

## 6. Returning a Gift



1.

**Salesclerk:**

**May I help you?**

**Customer:**

**Yes, this fax machine that my son bought me is a pain in the neck. I want to return it.**

**Salesclerk:**

**That's too bad. I'll arrange that for you, madam.**

**Customer:**

**Thanks.**

2.

**Customer:**

**Something must be wrong with this toaster. It doesn't toast!**

**Salesclerk:**

**I know just how you feel. I have the same model. I simply read the manual and took the time to learn how to operate it.**

**Customer:**

**Well, good for you. Now for God's sake, show me.**



## Homework

1. What is the meaning of the phrase “pain in the neck”?
2. Have you tried returning an item back to the store because of a defect?
3. What will you say to the sales lady if you are going to return something back to the store?



## 7. Receiving an Annoying Phone Call



1.

- Telemarketer:** Good evening. Could I speak to Mrs. Largo, please?  
**Woman:** Who shall I say is calling?  
**Telemarketer:** Bob Slack from Metropolitan Narragonia, the insurance company that cares.  
**Woman:** A telemarketer? If I were you, I wouldn't call here again.

2.

- Telemarketer:** Good evening, Mr. Rose. Would you like to hear about Miasma Inc.'s latest investment opportunity?  
**Mr. Rose:** Listen, I'm having dinner now. Maybe someday I should get even with you guys and call you at dinnertime.  
**Telemarketer:** I'm sorry you feel that way, Mr. Rose, but Miasma has a number of fine....  
**Mr. Rose:** Good-bye.



## Homework

1. Do you know what a telemarketer is?
2. Can you explain the work of a telemarketer?
3. If you are busy, how would you feel if the telemarketer calls you?
4. What is the proper way to inform telemarketers to stop calling you?



## 8. Treating Someone to Dinner



1.

**Pat:** Why don't we have dinner together next Saturday?  
It's on me.

**Susan:** You mean we're not, going Dutch like the last time.

**Pat:** No, really, I'm paying.

**Susan:** I'll believe it when I see it.

2.

**Susan:** You know, Pat, I was feeling blue last Saturday, and you really cheered me up with that dinner.

**Pat:** My pleasure. That chocolate cake was pretty good, wasn't it?

**Susan:** You have a weakness for sweets, don't you?

**Pat:** You can say that again!



## Homework

1. Do you treat your family for dinner?
2. How often do you usually take them for dinner?
3. What is your favorite Japanese restaurant?
4. Do you like to eat dessert after your meal?



## 9. Making a Sandwich



1.

**Bubba:** Hey, how about a sandwich, Tammy ?

[A few minutes later]

**Tammy:** [offering sandwich] Will this do? I'm afraid there's no Spam in it. We're out of that.

**Bubba:** What a shame!

2.

**Bubba:** I'd appreciate it if you would make me a sandwich.

**Tammy:** Ham and cheese?

**Bubba:** Sounds good to me.



## Homework

1. What kind of sandwiches do you like to eat?
2. Do you make sandwiches for yourself?
3. Can you explain the steps on how to make your favorite sandwich?





## 10. Finding the Men's Room



1.

**Man:** Can you help me? I'm looking for the Men's room.

**Stranger:** You must be kidding. [pointing] Here it is.

**Man:** Oh, I didn't see that. You see I'm not wearing my glasses today.

2.

**Man:** Can you tell me where the men's room is?

**Stranger:** No problem. [pointing] Just go down this hall. You'll find it on the left.

**Man:** Thanks.



## Homework

1. What is another term for men's / women's room?
2. Have you experienced asking someone the direction towards the restroom?
3. Do you have a difficulty in finding the men's / women's room when you go to a strange place?

