



The Video Game Store

Customer: Excuse me. Can you help me?
 Salesperson: Morning, welcome to Video Planet. What seems to be the problem?
 Customer: Morning, I recently bought a video game from your online catalogue.
 Salesperson: So?
 Customer: So? Well... you sent me the wrong game!
 Salesperson: Well, that's not my problem.
 Customer: Excuse me!
 Salesperson: Yeah, you bought it online, so make your complaint online.
 Customer: I'm sorry, but can I speak to someone else?
 Salesperson: Can I see your receipt?
 Customer: I'm afraid I don't have it. Can you look online?
 Salesperson: Without the receipt, I cannot do anything.
 Customer: You know what? This is making me angry. I want a refund.
 Salesperson: Just fill out this form.
 Customer: This is terrible customer service! I'm also filling a complaint against you.
 Salesperson: Whatever.

1. Read the conversation and choose the correct word to complete the statement.

- The salesperson was *polite* / *impolite* with their answers.
- The customer was *polite* / *impolite* with their complaint.

2. Write the underlined phrases in the correct column.

Polite	Impolite
<i>I'm sorry</i>	

3. Put the words in the correct order to make phrases.

- problem / what / the / seems / be / to / ?

- me / help / you / can / ?

- you / there / is / can / I / anything / help / to / do / ?
