

**Track 1**

- Customer:** Good morning! I would like to return this carton of milk.
- Shop assistant:** Is there a problem with it?
- Customer:** Yes. It's expired. I didn't realise it when I bought it this morning, but I was in a big hurry. When I came home I opened it and saw that the milk was sour!
- Shop assistant:** I'm sorry to hear that. Have you got the receipt?
- Customer:** Sure, here you are
- Shop assistant:** Would you like a refund or to exchange it for something else?
- Customer:** I'd like a refund please.
- Shop assistant:** Okay, here is your refund. Sorry again for the problem.
- Customer:** Thank you.

**Track 2**

- Shop assistant:** Hello, Sommer's Grocers.
- Customer:** Hello, I have a complaint.
- Shop assistant:** Oh, I am sorry to hear that. What's wrong?
- Customer:** Well, two days ago I bought 400 grams of Swiss cheese at your deli counter and today, when I wanted to set it all out on a serving plate, I found that everything after the 5th slice of cheese was mouldy
- Shop assistant:** Mouldy? Now that is bad. Can you bring it back so we can replace the cheese with fresh cuts? I really am...
- Customer:** Yes, but the problem is that I live quite far away and only come out your way once a month and so ...
- Shop assistant:** That's all right madam. Let me fill out our form. The next time you shop at our store, this form will serve as a voucher.
- Customer:** Oh, that is nice. Well, my name is ...
- Shop assistant:** Yes, just a moment while I get a pen. (...) Right, yes, your name first please.
- Customer:** It's Rosie Redway.
- Shop assistant:** Could you spell your surname, please?
- Customer:** Sure. R-E-D-W-A-Y
- Shop assistant:** And your address?
- Customer:** 61, Farm Road.
- Shop assistant:** And a phone number?
- Customer:** Double 2 – double 4 – six – one.
- Shop assistant:** Could you repeat that?
- Customer:** Double 2 – double 4 – six – one.
- Shop assistant:** Alright. Is there anything else I can do for you?
- Customer:** Well, no, no that's fine. Thank you very much.
- Shop assistant:** My pleasure madam. Just ask for Charlie next time you pop in and I shall see to you personally.

**Customer:** I will. Goodbye.

**Shop assistant:** Bye.

## At the supermarket

## Unit 2

### Track 3

**Customer:** I am looking for some tea.

**Shop assistant:** Which kind of tea would you prefer? We have a great selection of Earl Greys, Redbush tea, and fruit teas.

**Customer:** I'd like to have some Earl Grey this time. Next time I'll try Redbush tea.

**Shop assistant:** Is there anything else you're looking for? We have some special offers today: If you buy two packs of mint tea, you get a free sample of cherry tea.

**Customer:** Hm ... No, thank you. I just need to get some butter. Could you point me to the dairy section?

### Track 4

**Customer:** Excuse me, do you speak English?

**Shop assistant:** A little, do you need some help?

**Customer:** Yes, I can't understand which of these cartons of milk is skimmed?

**Shop assistant:** What does "skimmed" mean?

**Customer:** You know, low in fat.

**Shop assistant:** Ah! Well, this one is low in fat ...

**Customer:** How much fat does it have?

**Shop assistant:** It contains around 1.5 % fat.

**Customer:** Do you know the fat content of whole milk, just to compare?

**Shop assistant:** Let me look. Aah, here it is: the fat content of whole milk is 3.5 %.

**Customer:** I'll try the low-fat milk. Do you have a smaller carton?

**Shop assistant:** No, unfortunately not.

**Customer:** Never mind, I'll take this one. Thank you.

**Shop assistant:** You're welcome.

### Track 5

**Shop assistant:** Is there anything I can do for you?

**Customer:** Yes, please. I'm trying to find some baby food.

**Shop assistant:** Which brand are you looking for?

**Customer:** I'm looking for a brand called "Babies' Heart". Where can I find it?

**Shop assistant:** Go down Aisle 2, you'll find it on the left, next to the toiletries.

**Customer:** Thank you very much.

**Shop assistant:** Do you need anything else, madam?

**Customer:** Where's the checkout?

**Shop assistant:** Go straight ahead, turn right, and the checkout will be on your right.

**Customer:** Thanks for your help

**Shop assistant:** You're welcome.  
(...)

**Cashier:** Good afternoon, madam. Did you manage to find everything you wanted?

**Customer:** Yes, thanks. Do you take credit cards?

**Cashier:** Yes, madam, of course we do ... Your total is twenty-eight euros and sixty cents.  
Please swipe your credit card in the machine.

**Customer:** Here we go.

**Cashier:** Thank you. Do you need a shopping bag?

**Customer:** No, thanks. I've got one here.

**Cashier:** Could you sign here, please?

**Customer:** Sure.

**Cashier:** And here's your receipt. Have a nice day!

**Customer:** Thank you. Bye.

## Party food

## Unit 3

### Track 6

**Karen:** What shall we cook for the dinner party tonight?

**Tom:** I like roast beef, but the Millers don't eat meat, they are vegetarians.

**Karen:** Oh, really? What a pity. Well, in that case we can offer an assortment of Italian food, like pasta with tomatoes and herbs, lasagna and pizza.

**Tom:** Great. And how about a bowl of stuffed olives and a mixed salad as starters?

**Karen:** Hmm, yes – and garlic bread. What kind of dessert would you like?

**Tom:** How about ice cream and chocolate mousse? Or would you rather have a fruit salad instead?

**Karen:** Let's go for chocolate mousse with a nice espresso.

**Tom:** That sounds great. What kind of drinks do our guests like? Beer or wine?

**Karen:** Well, red wine and mineral water go well with Italian food.

**Tom:** Great. Our shopping list is complete.

### Track 7

**Kate:** Peter, can you help me? I'm writing a shopping list for our garden party. What kind of beverages shall we get?

**Peter:** Let's see. How many of us are there?

**Kate:** About 40. Will two crates of beer be enough?

**Peter:** Oh, more than enough, I think.

**Kate:** What about wine? Do you like red or white wine?

**Peter:** I think we should buy 5 bottles of each.

**Kate:** The Millers and the Butlers prefer white wine, so we'd better buy 7 bottles of white wine and 3 bottles of red wine.

**Peter:** That's fine. But we must not forget to buy two crates of mineral water and 10 packages of orange juice. It is going to be hot tomorrow. We'll need a lot of drinks.

**Kate:** Okay. We also need two bottles of spirits and about 20 cans of Red Bull for our cocktails. What about other soft drinks?

**Peter:** Let's buy 20 bottles of Coke.

**Kate:** And the starters? Side dishes are important too and there will be some vegetarians.

**Peter:** Well, we should think about ordering deli trays. Maybe these ready-made cheese plates?

**Kate:** No, I want to prepare some sandwiches, that's cheaper. Two loaves of bread and 2 tubs of cream cheese, 200 grams of ham and 200 grams of cheese should be enough. And don't forget four bags of crisps and five bags of nuts.

**Peter:** Fine. By the way, have you marinated the meat?

**Kate:** Yes, but shouldn't we get some lamb? Jane and Jim don't eat pork.

**Peter:** OK, I can get two nice cuts of lamb or beef. Oh, don't forget to get three tubs of ice cream for dessert.

**Kate:** Yes okay, banana, strawberry and chocolate?

**Peter:** That sounds about right. I'll see if I can get two punnets of blueberries, too.

**Kate:** Great. So let's see if we have all the tableware we need.

## Track 8

**Shop assistant:** Good morning. How can I help you, madam?

**Kim:** I am planning a dinner party and would like to offer an assortment of cheeses.

**Shop assistant:** How many guests are you inviting?

**Kim:** 10.

**Shop assistant:** Well, you should calculate 50 grams of cheese per person. I would recommend a cheese platter with five to six different types of cheese: soft cheeses, hard cheeses and semi-hard cheeses. For example, goats cheese, Gouda, Camembert, Emmenthal cheese and Gorgonzola.

**Kim:** Can I taste this one? What is it?

**Shop assistant:** That's goats cheese. Here you are.

**Kim:** Hm, it's delicious. And what about this one?

**Shop assistant:** This is Gouda. We can cut it in slices and arrange it on your cheese platter.

**Kim:** And the Emmenthal cheese over there?

**Shop assistant:** It's a semi-hard cheese with a creamy, mild flavour.

**Kim:** Okay. I'd like the cheese platter with the various cheeses you have recommended.

**Shop assistant:** Is there anything else I can do for you?

**Kim:** Which wines go well with these cheeses? Red wines?

**Shop assistant:** Not all red wines go well with cheese. The most highly recommended wines are the fruity, light ones. In general, white wine goes better with cheese than red wine.

**Kim:** Thank you very much. How long does it take to prepare the cheese platter?

**Shop assistant:** It will be ready for pickup in about 15 minutes.

**Kim:** Thanks. I'll go and get the wines in the meantime.

**Shop assistant:** The wines are on the first floor. The stairs are just over there.  
**Kim:** Thank you.  
**Shop assistant:** You're welcome.

## The deli counter

## Unit 4

### Track 9

**Shop assistant:** Can I help you?  
**Customer:** Yes. I'd like to order a platter of cheeses and hams.  
**Shop assistant:** When do you need to have it?  
**Customer:** Tomorrow, around 11 am? Is that possible?  
**Shop assistant:** Just a moment, I'll check the order book. Mmm, yes, that's fine. Can I have your or your company's name?  
**Customer:** It's Matilda from Lily Insurance. Our office is just around the corner from here.  
**Shop assistant:** Yes, I know it. Would you also like some bread to go with the platter?  
**Customer:** Well ... yes, yes. How about three French baguettes? We can cut them in slices.  
**Shop assistant:** Would you like a platter this size or a bigger one?  
**Customer:** Oh dear, I'm not sure. What do you think?  
**Shop assistant:** If you could wait a second, I will get my boss. I'm sure she can help you.

**Shop assistant 2:** Hello. Maggie tells me you're from Lily Insurance, is that right?  
**Customer:** Yes.  
**Shop assistant 2:** Well, in that case, you'll need this extra-large platter. I know exactly what your colleagues usually order.  
**Customer:** Oh, what a relief. Thank you.  
**Shop assistant 2:** I also think that you will need more bread. Don't worry, we shall have it ready on time.  
**Customer:** Do I pay now or tomorrow?  
**Shop assistant 2:** Tomorrow as usual.  
**Customer:** Fantastic, thank you. Goodbye.  
**Shop assistant 2:** Goodbye.

**Shop assistant 2:** Now, Maggie, do you want to prepare this platter?  
**Shop assistant:** I'd love to, but I'm not sure what to do.  
**Shop assistant 2:** Well, we all have to start sometime. First we choose the cheeses and meats. Then the garnishes, for example nuts, olives, herbs and grapes.  
**Shop assistant:** Oh, that sounds easy. But what if I do something wrong?  
**Shop assistant 2:** Don't worry. I know you will do your best.

## Track 10

- Customer:** Good afternoon. Do you offer hampers?
- Shop assistant:** Yes, we do. What kind of hamper would you like? We have them in different sizes.
- Customer:** Which sizes?
- Shop assistant:** Well, we have got hampers in small, medium and large. The small one is very cute, look.
- Customer:** Yes, it really is! How many products will fit in this hamper?
- Shop assistant:** That depends on you. What would you like to put in the hamper?
- Customer:** I'd like a bottle of wine with cheeses and cold meats, along with some chutneys ... You know, something fruity and special?
- Shop assistant:** Yes, I know what you mean. Have a look at the deli counter over there, you'll find several different chutneys. I personally really like pear and honey. You can browse through them and then tell me what you would like.
- Customer:** The pear and honey chutney sounds delicious; I'll just have that.
- Shop assistant:** What cold meat do you want to add to the hamper?
- Customer:** Could you give a recommendation?
- Shop assistant:** I'd suggest the vacuum sealed ones. Maybe ham or a pâté?
- Customer:** Just put in something really special. I'd also like small sachets of tea and high-quality coffee. Can I leave that with you?
- Shop assistant:** Of course. What about the cheeses, do you have any preference?
- Customer:** Please add some cheddar. I will leave the rest up to you.
- Shop assistant:** All right. The hamper will be ready at 2:30 pm. Can I have your name and address please?
- Customer:** Sure. It's for Andrea Smith, at Burgstraße 17, 1070 Vienna. My telephone number is 6463 623634.
- Shop assistant:** Thank you!
- Customer:** Thank you very much. I can't wait to see the hamper! Goodbye!
- Shop assistant:** Goodbye!

## Meat

## Unit 5

## Track 11

- Shop assistant:** Good morning, sir. How may I help you?
- Customer:** Good morning. I'm planning to have a barbecue tonight. Did you get a fresh delivery today?
- Shop assistant:** Yes, we got a delivery of pork this morning. Pork chops are our special offer of the day. They are excellent for barbecuing.
- Customer:** Is the meat organic? Eating organic is of great importance to me.
- Shop assistant:** Yes, of course. All our suppliers are certified organic farmers. In addition, our meat is certified with the "AMA Gütesiegel", which means that growing and processing took place in Austria.
- Customer:** Oh, that's great. What cut of meat can you recommend?

**Shop assistant:** Chops work well for barbecuing. They are not fatty, but flavourful and juicy.

**Customer:** That sounds fine. I'll go for the chops. Are 20 slices enough, do you think?

**Shop assistant:** How many people are you serving?

**Customer:** 20.

**Shop assistant:** You had better take 30. Would you also like to grill sausages?

**Customer:** Yes, how much are the pork sausages?

**Shop assistant:** They are € 7.00 a kilogramme.

**Customer:** Ok, I think I'll take one kilogramme.

**Shop assistant:** What else I can do for you today?

**Customer:** What kind of side dishes can you recommend?

**Shop assistant:** Side dishes that go well with the sausages are baked beans, potato salad or grilled vegetables. And don't forget mustard, ketchup and some barbecue sauces!

**Customer:** Thanks, where do I find the mustard?

**Shop assistant:** It's in Aisle 2, next to the pickles.

**Customer:** Thank you very much.

**Shop assistant:** You're welcome. I'm sure your guests will enjoy the barbecue. Have a nice day.

## Track 12

**Shop assistant:** Good afternoon, madam. What can I do for you?

**Customer:** Good afternoon. I would like to make a complaint.

**Shop assistant:** I'm sorry to hear that. What is it about?

**Customer:** I bought a piece of meat yesterday. When we served it to our guests they claimed it was tough. You promised that the cut was tender and juicy, but it wasn't at all.

**Shop assistant:** Which cut of meat was it?

**Customer:** It was the round of beef for boiling.

**Shop assistant:** How did you cook it?

**Customer:** I boiled it for one hour.

**Shop assistant:** I see. This cut is especially flavourful but requires a long cooking time. I recommend cooking it for one and a half hours. If you don't have enough time you can use a pressure cooker. That reduces the cooking time by 50 percent.

**Customer:** Oh, I wasn't aware of that. I'll try that next time. Thanks.

**Shop assistant:** You're welcome.

## Seafood

## Unit 6

## Track 13

**Customer:** John, would you come over here, please? I need to talk to you!

**Jim:** Yes, boss! What can I do for you?

**Customer:** You were responsible for receiving and storing our fish delivery today, weren't you?

**Jim:** Yes, I was. Is there a problem?

**Customer:** As you know, we have to place great importance on the correct handling of our products. While I was watching you, I noticed you made a few mistakes. Do you have any idea what you did wrong?

**Jim:** I am sorry boss, I am not sure. I try to stick to the HACCP rules like you taught us.

**Customer:** Well, I noticed you have a cold today. I saw you sneezing and coughing. You should not be in contact with food when you are ill.

**Jim:** I only have a little bit of a cold, and I was sneezing and coughing in a handkerchief. I didn't touch the fish, though! I was also wearing clean gloves.

**Customer:** Okay. But when you are wearing gloves, make sure to take off your ring. And please change your gloves after storing the fish delivery.

**Jim:** Of course. I will do that.

**Customer:** Great! How did you store the fish? After all we have fresh and frozen fish.

**Jim:** I left the fresh fish in containers and covered them with extra ice. I immediately put the frozen fish in the freezer.

**Customer:** Very good!

## Track 14

**Shop assistant:** Good morning, madam. How may I help you?

**Customer:** Good morning. I'm looking for a fish that is low in fat.

**Shop assistant:** I would recommend trout. It's low in fat and very tasty.

**Customer:** And how can it be cooked?

**Shop assistant:** It can be steamed or baked, as a whole or filleted.

**Customer:** What about cooking it in the microwave?

**Shop assistant:** You can actually also cook it in the microwave.

**Customer:** How much is the trout?

**Shop assistant:** It is € 7.90 a kilogramme.

**Customer:** Ok, I'll take six fillets.

**Shop assistant:** It is very delicious if you spread mustard over the top of the fish and then bake it.

**Customer:** Thanks for the tip. Where is the mustard?

**Shop assistant:** It is over there in Aisle 2, next to the ketchup.

**Customer:** Thank you very much.

**Shop assistant:** Is there anything else I can do for you?

**Customer:** No, thank you.

**Shop assistant:** Here you are. I'm sure you will enjoy your meal.

## Track 15

**Shop assistant:** Good morning. What can I do for you?

**Customer:** Good morning. I'm looking for fish without bones. My kids only eat fish fingers because of the bones, but I'd like them to eat fish fillets instead of fish fingers.

**Shop assistant:** What about salmon fillets? You can fry them in butter. My kids love that.

**Customer:** But isn't salmon very fatty?

**Shop assistant:** Compared to other fish like cod or trout, salmon has a higher fat content, but this particular fat is richer in omega-3 fatty acids and therefore better for your health.



**Customer:** Really?

**Shop assistant:** Yes. It is recommended that you eat fish rich in omega-3s twice a week.

**Customer:** And how much is it?

**Shop assistant:** It's on special offer today, only € 19.90 a kilogramme.

**Customer:** Ok, I'll take a half side of salmon, around 500 grams, please.

**Shop assistant:** Here you are. Look, we've just received a delivery of fresh mussels. They are delicious steamed in white wine – and no bones!

**Customer:** Good idea! My husband loves mussels. Can I have 400 grams?

**Shop assistant:** Sure, here you are. Anything else I can do for you?

**Customer:** No, thank you, that's all.

**Shop assistant:** You're welcome. I'm sure your family will enjoy the meal.