

Unit 4: The Product

Lesson D: How can I help you?

V: Shopping vocabulary
G: Modals of request

13. Vocabulary: **Shopping**. Complete the conversation with the questions and sentences below.



<i>How can I help you?</i>	<i>Is it on sale?</i>	<i>I'm looking for a new laptop.</i>
<i>is that okay?</i>	<i>I need it for work</i>	<i>I'll take it!</i>
<i>We accept cash,</i>	<i>you'll get a %30 discount.</i>	<i>Does it come in a different color?</i>
<i>Let me check that for you.</i>	<i>Could you help me?</i>	<i>pay by check?</i>

Customer: Excuse me, _____?

Employee: Hello, _____.

Customer: _____,
because my old laptop is broken.

Employee: Okay, here are the new models we have. How do you want to use the product?

Customer: _____, I'm a graphic designer so I need a fast laptop with a lot of memory.

Employee: Here is the new line of iMacs, they are great for that.

Customer: This iMac is perfect!
_____?

Employee: _____. [10 minutes later] We only have it in white,
_____?

Customer: Yes, no problem.
_____?

Employee: No; but _____,
debit cards and credit cards.

Customer: Okay. _____?

Employee: It's 1,200,000 pesos, but if you pay with a BCI debit card,
_____.

Customer: Perfect, _____.

14. Grammar point: **Can / Could**

Usamos los **verbos modal Can o Could** para pedir favores, pedir permiso y hacer ofertas.

Se hace en forma de pregunta, por lo que se coloca antes del **Sujeto**, y el verbo es en **base form**.

Es importante recordar QUIEN hará la acción: “*Could you bring me a size 7?*” se dice *you* porque la persona hará la acción; mientras que al pedir permiso u ofrecer algo, seremos nosotros (*I / we*) quienes hagan la acción.

Request / Pedidos para favores	Offer / Ofertas
Can you bring me a size 7, please?	Can I help you?
Request / Pedidos para hacer algo (permiso)	Answers / Respuestas
Could I use your computer, please?	- Yes, please. / Sure. / No problem - No, thanks.

15. Listen to this conversation from a customer and a sales assistant.

Fill the blanks with the phrases you hear.

(Audio 4.3)

Customer: Do you have _____?

Employee: Yes, we do.

Customer: _____, please?

Employee: _____.

Customer: Oh, these look nice. _____, please?

Employee: Sure.

16. Write two more questions to follow the conversation from the audio and answers using the vocabulary from the lesson.

Customer: _____?

Employee: _____.

Customer: _____?

Employee: _____.

Work with a partner. Create a conversation similar to the ones in the lesson. Include information regarding price, color, payment options, sizes, models, etc.