

ใบงานที่ 2 เรื่อง Returning an Item and Asking for a Refund

หน่วยการเรียนรู้ที่ 5 เรื่อง Happy Meal

แผนการจัดการเรียนรู้ที่ 7 เรื่อง Asking for Help and Returning Items

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Name: Class. No.

Instructions: Read the short conversation below. Then, choose the correct phrase to complete the sentence and practice with your partner. One student is a customer, and the other is a supermarket staff or cashier.

Use the phrases:

- I'd like to return... (this product/this item/this bottle of milk/this sandwich/this fruit..., etc.)
- It has expired.
- It's damaged and I'd like a refund.
- The meat smells rotten.
- The fruit is spoiled.
- The bottle is leaking.
- Do you have the receipt? / Could I see your receipt, please?
- Can I get a refund?
- Here's your cash.
- Alright, could you please insert your card into the machine?
- Your refund is complete.

Cashier	Hi. How can I help you?
Customer	I would like to return, please.
Cashier	What is the reason for return?
Customer
Cashier	Sure. I can help you with that.
Customer	Yes, here it is.
Cashier
Customer	Sure.
Cashier	Thank you.
Customer	Thank you very much.
Cashier	You're welcome.