

Listening 1L9 - At The Department Store

Store Assistant: Good afternoon, Madam. Welcome to Everest Stores. Is there anything I can help you with today?

Customer: Oh, hi, yes, erm, I have a few things I need to buy today and this is my first time here, so I'm not sure where everything is.

Store Assistant: That's fine, that's what I'm here for. Now, what do you need first?

Customer: I have to buy a hat for my sister. She's going to a wedding in New Orleans next weekend and asked me to get a new hat for her. Do you sell hats?

Store Assistant: Yes, we do, Madam. All women's clothing is on this floor, the first floor. If you go in that direction and go past the jackets, you'll find the hats over to the left.

Customer: OK, great. Then I need to get a toaster. Ours caught fire yesterday morning and, you know, my kids can't live without toast in the morning for their breakfast!

Store Assistant: Our kitchen appliances are up on the 3rd, no sorry, the 4th floor. If you take the elevator from this floor up to the 4th floor, turn left when you leave the elevator and walk through the pictures and framing section. You'll see small kitchen appliances on the left with larger items such as ranges and fridges on the right.

Customer: My husband wanted me to see the cost of a new fridge-freezer so I can do that too.

Store Assistant: Was there anything else, Madam?

Customer: Yes, my daughter wants a DVD for her birthday. Where can I find them?

Store Assistant: Our home entertainment section is on the second floor. Perhaps it would be a good idea to go there before you go and look for the toaster. There is an escalator that joins all the floors so after you buy your hat, you can go up the escalator to the second floor where you will find books, CDs, DVDs as well as all our television and video equipment.

Customer: The last things on my list are a CD for myself, which I can get on the second floor, and a chair for the kitchen. My husband broke a chair on the weekend so I need to get a new one.

Store Assistant: Let me think...ah yes, you can find all chairs, stools and tables in our furniture section but that's right up on the sixth floor. If you go there

immediately, you can ask them to take the chair down to the first floor and you can collect it when you are ready to leave.

Customer: Thank you ever so much. You have been very helpful. I will go up to get the chair now and get the other things as I come down.

Store Assistant: No problem, Madam. We hope you enjoy Everest Stores.

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