

**1. Read the conversations. Match the situations below to the conversations?**

- a) Melanie has just tried on a pair of jeans. They're too big for her. ....
- b) Carla wants to return the dress that she didn't like, but she can only get another item instead. ....
- c) Matt really likes the shirt he's bought from this shop and wants to give two to his friends as presents. ....
- d) Mark didn't keep his receipt, so now he can't get a refund on the bag he bought yesterday. ....

**2. Match the feelings and moods below to the conversations.**

- a) The customer doesn't like the item after some time. ....
- b) The assistant is confused. ....
- c) The customer is really happy about his/her last buy. ....
- d) The customer gets angry. ....