!

B: Yeah. It's a really good deal.

Check your answers with your partner. Now say the dialogue together.

## Practice!

**Work with your partner. Student A: You are a sales clerk. Student B: You are a customer. Practice the dialogue. Choose your own words where the [ ] is. Take turns to be the sales clerk and the customer.**

**Sales Clerk:** Good [ ] sir/ma'am. May I help you?

**Customer:** Yes... I'm looking for a [ ] .

**Sales Clerk:** Well. We have this one here, the [ ] .

**Customer:** The [ ] . Can it [ ] ?

**Sales Clerk:** [ ] Yes it can.  
[ ] I'm afraid it can't.

**Customer:** Uh huh. And how much does it cost?

**Sales Clerk:** It's [ ] .

**Customer:** And does it come with a [ ] ?

**Sales Clerk:** [ ] Yes, it does.  
[ ] No, I'm afraid it doesn't.

**Customer:** [ ] Great. I'll take it.  
[ ] Hmm. Let me think about it.

## Now Listen Back

**Listen to the conversations again. Circle Yes if the customer is interested in the product. Circle No if the customer is not interested.**

Conversation 1	Yes	No
Conversation 2	Yes	No
Conversation 3	Yes	No
Conversation 4	Yes	No

**Check your answers with your partner.**

## Listening Clinic Two: Lost Sounds

**Work with your partner. Look at the sentences. Draw a line through any /t/ sounds that may be *lost*.**

1. It can send email, text messages and get information online.
2. It's also very light; you won't have to recharge it very often.
3. I see, but I'm a student and I can't buy anything like that.
4. Well, it sounds like what you want is a basic service.
5. Yes, but the best thing is you get the phone for free.
6. Just send the card that comes with it back to the company.

**Listen and check. Now say the sentences.**

## Try It Out!

### Work in four groups: A, B, C and D

**Group A:** You are sales staff.  
You are selling computers.

**Group B:** You are sales staff.  
You are selling cell phones.

**Group C:** You are sales staff.  
You are selling videogame consoles.

**Group D:** You are customers.



**Sales Staff:** Think about your products: What can they do? How much do they cost?  
How long is the warranty? Anything else?

**Customers:** Think of questions to ask the sales staff: *Does it...?*  
*Can it...?*  
*How much...?*  
*Do you have...?*

**Customers:** Now visit the shops. Find out about the products. Do you want to buy any?

**Sales Staff:** Greet the customers. Tell them about your products. Can you sell any?

## In Your Own Time

**Turn to page 106 and complete the word list. Use your dictionary if you want to.  
Use the CD at the back of your book and listen to the recordings in this unit again. The  
script for this unit is on pages 85, 86 and 87.**