

REAL VOCABULARY AT THE MALL INTERMEDIATE

1. O que pode dizer quando precisa devolver uma roupa?

- a) I need to try this on.
- b) I need to return this.**
- c) I need another size.
- d) I need some change.

2. Por qual motivo uma loja não permitirá que você retorne sapatos?

- a) Because you wore them outside.**
- b) Because you did not like them.
- c) Because they did not fit.
- d) Because you want a different color.

3. Por qual motivo uma loja não permitirá que você retorne sapatos?

- a) Because it does not fit.
- b) Because it is ripped.
- c) Because it has a stain.
- d) Both B & C.**

4. Na conversa 1, depois de quantos dias o cliente recebe crédito de loja em vez de um reembolso total?

- a) 19
- b) 32
- c) 60
- d) 90**

5. Which of the following is a possible correct response?

SALES ASSOCIATE: Good morning, is there anything I can help you with today?

YOU: _____.

- a) Yes, how many?
- b) Yes, it's right here.
- c) No thanks, I'm just looking.
- d) No thanks, I understand.

6. Which of the following is a possible correct response?

CASHIER: Is there anything else I can do for you?

YOU: _____.

- a) No, that's it. Thank you.
- b) No, I'm sorry.
- c) Yeah, I guess I did.
- d) Yeah, it's right here.

7. Which of the following is a possible correct response?

SALES ASSOCIATE: How's everything going in there?

YOU: _____.

- a) Yes... that's the problem.
- b) Definitely. It's just my style,
- c) Great! I really like this dress.
- d) Oh, what a bummer! Okay, thanks...

8. Which of the following is a possible correct response?

CASHIER: Did you find everything you were looking for?

YOU: _____.

- a) Sort of.
- b) Great! I appreciate it.
- c) Yes please.
- d) You too!

9. Which of the following is a possible correct response?

CASHIER: All set?

YOU: _____.

- a) Yes... that's the problem.
- b) Oh, what a bummer...
- c) Yes, I'm good to go for now.
- d) I understand, okay.

10. Which of the following is a possible correct response?

CASHIER: Do you need bag for that today?

YOU: _____.

- a) Sure! Here you go.
- b) Yes please.
- c) Really? Why?
- d) Yeah, it's right here.