

Track 1

- Shop assistant:** Good morning! May I help you, sir?
- Customer:** I really like this black sweater, but it's in a medium. Do you have it in a small?
- Shop assistant:** Let's see... We have the same sweater in grey in a small. Here you are.
- Customer:** Hm ... No, I definitely like it better in black.
- Shop assistant:** Just a minute. I'll go and check that for you.
(...)
Here it is. Would you like to try it on? The changing rooms are over there.
(...)
Does it fit?
- Customer:** Yes, it's perfect. And it is really just 29.50?
- Shop assistant:** This price doesn't include VAT. That's 8.5 % extra. In total, it would cost 32 dollars.
- Customer:** Oh, I see. Well, that's okay.
- Shop assistant:** Is there anything else I can do for you?
- Customer:** No, thanks. Do you accept Mastercard?
- Shop assistant:** Yes, of course. You can pay either in cash or with any credit card. The cash desk is over there.
- Customer:** Thank you very much.
- Shop assistant:** You're welcome.

Track 2

- Shop assistant:** Welcome to B & C Fashion, Dorking, this is Anne Parker speaking!
- Customer:** Good morning, this is Irene Hofstetter.
- Shop assistant:** How may I help you?
- Customer:** I saw a black T-Shirt in the B & C online shop and would like to know if it is available at your shop in Dorking!
- Shop assistant:** I see. Do you have the article number?
- Customer:** Yes. It's 568633.
- Shop assistant:** 568633. What size?
- Customer:** Medium.
- Shop assistant:** One moment. I'll check that for you.
(...)
T-Shirt 568633 in black, 100 % cotton, medium, for 29.90 £. Yes, we have still got one item in stock.
- Customer:** That's great. Would you set it aside for me, please? I could come and get it on Friday.
- Shop assistant:** Today is Tuesday, the 4th of October ... Until Friday – well, that's no problem, Miss Hofstetter. Do you have a customer number?
- Customer:** Yes, it's CN4418/2015.

Shop assistant: All right, Miss Hofstetter. Is your telephone number still correct? I've got the 45 88 459 number in our data base.

Customer: Yes, that's my number.

Shop assistant: I've reserved the T-shirt for you under order number 466.9. Just come to our information desk on Friday. It will be there for you.

Customer: That's perfect. Thank you very much!

Shop assistant: You're welcome.

Customer: Goodbye!

Track 3

Shop assistant: Hello, Sommer's Bags. This is Anthony.

Customer: Hello, I've got a complaint to make about ...

Shop assistant: Oh dear, I am sorry. What's wrong?

Customer: Well, a few days ago I bought a suitcase. Today my husband wanted to use it, and we saw that there are scratches on it.

Shop assistant: Scratches? Now that is bad. Can you bring it back so we can replace the suitcase? I apologise for the inconvenience.

Customer: Yes, yes, but the problem is that I live quite far away and only come out your way once a month.

Shop assistant: That's all right. Let me just fill out a form. The next time you are in the area you can return the suitcase. The form will be your voucher for a replacement.

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 name, 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 please repeat the phone number?

Customer: Double 2 – double 4 – six – one.

Shop assistant: Could you please tell me the product number? You can find it on the receipt.

Customer: Aah, is it 58588PA-R?

Shop assistant: That's right. So, that is our "Travel DeLuxe" suitcase in red?

Customer: Yes, it is.

Shop assistant: And when exactly did you say you purchased it?

Customer: I bought it on the 15th of January.

Shop assistant: Okay. Please hold on for a second. Let me check if we still have an item in stock. Yes. One "Travel DeLuxe" in red is still here. We will reserve it for you for three weeks. Is that okay?

Customer: Yes, that's fine.

Shop assistant: 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 Anthony next time you pop in and I shall see to you personally.
Customer: I will. Goodbye.
Shop assistant: Bye.

Fashion items

Unit 2

Track 4

Shop assistant: Good afternoon, sir. How can I help you?
Customer: I bought this tie yesterday, but it doesn't go well with my suit. I'd like to exchange it, if that is possible.
Shop assistant: Certainly, sir. Have you got the receipt?
Customer: Yes, of course. Here you are.
Shop assistant: Thank you. Well, would you like to choose one of those ties over there? I am sure you will find a model that matches better.
Customer: Ah ... I see. This one is a little darker than mine. It might be nice.
Shop assistant: What color is your suit?
Customer: It's Copenhagen blue.
Shop assistant: Well, how do you like this one then? It's a bit wider than yours, but the pattern is nice.
Customer: No, I'd rather have a tie with a quieter pattern, this one is too fancy.
Shop assistant: I understand. What about that one? It's made of pure silk, with only a subtle decoration. Very elegant, sir.
Customer: That's nice, yes! But isn't it more expensive than mine?
Shop assistant: No, it's even a little cheaper. Let me see ... 24.90 ... 28.50 ... You would get 3.60 Euros back!
Customer: That's great. I'll take the silk tie!
Shop assistant: Perfect. Would you follow me to the cash desk, please?
Customer: Yes, very kind, thank you.
Shop assistant: You're welcome!

Track 5

Shop assistant: Hello, what can I do for you? Are you looking for anything in particular?
Customer: Yes, I'm looking for a pair of jeans.
Shop assistant: Sure. What size are you?
Customer: 36.
Shop assistant: What colour would you like?
Customer: Black.
Shop assistant: What about these? Would you like to try them on?

Customer: Yes, where are the fitting rooms?

Shop assistant: They are over there, on the left.
(...)

Shop assistant: How do they fit? Is the size okay?

Customer: They are a little bit too tight. Have you got them in a bigger size?

Shop assistant: Oh, I'm not sure. I'll have a look in the back. I'll be back in a minute.
(...)

Shop assistant: You are lucky, madam. Here you are... Do these fit?

Customer: Yes, they do. They fit perfectly. How much are they?

Shop assistant: They are on sale at the moment. The price has been reduced to € 29.90.

Customer: I'll take them.

Shop assistant: We have some new shirts just in. This one would go perfectly with your new jeans.

Customer: I like the style. I'll try it.
(...)

Shop assistant: Oh yes, it looks great. These shirts are very fashionable at the moment.

Customer: How much is it?

Shop assistant: It's only € 19.90. It's very good quality – practically a bargain.

Customer: Okay, I'll take the jeans and the shirt. Can I pay with my credit card?

Shop assistant: Credit card is fine... Could you sign here, please?

Customer: Sure.

Shop assistant: Do you need a bag?

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

Shop assistant: Here's your receipt. That's a good choice, madam. I'm sure you won't regret it.

Styles and fabrics

Unit 3

Track 6

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

Customer: I am looking for a dress.

Shop assistant: For a special occasion?

Customer: Yes, it's for my sister's wedding in June.

Shop assistant: I see. So it should be light and elegant, right?

Customer: Right. What about this purple dress? It looks lovely!

Shop assistant: Yes, it's a very nice sheath dress by Clayton, top-quality, made of pure linen. Do you like that unadorned style?

Customer: Yes, I do.

Shop assistant: Well, then maybe you'll like this dark green dress, too. It is close fitting and simple. Very elegant!

Customer: You are right, it looks gorgeous. And it feels so soft ... What material is it?

Shop assistant: It's an iridescent jacquard fabric made of pure silk. Would you like to try it on?

Customer: Yes, please!

- Shop assistant:** Here you are!
(...)
It suits you perfectly, miss!
- Customer:** It does indeed, the color is terrific! But let me try on the purple one, too.
- Shop assistant:** Certainly. Here you are.
(...)
- Customer:** This one is also very nice! Hm, a tough choice ... What about material properties and maintenance?
- Shop assistant:** Well, silk is an exceptional fabric. It feels great on the skin, and it's a temperature-balancing textile, ideal for June. However, the dress needs special care. It should only be washed by hand with an appropriate detergent, and it must not be wrung out.
- Customer:** I see. And what about the linen dress?
- Shop assistant:** Well, linen is basically quite a sturdy fabric. It's also a natural fibre. In order to protect its color, it should only be washed at low temperatures. Linen tends to crinkle.
- Customer:** So the dresses are both not very easy to maintain?
- Shop assistant:** That's true, garments made of cotton or rayon would be easier to clean, but the models we have in stock are more sportive, not that elegant. I would definitely recommend the silk model, miss. It's perfect for a wedding.
- Customer:** You are right. I'll take the green dress. I really love it!
- Shop assistant:** That's a good choice! I'm sure you won't regret it.

Track 7

We are very proud to welcome Belinda Carras, a young fashion designer who is the founder of BrazLine, one of the most successful fashion labels. Good morning, Miss Carras, thank you for joining us!

Good morning. Thanks for the invitation, I am happy to be here!

Miss Carras, you have now been working in fashion for more than 15 years. What sparked your interest in fashion?

I have always loved the transformation that happens when you dress up. When I was a kid, I always tried to have the best outfits at school. My parents were no millionaires, so I had to use my imagination! Later I started stitching my own clothing. That was a time when my friends didn't even want to be seen with me during the breaks (laughs). Well, these experiences made me realize the power of clothing, the power of fashion!

Your fashion is not unusual – you design for the average customer. Are there any types of clothing that you would never bring on stage?

Yes, a lot of things! I don't like long, wide dresses or blouses with big shoulders. And I would never let men wear lace shirts or short trousers with socks (laughs).

Your latest collection again includes menswear and womenswear. Is there a difference in your work as a designer?

I love to design unisex clothing. The times have changed quite a lot, nowadays women often wear men's styles and men buy accessories that were originally designed for women. It's always a question of interpretation. People who wear my fashion are mostly free-thinking and independent – no stereotypes.

What are your favorite patterns or materials?

I've got South American ancestors. That is why I love rich colors. Patched or woven textiles made from natural fibres like linen, silk, new wool or cotton are my favourites. I like jacquards and tweeds, both classic fabrics that I like to interpret in completely new ways.

Like men's trousers made of houndstooth or herringbone?

Yes, why not!? Well, and I absolutely avoid synthetic materials.

Why?

If you want to be successful as a fashion designer, it's not enough to be creative. My customers don't buy catalogue pages, they buy clothing that is suitable for everyday use. You have to feel comfortable in your clothes. Fashion is not only for the eye. For people who catch the wave it's quality that counts!

What can we expect from your next collection, which will be presented on the 1st of November as a part of the 12th Urban Fashion Week?

You can expect a colourful show, a variety of unisex suits and a very special emphasis on raw silk – young, energetic, different!

We are looking forward to it. Thanks for the interview!

All about accessories

Unit 4

Track 8

Shop assistant: Good morning, madam, what can I do for you?

Customer: I am looking for a birthday present for my husband.

Shop assistant: Anything special?

Customer: Well, maybe a fine leather belt.

Shop assistant: Certainly, madam – our belts are over here. Suede or nappa?

Customer: He prefers nappa. In black, please.

Shop assistant: What about this one? It's a very sturdy belt made from cowskin, perfect for jeans.

Customer: That's nice. But I'd rather have one with a smaller buckle.

Shop assistant: I see. Do you like that one? It's more elegant, handmade from buffalo nappa. It also goes well with slacks.

Customer: Yes, this one is great. How much is it?

Shop assistant: It's 49.90.

Customer: Alright.

Shop assistant: Anything else, madam? Gloves maybe? We have a special offer at the moment, fine gloves made of deerskin for only 25.50 – very soft and comfortable. And they would go perfectly with the belt!

Customer: Let me see ... Yes, you are right, they are splendid. But they are too small. I need a size L.

Shop assistant: That's no problem. Here you are, madam!
Customer: Thanks! I'll take them, too.
Shop assistant: Would you like them gift wrapped?
Customer: Yes, that would be nice!
(...)
Shop assistant: Here you are. That will be 75.40, please. Will you pay cash?
Customer: Yes. Thanks.
Shop assistant: Here is your parcel, your receipt and your change. Thank you very much.
Customer: Goodbye!

Track 9

Shop assistant: Grey's IT Boutique, this is Ben Frank speaking. How can I help you?
Customer: Good morning, Tom Healey speaking. I ordered a hard-shell case for my laptop three weeks ago. Today I received it, but it's the wrong item!
Shop assistant: Oh, I am sorry to hear that. Can I have your customer number, please?
Customer: Yes. It's 5548.20.
Shop assistant: 5548.20, hold on, please... Well, I see, Mr. Healey. You ordered a hard-shell case for laptops, Article Number 17.256 in grey. What was wrong with the delivery?
Customer: As you said, I ordered a grey case, but I received a black one. I don't like black accessories at all!
Shop assistant: I see ...
Customer: Yes, it's very annoying. I am going on a business trip next week, so there is no time for an exchange. I would like an appropriate discount instead.
Customer: I am sorry that you received the wrong item. I am afraid this was our mistake, sir. I will recheck that with our sales department. Please give me your telephone number.
Customer: It's 01 486519.
Shop assistant: 01 486519. Okay, Mr. Healey. I am going to call you back in a few minutes. I am sure we will find a reasonable solution for this problem. Again, I am sorry for the inconvenience, and thank you for bringing this to our attention.
Customer: Alright. I shall await your call. I hope it won't take too long.