

ENGLISH FOR WORK / ENGLISH FOR THE SHOP FLOOR AND CHECKOUT

Retail Associate and Cashier **English**

Helpful service. Accurate details.



Phil Stilwell

© 2026 Phil Stilwell. All rights reserved.

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means without prior written permission from the author, except as permitted by law.

Eight practical lessons. Eleven extended conversations.

Vocabulary, phrase banks, guided speaking, and explained answers.

Revised 2026 edition / Upper-intermediate to advanced

Your route through the book

01 Finding the item the shopper actually means, page 4

Use a reference, material, and size to identify a product before making an unverified local-stock claim.

02 Comparing fit, materials, and label information, page 14

Compare stated garment features and care requirements without inventing comfort, fit, or durability claims.

03 Resolving shelf prices and offer conditions, page 26

Explain a quantity condition, distinguish average and single-item prices, and respect the shopper choice.

04 Checking the basket and payment status, page 35

Correct a duplicate before payment and distinguish the revised basket total from a refund or completed transaction.

05 Discussing returns and exchanges at the counter, page 47

Apply supplied exchange conditions while separating eligibility from replacement availability and completed processing.

06 Explaining local stock and collection status, page 57

Distinguish order acknowledgment from collection readiness and give a reliable update commitment without promising an outcome.

07 Managing queues and offering practical assistance, page 69

Ask what assistance is preferred, offer an available checkout route, and respect individual choices and position in line.

08 Handing over a till and an unfinished query, page 79

Report an unverified cash difference neutrally and transfer ownership of two unfinished checks without inventing a cause.

[Professional communication notes, page 3](#)

[Three additional workplace cases, page 92](#)

[Answers and explanations, page 105](#)

[Phrase finder, page 159](#)

[Vocabulary index, page 161](#)

[References and publication notes, page 166](#)

Suggested study range: B2-C1. This is an editorial study range, not a certified proficiency assessment.

Helpful does not mean guessing.

A strong retail conversation identifies the exact item, explains the relevant condition, and makes the next step clear. Careful language protects the shopper from a wrong variation or price and helps colleagues distinguish checked facts from unfinished work.

Identify before promising stock

Color alone may not identify an advertised product. Confirm the item reference, material, size, and location before making an availability claim or offering an unrequested substitute.

"You mean the medium cotton shirt C218; I have not checked local stock yet."

State the condition with the price

A two-item offer does not necessarily give one item half the bundle price. State the qualifying quantity and the complete amount for each option without pressuring the shopper to buy more.

"One bottle is \$3; two qualifying bottles are \$5."

Separate eligibility from completion

Meeting a fictional exchange policy does not establish replacement stock. An order acknowledgment is not a collection notice, and correcting an unpaid basket is not the same as issuing a refund.

"The exchange conditions are met, but I still need to check the larger size."

Keep help and handovers specific

Ask which assistance the shopper prefers. At shift change, name unfinished checks and their owner without turning a difference into an accusation or an accepted task into a completed one.

"The recorded count is \$5 below expected; the second check is pending and the cause is unknown."

Professional boundaries

All stores, shoppers, prices, product references, balances, offers, and policies are fictional. This book teaches workplace English, not legal advice, payment-system operation, accounting investigation, or accessibility certification. Follow actual store procedures, product information, payment-security requirements, applicable consumer and accessibility laws, and emergency arrangements. A fictional exchange policy does not replace statutory rights. Ask before providing personal assistance or handling a shopper's belongings or mobility aid.

A Read the situation

LESSON 01 / FINDING THE ITEM THE SHOPPER ACTUALLY MEANS

Use a reference, material, and size to identify a product before making an unverified local-stock claim.

Which blue shirt?

Shopper Casey asks associate Hana for the blue shirt in an advertisement. The advertisement contains two blue shirts: linen L214 and cotton C218. Casey wants the cotton version in medium, not the linen version or another size. Local availability has not been checked. Hana confirms C218, blue, medium, and cotton before beginning a stock inquiry. No item has been located, reserved, or sold, and the advertisement does not prove that the requested variation is available at this branch.

People: Casey, Shopper; Hana, Retail associate.

Read the record

Choose one answer per question using the facts above.

1. Which product does Casey mean?

- A.** Cotton C214
- B.** Cotton C218
- C.** Linen L214
- D.** Either blue shirt

2. Which size is requested?

- A.** Any available size
- B.** Medium
- C.** Small
- D.** Large

3. What is known about local stock?

- A.** The item is definitely available
- B.** The item is definitely sold out
- C.** One has already been reserved
- D.** It has not been checked

[Answers and explanations, page 105](#)

B Vocabulary in use

CORE TERMS

item reference

Identifier used to distinguish a product.

confirm the item reference

barcode

Machine-readable code used to identify an item or record.

scan the barcode

colorway

Color version offered within a product range.

identify the blue colorway

cotton

Textile fiber identified for the requested shirt in this case.

identify the cotton version

fiber content

Information describing the fibers used in a textile.

check the fiber content

product image

Picture of a product, not proof of local stock.

compare the product image

stock-keeping unit

Internal identifier for a stocked product variation, often abbreviated SKU.

check the stock-keeping unit

product variation

Specific version differing in size, color, or another feature.

confirm the product variation

size

Labelled dimension category such as medium.

confirm the requested size

linen

Different textile fiber used in the other advertised shirt.

distinguish the linen version

advertised item

Product featured in a promotion or advertisement.

identify the advertised item

range

Group of related products or variations.

identify the product range

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

item reference ITEM REFERENCE

confirm the item reference

Keep the meaning precise: Identifier used to distinguish a product.

size SIZE

confirm the requested size

Keep the meaning precise: Labelled dimension category such as medium.

B Precision and professional shorthand

EXTEND YOUR RANGE

local availability

Whether the exact variation is available at the relevant branch.

check local availability

shop floor

Customer-accessible area where merchandise is displayed.

check the shop floor

display sample

Item shown for viewing, not necessarily available for sale.

distinguish a display sample

stock record

System record of recorded merchandise quantities or status.

consult the stock record

reservation

Confirmed arrangement to hold an item under the store process.

distinguish a reservation

specification

Set of details defining the requested item.

repeat the specification

branch

Particular store location within a retailer.

identify the branch

stockroom

Storage area for merchandise not on the selling floor.

check the stockroom

stock inquiry

Request to check whether a specific item is available.

make a stock inquiry

physical check

Verification of the actual item and its location.

request a physical check

substitution

Replacement with a different item or variation requiring agreement.

discuss a substitution

planogram

Diagram assigning products and display space on a fixture.

follow the planogram

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

range **RANGE**

identify the product range

Keep the meaning precise: Group of related products or variations.

display sample **DISPLAY SAMPLE**

distinguish a display sample

Keep the meaning precise: Item shown for viewing, not necessarily available for sale.

Phrases that move the work forward

Narrow the advertisement

The ad shows two blue shirts; do you mean cotton or linen?

Name the selected reference

The cotton shirt is C218.

Read back the request

Blue cotton C218 in medium; is that right?

Avoid an advertisement assumption

The advertisement does not confirm stock at this branch.

Keep alternatives optional

I would ask before offering a different size or material.

Clarify the location

Are you asking about availability at this branch?

Keep the record precise

Medium cotton, not medium linen.

Invite correction

Please tell me if I have the size or material wrong.

Ask for the size

Which size are you looking for?

Distinguish the other item

L214 is the linen version.

Separate identification and stock

That's the right shirt; let me check whether we have your size here.

Confirm before searching

I will use that exact reference and size for the stock inquiry.

Avoid a reservation claim

Nothing has been reserved yet.

Explain the next step

The next step is to check the requested variation.

Avoid premature certainty

I cannot confirm available or sold out before the check.

Close the clarification

The item is confirmed; its stock status is still unknown.

Precision in real exchanges

Purpose: Distinguish the other item

Useful wording: L214 is the linen version.

Purpose: Read back the request

Useful wording: Blue cotton C218 in medium; is that right?

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which read-back is accurate?

- A.** Blue cotton C218 in medium.
- B.** Blue linen L214 in medium.
- C.** Blue cotton C218 in small.
- D.** Blue cotton C214 in medium.

2. Which stock statement is supported?

- A.** A copy is already reserved.
- B.** Local availability has not been checked yet.
- C.** The advertisement guarantees one here.
- D.** The medium version is sold out.

3. A colleague needs the term for this meaning: Specific version differing in size, color, or another feature. Which term fits?

- A.** reservation
- B.** fiber content
- C.** shop floor
- D.** product variation

D Choose the response that fits / continued

4. Rebuild the exchange from "Which blue shirt?". Casey: "Medium. Small is usually too tight across my shoulders, and I don't want to take a chance on it." Hana: [missing response] Casey: "This blue. I assumed that because it was in the ad, you'd have it here. Is that how it works?" Which response belongs in the gap?

- A.** Then I'll focus on local availability. We can discuss other options later if you want to.
- B.** I'll keep the size as medium. Same blue as the picture, or were you looking for another color?
- C.** There are two. I'll check the item reference first: did you want the cotton shirt or the linen one?
- D.** The cotton one is C218. L214 is linen. What size would you like me to look for?

[Answers and explanations, page 105](#)

One useful distinction

The exact request is blue cotton C218 in medium. Linen L214 is a different item even though it is also blue. Confirming the product does not establish stock, a reservation, or permission to substitute another variation.

E Conversation

Which blue shirt?

Which blue shirt?

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

item reference / product variation / stock inquiry / local availability / substitution / cotton
/ reservation / advertised item / size / specification

- 01 **Casey:** Hi, do you have the blue shirt from this ad? The picture is small, so I can't make out the number.
- 02 **Hana:** There are two. I'll check the ¹ _____ first: did you want the cotton shirt or the linen one?
- 03 **Casey:** Cotton, please. It's the one on the left, with the sleeves rolled up. I hadn't noticed the other shirt.
- 04 **Hana:** The ² _____ one is C218. L214 is linen. What size would you like me to look for?
- 05 **Casey:** Medium. Small is usually too tight across my shoulders, and I don't want to take a chance on it.
- 06 **Hana:** I'll keep the ³ _____ as medium. Same blue as the picture, or were you looking for another color?
- 07 **Casey:** This blue. I assumed that because it was in the ad, you'd have it here. Is that how it works?
- 08 **Hana:** An ⁴ _____ isn't a live stock count. Let me check this branch before I tell you whether we have one.
- 09 **Casey:** Fair enough. There was a blue medium near the door, but the fabric felt different. Could that have been the linen shirt?
- 10 **Hana:** Possibly; we'd need its label. The ⁵ _____ we're checking is C218, blue, medium, cotton.

Conversation continues on the next page.

Which blue shirt?

CONVERSATION / CONTINUED

- 11 **Casey:** Yes. I'm only asking about this shop for now. I can't get to another branch today.
- 12 **Hana:** Then I'll focus on ⁶ _____. We can discuss other options later if you want to.
- 13 **Casey:** Does asking you to look put one on hold, or would I need to ask separately for that?
- 14 **Hana:** A ⁷ _____ is separate. Nothing's been put aside; we're still checking what you want.
- 15 **Casey:** Could you read it back? Those two numbers are similar enough that I might have copied the wrong one.
- 16 **Hana:** Here's the ⁸ _____: blue cotton C218 in medium. Not the linen L214.
- 17 **Casey:** That's right. If there's only linen, please let me know. I wouldn't want it swapped without checking with me.
- 18 **Hana:** Any ⁹ _____ would be your choice. I'll check the shirt you asked for first.
- 19 **Casey:** Thanks. I'll stay nearby while you find out. I don't need you to look for a different size.
- 20 **Hana:** I'll start the ¹⁰ _____ for blue cotton C218 in medium at this branch. We don't have the stock result yet.

CHECK THE GAPS

1. item reference / 2. cotton / 3. size / 4. advertised item / 5. product variation / 6. local availability / 7. reservation / 8. specification / 9. substitution / 10. stock inquiry

[Why these answers fit, page 106](#)

F Check accuracy and scope

Which blue shirt?

Return to the case

Shopper Casey asks associate Hana for the blue shirt in an advertisement. The advertisement contains two blue shirts: linen L214 and cotton C218. Casey wants the cotton version in medium, not the linen version or another size. Local availability has not been checked. Hana confirms C218, blue, medium, and cotton before beginning a stock inquiry. No item has been located, reserved, or sold, and the advertisement does not prove that the requested variation is available at this branch.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which next step follows the clarification?

- A. Mark the sale complete.
- B. Check the exact requested variation.
- C. Substitute linen without asking.
- D. Promise a medium based on the photo.

2. Which distinction should a colleague receive?

- A. C218 is cotton; L214 is linen.
- B. C218 is linen; L214 is cotton.
- C. C218 identifies the requested large shirt.
- D. L214 identifies the requested medium cotton shirt.

[Answers and explanations, page 107](#)

Listen for the distinction

Repeat the complete request using the four facts: C218, blue, medium, cotton.

Clarification is part of helping

A shopper may reasonably remember the image rather than an item number. Narrow the choice with a short concrete question, then read back the product details. Avoid making the shopper repeat the whole story or treating a displayed advertisement as proof of local availability.

F Say it / transfer to a new case

Identify a different advertised item

An advertisement shows red wool W310 and red cotton C314 sweaters. The shopper wants red cotton C314 in large. Local stock is unchecked, and no item is reserved.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

unchecked / C314 / large / reserved

- 01 **Associate:** The requested reference is ¹ _____.
- 02 **Shopper:** The requested size is ² _____.
- 03 **Associate:** Local stock remains ³ _____.
- 04 **Shopper:** Nothing has been ⁴ _____.

CHECK THE GAPS

1. C314 / 2. large / 3. unchecked / 4. reserved

[Why these answers fit, page 108](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Which blue shirt?". Casey: "Does asking you to look put one on hold, or would I need to ask separately for that?" Hana: [missing response] Casey: "Could you read it back? Those two numbers are similar enough that I might have copied the wrong one." Which response belongs in the gap?

- A.** Then I'll focus on local availability. We can discuss other options later if you want to.
- B.** Any substitution would be your choice. I'll check the shirt you asked for first.
- C.** A reservation is separate. Nothing's been put aside; we're still checking what you want.
- D.** Possibly; we'd need its label. The product variation we're checking is C218, blue, medium, cotton.

[Answers and explanations, page 109](#)

A Read the situation

LESSON 02 / COMPARING FIT, MATERIALS, AND LABEL INFORMATION

Compare stated garment features and care requirements without inventing comfort, fit, or durability claims.

The care label decides the comparison

Shopper Luis needs a machine-washable jacket and compares two \$60 options with associate Priya. Jacket A is unlined and its label permits machine washing. Jacket B is lined and its label says dry-clean only. No other care details, durability tests, or fit measurements are supplied. A meets the stated washing requirement on the available label information; B does not. Luis asks to look at A next but has not tried it on or purchased it. Priya must not infer washing suitability from the presence or absence of a lining.

People: Luis, Shopper; Priya, Retail associate.

Read the record

Choose one answer per question using the facts above.

1. Which jacket meets the stated machine-washing requirement?

- A.** B, because it is lined
- B.** Both, because they cost the same
- C.** Neither, because A is unlined
- D.** A, according to its label

2. What do the two jackets cost?

- A.** \$60 for the pair
- B.** A \$60 and B \$90
- C.** \$60 each
- D.** A \$30 and B \$60

3. What is unverified?

- A.** Fit, comfort, and durability
- B.** A's unlined construction
- C.** B's dry-clean-only label
- D.** The stated equal prices

[Answers and explanations, page 110](#)

B Vocabulary in use

CORE TERMS

garment

Item of clothing.

compare the garments

machine-washable

Suitable for machine washing under the actual label instructions.

check the machine-washable claim

hand wash

Care instruction specifying washing by hand.

distinguish a hand-wash instruction

lined

Made with an inner lining.

describe the lined jacket

outer fabric

Material forming the garment's external surface.

identify the outer fabric

woven fabric

Textile formed by interlacing sets of yarns.

identify woven fabric

care label

Label stating how a garment should be cared for.

read the care label

dry-clean only

Label instruction restricting cleaning to dry cleaning.

explain the dry-clean-only instruction

lining

Inner layer of a garment.

identify the lining

unlined

Made without a separate inner lining.

describe the unlined jacket

fiber blend

Combination of different fibers in a textile.

read the fiber blend

knit fabric

Textile formed through interlocking loops.

distinguish knit fabric

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

garment **GARMENT**

compare the garments

Keep the meaning precise: Item of clothing.

lining **LINING**

identify the lining

Keep the meaning precise: Inner layer of a garment.

B Precision and professional shorthand

EXTEND YOUR RANGE

seam

Line where pieces of fabric are joined.
inspect the seam

cuff

Finished section at the end of a sleeve.
compare cuff styles

zipper

Sliding fastening with interlocking elements.
inspect the zipper

cut

Overall shaping or silhouette of a garment.
compare the cut

measurement

Quantified dimension used to compare fit.
check the measurement

colorfastness

Ability of a textile to retain color under specified conditions.
check colorfastness information

hem

Finished edge of a garment or fabric section.
identify the hem

fastening

Part used to close or secure the garment.
check the fastening

fit

How the garment sits on the individual wearer.
check the fit

size chart

Guide relating labelled sizes to stated measurements.
consult the size chart

shrinkage

Reduction in dimensions, not ruled out by an unsupported claim.
avoid a shrinkage guarantee

durability claim

Statement about resistance to wear that needs support.
avoid an unsupported durability claim

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

knit fabric **KNIT FABRIC**

distinguish knit fabric

Keep the meaning precise: Textile formed through interlocking loops.

zipper **ZIPPER**

inspect the zipper

Keep the meaning precise: Sliding fastening with interlocking elements.

Phrases that move the work forward

Ask about the requirement

Is machine washing a requirement for you?

Read the second label

Jacket B's label says dry-clean only.

Avoid an inference

The lining alone does not tell us how to clean it.

Connect fact and need

A's label permits machine washing, so let's look at that one first.

Avoid a comfort claim

Try it on and see how it feels; the lining alone won't tell us.

Offer inspection

Would you like to look at A more closely?

Avoid invented settings

No washing temperature has been supplied in this comparison.

Invite a practical check

You can compare the fit before making your choice.

Read the first label

Jacket A's label permits machine washing.

Compare construction

A is unlined; B has a lining.

State the equal prices

Both jackets are \$60 each.

Keep fit separate

We still need to check how it fits you.

Avoid a durability promise

We do not have evidence here that one will last longer.

Use the full label

We should check the actual instructions for any further care detail.

Clarify purchase status

Looking at A does not mean you have decided to buy it.

Summarize the evidence

Same price, different care instructions, fit still unverified.

Precision in real exchanges

Purpose: Compare construction

Useful wording: A is unlined; B has a lining.

Purpose: Avoid an inference

Useful wording: The lining alone does not tell us how to clean it.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which recommendation uses the supplied evidence?

- A.** A meets your machine-washing requirement according to its label.
- B.** All unlined jackets can be machine washed.
- C.** B must wash well because it costs the same.
- D.** A is guaranteed more comfortable.

2. Which comparison is unsupported?

- A.** B will definitely last longer because it has a lining.
- B.** Both jackets cost \$60 each.
- C.** A is unlined.
- D.** B's label says dry-clean only.

3. A colleague needs the term for this meaning: Label instruction restricting cleaning to dry cleaning. Which term fits?

- A.** outer fabric
- B.** cuff
- C.** dry-clean only
- D.** measurement

D Choose the response that fits / continued

4. Rebuild the exchange from "The care label decides the comparison". Luis: "A sounds more suitable, then. I don't want regular dry-cleaning bills on top of the purchase price." Priya: [missing response] Luis: "Does dry-clean only really rule out machine washing, or is it just the maker's preferred method?" Which response belongs in the gap?

- A.** Let us check the care label on each. Jacket A permits machine washing, while jacket B says dry-clean only.
- B.** On the information here, A is machine-washable under its label instructions. That meets the specific care requirement you have stated.
- C.** Yes. The word only is important in B's instruction. I should not describe that label as permission to machine wash the jacket.
- D.** Both are sixty dollars each. The equal prices do not mean the care instructions or other characteristics are identical.

[Answers and explanations, page 110](#)

One useful distinction

The care label, not the lining, answers the washing question. A is unlined and permits machine washing; B is lined and says dry-clean only. Do not extend these two examples into a rule about all lined or unlined jackets.

E Conversation

The care label decides the comparison

The care label decides the comparison

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

comfort claim / care label / machine-washable / fit / each / only / durability claim / size chart / lining / washing temperature

- 01 **Luis:** I need something I can put in the washing machine. These are both sixty dollars, aren't they? Which one would work?
- 02 **Priya:** Let us check the ¹ _____ on each. Jacket A permits machine washing, while jacket B says dry-clean only.
- 03 **Luis:** This one has a lining and that one doesn't. I usually check the fabric first, but perhaps that's not enough.
- 04 **Priya:** B has a ² _____, and A is unlined. Those are construction details, but the lining alone does not establish the cleaning requirements or their cause.
- 05 **Luis:** A sounds more suitable, then. I don't want regular dry-cleaning bills on top of the purchase price.
- 06 **Priya:** On the information here, A is ³ _____ under its label instructions. That meets the specific care requirement you have stated.
- 07 **Luis:** Does dry-clean only really rule out machine washing, or is it just the maker's preferred method?
- 08 **Priya:** Yes. The word ⁴ _____ is important in B's instruction. I should not describe that label as permission to machine wash the jacket.
- 09 **Luis:** And it's sixty for either one, not sixty for both? I want to be sure I'm comparing the same price.
- 10 **Priya:** Both are sixty dollars ⁵ _____. The equal prices do not mean the care instructions or other characteristics are identical.

Conversation continues on the next page.

The care label decides the comparison

CONVERSATION / CONTINUED

- 11 **Luis:** I'll look at A first. I haven't tried either jacket, so I still need to see how the shoulders fit.
- 12 **Priya:** Of course. The ⁶ _____ is a separate question. Meeting your washing requirement does not tell us whether this particular jacket fits you as you want.
- 13 **Luis:** B feels different with that inner layer. Is that supposed to make it more comfortable, or does it depend on the wearer?
- 14 **Priya:** I cannot make a ⁷ _____ from the lining alone. We can compare the stated features without promising how either will feel to you.
- 15 **Luis:** What about lasting longer? I can see the extra layer, but I don't know whether that tells us much about wear.
- 16 **Priya:** Correct. A ⁸ _____ would need support. We have not checked evidence that one of these jackets will last longer than the other.
- 17 **Luis:** Let's look at A, then. I want to check it properly before I decide; I'm not ready to buy it yet.
- 18 **Priya:** I can help you with that. We can check the ⁹ _____ and the actual garment information rather than treating the washing label as a complete recommendation.
- 19 **Luis:** Before I wash it, I'll need the full instructions. I can't read the temperature information from where I'm standing.
- 20 **Priya:** That is the right detail to verify. The ¹⁰ _____ has not been confirmed in our discussion, and I will not invent one. For now, A meets the stated care requirement, with fit and purchase still open.

CHECK THE GAPS

1. care label / 2. lining / 3. machine-washable / 4. only / 5. each / 6. fit / 7. comfort claim / 8. durability claim / 9. size chart / 10. washing temperature

[Why these answers fit, page 111](#)

F Check accuracy and scope

The care label decides the comparison

Return to the case

Shopper Luis needs a machine-washable jacket and compares two \$60 options with associate Priya. Jacket A is unlined and its label permits machine washing. Jacket B is lined and its label says dry-clean only. No other care details, durability tests, or fit measurements are supplied. A meets the stated washing requirement on the available label information; B does not. Luis asks to look at A next but has not tried it on or purchased it. Priya must not infer washing suitability from the presence or absence of a lining.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which statement preserves the purchase status?

- A. Asking about A authorizes payment.
- B. Luis wants to inspect A but has not tried it on or bought it.
- C. Luis has confirmed A fits perfectly.
- D. Both jackets have been purchased.

2. What should resolve a further washing-temperature question?

- A. A guess based on the price
- B. Assuming all cotton settings apply
- C. Copying instructions from a different jacket
- D. The actual care-label instructions

[Answers and explanations, page 113](#)

Listen for the distinction

Read the sixty-dollars-each line, then the fit question, without claiming a purchase.

Use evidence instead of confident sales language

Words such as comfortable, durable, and easy-care can mean different things to different shoppers. Compare the label facts with the stated need, and distinguish a feature from a tested benefit. A useful recommendation can be conditional without sounding evasive.

F Say it / transfer to a new case

Compare another pair of care labels

Jacket C is lined and permits machine washing. Jacket D is unlined and says dry-clean only. Both are \$70 each. The shopper requires machine washing and has tried neither on.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

C / only / fit / each

- 01 **Associate:** Jacket ¹ _____ meets the stated washing requirement.
- 02 **Shopper:** Both jackets cost seventy dollars ² _____.
- 03 **Associate:** Jacket D says dry-clean ³ _____.
- 04 **Shopper:** The ⁴ _____ remains unverified.

CHECK THE GAPS

1. C / 2. each / 3. only / 4. fit

[Why these answers fit, page 113](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "The care label decides the comparison". Luis: "B feels different with that inner layer. Is that supposed to make it more comfortable, or does it depend on the wearer?" Priya: [missing response] Luis: "What about lasting longer? I can see the extra layer, but I don't know whether that tells us much about wear." Which response belongs in the gap?

- A.** B has a lining, and A is unlined. Those are construction details, but the lining alone does not establish the cleaning requirements or their cause.
- B.** I cannot make a comfort claim from the lining alone. We can compare the stated features without promising how either will feel to you.
- C.** Of course. The fit is a separate question. Meeting your washing requirement does not tell us whether this particular jacket fits you as you want.
- D.** Correct. A durability claim would need support. We have not checked evidence that one of these jackets will last longer than the other.

[Answers and explanations, page 114](#)

Review 1 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Finding the item the shopper actually means" and "Comparing fit, materials, and label information". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: Machine-readable code used to identify an item or record. Which term fits?

- A. branch
- B. linen
- C. physical check
- D. barcode

2. A colleague needs the term for this meaning: Made without a separate inner lining. Which term fits?

- A. seam
- B. unlined
- C. garment
- D. cut

3. Rebuild the exchange from "Which blue shirt?". Casey: "Fair enough. There was a blue medium near the door, but the fabric felt different. Could that have been the linen shirt?" Hana: [missing response] Casey: "Yes. I'm only asking about this shop for now. I can't get to another branch today." Which response belongs in the gap?

- A. Then I'll focus on local availability. We can discuss other options later if you want to.
- B. Possibly; we'd need its label. The product variation we're checking is C218, blue, medium, cotton.
- C. Any substitution would be your choice. I'll check the shirt you asked for first.
- D. A reservation is separate. Nothing's been put aside; we're still checking what you want.

Review 1 / Meaning and context / continued

4. Rebuild the exchange from "The care label decides the comparison". Luis: "Let's look at A, then. I want to check it properly before I decide; I'm not ready to buy it yet." Priya: [missing response] Luis: "Before I wash it, I'll need the full instructions. I can't read the temperature information from where I'm standing." Which response belongs in the gap?

- A.** I cannot make a comfort claim from the lining alone. We can compare the stated features without promising how either will feel to you.
- B.** I can help you with that. We can check the size chart and the actual garment information rather than treating the washing label as a complete recommendation.
- C.** B has a lining, and A is unlined. Those are construction details, but the lining alone does not establish the cleaning requirements or their cause.
- D.** Of course. The fit is a separate question. Meeting your washing requirement does not tell us whether this particular jacket fits you as you want.

[Answers and explanations, page 145](#)

A Read the situation

LESSON 03 / RESOLVING SHELF PRICES AND OFFER CONDITIONS

Explain a quantity condition, distinguish average and single-item prices, and respect the shopper choice.

One bottle is not half the bundle

Shopper Nia has one juice bottle with a regular single-bottle price of \$3. The shelf offer is two qualifying bottles for \$5; single bottles remain \$3. Nia expects one bottle to cost \$2.50. Associate Ben explains that \$2.50 is the average per bottle only when buying the qualifying pair. Two at regular prices would cost \$6, so the pair saves \$1 against that comparison, but it requires \$2 more total spending than one \$3 bottle. Nia chooses one bottle at \$3. No other charges apply in the exercise.

People: Nia, Shopper; Ben, Retail associate.

Read the record

Choose one answer per question using the facts above.

1. What is the price of one bottle?

- A. \$6
- B. \$3
- C. \$2.50
- D. \$5

2. What qualifies for the \$5 offer?

- A. One qualifying bottle
- B. Two bottles of any juice
- C. One bottle plus any grocery item
- D. Two qualifying bottles

3. Which choice does Nia make?

- A. One bottle at \$3
- B. Two bottles at \$5
- C. One bottle at \$2.50
- D. Two bottles at \$3

[Answers and explanations, page 115](#)

B Vocabulary in use

CORE TERMS

shelf label

Displayed product and price information at the shelf.

check the shelf label

qualifying item

Product that meets the offer's stated conditions.

identify a qualifying item

single-item price

Price charged when buying one item alone.

confirm the single-item price

bundle total

Complete price for the grouped qualifying items.

state the bundle total

price per item

Amount per individual item under the specified purchase conditions.

compare the price per item

comparison basis

Quantity and conditions used to calculate a saving.

identify the comparison basis

multibuy offer

Promotion requiring purchase of a specified number of items.

explain the multibuy offer

quantity condition

Required number of items for an offer.

state the quantity condition

regular price

Non-promotional price used as the stated comparison.

compare regular prices

average price

Total divided by the number of items, not necessarily the one-item selling price.

explain the average price

unit pricing

Price stated per standard quantity such as a liter or kilogram.

distinguish unit pricing

saving

Reduction against the specified comparison amount.

calculate the saving

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

shelf label **SHELF LABEL**

check the shelf label

Keep the meaning precise: Displayed product and price information at the shelf.

regular price **REGULAR PRICE**

compare regular prices

Keep the meaning precise: Non-promotional price used as the stated comparison.

B Precision and professional shorthand

EXTEND YOUR RANGE

extra spending

Increase in total outlay compared with another purchase choice.

explain the extra spending

mix-and-match

Offer allowing specified different items to form a qualifying group.

check mix-and-match eligibility

promotion period

Dates during which an offer applies.

check the promotion period

coupon

Voucher or code offering a benefit under specified terms.

check a coupon

price query

Shopper question about the amount or conditions charged.

resolve a price query

basket total

Total for the shopper's selected goods.

confirm the basket total

minimum purchase

Smallest quantity or spend needed to qualify.

clarify the minimum purchase

exclusion

Item or condition not covered by an offer.

explain an exclusion

loyalty price

Price available under a stated membership condition.

clarify the loyalty price

redemption condition

Requirement for using a coupon or offer.

explain redemption conditions

tare

Weight of packaging excluded when finding a product's net weight.

deduct the correct tare

purchase preference

Shopper's choice among clearly explained options.

respect the purchase preference

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

saving **SAVING**

calculate the saving

Keep the meaning precise: Reduction against the specified comparison amount.

promotion period **PROMOTION PERIOD**

check the promotion period

Keep the meaning precise: Dates during which an offer applies.

Phrases that move the work forward

Acknowledge the calculation

I see how you arrived at \$2.50 by dividing the pair price.

Confirm the single price

One bottle on its own remains \$3.

Give both complete totals

One is \$3; two qualifying bottles are \$5.

Calculate the saving

The pair saves \$1 compared with that \$6 total.

Avoid a false single price

The bundle average is not the one-bottle selling price.

Avoid adding conditions

No membership condition is stated in this offer.

Ask for the choice

Would you prefer one at \$3 or two at \$5?

Read back quantity

The selected quantity is one, not the pair.

State the condition

The \$5 offer applies to two qualifying bottles.

Explain the average

\$2.50 is the average per bottle when you buy the pair.

Name the comparison

Two at the regular price would cost \$6.

Explain the extra outlay

It is still \$2 more spending than buying one bottle.

Keep qualification explicit

We should check that both bottles qualify for the offer.

Respect the need

You do not have to buy a second bottle to keep the single-item option.

Confirm the selection

You have chosen one bottle at \$3.

Close the query

The offer is clear, and your single-bottle choice remains unchanged.

Precision in real exchanges

Purpose: Explain the average

Useful wording: \$2.50 is the average per bottle when you buy the pair.

Purpose: Give both complete totals

Useful wording: One is \$3; two qualifying bottles are \$5.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which explanation is accurate?

- A. All juice products are automatically included.
- B. \$2.50 is the pair's average per bottle; one alone is \$3.
- C. One bottle must be \$2.50 because five divided by two is 2.5.
- D. The offer requires three bottles.

2. What is the saving on the pair against two regular-price bottles?

- A. \$1
- B. \$2
- C. \$2.50
- D. \$3

3. A colleague needs the term for this meaning: Required number of items for an offer. Which term fits?

- A. mix-and-match
- B. quantity condition
- C. price per item
- D. price query

4. Rebuild the exchange from "One bottle is not half the bundle". Nia: "That's the part I missed. I thought the shelf label had replaced the old price for every bottle." Ben: [missing response] Nia: "If I did get another, could it be any juice, or would I need to look for the same offer?" Which response belongs in the gap?

- A. Right. Two fifty is the average price within that pair. One on its own is three dollars.
- B. Both must be qualifying items. We'd check the shelf offer for the exact products included.
- C. My quantity read-back is one bottle at three dollars. That's all we're keeping in this basket.
- D. Here the single-item price stays three dollars. I'll show you both totals so you can choose.

[Answers and explanations, page 115](#)

One useful distinction

Two bottles for \$5 works out to \$2.50 per bottle only within that qualifying purchase. It does not change the stated \$3 single-bottle price. One bottle and two bottles are different purchase quantities with different complete totals.

E Conversation

One bottle is not half the bundle

One bottle is not half the bundle

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

quantity condition / extra spending / basket total / qualifying items / average price /
price query / quantity read-back / comparison basis / purchase preference /
single-item price

- 01 **Nia:** This bottle is coming up at three dollars, but the shelf says two for five. Shouldn't one be two fifty?
- 02 **Ben:** I see why you'd read it that way. There's a ¹ _____: the five-dollar price applies when you buy two.
- 03 **Nia:** I divided five by two. So that figure isn't wrong; it just doesn't apply to the one bottle I've brought?
- 04 **Ben:** Right. Two fifty is the ² _____ within that pair. One on its own is three dollars.
- 05 **Nia:** That's the part I missed. I thought the shelf label had replaced the old price for every bottle.
- 06 **Ben:** Here the ³ _____ stays three dollars. I'll show you both totals so you can choose.
- 07 **Nia:** If I did get another, could it be any juice, or would I need to look for the same offer?
- 08 **Ben:** Both must be ⁴ _____. We'd check the shelf offer for the exact products included.
- 09 **Nia:** What's the actual saving on two? I'm trying to work out whether it's worth carrying an extra bottle home.
- 10 **Ben:** The ⁵ _____ is six dollars for two at the regular price. The pair is five, saving one dollar.

Conversation continues on the next page.

One bottle is not half the bundle

CONVERSATION / CONTINUED

- 11 **Nia:** But compared with just paying for this one, I'd still be handing over more money today.
- 12 **Ben:** Yes, two dollars of ⁶ _____: five instead of three. The lower per-bottle average doesn't lower today's total for one.
- 13 **Nia:** I'll stick with one. I only need it for lunch, and I don't have room in my bag for another.
- 14 **Ben:** No problem. I'll keep your ⁷ _____ as one bottle. The offer is there if you need two.
- 15 **Nia:** Thank you. Please don't add another one. I was asking about the price, not asking for the pair.
- 16 **Ben:** My ⁸ _____ is one bottle at three dollars. That's all we're keeping in this basket.
- 17 **Nia:** Do I need a loyalty card for the three-dollar price, or was the whole difference just the number of bottles?
- 18 **Ben:** No membership condition is stated here. This ⁹ _____ is about one bottle versus the qualifying pair.
- 19 **Nia:** All right. One bottle, three dollars. I understand the shelf sign now; I'll check the quantity wording next time.
- 20 **Ben:** Your ¹⁰ _____ is three dollars, with no other charges in this case. The quantity stays one.

CHECK THE GAPS

1. quantity condition / 2. average price / 3. single-item price / 4. qualifying items / 5. comparison basis / 6. extra spending / 7. purchase preference / 8. quantity read-back / 9. price query / 10. basket total

[Why these answers fit, page 116](#)

F Check accuracy and scope

One bottle is not half the bundle

Return to the case

Shopper Nia has one juice bottle with a regular single-bottle price of \$3. The shelf offer is two qualifying bottles for \$5; single bottles remain \$3. Nia expects one bottle to cost \$2.50. Associate Ben explains that \$2.50 is the average per bottle only when buying the qualifying pair. Two at regular prices would cost \$6, so the pair saves \$1 against that comparison, but it requires \$2 more total spending than one \$3 bottle. Nia chooses one bottle at \$3. No other charges apply in the exercise.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. How much more does the pair cost than buying one bottle?

- A. \$1
- B. Nothing
- C. \$2.50
- D. \$2

2. Which response respects the final choice?

- A. I added another bottle because the average is lower.
- B. One bottle at \$2.50; I applied the bundle average.
- C. Two bottles at \$6; I used the regular prices.
- D. One bottle at \$3; I will keep that quantity.

[Answers and explanations, page 117](#)

Listen for the distinction

Repeat the two comparisons: \$1 saved against two regular bottles; \$2 more than one.

Explain the offer without pushing the extra purchase

A lower average price does not necessarily serve a shopper who needs only one item. State the quantity condition and both complete totals neutrally. Distinguish saving against two regular-price items from spending less than the single item already chosen.

F Say it / transfer to a new case

Explain a different quantity offer

One qualifying soup can is \$4. The offer is three qualifying cans for \$10, with no other charges. The shopper selects one can. Three at regular prices would cost \$12.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

one / two / three / four

- 01 **Associate:** The offer requires ¹ _____ qualifying cans.
- 02 **Shopper:** My one-can choice costs ² _____ dollars.
- 03 **Associate:** The bundle saves ³ _____ dollars against three regular-price cans.
- 04 **Shopper:** My selected quantity remains ⁴ _____.

CHECK THE GAPS

1. three / 2. four / 3. two / 4. one

[Why these answers fit, page 118](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "One bottle is not half the bundle". Nia: "I'll stick with one. I only need it for lunch, and I don't have room in my bag for another." Ben: [missing response] Nia: "Thank you. Please don't add another one. I was asking about the price, not asking for the pair." Which response belongs in the gap?

- A.** No problem. I'll keep your purchase preference as one bottle. The offer is there if you need two.
- B.** No membership condition is stated here. This price query is about one bottle versus the qualifying pair.
- C.** Right. Two fifty is the average price within that pair. One on its own is three dollars.
- D.** The comparison basis is six dollars for two at the regular price. The pair is five, saving one dollar.

[Answers and explanations, page 119](#)

A Read the situation

LESSON 04 / CHECKING THE BASKET AND PAYMENT STATUS

Correct a duplicate before payment and distinguish the revised basket total from a refund or completed transaction.

One mug, two recorded entries

Shopper Leo has one mug priced at \$8, but cashier Amira has scanned it twice. The checkout record shows two mugs and \$16. No other charges apply in the exercise, and payment has not begun. Amira acknowledges the duplicate, corrects the recorded quantity through the store checkout process, and reads back one mug at \$8. Leo confirms the correction. No money has been taken, no refund is required for this unstarted payment, and the exchange ends before payment completion.

People: Leo, Shopper; Amira, Cashier.

Read the record

Choose one answer per question using the facts above.

1. What is the actual quantity?

- A. Sixteen mugs
- B. One mug
- C. Two mugs
- D. Eight mugs

2. What is the corrected total?

- A. \$0
- B. \$8
- C. \$16
- D. \$24

3. What is the payment status?

- A. Payment has not begun
- B. Payment has been refunded
- C. Payment was declined
- D. Payment is completed

[Answers and explanations, page 120](#)

B Vocabulary in use

CORE TERMS

checkout

Place or process for recording and paying for purchases.

check the checkout total

scan

Read an item code into the checkout record.

scan the item

line item

Individual product entry in a transaction record.

review the line item

physical quantity

Actual number of items the shopper has.

verify the physical quantity

void entry

Cancel an incorrect recorded item under the store process.

void the duplicate entry

revised total

Updated amount after a correction.

read back the revised total

point-of-sale system

System recording sales and payments, often abbreviated POS.

use the point-of-sale system

duplicate scan

Recording the same intended item twice by mistake.

correct a duplicate scan

recorded quantity

Number of units entered in the system.

correct the recorded quantity

basket correction

Amendment to the selected goods before completion.

make a basket correction

quantity adjustment

Change to the number of units recorded.

confirm the quantity adjustment

amount due

Sum still to be paid.

confirm the amount due

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

checkout CHECKOUT

check the checkout total

Keep the meaning precise: Place or process for recording and paying for purchases.

recorded quantity RECORDED QUANTITY

correct the recorded quantity

Keep the meaning precise: Number of units entered in the system.

B Precision and professional shorthand

EXTEND YOUR RANGE

payment status

Stage of the payment, such as unstarted or completed.

check the payment status

cash payment

Payment made using notes or coins.

process a cash payment

contactless payment

Payment interaction using supported contactless technology.

distinguish a contactless payment

declined payment

Payment attempt not approved through the relevant system.

explain a declined payment

refund

Return of money already paid.

distinguish a refund from a correction

customer display

Screen showing transaction information to the shopper.

check the customer display

tender

Money or payment method offered to pay.

confirm the tender amount

card terminal

Device used for supported card-payment interactions.

identify the card terminal

authorization

Payment-system approval stage, not equivalent to every later settlement step.

check authorization status

receipt

Record of a transaction or completed purchase details.

check the receipt

change

Cash returned when the tendered amount exceeds the amount due.

confirm the change

split tender

Payment for one sale using more than one payment method.

explain a split-tender payment

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

amount due **AMOUNT DUE**

confirm the amount due

Keep the meaning precise: Sum still to be paid.

contactless payment **CONTACTLESS PAYMENT**

distinguish a contactless payment

Keep the meaning precise: Payment interaction using supported contactless technology.

C Phrases that move the work forward

Acknowledge the duplicate

You are right; the mug has been recorded twice.

Pause before payment

Let us correct the basket before payment begins.

Name the correction

I will correct the recorded quantity through our checkout process.

Read back the amount

The corrected total is \$8.

Avoid refund language

No money has been taken, so this is not a refund.

Distinguish the price

The price per mug stays \$8; the quantity was wrong.

Confirm the remaining step

Payment is still the next step.

Avoid an invented decline

There has been no payment attempt to decline.

State the actual quantity

You have one mug, not two.

Explain the record

The current entry shows two at \$8, totaling \$16.

Confirm the revised quantity

The record now shows one mug.

Keep status clear

Payment has not begun.

Invite a check

Please check that the display shows one mug at \$8.

Avoid a false discount

This is a correction, not a special discount.

Keep the explanation short

The duplicate is removed; one mug remains.

Close the correction

We have confirmed the corrected basket before proceeding.

Precision in real exchanges

Purpose: Explain the record

Useful wording: The current entry shows two at \$8, totaling \$16.

Purpose: Name the correction

Useful wording: I will correct the recorded quantity through our checkout process.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which explanation is accurate?

- A.** The shopper has two mugs but pays for one.
- B.** One mug was recorded twice; the corrected total is \$8 before payment.
- C.** The price of each mug has been reduced to \$4.
- D.** A \$16 payment has already been refunded.

2. Which term should not describe this correction?

- A.** Revised total
- B.** Duplicate scan correction
- C.** Refund
- D.** Quantity adjustment

3. A colleague needs the term for this meaning: Recording the same intended item twice by mistake. Which term fits?

- A.** duplicate scan
- B.** void entry
- C.** refund
- D.** cash payment

D Choose the response that fits / continued

4. Rebuild the exchange from "One mug, two recorded entries". Leo: "Eight dollars each is right. It's the sixteen-dollar total that caught my eye when I looked up." Amira: [missing response] Leo: "Yes, please fix it before I tap. I haven't used my card yet, so there shouldn't be a payment to undo." Which response belongs in the gap?

- A.** The payment status is still unstated. I will make the quantity correction through our checkout process before we move to the payment step.
- B.** Exactly. The line item needs correction. Two at eight dollars gives sixteen, while your one mug should total eight dollars here.
- C.** You are right. There is a duplicate scan. The mug has been recorded twice, and we should correct that before starting payment.
- D.** This is not a refund. No money has been taken here, so we are correcting the unpaid basket rather than returning a payment.

[Answers and explanations, page 120](#)

One useful distinction

The original record incorrectly shows two \$8 mugs, totaling \$16. The corrected record shows one \$8 mug. This is a quantity correction before payment, not a refund of money already taken.

E Conversation

One mug, two recorded entries

One mug, two recorded entries

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

payment status / amount due / refund / line item / Transaction completion / revised total
/ physical quantity / customer display / quantity adjustment / duplicate scan

- 01 **Leo:** Hang on, could you check the screen? It says two mugs, but I've only brought one to the counter.
- 02 **Amira:** You are right. There is a ¹ _____. The mug has been recorded twice, and we should correct that before starting payment.
- 03 **Leo:** Maybe it scanned again when you moved it. The mug is here; I haven't got another one in my bag.
- 04 **Amira:** The ² _____ is one mug. The recorded quantity is two, so the issue is the number entered rather than the price of the mug.
- 05 **Leo:** Eight dollars each is right. It's the sixteen-dollar total that caught my eye when I looked up.
- 06 **Amira:** Exactly. The ³ _____ needs correction. Two at eight dollars gives sixteen, while your one mug should total eight dollars here.
- 07 **Leo:** Yes, please fix it before I tap. I haven't used my card yet, so there shouldn't be a payment to undo.
- 08 **Amira:** The ⁴ _____ is still unstated. I will make the quantity correction through our checkout process before we move to the payment step.
- 09 **Leo:** Are you removing the extra mug or changing its price? I'd like the record to show what I'm actually buying.
- 10 **Amira:** It is a ⁵ _____. The price per mug stays eight dollars; we are removing the extra recorded unit rather than applying a discount.

Conversation continues on the next page.

One mug, two recorded entries

CONVERSATION / CONTINUED

- 11 **Leo:** The quantity says one now. Could you read the total back too? The screen's a bit hard to see from this angle.
- 12 **Amira:** The ⁶ _____ is eight dollars for one mug. There are no other charges on this purchase, and the basket now matches the item on the counter.
- 13 **Leo:** That's better. When you said correction, I wasn't sure whether I'd have to wait for money to come back.
- 14 **Amira:** This is not a ⁷ _____. No money has been taken here, so we are correcting the unpaid basket rather than returning a payment.
- 15 **Leo:** Good, so there's no refund to wait for. I'm still at the stage of paying the eight dollars.
- 16 **Amira:** Correct. The ⁸ _____ is eight dollars. It is still to be paid, and I will not describe the sale as paid or completed.
- 17 **Leo:** I can see it now: one mug, eight dollars. That matches what's on the counter.
- 18 **Amira:** Thank you for checking the ⁹ _____. Reading back both the quantity and the amount helps confirm that the record and your purchase agree.
- 19 **Leo:** Thanks for sorting it out. We can move on to payment now that the item and total are right.
- 20 **Amira:** We have confirmed one mug at eight dollars. ¹⁰ _____ is still ahead of us, after the payment step, so the correction has not been confused with a refund or an already finished sale.

CHECK THE GAPS

1. duplicate scan / 2. physical quantity / 3. line item / 4. payment status / 5. quantity adjustment / 6. revised total / 7. refund / 8. amount due / 9. customer display / 10. Transaction completion

[Why these answers fit, page 121](#)

F Check accuracy and scope

One mug, two recorded entries

Return to the case

Shopper Leo has one mug priced at \$8, but cashier Amira has scanned it twice. The checkout record shows two mugs and \$16. No other charges apply in the exercise, and payment has not begun. Amira acknowledges the duplicate, corrects the recorded quantity through the store checkout process, and reads back one mug at \$8. Leo confirms the correction. No money has been taken, no refund is required for this unstarted payment, and the exchange ends before payment completion.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. What should the customer display show after correction?

- A. Two mugs at \$8 each
- B. A completed payment receipt
- C. A declined-payment message
- D. One mug at \$8

2. Which statement preserves the final stage?

- A. The bank rejected the payment.
- B. Change has already been returned.
- C. The basket is corrected; payment is still next.
- D. The sale is already paid and complete.

[Answers and explanations, page 123](#)

Listen for the distinction

Read the payment-status exchange and stress that no payment has begun.

Make the correction visible in the explanation

A shopper should not need to infer that a total changed correctly. Acknowledge the exact error, explain the corrected quantity, and read back the revised total before payment. Avoid calling an unpaid-basket correction a refund, which can make the transaction sound further along than it is.

F Say it / transfer to a new case

Correct a different duplicate scan

One bowl costs \$12, but two were recorded for \$24. The shopper has one bowl. Payment has not begun and no other charges apply. The quantity is corrected to one.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

begun / twelve / refund / one

- 01 **Cashier:** The actual quantity is ¹ _____ bowl.
- 02 **Shopper:** The corrected total is ² _____ dollars.
- 03 **Cashier:** Payment has not ³ _____.
- 04 **Shopper:** This is a correction, not a ⁴ _____.

CHECK THE GAPS

1. one / 2. twelve / 3. begun / 4. refund

[Why these answers fit, page 123](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "One mug, two recorded entries". Leo: "That's better. When you said correction, I wasn't sure whether I'd have to wait for money to come back." Amira: [missing response] Leo: "Good, so there's no refund to wait for. I'm still at the stage of paying the eight dollars." Which response belongs in the gap?

- A.** This is not a refund. No money has been taken here, so we are correcting the unpaid basket rather than returning a payment.
- B.** The payment status is still unstated. I will make the quantity correction through our checkout process before we move to the payment step.
- C.** You are right. There is a duplicate scan. The mug has been recorded twice, and we should correct that before starting payment.
- D.** It is a quantity adjustment. The price per mug stays eight dollars; we are removing the extra recorded unit rather than applying a discount.

[Answers and explanations, page 124](#)

Review 2 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Resolving shelf prices and offer conditions" and "Checking the basket and payment status". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: Product that meets the offer's stated conditions. Which term fits?

- A. qualifying item
- B. minimum purchase
- C. redemption condition
- D. average price

2. A colleague needs the term for this meaning: Amendment to the selected goods before completion. Which term fits?

- A. payment status
- B. checkout
- C. declined payment
- D. basket correction

3. Rebuild the exchange from "The care label decides the comparison". Luis: "And it's sixty for either one, not sixty for both? I want to be sure I'm comparing the same price." Priya: [missing response] Luis: "I'll look at A first. I haven't tried either jacket, so I still need to see how the shoulders fit." Which response belongs in the gap?

- A. Yes. The word only is important in B's instruction. I should not describe that label as permission to machine wash the jacket.
- B. Let us check the care label on each. Jacket A permits machine washing, while jacket B says dry-clean only.
- C. Both are sixty dollars each. The equal prices do not mean the care instructions or other characteristics are identical.
- D. On the information here, A is machine-washable under its label instructions. That meets the specific care requirement you have stated.

Review 2 / Meaning and context / continued

4. Rebuild the exchange from "One mug, two recorded entries". Leo: "I can see it now: one mug, eight dollars. That matches what's on the counter." Amira: [missing response] Leo: "Thanks for sorting it out. We can move on to payment now that the item and total are right." Which response belongs in the gap?

- A.** Thank you for checking the customer display. Reading back both the quantity and the amount helps confirm that the record and your purchase agree.
- B.** It is a quantity adjustment. The price per mug stays eight dollars; we are removing the extra recorded unit rather than applying a discount.
- C.** The physical quantity is one mug. The recorded quantity is two, so the issue is the number entered rather than the price of the mug.
- D.** Correct. The amount due is eight dollars. It is still to be paid, and I will not describe the sale as paid or completed.

[Answers and explanations, page 147](#)

A Read the situation

LESSON 05 / DISCUSSING RETURNS AND EXCHANGES AT THE COUNTER

Apply supplied exchange conditions while separating eligibility from replacement availability and completed processing.

Eligible does not mean in stock

Shopper Morgan wants a larger size of a shirt bought ten days ago. The shirt is unused, its tags remain attached, and Morgan has the receipt. In this fictional store, those conditions permit an exchange within thirty days. Associate Ellis confirms that the supplied conditions are met, then explains that stock of the larger size has not been checked. Morgan wants the same shirt in the larger size, not a different color or an automatic refund. The exchange remains unfinished pending the stock check and actual store process.

People: Morgan, Shopper; Ellis, Customer-service associate.

Read the record

Choose one answer per question using the facts above.

1. Which supplied policy conditions are met?

- A. Only the request for a larger size
- B. Unused shirt, attached tags, receipt, and purchase within thirty days
- C. Used shirt without proof of purchase
- D. Purchase outside the stated window

2. What does Morgan want?

- A. An automatic refund
- B. A different color without discussion
- C. A second identical size
- D. The same shirt in a larger size

3. What remains unknown?

- A. Whether ten days is within thirty
- B. Whether the shirt is unused
- C. Larger-size availability
- D. Whether a receipt is present

[Answers and explanations, page 125](#)

B Vocabulary in use

CORE TERMS

return

Bringing an item back for a requested resolution.

discuss a return

refund

Return of money already paid.

distinguish an exchange from a refund

proof of purchase

Record supporting where and when the item was bought.

check proof of purchase

purchase date

Date on which the original sale occurred.

confirm the purchase date

eligibility

Whether the stated conditions for a process are met.

confirm exchange eligibility

attached tags

Original tags still connected to the item.

check attached tags

exchange

Replacing a purchased item with another agreed item.

request an exchange

store credit

Value issued for use with the retailer under stated terms.

clarify store-credit terms

receipt

Transaction record supplied as purchase evidence.

review the receipt

exchange window

Time period during which the stated exchange policy applies.

check the exchange window

unused condition

Item state in which it has not been used.

confirm unused condition

original packaging

Packaging supplied with the original product.

identify original packaging

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

return RETURN

discuss a return

Keep the meaning precise: Bringing an item back for a requested resolution.

receipt RECEIPT

review the receipt

Keep the meaning precise: Transaction record supplied as purchase evidence.

B Precision and professional shorthand

EXTEND YOUR RANGE

replacement size

Different size requested in the exchange.

check the replacement size

price difference

Difference between original and replacement prices, if established.

clarify any price difference

exception request

Request for a departure from a stated policy, requiring the relevant authority.

refer an exception request

statutory rights

Rights established by applicable law, distinct from a fictional store policy.

distinguish statutory rights

availability check

Verification that the exact replacement can be supplied.

complete the availability check

requested remedy

Outcome the shopper asks the store to provide.

confirm the requested remedy

same-style exchange

Exchange retaining the same product style while changing a variation.

request a same-style exchange

policy condition

Requirement stated in the relevant store policy.

explain a policy condition

manager review

Review by a person with the relevant decision authority.

arrange manager review

replacement stock

Inventory of the desired alternative item.

check replacement stock

exchange processing

Store steps needed to carry out an agreed exchange.

complete exchange processing

pending exchange

Exchange not yet completed.

record the pending exchange

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

original packaging ORIGINAL PACKAGING

identify original packaging

Keep the meaning precise: Packaging supplied with the original product.

exception request EXCEPTION REQUEST

refer an exception request

Keep the meaning precise: Request for a departure from a stated policy, requiring the relevant authority.

Phrases that move the work forward

Clarify the requested outcome

Would you like the same shirt in a larger size?

State the local window

This store's stated exchange window is thirty days.

Identify the evidence

You have the receipt as proof of purchase.

Separate stock from policy

I still need to check the larger size.

Keep the variation exact

Same shirt and color, larger size.

Keep alternatives optional

We can discuss alternatives only if you want to.

Name the pending step

The replacement-stock check is still outstanding.

Limit the policy claim

I am explaining this store's stated policy for this case.

Check the date

The receipt shows the purchase was ten days ago.

Confirm the condition

The shirt is unused and the tags are attached.

Confirm eligibility

Yes, this meets our stated exchange conditions.

Avoid a readiness promise

Eligibility does not mean the replacement is already available.

Avoid changing the remedy

I will not turn your exchange request into a refund without discussion.

Avoid invented charges

No price difference has been established here.

Keep the status accurate

The exchange has not been completed yet.

Close with the next action

I will check the exact larger-size replacement next.

Precision in real exchanges

Purpose: Confirm the condition

Useful wording: The shirt is unused and the tags are attached.

Purpose: Identify the evidence

Useful wording: You have the receipt as proof of purchase.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which explanation is accurate?

- A.** A receipt automatically completes the exchange.
- B.** You meet the stated exchange conditions; I still need to check the larger size.
- C.** Meeting the policy guarantees the replacement is here.
- D.** Ten days is outside thirty days.

2. Which outcome has the shopper requested?

- A.** Different material selected by staff
- B.** Same-shirt exchange to a larger size
- C.** Immediate store credit instead
- D.** Refund without further discussion

3. A colleague needs the term for this meaning: Value issued for use with the retailer under stated terms. Which term fits?

- A.** eligibility
- B.** store credit
- C.** price difference
- D.** availability check

D Choose the response that fits / continued

4. Rebuild the exchange from "Eligible does not mean in stock". Morgan: "Here's the receipt. I wasn't sure how long I had to bring it back, so I came as soon as I could." Ellis: [missing response] Morgan: "I haven't worn it, and I left the tags on. Does that cover the conditions you've just explained?" Which response belongs in the gap?

- A.** Our stated exchange window is thirty days for an unused shirt with attached tags and a receipt. Ten days falls within that period.
- B.** I will keep your requested remedy. You have asked for an exchange, and any different outcome should be discussed with you instead of assumed.
- C.** I will keep the replacement size separate from the other details. The request is the same shirt and color in the larger size.
- D.** On these facts, the eligibility conditions are met. That answers the policy question, but I still need to check the larger-size stock.

[Answers and explanations, page 125](#)

One useful distinction

Ten days is within the fictional thirty-day exchange window, and the unused condition, attached tags, and receipt are present. Eligibility is established on these supplied facts, but availability of the larger size is still unknown.

E Conversation

Eligible does not mean in stock

Eligible does not mean in stock

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

exchange / Replacement stock / proof of purchase / exchange window / eligibility / replacement size / availability check / requested remedy / pending exchange / refund

- 01 **Morgan:** Could I swap this for a bigger size? I bought it ten days ago. It's unused, and the tags are still attached.
- 02 **Ellis:** I can help check the ¹ _____ request. Do you want the same shirt and color, with only the size changed?
- 03 **Morgan:** Yes, same shirt and same color, please. The style is right; it's just a bit too small.
- 04 **Ellis:** I will keep the ² _____ separate from the other details. The request is the same shirt and color in the larger size.
- 05 **Morgan:** Here's the receipt. I wasn't sure how long I had to bring it back, so I came as soon as I could.
- 06 **Ellis:** Our stated ³ _____ is thirty days for an unused shirt with attached tags and a receipt. Ten days falls within that period.
- 07 **Morgan:** I haven't worn it, and I left the tags on. Does that cover the conditions you've just explained?
- 08 **Ellis:** On these facts, the ⁴ _____ conditions are met. That answers the policy question, but I still need to check the larger-size stock.
- 09 **Morgan:** Great. Does that mean you can give me the larger one today, or do you still need to find it?
- 10 **Ellis:** Correct. ⁵ _____ has not been checked. I do not want the policy confirmation to sound like a promise that we have located your size.

Conversation continues on the next page.

Eligible does not mean in stock

CONVERSATION / CONTINUED

- 11 **Morgan:** Please check. I'd rather know now than assume I'm taking a replacement home and then find there's none left.
- 12 **Ellis:** The ⁶ _____ is the next step. We will use the same shirt and color in the larger size, rather than check only for something similar.
- 13 **Morgan:** If you don't have it, tell me the options first. Please don't start a refund; I'd prefer the same shirt if possible.
- 14 **Ellis:** I will keep your ⁷ _____. You have asked for an exchange, and any different outcome should be discussed with you instead of assumed.
- 15 **Morgan:** Right, I want another shirt, not my money back at this stage. I think that's where I was getting confused.
- 16 **Ellis:** A ⁸ _____ returns money, while an exchange replaces the item with an agreed alternative. They are different outcomes, even when both begin with bringing an item back.
- 17 **Morgan:** Do you need the receipt just to check the purchase, or has bringing it over started the exchange already?
- 18 **Ellis:** It is ⁹ _____. The receipt supports the original transaction and date, but the replacement and exchange processing are not complete.
- 19 **Morgan:** Understood. Please look for the larger size next. Keep the shirt and color the same.
- 20 **Ellis:** I will do that. The status is a ¹⁰ _____: the stated conditions are met, the requested replacement is clear, and stock and processing remain to be confirmed.

CHECK THE GAPS

1. exchange / 2. replacement size / 3. exchange window / 4. eligibility / 5. Replacement stock / 6. availability check / 7. requested remedy / 8. refund / 9. proof of purchase / 10. pending exchange

[Why these answers fit, page 126](#)

F Check accuracy and scope

Eligible does not mean in stock

Return to the case

Shopper Morgan wants a larger size of a shirt bought ten days ago. The shirt is unused, its tags remain attached, and Morgan has the receipt. In this fictional store, those conditions permit an exchange within thirty days. Associate Ellis confirms that the supplied conditions are met, then explains that stock of the larger size has not been checked. Morgan wants the same shirt in the larger size, not a different color or an automatic refund. The exchange remains unfinished pending the stock check and actual store process.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which claim is unsupported?

- A. The larger size is unchecked.
- B. Every store must use this exact thirty-day policy.
- C. The receipt is present.
- D. The tags remain attached.

2. What should be checked next?

- A. A refund already described as complete
- B. Stock of the exact larger-size replacement
- C. Whether ten is greater than thirty
- D. An unrelated color chosen without asking

[Answers and explanations, page 128](#)

Listen for the distinction

Repeat Morgan's request without changing the shirt, color, or larger-size choice.

Explain the policy without making it universal

A clear answer can confirm what the supplied store policy allows while admitting that the desired replacement has not yet been located. Do not use eligibility as a promise of immediate stock, and do not substitute a refund or another variation for the shopper's stated request.

F Say it / transfer to a new case

Separate another eligibility and stock question

A fictional store permits unused, tagged shirts to be exchanged with a receipt within twenty-one days. A shopper bought a shirt seven days ago, meets those conditions, and requests the same shirt in small. Replacement stock is unchecked.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

within / unchecked / small / exchange

- 01 **Associate:** Seven days is ¹ _____ the stated window.
- 02 **Shopper:** The replacement size requested is ² _____.
- 03 **Associate:** Replacement stock remains ³ _____.
- 04 **Shopper:** The requested remedy is an ⁴ _____.

CHECK THE GAPS

1. within / 2. small / 3. unchecked / 4. exchange

[Why these answers fit, page 128](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Eligible does not mean in stock". Morgan: "If you don't have it, tell me the options first. Please don't start a refund; I'd prefer the same shirt if possible." Ellis: [missing response] Morgan: "Right, I want another shirt, not my money back at this stage. I think that's where I was getting confused." Which response belongs in the gap?

- A.** Our stated exchange window is thirty days for an unused shirt with attached tags and a receipt. Ten days falls within that period.
- B.** I will keep the replacement size separate from the other details. The request is the same shirt and color in the larger size.
- C.** I will keep your requested remedy. You have asked for an exchange, and any different outcome should be discussed with you instead of assumed.
- D.** Correct. Replacement stock has not been checked. I do not want the policy confirmation to sound like a promise that we have located your size.

[Answers and explanations, page 129](#)

A Read the situation

LESSON 06 / EXPLAINING LOCAL STOCK AND COLLECTION STATUS

Distinguish order acknowledgment from collection readiness and give a reliable update commitment without promising an outcome.

An order message is not a pickup notice

Shopper Ravi shows collection-desk associate Jules a message acknowledging order R61. It is not a ready-for-collection notification. One item is still being located, and the complete order is not confirmed ready. Collection colleague Noor will update Ravi at 3:00 even if the issue is unresolved. No substitute size, color, or product has been agreed. Jules must keep the order reference, current status, next contact owner, and update time clear without turning 3:00 into a collection promise.

People: Ravi, Shopper; Jules, Collection-desk associate.

Read the record

Choose one answer per question using the facts above.

1. What does the message confirm?

- A. Collection has already occurred
- B. Acknowledgment of order R61
- C. The complete order is ready to collect
- D. A substitute has been accepted

2. What remains unfinished?

- A. A refund is already processed
- B. One item is still being located
- C. The complete order is awaiting customer pickup
- D. An agreed substitute is being packed

3. What is promised for 3:00?

- A. Guaranteed collection readiness
- B. Automatic replacement with another size
- C. A completed refund
- D. An update from Noor, even if unresolved

[Answers and explanations, page 130](#)

B Vocabulary in use

CORE TERMS

order acknowledgment

Message confirming that an order has been received or recorded.

read the order acknowledgment

collection notice

Message stating that the order can be collected under the stated process.

distinguish a collection notice

ready for collection

Status indicating the relevant preparation and checks are complete.

confirm ready-for-collection status

item location

Place where a requested unit is being found or verified.

confirm the item location

packing

Preparing selected goods for handover or dispatch.

distinguish packing from picking

partial order

Order for which only some items are available or prepared.

describe a partial order

order reference

Identifier used to locate the specific order.

confirm the order reference

pickup

Common US term for collecting an order.

explain pickup status

order line

Individual item entry within an order.

check the outstanding order line

picking

Selecting the ordered goods from stock under the store process.

check picking status

fulfillment

Process of preparing and supplying the order.

explain fulfillment status

complete order

All items included in the order together.

verify the complete order

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

order acknowledgment ORDER ACKNOWLEDGMENT

read the order acknowledgment

Keep the meaning precise: Message confirming that an order has been received or recorded.

order line ORDER LINE

check the outstanding order line

Keep the meaning precise: Individual item entry within an order.

B Precision and professional shorthand

EXTEND YOUR RANGE

collection desk

Store point handling order pickup.
contact the collection desk

status update

Communication about the latest verified position.
give a status update

readiness estimate

Provisional expectation of when collection may be possible.
distinguish a readiness estimate

unresolved item

Item whose location or status remains unsettled.
track the unresolved item

substitution consent

Shopper agreement to a different item or variation.
obtain substitution consent

collection record

Record of order preparation and handover status.
update the collection record

facing

One front-facing product position across a display; not its full depth of stock.
check the number of facings

update time

Specified time for the next communication, distinct from order readiness.
confirm the update time

readiness promise

Commitment that the order will be available by a stated time.
avoid an unsupported readiness promise

variation match

Confirmation that size, color, and other details match the order.
check the variation match

contact owner

Person responsible for the next communication.
identify the contact owner

handover completion

Actual transfer of the order to the shopper.
confirm handover completion

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

complete order **COMPLETE ORDER**

verify the complete order
Keep the meaning precise: All items included in the order together.

readiness estimate **READINESS ESTIMATE**

distinguish a readiness estimate
Keep the meaning precise: Provisional expectation of when collection may be possible.

C Phrases that move the work forward

Identify the order

Let us check order R61.

State the current position

One item is still being located.

Acknowledge the inconvenience

I understand why you expected the message to mean you could collect it.

Give the contact time

Noor will update you at 3:00.

Separate time and outcome

Three o'clock is the update time, not a guaranteed collection time.

Avoid an unrequested substitute

No alternative item has been agreed.

Do not invent a cause

I do not have a confirmed reason the item has not been located.

Keep handover status accurate

The order has not been collected.

Explain the message

This is an order acknowledgment, not a collection notice.

Avoid a readiness claim

The complete order is not confirmed ready yet.

Name the update owner

Noor is the collection colleague handling the next update.

Keep the commitment precise

The update will happen even if the issue is still unresolved.

Preserve the ordered variation

We will keep the requested size and color in the check.

Ask before a change

Any proposed substitution needs your agreement.

Read back the next step

Noor will provide the next status update at 3:00.

Close with the known facts

Acknowledged order, one unresolved item, next update at three.

Precision in real exchanges

Purpose: Avoid a readiness claim

Useful wording: The complete order is not confirmed ready yet.

Purpose: Acknowledge the inconvenience

Useful wording: I understand why you expected the message to mean you could collect it.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which explanation is accurate?

- A.** The order has already been collected.
- B.** The message acknowledges R61; one item is still being located.
- C.** Every acknowledged order is ready.
- D.** The shopper accepted a substitute by showing the message.

2. What does even if unresolved add?

- A.** A substitute will be selected automatically.
- B.** The update moves to the day the item is found.
- C.** The update still occurs without a final stock answer.
- D.** The order must be ready by then.

3. A colleague needs the term for this meaning: Common US term for collecting an order. Which term fits?

- A.** status update
- B.** packing
- C.** substitution consent
- D.** pickup

D Choose the response that fits / continued

4. Rebuild the exchange from "An order message is not a pickup notice". Ravi: "Is that item sold out, then? I don't want to wait here if you already know it isn't available." Jules: [missing response] Ravi: "All right, but who's going to let me know? I don't want to explain this again each time I come to the desk." Which response belongs in the gap?

- A.** Three is the update time, not a pickup promise. Please wait for confirmation before making another collection trip.
- B.** I'll keep the handover completion status accurate. R61 hasn't been collected, and the next contact is Noor's update.
- C.** Noor is the contact owner. Noor will update you at three, even if the check isn't finished.
- D.** The item location check is still open. I don't have a confirmed stock answer to give you yet.

[Answers and explanations, page 130](#)

One useful distinction

Order R61 is acknowledged but not confirmed ready. One item is still being located. Noor will update the shopper at 3:00 even if unresolved; that is an update commitment, not a promise that collection will be possible then.

E Conversation

An order message is not a pickup notice

An order message is not a pickup notice

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

item location / handover completion / contact owner / substitution consent /
order reference / variation match / status update / order line / update time /
order acknowledgment

- 01 **Ravi:** I've come for R61. This message says you've got my order, but the desk says one item isn't there. Have I come too early?
- 02 **Jules:** I'm sorry for the confusion. This is the ¹ _____, which says we received the order. A separate notice confirms it's ready to collect.
- 03 **Ravi:** I read it on the bus and thought that was the pickup message. Is the whole order missing?
- 04 **Jules:** One ² _____ is still being located. The complete order isn't confirmed ready yet.
- 05 **Ravi:** Is that item sold out, then? I don't want to wait here if you already know it isn't available.
- 06 **Jules:** The ³ _____ check is still open. I don't have a confirmed stock answer to give you yet.
- 07 **Ravi:** All right, but who's going to let me know? I don't want to explain this again each time I come to the desk.
- 08 **Jules:** Noor is the ⁴ _____. Noor will update you at three, even if the check isn't finished.
- 09 **Ravi:** So there will be a message either way? Last time I waited because I thought no news meant someone was still looking.
- 10 **Jules:** Yes, you'll get a ⁵ _____ at three either way. It won't depend on the item being found first.

Conversation continues on the next page.

An order message is not a pickup notice

CONVERSATION / CONTINUED

- 11 **Ravi:** I have to make another trip after this. Should I plan to pick it up at three, or just wait for that message?
- 12 **Jules:** Three is the ⁶ _____, not a pickup promise. Please wait for confirmation before making another collection trip.
- 13 **Ravi:** It's a gift, so I need the exact color and size. Please don't fill the gap with the nearest thing you have.
- 14 **Jules:** We haven't recorded ⁷ _____. We'd ask you before changing the size, color, or product.
- 15 **Ravi:** Thank you. The other color would fit, but it wouldn't match the item this is supposed to go with.
- 16 **Jules:** I'll keep the ⁸ _____ clear in the check. Similar isn't necessarily what you need.
- 17 **Ravi:** Can you repeat which order Noor is following up? I ordered several things recently and don't want them mixed up.
- 18 **Jules:** The ⁹ _____ is R61. One item is being located; Noor will update you at three.
- 19 **Ravi:** Right. I haven't collected anything from this order. I'll wait for the actual ready message before coming back for it.
- 20 **Jules:** I'll keep the ¹⁰ _____ status accurate. R61 hasn't been collected, and the next contact is Noor's update.

CHECK THE GAPS

1. order acknowledgment / 2. order line / 3. item location / 4. contact owner / 5. status update / 6. update time / 7. substitution consent / 8. variation match / 9. order reference / 10. handover completion

[Why these answers fit, page 131](#)

F Check accuracy and scope

An order message is not a pickup notice

Return to the case

Shopper Ravi shows collection-desk associate Jules a message acknowledging order R61. It is not a ready-for-collection notification. One item is still being located, and the complete order is not confirmed ready. Collection colleague Noor will update Ravi at 3:00 even if the issue is unresolved. No substitute size, color, or product has been agreed. Jules must keep the order reference, current status, next contact owner, and update time clear without turning 3:00 into a collection promise.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which statement wrongly turns an update into a promise?

- A. Your complete order will definitely be ready at 3:00.
- B. Noor will update you at 3:00.
- C. One item is still being located.
- D. No substitute has been agreed.

2. What needs separate agreement?

- A. A proposed different size, color, or product
- B. Reading the order reference aloud in the conversation
- C. Stating that readiness is unconfirmed
- D. Naming the update time

[Answers and explanations, page 132](#)

Listen for the distinction

Read Noor's 3:00 commitment with emphasis on update, not pickup.

An update is still useful when the outcome is uncertain

A shopper may read a positive-sounding automated message as permission to travel to the store. Explain what the message actually confirms, acknowledge the inconvenience, and state who will update them and when. Do not make the uncertainty disappear by offering a guessed ready time.

F Say it / transfer to a new case

Keep another update commitment precise

Order P74 is acknowledged but not ready for collection because one item is still being located. Jo will update the shopper at 4:30 even if unresolved. No substitution is agreed.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

P74 / Jo / agreed / 4:30

- 01 **Associate:** The order reference is ¹ _____.
- 02 **Shopper:** The next update is at ² _____.
- 03 **Associate:** The update owner is ³ _____.
- 04 **Shopper:** No substitution has been ⁴ _____.

CHECK THE GAPS

1. P74 / 2. 4:30 / 3. Jo / 4. agreed

[Why these answers fit, page 133](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "An order message is not a pickup notice". Ravi: "It's a gift, so I need the exact color and size. Please don't fill the gap with the nearest thing you have." Jules: [missing response] Ravi: "Thank you. The other color would fit, but it wouldn't match the item this is supposed to go with." Which response belongs in the gap?

- A.** The order reference is R61. One item is being located; Noor will update you at three.
- B.** We haven't recorded substitution consent. We'd ask you before changing the size, color, or product.
- C.** I'll keep the variation match clear in the check. Similar isn't necessarily what you need.
- D.** One order line is still being located. The complete order isn't confirmed ready yet.

[Answers and explanations, page 134](#)

Review 3 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Discussing returns and exchanges at the counter" and "Explaining local stock and collection status". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: Return of money already paid. Which term fits?

- A. refund
- B. replacement stock
- C. exchange window
- D. same-style exchange

2. A colleague needs the term for this meaning: Selecting the ordered goods from stock under the store process. Which term fits?

- A. picking
- B. collection desk
- C. unresolved item
- D. order acknowledgment

3. Rebuild the exchange from "One mug, two recorded entries". Leo: "Are you removing the extra mug or changing its price? I'd like the record to show what I'm actually buying." Amira: [missing response] Leo: "The quantity says one now. Could you read the total back too? The screen's a bit hard to see from this angle." Which response belongs in the gap?

- A. The physical quantity is one mug. The recorded quantity is two, so the issue is the number entered rather than the price of the mug.
- B. It is a quantity adjustment. The price per mug stays eight dollars; we are removing the extra recorded unit rather than applying a discount.
- C. Thank you for checking the customer display. Reading back both the quantity and the amount helps confirm that the record and your purchase agree.
- D. Correct. The amount due is eight dollars. It is still to be paid, and I will not describe the sale as paid or completed.

Review 3 / Meaning and context / continued

4. Rebuild the exchange from "An order message is not a pickup notice". Ravi: "Can you repeat which order Noor is following up? I ordered several things recently and don't want them mixed up." Jules: [missing response] Ravi: "Right. I haven't collected anything from this order. I'll wait for the actual ready message before coming back for it." Which response belongs in the gap?

- A.** Noor is the contact owner. Noor will update you at three, even if the check isn't finished.
- B.** I'll keep the variation match clear in the check. Similar isn't necessarily what you need.
- C.** The order reference is R61. One item is being located; Noor will update you at three.
- D.** We haven't recorded substitution consent. We'd ask you before changing the size, color, or product.

[Answers and explanations, page 149](#)

A Read the situation

LESSON 07 / MANAGING QUEUES AND OFFERING PRACTICAL ASSISTANCE

Ask what assistance is preferred, offer an available checkout route, and respect individual choices and position in line.

A checkout route that works

Shopper Sam uses a mobility aid and says the current checkout is too narrow. Associate Lina knows that accessible checkout lane four is open, reached by the clear main aisle to the left. Sam prefers spoken directions, keeps personal belongings and the mobility aid under their own control, and accepts the move to lane four. Lina will ask colleague Noor to preserve the current place in line during the move; that request is not yet confirmed. No diagnosis, physical assistance, or handling of belongings is requested.

People: Sam, Shopper; Lina, Retail associate.

Read the record

Choose one answer per question using the facts above.

1. What problem does Sam identify?

- A. Every checkout is inaccessible
- B. The current checkout is too narrow
- C. The shopper forgot a payment card
- D. The shopper cannot locate the collection desk

2. Which available route is offered?

- A. An unverified staff-only shortcut
- B. Main aisle to the left toward open lane four
- C. A closed lane with no clear route
- D. Moving the mobility aid without asking

3. What help does Sam prefer?

- A. Staff taking the mobility aid
- B. A medical assessment
- C. Spoken directions, with belongings and aid left under personal control
- D. Unrequested physical guidance

[Answers and explanations, page 135](#)

B Vocabulary in use

CORE TERMS

queue

Line of shoppers waiting for service.

manage the queue

checkout lane

Specific path and counter used for payment.

identify the checkout lane

main aisle

Principal route through the selling area.

describe the main aisle

narrow passage

Space the shopper reports as too restricted for access.

acknowledge a narrow passage

walker

Walking aid providing support through a frame.

identify a walker when relevant

personal belongings

Items owned or carried by the shopper.

ask before handling belongings

place in line

Shopper's position in the service order.

preserve a place in line

accessible checkout

Checkout identified as accessible in the supplied store scenario.

offer the accessible checkout

clear route

Route free of the stated obstruction in the scenario.

identify a clear route

mobility aid

Device a person uses to support movement.

respect the mobility aid

wheelchair

Mobility device used for seated movement.

respect wheelchair users' choices

preferred assistance

Help the shopper says would be useful.

ask about preferred assistance

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

queue **QUEUE**

manage the queue

Keep the meaning precise: Line of shoppers waiting for service.

clear route **CLEAR ROUTE**

identify a clear route

Keep the meaning precise: Route free of the stated obstruction in the scenario.

B Precision and professional shorthand

EXTEND YOUR RANGE

spoken directions

Verbal explanation of where to go.

offer spoken directions

permission

Agreement to a specific action.

obtain permission before handling items

direct address

Speaking to the shopper rather than only a companion.

use direct address

route confirmation

Check that the proposed path is understood and suitable for the request.

give a route confirmation

open lane

Checkout currently available for use.

identify the open lane

assistance boundary

Limit on what help the shopper has authorized.

respect the assistance boundary

physical guidance

Hands-on assistance, not authorized by a general offer to help.

ask before physical guidance

independent movement

Shopper moving under their own control.

respect independent movement

companion

Person accompanying the shopper, not automatically their spokesperson.

avoid addressing only the companion

colleague coordination

Communication to arrange the next service step with another worker.

coordinate with a colleague

queue transfer

Move between lines while managing the service order.

arrange a queue transfer

pending request

Asked-for action not yet confirmed or completed.

distinguish a pending request

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

preferred assistance **PREFERRED ASSISTANCE**

ask about preferred assistance

Keep the meaning precise: Help the shopper says would be useful.

direct address **DIRECT ADDRESS**

use direct address

Keep the meaning precise: Speaking to the shopper rather than only a companion.

Phrases that move the work forward

Acknowledge the barrier

I understand that this checkout is too narrow for you.

Offer the available lane

The accessible checkout at lane four is open.

Check the preference

Would spoken directions be helpful?

Respect the mobility aid

I will leave your mobility aid under your control.

Address the shopper

Let me check the next step with you directly.

Keep coordination accurate

That request still needs confirmation.

Confirm the accepted help

You prefer directions, without physical assistance.

Keep the choice with the shopper

Please tell me if you prefer a different form of help.

Ask about preferred help

What help would you prefer?

Describe the route

The clear main aisle to the left leads to lane four.

Respect belongings

I will not handle your belongings without your permission.

Avoid a personal inquiry

We can focus on the checkout route and the help you want.

Preserve service order

I will ask Noor to preserve your place during the move.

Avoid an unverified promise

I have not yet confirmed the queue arrangement with Noor.

Invite a route question

Is there any part of the route you would like clarified?

Close the arrangement

Lane four is available; I will coordinate the place-in-line request.

Precision in real exchanges

Purpose: Describe the route

Useful wording: The clear main aisle to the left leads to lane four.

Purpose: Check the preference

Useful wording: Would spoken directions be helpful?

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which opening respects the shopper's choice?

- A.** Tell me your diagnosis before I help.
- B.** Your companion should decide for you.
- C.** What help would you prefer with the route to lane four?
- D.** I will move your aid now.

2. Which action is authorized?

- A.** Giving spoken directions
- B.** Taking the mobility aid without asking
- C.** Carrying the bag despite refusal
- D.** Providing hands-on guidance automatically

3. A colleague needs the term for this meaning: Checkout identified as accessible in the supplied store scenario. Which term fits?

- A.** walker
- B.** accessible checkout
- C.** open lane
- D.** permission

D Choose the response that fits / continued

4. Rebuild the exchange from "A checkout route that works". Sam: "Which way is lane four? I can't see the number beyond the people in front." Lina: [missing response] Sam: "That route sounds fine. I've been waiting in this line for a while, though. Will I lose my place?" Which response belongs in the gap?

- A.** The main aisle to your left leads toward lane four. That is the clear route available, rather than trying to continue through this narrow checkout.
- B.** I will seek permission before any different kind of help. Your answer about directions should not be treated as agreement to every possible action.
- C.** Of course. I will use direct address and keep discussing the arrangement with you. The practical route and your preference are what we need to clarify.
- D.** I will give spoken directions and leave your belongings and aid under your control. I will not assume you want me to carry or move anything.

[Answers and explanations, page 135](#)

One useful distinction

Lane four is open and reached by the supplied main-aisle route. Sam chooses spoken directions and retains control of belongings and the mobility aid. Lina will ask Noor to preserve the place in line, but that coordination is not yet confirmed.

E Conversation

A checkout route that works

A checkout route that works

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

assistance boundary / permission / place in line / colleague coordination / pending request
/ main aisle / direct address / route confirmation / accessible checkout /
spoken directions

- 01 **Sam:** This lane's too narrow for my mobility aid. Is there a wider checkout I can use?
- 02 **Lina:** Yes. The ¹ _____ at lane four is open. Before I offer help, what would you prefer?
- 03 **Sam:** Just tell me the way, please. I'll move myself and keep my bag with me.
- 04 **Lina:** I will give ² _____ and leave your belongings and aid under your control. I will not assume you want me to carry or move anything.
- 05 **Sam:** Which way is lane four? I can't see the number beyond the people in front.
- 06 **Lina:** The ³ _____ to your left leads toward lane four. That is the clear route available, rather than trying to continue through this narrow checkout.
- 07 **Sam:** That route sounds fine. I've been waiting in this line for a while, though. Will I lose my place?
- 08 **Lina:** I will ask Noor to preserve your ⁴ _____ during the move. I do not want to treat the change of lane as a reason to ignore the time you have already waited.
- 09 **Sam:** Has Noor already agreed, or do we need to wait for an answer before I move across?
- 10 **Lina:** The ⁵ _____ still needs confirmation. I will ask Noor, but I should not tell you the arrangement has already been accepted.

Conversation continues on the next page.

A checkout route that works

CONVERSATION / CONTINUED

- 11 **Sam:** Please ask. Directions are enough for the move; I don't need anyone to take hold of the aid.
- 12 **Lina:** Understood. Your ⁶ _____ is clear. Directions are welcome; touching the mobility aid or taking your bag has not been authorized.
- 13 **Sam:** Thanks for checking with me. It's awkward when someone takes my bag before I can explain what would help.
- 14 **Lina:** I will seek ⁷ _____ before any different kind of help. Your answer about directions should not be treated as agreement to every possible action.
- 15 **Sam:** I'm happy to use lane four once you've checked the queue arrangement. Could you repeat the direction?
- 16 **Lina:** Let me give a ⁸ _____: use the clear main aisle to the left, toward the open lane four. I will also follow up with Noor about the queue.
- 17 **Sam:** Left, then lane four. You've explained it clearly. You can keep talking to me rather than my companion.
- 18 **Lina:** Of course. I will use ⁹ _____ and keep discussing the arrangement with you. The practical route and your preference are what we need to clarify.
- 19 **Sam:** Yes, that's what I need: directions, my belongings left with me, and help keeping my place.
- 20 **Lina:** That is accurate. The ¹⁰ _____ is the queue arrangement with Noor. Lane four is open, your preferred assistance is clear, and I will not describe the coordination as complete until it is confirmed.

CHECK THE GAPS

1. accessible checkout / 2. spoken directions / 3. main aisle / 4. place in line / 5. colleague coordination / 6. assistance boundary / 7. permission / 8. route confirmation / 9. direct address / 10. pending request

[Why these answers fit, page 136](#)

F Check accuracy and scope

A checkout route that works

Return to the case

Shopper Sam uses a mobility aid and says the current checkout is too narrow. Associate Lina knows that accessible checkout lane four is open, reached by the clear main aisle to the left. Sam prefers spoken directions, keeps personal belongings and the mobility aid under their own control, and accepts the move to lane four. Lina will ask colleague Noor to preserve the current place in line during the move; that request is not yet confirmed. No diagnosis, physical assistance, or handling of belongings is requested.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which statement accurately describes the queue arrangement?

- A. The open lane itself confirms the queue transfer.
- B. Lina will ask Noor to preserve the place; confirmation is pending.
- C. Noor has already confirmed the move.
- D. Sam must automatically restart at the back.

2. Which route information is supplied?

- A. A closed lane at the far exit
- B. A measured legal clearance for every passage
- C. Clear main aisle to the left, toward open lane four
- D. An unverified back-room shortcut

[Answers and explanations, page 137](#)

Listen for the distinction

Read the shopper's requested help without adding touching or carrying.

Ask rather than take over

Address the shopper directly and ask what help would be useful. A mobility aid is not an invitation to touch it or a reason to make assumptions about the person. Give practical information and respect the requested form of assistance without demanding a personal explanation.

F Say it / transfer to a new case

Offer another agreed form of help

A shopper says lane two is too narrow. Open lane six is reached through the clear aisle to the right. The shopper wants spoken directions only. A request to preserve the place in line is awaiting a colleague response.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

pending / directions / six / right

- 01 **Associate:** The open alternative is lane ¹ _____.
- 02 **Shopper:** The clear aisle is to the ² _____.
- 03 **Associate:** The preferred help is spoken ³ _____.
- 04 **Shopper:** The place-in-line request is still ⁴ _____.

CHECK THE GAPS

1. six / 2. right / 3. directions / 4. pending

[Why these answers fit, page 138](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "A checkout route that works". Sam: "Thanks for checking with me. It's awkward when someone takes my bag before I can explain what would help." Lina: [missing response] Sam: "I'm happy to use lane four once you've checked the queue arrangement. Could you repeat the direction?" Which response belongs in the gap?

- A.** I will seek permission before any different kind of help. Your answer about directions should not be treated as agreement to every possible action.
- B.** I will give spoken directions and leave your belongings and aid under your control. I will not assume you want me to carry or move anything.
- C.** The main aisle to your left leads toward lane four. That is the clear route available, rather than trying to continue through this narrow checkout.
- D.** The colleague coordination still needs confirmation. I will ask Noor, but I should not tell you the arrangement has already been accepted.

[Answers and explanations, page 139](#)

A Read the situation

LESSON 08 / HANDING OVER A TILL AND AN UNFINISHED QUERY

Report an unverified cash difference neutrally and transfer ownership of two unfinished checks without inventing a cause.

Five dollars below the expected count

At shift change, cashier Tessa reports an expected drawer balance of \$180 and a recorded count of \$175. A second check has not occurred, so the recorded difference is \$5 below expected with no cause established. A separate price query for item P32 is also open. Incoming supervisor Arun accepts responsibility for both the second balance check and the P32 price query. Neither task is completed during the handover. Tessa must not accuse a colleague, describe a proven loss, or imply that Arun accepting the checks resolves them.

People: Tessa, Outgoing cashier; Arun, Incoming supervisor.

Read the record

Choose one answer per question using the facts above.

1. What is the recorded difference?

- A. \$5 below expected
- B. \$5 above expected
- C. \$175 below expected
- D. No difference

2. What verification is pending?

- A. A confirmed theft finding
- B. An approved correction to P32
- C. A second balance check
- D. A completed investigation

3. What does Arun accept?

- A. Only a resolved price query
- B. Responsibility for an admitted cause
- C. Both unfinished checks, not their completed outcomes
- D. A proven-loss finding

[Answers and explanations, page 140](#)

B Vocabulary in use

CORE TERMS

till

Register or cash-handling point used for sales.
hand over the till

expected balance

Amount the relevant record indicates should be present.
state the expected balance

cash difference

Difference between expected and recorded amounts before cause is established.
report the cash difference

overage

Amount recorded above the expected balance.
distinguish an overage

recount

Another count to verify the initial result.
request a recount

reconciliation

Comparison of related records and amounts to explain differences.
begin reconciliation

cash drawer

Compartment holding cash at the checkout.
check the cash drawer

recorded count

Amount entered after the initial cash count.
report the recorded count

variance

Difference between a reference figure and an actual or recorded figure.
quantify the variance

shortfall

Amount recorded below a specified expected balance.
describe a recorded shortfall

second check

Independent or repeated verification under the store process.
complete the second check

opening float

Cash amount assigned at the start for normal checkout operations.
verify the opening float

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

till TILL

hand over the till

Keep the meaning precise: Register or cash-handling point used for sales.

variance VARIANCE

quantify the variance

Keep the meaning precise: Difference between a reference figure and an actual or recorded figure.

B Precision and professional shorthand

EXTEND YOUR RANGE

cash drop

Recorded movement of cash out of a till under store procedures.

check the cash-drop record

denomination

Face-value category of notes or coins.

check the denomination totals

transaction log

Record of sales and related checkout actions.

consult the transaction log

established cause

Explanation supported by completed verification.

distinguish an established cause

open price query

Unresolved question about an item's price.

hand over the open price query

action owner

Person assigned the next check or follow-up.

name the action owner

cash movement

Transfer of cash that should be reflected in relevant records.

review cash movements

count sheet

Record used to document counted amounts.

review the count sheet

unverified discrepancy

Difference not yet confirmed or explained through the required checks.

record an unverified discrepancy

proven loss

Confirmed loss, not established by the initial difference alone.

avoid claiming a proven loss

incoming supervisor

Supervisor taking over responsibility for the next shift.

brief the incoming supervisor

handover status

Current state of each item at transfer.

confirm the handover status

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

opening float OPENING FLOAT

verify the opening float

Keep the meaning precise: Cash amount assigned at the start for normal checkout operations.

transaction log TRANSACTION LOG

consult the transaction log

Keep the meaning precise: Record of sales and related checkout actions.

C Phrases that move the work forward

State the expected figure

The expected drawer balance is \$180.

Quantify the difference

That is \$5 below expected.

Avoid a cause claim

The cause is not established.

Avoid a proven-loss statement

The initial difference does not establish a confirmed loss.

Avoid an invented link

I have no verified connection between the two issues.

Confirm ownership

I accept responsibility for both follow-ups.

Ask for a read-back

Please repeat the figures and the two pending actions.

Name the current status

Recount pending; price query open; cause unknown.

State the recorded figure

The recorded count is \$175.

Mark the verification stage

The second check has not occurred yet.

Keep the language neutral

I am reporting a discrepancy, not accusing anyone.

Separate the other item

There is also an open price query for P32.

Assign both checks

Can you take the balance check and the P32 follow-up?

Keep completion separate

Neither check is completed by this handover.

Preserve the initial record

Keep the recorded count distinct from any later verified result.

Close the handover

The next owner is clear, while both outcomes remain unresolved.

Precision in real exchanges

Purpose: Mark the verification stage

Useful wording: The second check has not occurred yet.

Purpose: Avoid a cause claim

Useful wording: The cause is not established.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which handover is accurate?

- A.** The drawer is five dollars over.
- B.** The second check proved the initial count correct.
- C.** Expected \$180, recorded \$175, second check pending, cause unknown.
- D.** Five dollars has definitely been stolen.

2. What is known about P32?

- A.** Its price query is still open.
- B.** It caused the drawer difference.
- C.** It has been resolved and closed.
- D.** The shopper admitted a pricing error.

3. A colleague needs the term for this meaning: Amount entered after the initial cash count. Which term fits?

- A.** recorded count
- B.** recount
- C.** denomination
- D.** open price query

D Choose the response that fits / continued

4. Rebuild the exchange from "Five dollars below the expected count". Tessa: "That's right: five dollars short of the expected figure. I haven't established where the difference comes from." Arun: [missing response] Tessa: "Should I put cash lost in the handover? I don't want to make the entry sound more final than it is." Which response belongs in the gap?

- A.** Use unverified discrepancy. We have an initial difference, not a finding about a loss or a person.
- B.** I'll record the variance as five below expected, with verification still pending. No explanation yet.
- C.** Correct. The second check is still to be done through our process. This conversation is the handover.
- D.** Yes. What's the expected balance on the record? Give me that separately from what you counted.

[Answers and explanations, page 140](#)

One useful distinction

The arithmetic is \$180 expected minus \$175 recorded, giving \$5 below expected. The second check is pending and the cause is unknown. This is a recorded discrepancy, not proof of theft, a specific error, or a confirmed loss.

E Conversation

Five dollars below the expected count

Five dollars below the expected count

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

reconciliation / second check / open price query / handover status / expected balance / variance / recorded count / proven loss / action owner / unverified discrepancy

- 01 **Tessa:** Before I hand over, there are two things outstanding: the drawer check and a price query. Can I run through them with you?
- 02 **Arun:** Yes. What's the ¹ _____ on the record? Give me that separately from what you counted.
- 03 **Tessa:** The record says one hundred eighty. I entered one hundred seventy-five on the count sheet. Nobody's done the second check yet.
- 04 **Arun:** So the ² _____ is one seventy-five, not one eighty. We'll keep the original entry for the follow-up.
- 05 **Tessa:** That's right: five dollars short of the expected figure. I haven't established where the difference comes from.
- 06 **Arun:** I'll record the ³ _____ as five below expected, with verification still pending. No explanation yet.
- 07 **Tessa:** Should I put cash lost in the handover? I don't want to make the entry sound more final than it is.
- 08 **Arun:** Use ⁴ _____. We have an initial difference, not a finding about a loss or a person.
- 09 **Tessa:** The separate query is P32. A customer questioned the price, and that hasn't been resolved. I don't know of any link to the count.
- 10 **Arun:** I'll list the ⁵ _____ separately. Don't merge the two just because they're in the same handover.

Conversation continues on the next page.

Five dollars below the expected count

CONVERSATION / CONTINUED

- 11 **Tessa:** Can you take both follow-ups? I'd rather name one person than leave a note saying someone needs to look at them.
- 12 **Arun:** Yes, put me as the ⁶ _____ for both the balance check and P32. I haven't carried them out yet.
- 13 **Tessa:** I'll leave both marked open, then. The count hasn't been checked twice just because we've repeated the numbers aloud.
- 14 **Arun:** Correct. The ⁷ _____ is still to be done through our process. This conversation is the handover.
- 15 **Tessa:** And I shouldn't say the five dollars definitely disappeared. At the moment, the figures simply don't agree.
- 16 **Arun:** Exactly. A ⁸ _____ hasn't been established. Keep the numbers, the direction, and the unfinished check explicit.
- 17 **Tessa:** Could you read it back before I leave? Especially the five below; I don't want that turned into five over.
- 18 **Arun:** Expected one eighty, recorded one seventy-five, five below. The ⁹ _____ is second check pending, P32 query open, both assigned to me.
- 19 **Tessa:** That's everything. No established cause and no known connection between the two matters. The initial count stays in the record.
- 20 **Arun:** I'll take the ¹⁰ _____ forward and follow up P32 separately. Ownership is clear; the outcomes are still open.

CHECK THE GAPS

1. expected balance / 2. recorded count / 3. variance / 4. unverified discrepancy / 5. open price query / 6. action owner / 7. second check / 8. proven loss / 9. handover status / 10. reconciliation

[Why these answers fit, page 141](#)

F Check accuracy and scope

Five dollars below the expected count

Return to the case

At shift change, cashier Tessa reports an expected drawer balance of \$180 and a recorded count of \$175. A second check has not occurred, so the recorded difference is \$5 below expected with no cause established. A separate price query for item P32 is also open. Incoming supervisor Arun accepts responsibility for both the second balance check and the P32 price query. Neither task is completed during the handover. Tessa must not accuse a colleague, describe a proven loss, or imply that Arun accepting the checks resolves them.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which statement wrongly treats ownership as completion?

- A. The second check remains pending.
- B. No cause is established.
- C. Arun accepted both checks, so both issues are resolved.
- D. Arun is the next action owner.

2. Which calculation matches the facts?

- A. The \$175 count is itself the discrepancy.
- B. \$180 minus \$175 equals \$5 below expected.
- C. \$175 minus \$180 means \$5 above expected.
- D. \$180 plus \$175 equals the loss.

[Answers and explanations, page 143](#)

Listen for the distinction

Repeat Arun's two actions: second balance check and the separate P32 price query.

Neutral detail is stronger than suspicion

A precise handover names the expected figure, the recorded count, the unchecked difference, and the person taking the next action. It should not speculate about a colleague or combine unrelated open matters into an invented explanation. Separate ownership from completion.

F Say it / transfer to a new case

Report a different recorded difference

Expected drawer balance is \$240 and the recorded count is \$245. A second check is pending and the cause is unknown. Price query Q18 is open. Supervisor Jo accepts both follow-ups.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

Q18 / pending / above / unknown

- 01 **Cashier:** The recorded count is five dollars ¹ _____ expected.
- 02 **Supervisor:** The second check is ² _____.
- 03 **Cashier:** The open price query is ³ _____.
- 04 **Supervisor:** The cause remains ⁴ _____.

CHECK THE GAPS

1. above / 2. pending / 3. Q18 / 4. unknown

[Why these answers fit, page 143](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Five dollars below the expected count". Tessa: "I'll leave both marked open, then. The count hasn't been checked twice just because we've repeated the numbers aloud." Arun: [missing response] Tessa: "And I shouldn't say the five dollars definitely disappeared. At the moment, the figures simply don't agree." Which response belongs in the gap?

- A.** Yes. What's the expected balance on the record? Give me that separately from what you counted.
- B.** Correct. The second check is still to be done through our process. This conversation is the handover.
- C.** Use unverified discrepancy. We have an initial difference, not a finding about a loss or a person.
- D.** Exactly. A proven loss hasn't been established. Keep the numbers, the direction, and the unfinished check explicit.

[Answers and explanations, page 144](#)

Review 4 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Managing queues and offering practical assistance" and "Handing over a till and an unfinished query". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: Specific path and counter used for payment. Which term fits?

- A. colleague coordination
- B. physical guidance
- C. mobility aid
- D. checkout lane

2. A colleague needs the term for this meaning: Amount recorded below a specified expected balance. Which term fits?

- A. cash drop
- B. till
- C. established cause
- D. shortfall

3. Rebuild the exchange from "An order message is not a pickup notice". Ravi: "So there will be a message either way? Last time I waited because I thought no news meant someone was still looking." Jules: [missing response] Ravi: "I have to make another trip after this. Should I plan to pick it up at three, or just wait for that message?" Which response belongs in the gap?

- A. Yes, you'll get a status update at three either way. It won't depend on the item being found first.
- B. The item location check is still open. I don't have a confirmed stock answer to give you yet.
- C. Three is the update time, not a pickup promise. Please wait for confirmation before making another collection trip.
- D. I'll keep the handover completion status accurate. R61 hasn't been collected, and the next contact is Noor's update.

Review 4 / Meaning and context / continued

4. Rebuild the exchange from "Five dollars below the expected count". Tessa: "Could you read it back before I leave? Especially the five below; I don't want that turned into five over." Arun: [missing response] Tessa: "That's everything. No established cause and no known connection between the two matters. The initial count stays in the record." Which response belongs in the gap?

- A.** So the recorded count is one seventy-five, not one eighty. We'll keep the original entry for the follow-up.
- B.** Expected one eighty, recorded one seventy-five, five below. The handover status is second check pending, P32 query open, both assigned to me.
- C.** Yes, put me as the action owner for both the balance check and P32. I haven't carried them out yet.
- D.** I'll list the open price query separately. Don't merge the two just because they're in the same handover.

[Answers and explanations, page 151](#)

Language for the next case

One sale, two ways to pay

split tender

Split tender means one sale paid using more than one payment method; it does not create two separate sales.

Omar: That's a split tender: one sale, two payment methods. The fifty-dollar note isn't all money retained for the purchase.

cash portion

The cash portion is the remaining 27.60 paid toward the sale, not the 50.00 note initially handed over.

Omar: Right. That was the cash portion of the sale. The customer handed over fifty to cover it.

cash retained

The store retains 27.60 in cash after returning change; this plus 15.00 redeemed equals the sale total.

Omar: Exactly. You'd be collecting that gift-card portion twice. The cash retained is twenty-seven sixty, and the gift-card redemption supplies the other fifteen.

remaining balance

Twenty dollars on the gift card minus fifteen redeemed leaves a five-dollar remaining balance.

Omar: Then the card's remaining balance is five dollars. Don't describe the original twenty as the amount redeemed.

change

Cash tendered of 50.00 minus the 27.60 cash portion produces 22.40 change.

Omar: Yes, that's the change. It comes from fifty minus twenty-seven sixty, not fifty minus the whole sale.

outstanding amount

Both successful payment portions total 42.60, leaving zero outstanding; the five-dollar gift balance is separate.

Omar: Good. Both methods succeeded, so the sale's outstanding amount is zero. The five left on the gift card isn't an unpaid part of this sale.

Read the phrases aloud. Then complete the conversation on the following pages using the word bank.

Conversation

One sale, two ways to pay

Fictional completed sale: total \$42.60, including all charges. The shopper used \$15 from a gift card that previously held \$20, then handed over \$50 cash. The remaining \$27.60 was paid in cash and \$22.40 change returned. Both payments succeeded. Cashier Inez and supervisor Omar review the receipt; no refund is requested.

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

split tender / change / cash portion / cash retained / outstanding amount /
remaining balance

- 01 **Inez:** Could you check how I'm explaining this receipt? It shows forty-two sixty for the sale, fifteen on a gift card, and fifty cash tendered.
- 02 **Omar:** That's a ¹ _____: one sale, two payment methods. The fifty-dollar note isn't all money retained for the purchase.
- 03 **Inez:** The customer asked us to use only fifteen from the twenty-dollar gift card. We did that before the cash portion.
- 04 **Omar:** Then the card's ² _____ is five dollars. Don't describe the original twenty as the amount redeemed.
- 05 **Inez:** After applying fifteen, the screen said twenty-seven sixty still due. That is forty-two sixty minus fifteen.
- 06 **Omar:** Right. That was the ³ _____ of the sale. The customer handed over fifty to cover it.

Conversation / continued

- 07 **Inez:** So the difference between the note and that remaining amount is twenty-two forty. We returned that at the counter.
- 08 **Omar:** Yes, that's the ⁴ _____. It comes from fifty minus twenty-seven sixty, not fifty minus the whole sale.
- 09 **Inez:** If I subtract the whole forty-two sixty from fifty, I get seven forty. That would ignore the fifteen already paid on the gift card.
- 10 **Omar:** Exactly. You'd be collecting that gift-card portion twice. The ⁵ _____ is twenty-seven sixty, and the gift-card redemption supplies the other fifteen.

Conversation continues on the next page.

One sale, two ways to pay

CONVERSATION / CONTINUED

- 11 **Inez:** I can explain that as fifty handed over, twenty-two forty handed back, and twenty-seven sixty applied to the purchase.
- 12 **Omar:** Good. Both methods succeeded, so the sale's ⁶ _____ is zero. The five left on the gift card isn't an unpaid part of this sale.
- 13 **Inez:** What if the customer sees two payment lines and thinks we've charged forty-two sixty twice?
- 14 **Omar:** Point to the sale total once, then the two portions: fifteen and twenty-seven sixty. Their sum is forty-two sixty, not eighty-five twenty.
- 15 **Inez:** And the fifty-cash entry records what was handed over, rather than a third payment on top of those portions?
- 16 **Omar:** Correct. Read it with the change entry. Don't add the tendered note to the net cash portion when explaining the total.
- 17 **Inez:** Should I call the twenty-two forty a refund? Money did go back to the shopper during the transaction.
- 18 **Omar:** Call it change. No return or refund is requested here; it was excess cash tendered for this same purchase.
- 19 **Inez:** Then my summary is one completed sale, fifteen gift-card value used, twenty-seven sixty cash paid, twenty-two forty change, and five still on the gift card.
- 20 **Omar:** That's clear. Use the receipt and actual confirmed payment results. This example explains the amounts; it doesn't supply buttons or procedures for another checkout system.

CHECK THE GAPS

1. split tender / 2. remaining balance / 3. cash portion / 4. change / 5. cash retained / 6. outstanding amount

[Why these answers fit, page 153](#)

Separate the two remaining balances

A completed \$68.25 sale has no additional charges. A gift card held \$30; \$18 was redeemed. The shopper handed over \$60 cash for the remaining \$50.25, and the correct change was returned. Both portions succeeded.

Complete the exchange using each phrase once. Read both roles, then switch roles and repeat with the bank covered.

WORD AND PHRASE BANK

50.25 / 9.75 / 12 / zero

- 01 **Cashier:** The cash applied to the sale is \$¹ _____ .
- 02 **Supervisor:** The change returned is \$² _____ .
- 03 **Cashier:** The gift card still holds \$³ _____ .
- 04 **Supervisor:** The amount still due on this completed sale is ⁴ _____ .

CHECK THE GAPS

1. 50.25 / 2. 9.75 / 3. 12 / 4. zero

[Why these answers fit, page 153](#)

Keep the distinction audible

Explain a completed split-tender receipt without confusing cash handed over, cash retained, sale value, and gift-card balance.

Language for the next case

Facings are not the full count

facings

Facings are the three front positions across the shelf; each can hold additional units behind it.

Dev: Count the actual units, not just the facings. This plan assigns three front positions to B24, each holding four units deep, including the front unit.

replenishment quantity

The refill is twelve minus seven, or five units; bringing six would exceed the assigned shelf quantity by one.

Dev: The replenishment quantity is five units, not one case. The loose five are enough for this refill.

internal transfer

Moving five units from stockroom to shelf changes their location, not the store's total quantity.

Dev: No. This is an internal transfer from stockroom to shelf, not a new delivery. Total store stock remains eighteen.

shelf capacity

Three facings multiplied by four units deep and one unit high gives twelve units of assigned shelf capacity.

Dev: The shelf capacity is twelve: three across, four deep, one high. Seven on hand there means five more will fill the planned space.

case pack

The case pack contains six individual units; one case is not the same quantity as one unit or the five-unit refill.

Dev: Yes. The case pack is six, but it doesn't set the refill quantity. We fill the assigned space from available stock.

location quantities

Location quantities change from seven and eleven to twelve and six, while their combined total stays eighteen.

Dev: Exactly. Keep the location quantities separate. A shelf increase can have an equal stockroom decrease.

Read the phrases aloud. Then complete the conversation on the following pages using the word bank.

Conversation

Facings are not the full count

Fictional shelf plan: SKU B24 has three facings across, four units deep per facing, one unit high. Seven units are on the shelf. The stockroom holds one unopened six-unit case plus five loose units, all available. No other locations, sales, damage, or deliveries occur. Mina and Dev plan to fill the assigned space.

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

shelf capacity / internal transfer / case pack / replenishment quantity / location quantities
/ facings

- 01 **Mina:** The shelf looks almost full from the front, but the refill sheet says we're short. Am I counting the wrong thing?
- 02 **Dev:** Count the actual units, not just the ¹ _____. This plan assigns three front positions to B24, each holding four units deep, including the front unit.
- 03 **Mina:** I counted seven units altogether, including the ones at the back. There aren't four in every position yet.
- 04 **Dev:** The ² _____ is twelve: three across, four deep, one high. Seven on hand there means five more will fill the planned space.
- 05 **Mina:** The stockroom has a sealed case marked six and five loose units. I nearly brought the whole case because it was easier to count.
- 06 **Dev:** The ³ _____ is five units, not one case. The loose five are enough for this refill.

Conversation / continued

- 07 **Mina:** That lets us leave the six-unit case unopened. The shelf would then have twelve and the stockroom would have six.
- 08 **Dev:** Yes. The ⁴ _____ is six, but it doesn't set the refill quantity. We fill the assigned space from available stock.
- 09 **Mina:** Would I add five to the store's total stock when I record that move? The shelf number is going up by five.
- 10 **Dev:** No. This is an ⁵ _____ from stockroom to shelf, not a new delivery. Total store stock remains eighteen.

Conversation continues on the next page.

Facings are not the full count

CONVERSATION / CONTINUED

- 11 **Mina:** Before the move that was seven on the shelf plus eleven in the stockroom. Afterwards it's twelve plus six.
- 12 **Dev:** Exactly. Keep the ⁶ _____ separate. A shelf increase can have an equal stockroom decrease.
- 13 **Mina:** What if I just pull the seven existing units forward so each front position looks neat? Would that count as the refill?
- 14 **Dev:** It would improve presentation, but it wouldn't add the missing five units. Fronting the stock and replenishing it are different actions.
- 15 **Mina:** I also see a gap next to B24. Could I spread its three facings over that space to make the area look full?
- 16 **Dev:** Use the current plan rather than taking another product's allocation. Check the SKU and shelf label so B24 doesn't end up behind the wrong price.
- 17 **Mina:** So first I use the plan's three positions, then the actual seven-unit count, then move five matching loose units from the stockroom.
- 18 **Dev:** Yes, following the store's handling and rotation process. The arithmetic alone doesn't authorize changing labels, the layout, or stock condition.
- 19 **Mina:** I'll record the locations accurately after the move, with twelve on the shelf and six in the stockroom if the count matches.
- 20 **Dev:** Good. No extra sale or receipt belongs in that record. We've planned a five-unit move within the same eighteen units.

CHECK THE GAPS

1. facings / 2. shelf capacity / 3. replenishment quantity / 4. case pack / 5. internal transfer / 6. location quantities

[Why these answers fit, page 155](#)

Refill a different shelf

SKU C18 has two facings, five units deep, one high. Four units are on the shelf and nine available units are in the stockroom. Move only enough to fill the assigned shelf. No other stock movements occur.

Complete the exchange using each phrase once. Read both roles, then switch roles and repeat with the bank covered.

WORD AND PHRASE BANK

six / three / ten / thirteen

- 01 **Associate:** The assigned shelf capacity is ¹ _____ units.
- 02 **Lead:** Move ² _____ units from the stockroom.
- 03 **Associate:** The stockroom will retain ³ _____ units.
- 04 **Lead:** Total store stock remains ⁴ _____ units.

CHECK THE GAPS

1. ten / 2. six / 3. three / 4. thirteen

[Why these answers fit, page 155](#)

Keep the distinction audible

Read a shelf plan, calculate a refill, and distinguish moving stock within a store from receiving additional stock.

Language for the next case

The weight behind the price

gross weight

Gross weight includes product and container; 0.845 kg is not the product-only weight to charge here.

Bao: The larger number is the gross weight. It includes the food and container together. The label charges for the food's weight.

net weight

Net weight is 0.845 minus 0.035, or 0.810 kg, after the correct tare has already been deducted.

Bao: Yes, the net weight is point eight one zero kilograms, which is eight hundred ten grams.

difference

10.14 based on gross minus the correct 9.72 based on net is 0.42, the price attributable to the container weight.

Bao: Yes. The difference would be forty-two cents. The actual nine-seventy-two label already excludes that container weight.

tare

Tare is the container weight, 0.035 kg or 35 g, deducted from gross to find net product weight.

Bao: It's the tare: thirty-five grams for this container. Nothing in this record indicates food was removed.

unit price

The supplied unit price is twelve dollars per kilogram, so the multiplier must be kilograms rather than grams.

Bao: Right. Match the unit price to kilograms: twelve times point eight one gives nine dollars seventy-two.

twice

Tare has already reduced 0.845 kg to 0.810 kg; subtracting it again would understate the product weight.

Bao: That would deduct it twice. The label says net, so its eight hundred ten grams is already the product-only amount.

Read the phrases aloud. Then complete the conversation on the following pages using the word bank.

Conversation

The weight behind the price

Fictional deli label check: filled container gross weight 0.845 kg; correct container tare 0.035 kg; label net weight 0.810 kg. Product price is \$12.00 per kg, with no other charges. The label price is \$9.72. Shopper Eva and associate Bao compare the label with the weighing record; the tare is already deducted.

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

difference / tare / unit price / gross weight / net weight / twice

- 01 **Eva:** Could you explain this label? I saw eight hundred forty-five grams with the container, but the label says eight hundred ten.
- 02 **Bao:** The larger number is the ¹ _____. It includes the food and container together. The label charges for the food's weight.
- 03 **Eva:** Then the thirty-five-gram difference is the container? I thought perhaps some of the food had been removed between the two numbers.
- 04 **Bao:** It's the ² _____.: thirty-five grams for this container. Nothing in this record indicates food was removed.
- 05 **Eva:** So eight hundred forty-five minus thirty-five gives eight hundred ten grams. That's what the label is using?
- 06 **Bao:** Yes, the ³ _____ is point eight one zero kilograms, which is eight hundred ten grams.
- 07 **Eva:** The price says twelve dollars a kilogram. I shouldn't multiply twelve by eight hundred ten, because that's a number in grams.
- 08 **Bao:** Right. Match the ⁴ _____ to kilograms: twelve times point eight one gives nine dollars seventy-two.
- 09 **Eva:** And if the container had been included, twelve times point eight four five would have come to ten dollars fourteen.
- 10 **Bao:** Yes. The ⁵ _____ would be forty-two cents. The actual nine-seventy-two label already excludes that container weight.

Conversation continues on the next page.

The weight behind the price

CONVERSATION / CONTINUED

- 11 **Eva:** Could you take the thirty-five grams off the label weight now, just to make sure I don't pay for the packaging?
- 12 **Bao:** That would deduct it ⁶ _____. The label says net, so its eight hundred ten grams is already the product-only amount.
- 13 **Eva:** I see. I was comparing a combined weight on the record with a product-only weight on the label, not two measurements of the same thing.
- 14 **Bao:** Exactly. Keeping gross, tare, and net named makes the difference clear. We shouldn't treat every number on the record as another chargeable weight.
- 15 **Eva:** Does the same thirty-five-gram deduction apply to every container you use, or just the one in this check?
- 16 **Bao:** Just the correct container tare supplied here. Different packaging needs its applicable verified tare; we don't carry a convenient number across every container.
- 17 **Eva:** And this calculation doesn't tell us whether a scale is accurate in general? It only shows how these recorded numbers fit together.
- 18 **Bao:** That's right. Actual scales and their use need the required checks. This record lets us explain the price, not certify the equipment.
- 19 **Eva:** Then the food is eight hundred ten grams at twelve dollars a kilogram, and the total here is nine seventy-two.
- 20 **Bao:** Correct, with no additional charges in this case. The container was accounted for once, and the units and label price agree.

CHECK THE GAPS

1. gross weight / 2. tare / 3. net weight / 4. unit price / 5. difference / 6. twice

[Why these answers fit, page 157](#)

Use the net figure once

Gross weight is 1.260 kg, tare 0.060 kg, and the label already shows net 1.200 kg. The price is \$7.50 per kg, with no other charges. A gross-weight calculation would incorrectly give \$9.45.

Complete the exchange using each phrase once. Read both roles, then switch roles and repeat with the bank covered.

WORD AND PHRASE BANK

9.00 / once / 1200 / 0.45

- 01 **Associate:** The labelled net product weight is ¹ _____ grams.
- 02 **Shopper:** The correct total is \$² _____ .
- 03 **Associate:** Charging on gross weight would add \$³ _____ incorrectly.
- 04 **Shopper:** The tare must be deducted ⁴ _____, not again from the net figure.

CHECK THE GAPS

1. 1200 / 2. 9.00 / 3. 0.45 / 4. once

[Why these answers fit, page 157](#)

Keep the distinction audible

Explain gross, tare, and net weight with consistent units, without deducting packaging twice.

01 / Answers and explanations

A / Read the situation

A1. Which product does Casey mean?

B. Cotton C218

Casey identifies the cotton version, whose reference is C218.

[Return to the exercise, page 4](#)

A2. Which size is requested?

B. Medium

Medium is the explicit size preference and should not be substituted without agreement.

[Return to the exercise, page 4](#)

A3. What is known about local stock?

D. It has not been checked

The conversation identifies the item before any local availability check has occurred.

[Return to the exercise, page 4](#)

D / Response choices

D1. Which read-back is accurate?

A. Blue cotton C218 in medium.

The correct read-back preserves the requested reference, material, color, and size.

[Return to the exercise, page 8](#)

D2. Which stock statement is supported?

B. Local availability has not been checked yet.

No stock inquiry result exists yet, so both availability and reservation claims are unsupported.

[Return to the exercise, page 8](#)

01 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Specific version differing in size, color, or another feature. Which term fits?

D. product variation

A Not here. reservation: Confirmed arrangement to hold an item under the store process. The usual combination is "distinguish a reservation".

B Not here. fiber content: Information describing the fibers used in a textile. The usual combination is "check the fiber content".

C Not here. shop floor: Customer-accessible area where merchandise is displayed. The usual combination is "check the shop floor".

D Correct. product variation: Specific version differing in size, color, or another feature. The usual combination is "confirm the product variation".

[Return to the exercise, page 8](#)

D4. Rebuild the exchange from "Which blue shirt?". Casey: "Medium. Small is usually too tight across my shoulders, and I don't want to take a chance on it." Hana: [missing response] Casey: "This blue. I assumed that because it was in the ad, you'd have it here. Is that how it works?" Which response belongs in the gap?

B. I'll keep the size as medium. Same blue as the picture, or were you looking for another color?

A Not here. This line belongs to turn 12, after Casey says: "Yes. I'm only asking about this shop for now. I can't get to another branch today." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Hana's response in turn 6. It connects Casey's preceding point with Casey's follow-up. The shopper requests medium; willingness to inquire does not authorize a different size.

C Not here. This line belongs to turn 2, after Casey says: "Hi, do you have the blue shirt from this ad? The picture is small, so I can't make out the number." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 4, after Casey says: "Cotton, please. It's the one on the left, with the sleeves rolled up. I hadn't noticed the other shirt." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 8](#)

E / Conversation

1. item reference

Turn 2. The reference distinguishes the two advertised shirts before the associate searches for a particular size.

2. cotton

Turn 4. Cotton is the requested fiber, identifying C218 rather than linen L214.

01 / Answers and explanations / continued

3. size

Turn 6. The shopper requests medium; willingness to inquire does not authorize a different size.

4. advertised item

Turn 8. An advertisement identifies a promoted product but does not confirm this branch has the requested variation.

5. product variation

Turn 10. The variation combines product reference, material, color, and size; a shared color and size alone may misidentify it.

6. local availability

Turn 12. Local availability is stock of this exact item at this branch, not availability across the whole chain.

7. reservation

Turn 14. A reservation would be a confirmed hold; this conversation has not located or reserved an item.

8. specification

Turn 16. The complete specification is blue cotton C218 in medium; L214 refers to the other material.

9. substitution

Turn 18. A different material, size, or product changes the request and needs the shopper's agreement.

10. stock inquiry

Turn 20. The stock inquiry follows identification; no availability result or hold exists yet.

[Return to the conversation, page 10](#)

F / Accuracy and scope

F1. Which next step follows the clarification?

B. Check the exact requested variation.

The exact item must be checked before discussing verified local availability.

[Return to the exercise, page 12](#)

01 / Answers and explanations / continued

F2. Which distinction should a colleague receive?

A. C218 is cotton; L214 is linen.

The two references identify different products despite their shared color.

[Return to the exercise, page 12](#)

F / Guided speaking

1. C314

Associate: The requested reference is C314.

Turn 1. C314 identifies the cotton sweater the shopper selects, not the wool alternative.

2. large

Shopper: The requested size is large.

Turn 2. Large is the explicit size choice in this new scenario.

3. unchecked

Associate: Local stock remains unchecked.

Turn 3. Identifying the product does not supply a verified availability result.

4. reserved

Shopper: Nothing has been reserved.

Turn 4. No hold has been created merely by clarifying the product request.

[Return to the conversation, page 13](#)

01 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Which blue shirt?". Casey: "Does asking you to look put one on hold, or would I need to ask separately for that?" Hana: [missing response] Casey: "Could you read it back? Those two numbers are similar enough that I might have copied the wrong one." Which response belongs in the gap?

C. A reservation is separate. Nothing's been put aside; we're still checking what you want.

A Not here. This line belongs to turn 12, after Casey says: "Yes. I'm only asking about this shop for now. I can't get to another branch today." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 18, after Casey says: "That's right. If there's only linen, please let me know. I wouldn't want it swapped without checking with me." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Hana's response in turn 14. It connects Casey's preceding point with Casey's follow-up. A reservation would be a confirmed hold; this conversation has not located or reserved an item.

D Not here. This line belongs to turn 10, after Casey says: "Fair enough. There was a blue medium near the door, but the fabric felt different. Could that have been the linen shirt?" It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 13](#)

02 / Answers and explanations

A / Read the situation

A1. Which jacket meets the stated machine-washing requirement?

D. A, according to its label

Jacket A's label permits machine washing, while B's says dry-clean only.

[Return to the exercise, page 14](#)

A2. What do the two jackets cost?

C. \$60 each

The brief prices each jacket at sixty dollars, not both together.

[Return to the exercise, page 14](#)

A3. What is unverified?

A. Fit, comfort, and durability

No fitting, comfort evidence, or durability testing has been supplied.

[Return to the exercise, page 14](#)

D / Response choices

D1. Which recommendation uses the supplied evidence?

A. A meets your machine-washing requirement according to its label.

The recommendation connects the actual label to the shopper's specific requirement.

[Return to the exercise, page 18](#)

D2. Which comparison is unsupported?

A. B will definitely last longer because it has a lining.

A lining alone does not establish comparative durability or wear performance.

[Return to the exercise, page 18](#)

02 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Label instruction restricting cleaning to dry cleaning. Which term fits?

C. dry-clean only

A Not here. outer fabric: Material forming the garment's external surface. The usual combination is "identify the outer fabric".

B Not here. cuff: Finished section at the end of a sleeve. The usual combination is "compare cuff styles".

C Correct. dry-clean only: Label instruction restricting cleaning to dry cleaning. The usual combination is "explain the dry-clean-only instruction".

D Not here. measurement: Quantified dimension used to compare fit. The usual combination is "check the measurement".

[Return to the exercise, page 18](#)

D4. Rebuild the exchange from "The care label decides the comparison". Luis: "A sounds more suitable, then. I don't want regular dry-cleaning bills on top of the purchase price." Priya: [missing response] Luis: "Does dry-clean only really rule out machine washing, or is it just the maker's preferred method?" Which response belongs in the gap?

B. On the information here, A is machine-washable under its label instructions. That meets the specific care requirement you have stated.

A Not here. This line belongs to turn 2, after Luis says: "I need something I can put in the washing machine. These are both sixty dollars, aren't they? Which one would work?" It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Priya's response in turn 6. It connects Luis's preceding point with Luis's follow-up. Machine-washable reflects A's supplied label instruction, subject to the actual care details rather than invented settings.

C Not here. This line belongs to turn 8, after Luis says: "Does dry-clean only really rule out machine washing, or is it just the maker's preferred method?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 10, after Luis says: "And it's sixty for either one, not sixty for both? I want to be sure I'm comparing the same price." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 18](#)

E / Conversation

1. care label

Turn 2. Care label provides the relevant evidence about cleaning, rather than relying on equal price or visual similarity.

02 / Answers and explanations / continued

2. lining

Turn 4. Lining is a construction feature, not by itself proof of the garment's care requirements or the reason for them.

3. machine-washable

Turn 6. Machine-washable reflects A's supplied label instruction, subject to the actual care details rather than invented settings.

4. only

Turn 8. Only limits the stated method for B; it should not be paraphrased as optional dry cleaning or machine-washing permission.

5. each

Turn 10. Each applies the sixty-dollar price separately to either jacket, not to the pair together.

6. fit

Turn 12. Fit concerns how the jacket sits on Luis, which has not been established by its label or price.

7. comfort claim

Turn 14. Comfort claim would assert an experience not established by the supplied construction and care facts or by Luis trying the jacket.

8. durability claim

Turn 16. Durability claim needs evidence about wear; neither equal price nor the presence of a lining supplies that evidence here.

9. size chart

Turn 18. Size chart can provide stated measurements for a fitting comparison, without guaranteeing fit before the shopper assesses the actual garment.

10. washing temperature

Turn 20. Washing temperature has not been supplied in this comparison; the actual label must answer it rather than an invented general setting.

[Return to the conversation, page 20](#)

02 / Answers and explanations / continued

F / Accuracy and scope

F1. Which statement preserves the purchase status?

B. Luis wants to inspect A but has not tried it on or bought it.

Inspection interest does not establish fit or a completed purchase.

[Return to the exercise, page 22](#)

F2. What should resolve a further washing-temperature question?

D. The actual care-label instructions

The comparison supplies no temperature, so the actual garment information must be checked.

[Return to the exercise, page 22](#)

F / Guided speaking

1. C

Associate: Jacket C meets the stated washing requirement.

Turn 1. C's actual label permits machine washing despite its lined construction.

2. each

Shopper: Both jackets cost seventy dollars each.

Turn 2. Each states the price of either jacket separately, not the pair.

3. only

Associate: Jacket D says dry-clean only.

Turn 3. Only preserves the restriction in D's supplied care instruction.

4. fit

Shopper: The fit remains unverified.

Turn 4. Neither garment has been tried on, so fit is not established.

[Return to the conversation, page 23](#)

02 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "The care label decides the comparison". Luis: "B feels different with that inner layer. Is that supposed to make it more comfortable, or does it depend on the wearer?" Priya: [missing response] Luis: "What about lasting longer? I can see the extra layer, but I don't know whether that tells us much about wear." Which response belongs in the gap?

B. I cannot make a comfort claim from the lining alone. We can compare the stated features without promising how either will feel to you.

A Not here. This line belongs to turn 4, after Luis says: "This one has a lining and that one doesn't. I usually check the fabric first, but perhaps that's not enough." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Priya's response in turn 14. It connects Luis's preceding point with Luis's follow-up. Comfort claim would assert an experience not established by the supplied construction and care facts or by Luis trying the jacket.

C Not here. This line belongs to turn 12, after Luis says: "I'll look at A first. I haven't tried either jacket, so I still need to see how the shoulders fit." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 16, after Luis says: "What about lasting longer? I can see the extra layer, but I don't know whether that tells us much about wear." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 23](#)

03 / Answers and explanations

A / Read the situation

A1. What is the price of one bottle?

B. \$3

The offer leaves the single-bottle price at three dollars.

[Return to the exercise, page 26](#)

A2. What qualifies for the \$5 offer?

D. Two qualifying bottles

The stated promotion requires a qualifying pair, not a single item.

[Return to the exercise, page 26](#)

A3. Which choice does Nia make?

A. One bottle at \$3

Nia chooses the single bottle after the complete comparison is explained.

[Return to the exercise, page 26](#)

D / Response choices

D1. Which explanation is accurate?

B. \$2.50 is the pair's average per bottle; one alone is \$3.

The promotion has a quantity condition that division alone does not remove.

[Return to the exercise, page 30](#)

D2. What is the saving on the pair against two regular-price bottles?

A. \$1

Two regular-price bottles cost six dollars, so the five-dollar pair saves one.

[Return to the exercise, page 30](#)

03 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Required number of items for an offer. Which term fits?

B. quantity condition

A Not here. mix-and-match: Offer allowing specified different items to form a qualifying group. The usual combination is "check mix-and-match eligibility".

B Correct. quantity condition: Required number of items for an offer. The usual combination is "state the quantity condition".

C Not here. price per item: Amount per individual item under the specified purchase conditions. The usual combination is "compare the price per item".

D Not here. price query: Shopper question about the amount or conditions charged. The usual combination is "resolve a price query".

[Return to the exercise, page 30](#)

D4. Rebuild the exchange from "One bottle is not half the bundle". Nia: "That's the part I missed. I thought the shelf label had replaced the old price for every bottle." Ben: [missing response] Nia: "If I did get another, could it be any juice, or would I need to look for the same offer?" Which response belongs in the gap?

D. Here the single-item price stays three dollars. I'll show you both totals so you can choose.

A Not here. This line belongs to turn 4, after Nia says: "I divided five by two. So that figure isn't wrong; it just doesn't apply to the one bottle I've brought?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 8, after Nia says: "If I did get another, could it be any juice, or would I need to look for the same offer?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 16, after Nia says: "Thank you. Please don't add another one. I was asking about the price, not asking for the pair." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Ben's response in turn 6. It connects Nia's preceding point with Nia's follow-up. The stated price for one bottle alone remains three dollars.

[Return to the exercise, page 30](#)

E / Conversation

1. quantity condition

Turn 2. The five-dollar promotion requires two qualifying bottles; it does not change the single-bottle price.

2. average price

Turn 4. Five dollars divided by two is the average within the pair, not a separate one-bottle offer.

03 / Answers and explanations / continued

3. single-item price

Turn 6. The stated price for one bottle alone remains three dollars.

4. qualifying items

Turn 8. Each bottle must meet the stated offer terms; another product cannot automatically complete the pair.

5. comparison basis

Turn 10. Two bottles at the regular three-dollar price total six dollars; the pair offer saves one against that amount.

6. extra spending

Turn 12. Five dollars for the pair is two dollars more total spending than three dollars for one.

7. purchase preference

Turn 14. Nia chooses the single bottle based on need and total spending; the offer does not override that choice.

8. quantity read-back

Turn 16. The read-back confirms one bottle and prevents an explanation of the offer becoming an unintended purchase.

9. price query

Turn 18. The question concerns the quantity requirement, not a loyalty condition that the offer does not state.

10. basket total

Turn 20. One bottle at three dollars totals three dollars; this fictional case has no other charges.

[Return to the conversation, page 31](#)

F / Accuracy and scope

F1. How much more does the pair cost than buying one bottle?

D. \$2

The five-dollar total exceeds the three-dollar single purchase by two dollars.

[Return to the exercise, page 33](#)

03 / Answers and explanations / continued

F2. Which response respects the final choice?

D. One bottle at \$3; I will keep that quantity.

The shopper explicitly selects one, and its stated single price remains three dollars.

[Return to the exercise, page 33](#)

F / Guided speaking

1. three

Associate: The offer requires three qualifying cans.

Turn 1. Three is the stated quantity required for the ten-dollar promotion.

2. four

Shopper: My one-can choice costs four dollars.

Turn 2. The single-can price remains four dollars despite the bundle offer.

3. two

Associate: The bundle saves two dollars against three regular-price cans.

Turn 3. Twelve dollars minus the ten-dollar bundle total gives a two-dollar saving.

4. one

Shopper: My selected quantity remains one.

Turn 4. The shopper chooses one rather than accepting the larger bundle.

[Return to the conversation, page 34](#)

03 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "One bottle is not half the bundle". Nia: "I'll stick with one. I only need it for lunch, and I don't have room in my bag for another." Ben: [missing response] Nia: "Thank you. Please don't add another one. I was asking about the price, not asking for the pair." Which response belongs in the gap?

A. No problem. I'll keep your purchase preference as one bottle. The offer is there if you need two.

A Correct. This is Ben's response in turn 14. It connects Nia's preceding point with Nia's follow-up. Nia chooses the single bottle based on need and total spending; the offer does not override that choice.

B Not here. This line belongs to turn 18, after Nia says: "Do I need a loyalty card for the three-dollar price, or was the whole difference just the number of bottles?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 4, after Nia says: "I divided five by two. So that figure isn't wrong; it just doesn't apply to the one bottle I've brought?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 10, after Nia says: "What's the actual saving on two? I'm trying to work out whether it's worth carrying an extra bottle home." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 34](#)

04 / Answers and explanations

A / Read the situation

A1. What is the actual quantity?

B. One mug

The shopper has one mug even though two entries were recorded.

[Return to the exercise, page 35](#)

A2. What is the corrected total?

B. \$8

One mug at eight dollars gives eight dollars with no additional charges.

[Return to the exercise, page 35](#)

A3. What is the payment status?

A. Payment has not begun

The brief explicitly places the correction before any payment begins.

[Return to the exercise, page 35](#)

D / Response choices

D1. Which explanation is accurate?

B. One mug was recorded twice; the corrected total is \$8 before payment.

The correction removes an erroneous quantity while preserving the eight-dollar price.

[Return to the exercise, page 39](#)

D2. Which term should not describe this correction?

C. Refund

Refund means returning paid money, but payment has not begun here.

[Return to the exercise, page 39](#)

04 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Recording the same intended item twice by mistake. Which term fits?

A. duplicate scan

A Correct. duplicate scan: Recording the same intended item twice by mistake. The usual combination is "correct a duplicate scan".

B Not here. void entry: Cancel an incorrect recorded item under the store process. The usual combination is "void the duplicate entry".

C Not here. refund: Return of money already paid. The usual combination is "distinguish a refund from a correction".

D Not here. cash payment: Payment made using notes or coins. The usual combination is "process a cash payment".

[Return to the exercise, page 39](#)

D4. Rebuild the exchange from "One mug, two recorded entries". Leo: "Eight dollars each is right. It's the sixteen-dollar total that caught my eye when I looked up."

Amira: [missing response] Leo: "Yes, please fix it before I tap. I haven't used my card yet, so there shouldn't be a payment to undo." Which response belongs in the gap?

B. Exactly. The line item needs correction. Two at eight dollars gives sixteen, while your one mug should total eight dollars here.

A Not here. This line belongs to turn 8, after Leo says: "Yes, please fix it before I tap. I haven't used my card yet, so there shouldn't be a payment to undo." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Amira's response in turn 6. It connects Leo's preceding point with Leo's follow-up. Line item is the transaction entry showing the mug and its quantity; the duplicate produces the incorrect sixteen-dollar total.

C Not here. This line belongs to turn 2, after Leo says: "Hang on, could you check the screen? It says two mugs, but I've only brought one to the counter." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 14, after Leo says: "That's better. When you said correction, I wasn't sure whether I'd have to wait for money to come back." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 39](#)

E / Conversation

1. duplicate scan

Turn 2. Duplicate scan means the same intended mug has been entered twice, not that the shopper selected two physical mugs.

04 / Answers and explanations / continued

2. physical quantity

Turn 4. Physical quantity is one mug, which the checkout record must match rather than leaving the two-entry mistake in place.

3. line item

Turn 6. Line item is the transaction entry showing the mug and its quantity; the duplicate produces the incorrect sixteen-dollar total.

4. payment status

Turn 8. Payment status is unstated, so the cashier must not describe this as a completed charge, decline, or refund.

5. quantity adjustment

Turn 10. Quantity adjustment changes the recorded number from two mugs to one while leaving the eight-dollar item price unchanged.

6. revised total

Turn 12. Revised total is eight dollars after the duplicate quantity is corrected, with no additional charges in the supplied case.

7. refund

Turn 14. Refund would return money already paid; no money has been taken because the payment has not begun.

8. amount due

Turn 16. Amount due is the eight dollars still to be paid, distinct from money already received or returned.

9. customer display

Turn 18. Customer display lets Leo verify the corrected quantity and total before the next payment step.

10. Transaction completion

Turn 20. Transaction completion has not yet occurred; the corrected basket is ready for the separate payment and completion steps.

[Return to the conversation, page 41](#)

04 / Answers and explanations / continued

F / Accuracy and scope

F1. What should the customer display show after correction?

D. One mug at \$8

The revised basket contains one eight-dollar mug before payment begins.

[Return to the exercise, page 43](#)

F2. Which statement preserves the final stage?

C. The basket is corrected; payment is still next.

No payment attempt or completion occurs during this correction exchange.

[Return to the exercise, page 43](#)

F / Guided speaking

1. one

Cashier: The actual quantity is one bowl.

Turn 1. Only one physical bowl is being purchased in this scenario.

2. twelve

Shopper: The corrected total is twelve dollars.

Turn 2. One bowl at twelve dollars gives the revised twelve-dollar total.

3. begun

Cashier: Payment has not begun.

Turn 3. The correction occurs before any payment attempt starts.

4. refund

Shopper: This is a correction, not a refund.

Turn 4. No money has been paid, so there is no paid amount to return.

[Return to the conversation, page 44](#)

04 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "One mug, two recorded entries". Leo: "That's better. When you said correction, I wasn't sure whether I'd have to wait for money to come back." Amira: [missing response] Leo: "Good, so there's no refund to wait for. I'm still at the stage of paying the eight dollars." Which response belongs in the gap?

A. This is not a refund. No money has been taken here, so we are correcting the unpaid basket rather than returning a payment.

A Correct. This is Amira's response in turn 14. It connects Leo's preceding point with Leo's follow-up. Refund would return money already paid; no money has been taken because the payment has not begun.

B Not here. This line belongs to turn 8, after Leo says: "Yes, please fix it before I tap. I haven't used my card yet, so there shouldn't be a payment to undo." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 2, after Leo says: "Hang on, could you check the screen? It says two mugs, but I've only brought one to the counter." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 10, after Leo says: "Are you removing the extra mug or changing its price? I'd like the record to show what I'm actually buying." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 44](#)

05 / Answers and explanations

A / Read the situation

A1. Which supplied policy conditions are met?

B. Unused shirt, attached tags, receipt, and purchase within thirty days

The brief confirms all four conditions of this fictional exchange policy.

[Return to the exercise, page 47](#)

A2. What does Morgan want?

D. The same shirt in a larger size

The requested remedy is a larger-size exchange for the same shirt.

[Return to the exercise, page 47](#)

A3. What remains unknown?

C. Larger-size availability

The replacement stock has not been checked despite the policy conditions being met.

[Return to the exercise, page 47](#)

D / Response choices

D1. Which explanation is accurate?

B. You meet the stated exchange conditions; I still need to check the larger size.

Eligibility is supported while replacement availability and processing remain unfinished.

[Return to the exercise, page 51](#)

D2. Which outcome has the shopper requested?

B. Same-shirt exchange to a larger size

Morgan wants a particular replacement rather than any available remedy.

[Return to the exercise, page 51](#)

05 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Value issued for use with the retailer under stated terms. Which term fits?

B. store credit

A Not here. eligibility: Whether the stated conditions for a process are met. The usual combination is "confirm exchange eligibility".

B Correct. store credit: Value issued for use with the retailer under stated terms. The usual combination is "clarify store-credit terms".

C Not here. price difference: Difference between original and replacement prices, if established. The usual combination is "clarify any price difference".

D Not here. availability check: Verification that the exact replacement can be supplied. The usual combination is "complete the availability check".

[Return to the exercise, page 51](#)

D4. Rebuild the exchange from "Eligible does not mean in stock". Morgan: "Here's the receipt. I wasn't sure how long I had to bring it back, so I came as soon as I could." Ellis: [missing response] Morgan: "I haven't worn it, and I left the tags on. Does that cover the conditions you've just explained?" Which response belongs in the gap?

A. Our stated exchange window is thirty days for an unused shirt with attached tags and a receipt. Ten days falls within that period.

A Correct. This is Ellis's response in turn 6. It connects Morgan's preceding point with Morgan's follow-up. Exchange window is thirty days in this fictional store, and the ten-day-old purchase falls within it.

B Not here. This line belongs to turn 14, after Morgan says: "If you don't have it, tell me the options first. Please don't start a refund; I'd prefer the same shirt if possible." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 4, after Morgan says: "Yes, same shirt and same color, please. The style is right; it's just a bit too small." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 8, after Morgan says: "I haven't worn it, and I left the tags on. Does that cover the conditions you've just explained?" It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 51](#)

E / Conversation

1. exchange

Turn 2. Exchange is the requested replacement of the purchased shirt with a larger size, not an automatic refund or store credit.

05 / Answers and explanations / continued

2. replacement size

Turn 4. Replacement size is the specific larger variation Morgan requests, while the shirt style and color remain unchanged.

3. exchange window

Turn 6. Exchange window is thirty days in this fictional store, and the ten-day-old purchase falls within it.

4. eligibility

Turn 8. Eligibility means the stated unused-condition, tags, receipt, and time-window requirements are met, not that replacement stock is confirmed.

5. Replacement stock

Turn 10. Replacement stock is the inventory of the exact larger-size shirt, which has not yet been checked.

6. availability check

Turn 12. Availability check is the next verification of the exact requested variation, separate from confirming the exchange policy conditions.

7. requested remedy

Turn 14. Requested remedy is the larger-size exchange; an unavailable replacement would require another discussion rather than automatic substitution of a refund.

8. refund

Turn 16. Refund returns money already paid, whereas Morgan's exchange request seeks a replacement item.

9. proof of purchase

Turn 18. Proof of purchase supports the original transaction and date; presenting it does not itself complete an exchange.

10. pending exchange

Turn 20. Pending exchange means the conditions are met but the stock check and actual exchange steps remain unfinished.

[Return to the conversation, page 53](#)

05 / Answers and explanations / continued

F / Accuracy and scope

F1. Which claim is unsupported?

B. Every store must use this exact thirty-day policy.

The stated policy is fictional and does not establish universal legal requirements.

[Return to the exercise, page 55](#)

F2. What should be checked next?

B. Stock of the exact larger-size replacement

Replacement availability is the unresolved practical step after the supplied conditions are confirmed.

[Return to the exercise, page 55](#)

F / Guided speaking

1. within

Associate: Seven days is within the stated window.

Turn 1. Seven days falls inside the twenty-one-day period supplied for this store.

2. small

Shopper: The replacement size requested is small.

Turn 2. Small is the specific variation requested in this new case.

3. unchecked

Associate: Replacement stock remains unchecked.

Turn 3. Meeting exchange conditions does not establish the replacement's availability.

4. exchange

Shopper: The requested remedy is an exchange.

Turn 4. The shopper seeks a replacement shirt rather than an automatic refund.

[Return to the conversation, page 56](#)

05 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Eligible does not mean in stock". Morgan: "If you don't have it, tell me the options first. Please don't start a refund; I'd prefer the same shirt if possible." Ellis: [missing response] Morgan: "Right, I want another shirt, not my money back at this stage. I think that's where I was getting confused." Which response belongs in the gap?

C. I will keep your requested remedy. You have asked for an exchange, and any different outcome should be discussed with you instead of assumed.

A Not here. This line belongs to turn 6, after Morgan says: "Here's the receipt. I wasn't sure how long I had to bring it back, so I came as soon as I could." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 4, after Morgan says: "Yes, same shirt and same color, please. The style is right; it's just a bit too small." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Ellis's response in turn 14. It connects Morgan's preceding point with Morgan's follow-up. Requested remedy is the larger-size exchange; an unavailable replacement would require another discussion rather than automatic substitution of a refund.

D Not here. This line belongs to turn 10, after Morgan says: "Great. Does that mean you can give me the larger one today, or do you still need to find it?" It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 56](#)

06 / Answers and explanations

A / Read the situation

A1. What does the message confirm?

B. Acknowledgment of order R61

The supplied message acknowledges the order but is not a collection-ready notice.

[Return to the exercise, page 57](#)

A2. What remains unfinished?

B. One item is still being located

The order is not confirmed ready because one item is still being located.

[Return to the exercise, page 57](#)

A3. What is promised for 3:00?

D. An update from Noor, even if unresolved

The commitment concerns communication at three, not a guaranteed stock outcome.

[Return to the exercise, page 57](#)

D / Response choices

D1. Which explanation is accurate?

B. The message acknowledges R61; one item is still being located.

The message and current location work do not establish complete readiness.

[Return to the exercise, page 61](#)

D2. What does even if unresolved add?

C. The update still occurs without a final stock answer.

The phrase preserves the communication commitment despite an uncertain outcome.

[Return to the exercise, page 61](#)

06 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Common US term for collecting an order. Which term fits?

D. pickup

A Not here. status update: Communication about the latest verified position. The usual combination is "give a status update".

B Not here. packing: Preparing selected goods for handover or dispatch. The usual combination is "distinguish packing from picking".

C Not here. substitution consent: Shopper agreement to a different item or variation. The usual combination is "obtain substitution consent".

D Correct. pickup: Common US term for collecting an order. The usual combination is "explain pickup status".

[Return to the exercise, page 61](#)

D4. Rebuild the exchange from "An order message is not a pickup notice". Ravi: "Is that item sold out, then? I don't want to wait here if you already know it isn't available." Jules: [missing response] Ravi: "All right, but who's going to let me know? I don't want to explain this again each time I come to the desk." Which response belongs in the gap?

D. The item location check is still open. I don't have a confirmed stock answer to give you yet.

A Not here. This line belongs to turn 12, after Ravi says: "I have to make another trip after this. Should I plan to pick it up at three, or just wait for that message?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 20, after Ravi says: "Right. I haven't collected anything from this order. I'll wait for the actual ready message before coming back for it." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 8, after Ravi says: "All right, but who's going to let me know? I don't want to explain this again each time I come to the desk." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Jules's response in turn 6. It connects Ravi's preceding point with Ravi's follow-up. The item-location check remains unfinished; that alone does not establish sold-out status.

[Return to the exercise, page 61](#)

E / Conversation

1. order acknowledgment

Turn 2. The acknowledgment confirms receipt of R61, not that its complete contents are ready to collect.

06 / Answers and explanations / continued

2. order line

Turn 4. One individual ordered item is still being located, so complete-order readiness is not confirmed.

3. item location

Turn 6. The item-location check remains unfinished; that alone does not establish sold-out status.

4. contact owner

Turn 8. Noor is responsible for the next update, giving the shopper a named point of contact.

5. status update

Turn 10. The update communicates the current position at three even without a final stock result.

6. update time

Turn 12. At three names the promised contact time; it is not a deadline or guarantee for collection readiness.

7. substitution consent

Turn 14. No consent to a different product variation has been given; an alternative needs a separate agreement.

8. variation match

Turn 16. The check must preserve the ordered variation rather than substitute a similar item to complete the order.

9. order reference

Turn 18. R61 connects the pending item and Noor's three-o'clock update to this specific order.

10. handover completion

Turn 20. No handover has occurred; acknowledgment and an update commitment must not be recorded as collection.

[Return to the conversation, page 63](#)

F / Accuracy and scope

F1. Which statement wrongly turns an update into a promise?

A. Your complete order will definitely be ready at 3:00.

Readiness at three is not supported by the promised status update.

[Return to the exercise, page 65](#)

06 / Answers and explanations / continued

F2. What needs separate agreement?

A. A proposed different size, color, or product

The shopper has not authorized any substitution for the ordered variation.

[Return to the exercise, page 65](#)

F / Guided speaking

1. P74

Associate: The order reference is P74.

Turn 1. P74 connects the message and unresolved item to the correct order.

2. 4:30

Shopper: The next update is at 4:30.

Turn 2. Four thirty is the promised communication time, not a readiness guarantee.

3. Jo

Associate: The update owner is Jo.

Turn 3. Jo is explicitly responsible for the next status communication.

4. agreed

Shopper: No substitution has been agreed.

Turn 4. An unresolved item does not authorize a different variation without agreement.

[Return to the conversation, page 66](#)

06 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "An order message is not a pickup notice". Ravi: "It's a gift, so I need the exact color and size. Please don't fill the gap with the nearest thing you have." Jules: [missing response] Ravi: "Thank you. The other color would fit, but it wouldn't match the item this is supposed to go with." Which response belongs in the gap?

B. We haven't recorded substitution consent. We'd ask you before changing the size, color, or product.

A Not here. This line belongs to turn 18, after Ravi says: "Can you repeat which order Noor is following up? I ordered several things recently and don't want them mixed up." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Jules's response in turn 14. It connects Ravi's preceding point with Ravi's follow-up. No consent to a different product variation has been given; an alternative needs a separate agreement.

C Not here. This line belongs to turn 16, after Ravi says: "Thank you. The other color would fit, but it wouldn't match the item this is supposed to go with." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 4, after Ravi says: "I read it on the bus and thought that was the pickup message. Is the whole order missing?" It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 66](#)

07 / Answers and explanations

A / Read the situation

A1. What problem does Sam identify?

B. The current checkout is too narrow

Sam identifies the width of the current checkout, not a store-wide finding.

[Return to the exercise, page 69](#)

A2. Which available route is offered?

B. Main aisle to the left toward open lane four

The brief supplies an open accessible checkout and a clear main-aisle route.

[Return to the exercise, page 69](#)

A3. What help does Sam prefer?

C. Spoken directions, with belongings and aid left under personal control

The shopper chooses directions and does not authorize handling personal belongings or the aid.

[Return to the exercise, page 69](#)

D / Response choices

D1. Which opening respects the shopper's choice?

C. What help would you prefer with the route to lane four?

The question asks about practical preferences without assuming permission or demanding personal medical details.

[Return to the exercise, page 73](#)

D2. Which action is authorized?

A. Giving spoken directions

Sam accepts directions and retains control of belongings and the mobility aid.

[Return to the exercise, page 73](#)

07 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Checkout identified as accessible in the supplied store scenario. Which term fits?

B. accessible checkout

A Not here. walker: Walking aid providing support through a frame. The usual combination is "identify a walker when relevant".

B Correct. accessible checkout: Checkout identified as accessible in the supplied store scenario. The usual combination is "offer the accessible checkout".

C Not here. open lane: Checkout currently available for use. The usual combination is "identify the open lane".

D Not here. permission: Agreement to a specific action. The usual combination is "obtain permission before handling items".

[Return to the exercise, page 73](#)

D4. Rebuild the exchange from "A checkout route that works". Sam: "Which way is lane four? I can't see the number beyond the people in front." Lina: [missing response] Sam: "That route sounds fine. I've been waiting in this line for a while, though. Will I lose my place?" Which response belongs in the gap?

A. The main aisle to your left leads toward lane four. That is the clear route available, rather than trying to continue through this narrow checkout.

A Correct. This is Lina's response in turn 6. It connects Sam's preceding point with Sam's follow-up. Main aisle is the clear route to the left supplied in the scenario, leading toward open lane four.

B Not here. This line belongs to turn 14, after Sam says: "Thanks for checking with me. It's awkward when someone takes my bag before I can explain what would help." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 18, after Sam says: "Left, then lane four. You've explained it clearly. You can keep talking to me rather than my companion." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 4, after Sam says: "Just tell me the way, please. I'll move myself and keep my bag with me." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 73](#)

E / Conversation

1. accessible checkout

Turn 2. Accessible checkout is the available lane four identified in this scenario, offering a practical alternative to the reported narrow lane.

2. spoken directions

Turn 4. Spoken directions are the form of assistance Sam chooses, without authorizing physical guidance or handling personal items.

07 / Answers and explanations / continued

3. main aisle

Turn 6. Main aisle is the clear route to the left supplied in the scenario, leading toward open lane four.

4. place in line

Turn 8. Place in line is Sam's existing service position, which Lina will ask the colleague to preserve during the move.

5. colleague coordination

Turn 10. Colleague coordination is still pending; Lina has proposed asking Noor but has not received confirmation.

6. assistance boundary

Turn 12. Assistance boundary limits help to the requested directions and coordination, excluding unrequested handling of the mobility aid or belongings.

7. permission

Turn 14. Permission must apply to a specific proposed action; a general offer of help does not authorize touching or carrying.

8. route confirmation

Turn 16. Route confirmation repeats the left-hand main aisle and lane-four destination so the shopper can verify the proposed path.

9. direct address

Turn 18. Direct address means speaking to Sam about Sam's preferences, rather than treating a companion as the automatic decision-maker.

10. pending request

Turn 20. Pending request is Noor's place-in-line coordination, which remains to be confirmed rather than reported as already complete.

[Return to the conversation, page 75](#)

F / Accuracy and scope

F1. Which statement accurately describes the queue arrangement?

B. Lina will ask Noor to preserve the place; confirmation is pending.

The brief distinguishes the planned colleague request from an accepted arrangement.

[Return to the exercise, page 77](#)

07 / Answers and explanations / continued

F2. Which route information is supplied?

C. Clear main aisle to the left, toward open lane four

The scenario provides a specific usable route, not a certification or invented shortcut.

[Return to the exercise, page 77](#)

F / Guided speaking

1. six

Associate: The open alternative is lane six.

Turn 1. Lane six is the available checkout stated in this new scenario.

2. right

Shopper: The clear aisle is to the right.

Turn 2. Right identifies the supplied direction to the alternative lane.

3. directions

Associate: The preferred help is spoken directions.

Turn 3. The shopper requests verbal route information rather than physical assistance.

4. pending

Shopper: The place-in-line request is still pending.

Turn 4. The colleague has not yet responded, so the arrangement is unconfirmed.

[Return to the conversation, page 78](#)

07 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "A checkout route that works". Sam: "Thanks for checking with me. It's awkward when someone takes my bag before I can explain what would help." Lina: [missing response] Sam: "I'm happy to use lane four once you've checked the queue arrangement. Could you repeat the direction?" Which response belongs in the gap?

A. I will seek permission before any different kind of help. Your answer about directions should not be treated as agreement to every possible action.

A Correct. This is Lina's response in turn 14. It connects Sam's preceding point with Sam's follow-up. Permission must apply to a specific proposed action; a general offer of help does not authorize touching or carrying.

B Not here. This line belongs to turn 4, after Sam says: "Just tell me the way, please. I'll move myself and keep my bag with me." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 6, after Sam says: "Which way is lane four? I can't see the number beyond the people in front." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 10, after Sam says: "Has Noor already agreed, or do we need to wait for an answer before I move across?" It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 78](#)

08 / Answers and explanations

A / Read the situation

A1. What is the recorded difference?

A. \$5 below expected

The recorded count of \$175 is five dollars below the expected \$180.

[Return to the exercise, page 79](#)

A2. What verification is pending?

C. A second balance check

The brief states that the second check has not yet occurred.

[Return to the exercise, page 79](#)

A3. What does Arun accept?

C. Both unfinished checks, not their completed outcomes

Arun takes the next actions without confirming a cause or completing either task.

[Return to the exercise, page 79](#)

D / Response choices

D1. Which handover is accurate?

C. Expected \$180, recorded \$175, second check pending, cause unknown.

The correct statement includes both figures, the verification stage, and the limit on causal claims.

[Return to the exercise, page 83](#)

D2. What is known about P32?

A. Its price query is still open.

The price query remains unfinished, with no established connection to the balance difference.

[Return to the exercise, page 83](#)

08 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Amount entered after the initial cash count. Which term fits?

A. recorded count

A Correct. recorded count: Amount entered after the initial cash count. The usual combination is "report the recorded count".

B Not here. recount: Another count to verify the initial result. The usual combination is "request a recount".

C Not here. denomination: Face-value category of notes or coins. The usual combination is "check the denomination totals".

D Not here. open price query: Unresolved question about an item's price. The usual combination is "hand over the open price query".

[Return to the exercise, page 83](#)

D4. Rebuild the exchange from "Five dollars below the expected count". Tessa: "That's right: five dollars short of the expected figure. I haven't established where the difference comes from." Arun: [missing response] Tessa: "Should I put cash lost in the handover? I don't want to make the entry sound more final than it is." Which response belongs in the gap?

B. I'll record the variance as five below expected, with verification still pending. No explanation yet.

A Not here. This line belongs to turn 8, after Tessa says: "Should I put cash lost in the handover? I don't want to make the entry sound more final than it is." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Arun's response in turn 6. It connects Tessa's preceding point with Tessa's follow-up. The variance is five dollars below expected; the arithmetic does not identify its cause.

C Not here. This line belongs to turn 14, after Tessa says: "I'll leave both marked open, then. The count hasn't been checked twice just because we've repeated the numbers aloud." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 2, after Tessa says: "Before I hand over, there are two things outstanding: the drawer check and a price query. Can I run through them with you?" It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 83](#)

E / Conversation

1. expected balance

Turn 2. The expected balance is the reference figure, 180 dollars, rather than the initial recorded count.

08 / Answers and explanations / continued

2. recorded count

Turn 4. The 175-dollar count is the initial recorded figure and still needs the second check.

3. variance

Turn 6. The variance is five dollars below expected; the arithmetic does not identify its cause.

4. unverified discrepancy

Turn 8. An unverified discrepancy records a difference without claiming a confirmed loss or alleging misconduct.

5. open price query

Turn 10. P32 is a separate unfinished price matter; there is no evidence connecting it to the drawer difference.

6. action owner

Turn 12. Arun accepts responsibility for the two next actions; neither outcome is complete at handover.

7. second check

Turn 14. The second check is the pending verification work, not this verbal read-back of the original figures.

8. proven loss

Turn 16. A proven loss is a supported conclusion that the initial difference alone cannot establish.

9. handover status

Turn 18. The handover preserves both open checks, Arun's ownership, and the absence of an established cause.

10. reconciliation

Turn 20. Reconciliation compares cash and relevant records to investigate a difference; that work remains ahead after the handover.

[Return to the conversation, page 85](#)

08 / Answers and explanations / continued

F / Accuracy and scope

F1. Which statement wrongly treats ownership as completion?

C. Arun accepted both checks, so both issues are resolved.

Accepting follow-up responsibility does not perform the checks or supply their outcomes.

[Return to the exercise, page 87](#)

F2. Which calculation matches the facts?

B. \$180 minus \$175 equals \$5 below expected.

The expected balance exceeds the recorded count by five dollars, with verification still pending.

[Return to the exercise, page 87](#)

F / Guided speaking

1. above

Cashier: The recorded count is five dollars above expected.

Turn 1. Two hundred forty-five exceeds the expected two hundred forty by five dollars.

2. pending

Supervisor: The second check is pending.

Turn 2. The check has not occurred merely because follow-up responsibility is accepted.

3. Q18

Cashier: The open price query is Q18.

Turn 3. Q18 identifies the separate unresolved price matter in this handover.

4. unknown

Supervisor: The cause remains unknown.

Turn 4. The initial arithmetic does not establish why the difference exists.

[Return to the conversation, page 88](#)

08 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Five dollars below the expected count". Tessa: "I'll leave both marked open, then. The count hasn't been checked twice just because we've repeated the numbers aloud." Arun: [missing response] Tessa: "And I shouldn't say the five dollars definitely disappeared. At the moment, the figures simply don't agree." Which response belongs in the gap?

B. Correct. The second check is still to be done through our process. This conversation is the handover.

A Not here. This line belongs to turn 2, after Tessa says: "Before I hand over, there are two things outstanding: the drawer check and a price query. Can I run through them with you?" It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Arun's response in turn 14. It connects Tessa's preceding point with Tessa's follow-up. The second check is the pending verification work, not this verbal read-back of the original figures.

C Not here. This line belongs to turn 8, after Tessa says: "Should I put cash lost in the handover? I don't want to make the entry sound more final than it is." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 16, after Tessa says: "And I shouldn't say the five dollars definitely disappeared. At the moment, the figures simply don't agree." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 88](#)

Review 1 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: Machine-readable code used to identify an item or record. Which term fits?

D. barcode

A Not here. branch: Particular store location within a retailer. The usual combination is "identify the branch".

B Not here. linen: Different textile fiber used in the other advertised shirt. The usual combination is "distinguish the linen version".

C Not here. physical check: Verification of the actual item and its location. The usual combination is "request a physical check".

D Correct. barcode: Machine-readable code used to identify an item or record. The usual combination is "scan the barcode".

[Return to the exercise, page 24](#)

2. A colleague needs the term for this meaning: Made without a separate inner lining. Which term fits?

B. unlined

A Not here. seam: Line where pieces of fabric are joined. The usual combination is "inspect the seam".

B Correct. unlined: Made without a separate inner lining. The usual combination is "describe the unlined jacket".

C Not here. garment: Item of clothing. The usual combination is "compare the garments".

D Not here. cut: Overall shaping or silhouette of a garment. The usual combination is "compare the cut".

[Return to the exercise, page 24](#)

Review 1 / Explanations / continued

3. Rebuild the exchange from "Which blue shirt?". Casey: "Fair enough. There was a blue medium near the door, but the fabric felt different. Could that have been the linen shirt?" Hana: [missing response] Casey: "Yes. I'm only asking about this shop for now. I can't get to another branch today." Which response belongs in the gap?

B. Possibly; we'd need its label. The product variation we're checking is C218, blue, medium, cotton.

A Not here. This line belongs to turn 12, after Casey says: "Yes. I'm only asking about this shop for now. I can't get to another branch today." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Hana's response in turn 10. It connects Casey's preceding point with Casey's follow-up. The variation combines product reference, material, color, and size; a shared color and size alone may misidentify it.

C Not here. This line belongs to turn 18, after Casey says: "That's right. If there's only linen, please let me know. I wouldn't want it swapped without checking with me." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 14, after Casey says: "Does asking you to look put one on hold, or would I need to ask separately for that?" It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 24](#)

4. Rebuild the exchange from "The care label decides the comparison". Luis: "Let's look at A, then. I want to check it properly before I decide; I'm not ready to buy it yet." Priya: [missing response] Luis: "Before I wash it, I'll need the full instructions. I can't read the temperature information from where I'm standing." Which response belongs in the gap?

B. I can help you with that. We can check the size chart and the actual garment information rather than treating the washing label as a complete recommendation.

A Not here. This line belongs to turn 14, after Luis says: "B feels different with that inner layer. Is that supposed to make it more comfortable, or does it depend on the wearer?" It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Priya's response in turn 18. It connects Luis's preceding point with Luis's follow-up. Size chart can provide stated measurements for a fitting comparison, without guaranteeing fit before the shopper assesses the actual garment.

C Not here. This line belongs to turn 4, after Luis says: "This one has a lining and that one doesn't. I usually check the fabric first, but perhaps that's not enough." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 12, after Luis says: "I'll look at A first. I haven't tried either jacket, so I still need to see how the shoulders fit." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 24](#)

Review 2 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: Product that meets the offer's stated conditions. Which term fits?

A. qualifying item

A Correct. qualifying item: Product that meets the offer's stated conditions. The usual combination is "identify a qualifying item".

B Not here. minimum purchase: Smallest quantity or spend needed to qualify. The usual combination is "clarify the minimum purchase".

C Not here. redemption condition: Requirement for using a coupon or offer. The usual combination is "explain redemption conditions".

D Not here. average price: Total divided by the number of items, not necessarily the one-item selling price. The usual combination is "explain the average price".

[Return to the exercise, page 45](#)

2. A colleague needs the term for this meaning: Amendment to the selected goods before completion. Which term fits?

D. basket correction

A Not here. payment status: Stage of the payment, such as unstarted or completed. The usual combination is "check the payment status".

B Not here. checkout: Place or process for recording and paying for purchases. The usual combination is "check the checkout total".

C Not here. declined payment: Payment attempt not approved through the relevant system. The usual combination is "explain a declined payment".

D Correct. basket correction: Amendment to the selected goods before completion. The usual combination is "make a basket correction".

[Return to the exercise, page 45](#)

Review 2 / Explanations / continued

3. Rebuild the exchange from "The care label decides the comparison". Luis: "And it's sixty for either one, not sixty for both? I want to be sure I'm comparing the same price." Priya: [missing response] Luis: "I'll look at A first. I haven't tried either jacket, so I still need to see how the shoulders fit." Which response belongs in the gap?

C. Both are sixty dollars each. The equal prices do not mean the care instructions or other characteristics are identical.

A Not here. This line belongs to turn 8, after Luis says: "Does dry-clean only really rule out machine washing, or is it just the maker's preferred method?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 2, after Luis says: "I need something I can put in the washing machine. These are both sixty dollars, aren't they? Which one would work?" It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Priya's response in turn 10. It connects Luis's preceding point with Luis's follow-up. Each applies the sixty-dollar price separately to either jacket, not to the pair together.

D Not here. This line belongs to turn 6, after Luis says: "A sounds more suitable, then. I don't want regular dry-cleaning bills on top of the purchase price." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 45](#)

4. Rebuild the exchange from "One mug, two recorded entries". Leo: "I can see it now: one mug, eight dollars. That matches what's on the counter." Amira: [missing response] Leo: "Thanks for sorting it out. We can move on to payment now that the item and total are right." Which response belongs in the gap?

A. Thank you for checking the customer display. Reading back both the quantity and the amount helps confirm that the record and your purchase agree.

A Correct. This is Amira's response in turn 18. It connects Leo's preceding point with Leo's follow-up. Customer display lets Leo verify the corrected quantity and total before the next payment step.

B Not here. This line belongs to turn 10, after Leo says: "Are you removing the extra mug or changing its price? I'd like the record to show what I'm actually buying." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 4, after Leo says: "Maybe it scanned again when you moved it. The mug is here; I haven't got another one in my bag." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 16, after Leo says: "Good, so there's no refund to wait for. I'm still at the stage of paying the eight dollars." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 45](#)

Review 3 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: Return of money already paid. Which term fits?

A. refund

A Correct. refund: Return of money already paid. The usual combination is "distinguish an exchange from a refund".

B Not here. replacement stock: Inventory of the desired alternative item. The usual combination is "check replacement stock".

C Not here. exchange window: Time period during which the stated exchange policy applies. The usual combination is "check the exchange window".

D Not here. same-style exchange: Exchange retaining the same product style while changing a variation. The usual combination is "request a same-style exchange".

[Return to the exercise, page 67](#)

2. A colleague needs the term for this meaning: Selecting the ordered goods from stock under the store process. Which term fits?

A. picking

A Correct. picking: Selecting the ordered goods from stock under the store process. The usual combination is "check picking status".

B Not here. collection desk: Store point handling order pickup. The usual combination is "contact the collection desk".

C Not here. unresolved item: Item whose location or status remains unsettled. The usual combination is "track the unresolved item".

D Not here. order acknowledgment: Message confirming that an order has been received or recorded. The usual combination is "read the order acknowledgment".

[Return to the exercise, page 67](#)

Review 3 / Explanations / continued

3. Rebuild the exchange from "One mug, two recorded entries". Leo: "Are you removing the extra mug or changing its price? I'd like the record to show what I'm actually buying." Amira: [missing response] Leo: "The quantity says one now. Could you read the total back too? The screen's a bit hard to see from this angle." Which response belongs in the gap?

B. It is a quantity adjustment. The price per mug stays eight dollars; we are removing the extra recorded unit rather than applying a discount.

A Not here. This line belongs to turn 4, after Leo says: "Maybe it scanned again when you moved it. The mug is here; I haven't got another one in my bag." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Amira's response in turn 10. It connects Leo's preceding point with Leo's follow-up. Quantity adjustment changes the recorded number from two mugs to one while leaving the eight-dollar item price unchanged.

C Not here. This line belongs to turn 18, after Leo says: "I can see it now: one mug, eight dollars. That matches what's on the counter." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 16, after Leo says: "Good, so there's no refund to wait for. I'm still at the stage of paying the eight dollars." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 67](#)

4. Rebuild the exchange from "An order message is not a pickup notice". Ravi: "Can you repeat which order Noor is following up? I ordered several things recently and don't want them mixed up." Jules: [missing response] Ravi: "Right. I haven't collected anything from this order. I'll wait for the actual ready message before coming back for it." Which response belongs in the gap?

C. The order reference is R61. One item is being located; Noor will update you at three.

A Not here. This line belongs to turn 8, after Ravi says: "All right, but who's going to let me know? I don't want to explain this again each time I come to the desk." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 16, after Ravi says: "Thank you. The other color would fit, but it wouldn't match the item this is supposed to go with." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Jules's response in turn 18. It connects Ravi's preceding point with Ravi's follow-up. R61 connects the pending item and Noor's three-o'clock update to this specific order.

D Not here. This line belongs to turn 14, after Ravi says: "It's a gift, so I need the exact color and size. Please don't fill the gap with the nearest thing you have." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 67](#)

Review 4 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: Specific path and counter used for payment. Which term fits?

D. checkout lane

A Not here. colleague coordination: Communication to arrange the next service step with another worker. The usual combination is "coordinate with a colleague".

B Not here. physical guidance: Hands-on assistance, not authorized by a general offer to help. The usual combination is "ask before physical guidance".

C Not here. mobility aid: Device a person uses to support movement. The usual combination is "respect the mobility aid".

D Correct. checkout lane: Specific path and counter used for payment. The usual combination is "identify the checkout lane".

[Return to the exercise, page 89](#)

2. A colleague needs the term for this meaning: Amount recorded below a specified expected balance. Which term fits?

D. shortfall

A Not here. cash drop: Recorded movement of cash out of a till under store procedures. The usual combination is "check the cash-drop record".

B Not here. till: Register or cash-handling point used for sales. The usual combination is "hand over the till".

C Not here. established cause: Explanation supported by completed verification. The usual combination is "distinguish an established cause".

D Correct. shortfall: Amount recorded below a specified expected balance. The usual combination is "describe a recorded shortfall".

[Return to the exercise, page 89](#)

Review 4 / Explanations / continued

3. Rebuild the exchange from "An order message is not a pickup notice". Ravi: "So there will be a message either way? Last time I waited because I thought no news meant someone was still looking." Jules: [missing response] Ravi: "I have to make another trip after this. Should I plan to pick it up at three, or just wait for that message?" Which response belongs in the gap?

A. Yes, you'll get a status update at three either way. It won't depend on the item being found first.

A Correct. This is Jules's response in turn 10. It connects Ravi's preceding point with Ravi's follow-up. The update communicates the current position at three even without a final stock result.

B Not here. This line belongs to turn 6, after Ravi says: "Is that item sold out, then? I don't want to wait here if you already know it isn't available." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 12, after Ravi says: "I have to make another trip after this. Should I plan to pick it up at three, or just wait for that message?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 20, after Ravi says: "Right. I haven't collected anything from this order. I'll wait for the actual ready message before coming back for it." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 89](#)

4. Rebuild the exchange from "Five dollars below the expected count". Tessa: "Could you read it back before I leave? Especially the five below; I don't want that turned into five over." Arun: [missing response] Tessa: "That's everything. No established cause and no known connection between the two matters. The initial count stays in the record." Which response belongs in the gap?

B. Expected one eighty, recorded one seventy-five, five below. The handover status is second check pending, P32 query open, both assigned to me.

A Not here. This line belongs to turn 4, after Tessa says: "The record says one hundred eighty. I entered one hundred seventy-five on the count sheet. Nobody's done the second check yet." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Arun's response in turn 18. It connects Tessa's preceding point with Tessa's follow-up. The handover preserves both open checks, Arun's ownership, and the absence of an established cause.

C Not here. This line belongs to turn 12, after Tessa says: "Can you take both follow-ups? I'd rather name one person than leave a note saying someone needs to look at them." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 10, after Tessa says: "The separate query is P32. A customer questioned the price, and that hasn't been resolved. I don't know of any link to the count." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 89](#)

Additional case 1 / Explanations

Extended conversation

1. split tender

Turn 2. Split tender means one sale paid using more than one payment method; it does not create two separate sales.

2. remaining balance

Turn 4. Twenty dollars on the gift card minus fifteen redeemed leaves a five-dollar remaining balance.

3. cash portion

Turn 6. The cash portion is the remaining 27.60 paid toward the sale, not the 50.00 note initially handed over.

4. change

Turn 8. Cash tendered of 50.00 minus the 27.60 cash portion produces 22.40 change.

5. cash retained

Turn 10. The store retains 27.60 in cash after returning change; this plus 15.00 redeemed equals the sale total.

6. outstanding amount

Turn 12. Both successful payment portions total 42.60, leaving zero outstanding; the five-dollar gift balance is separate.

[Return to the conversation, page 92](#)

Transfer exchange

1. 50.25

Cashier: The cash applied to the sale is \$50.25 .

Turn 1. The sale total 68.25 minus the 18.00 gift-card redemption leaves 50.25 paid in cash.

Additional case 1 / Explanations / continued

2. 9.75

Supervisor: The change returned is \$9.75 .

Turn 2. Sixty dollars tendered minus the 50.25 cash portion gives 9.75 change.

3. 12

Cashier: The gift card still holds \$12 .

Turn 3. The card began with 30 and only 18 was redeemed, leaving 12.

4. zero

Supervisor: The amount still due on this completed sale is zero .

Turn 4. The successful 18.00 and 50.25 portions together pay all 68.25; the gift-card balance is separate.

[Return to the conversation, page 95](#)

Additional case 2 / Explanations

Extended conversation

1. facings

Turn 2. Facings are the three front positions across the shelf; each can hold additional units behind it.

2. shelf capacity

Turn 4. Three facings multiplied by four units deep and one unit high gives twelve units of assigned shelf capacity.

3. replenishment quantity

Turn 6. The refill is twelve minus seven, or five units; bringing six would exceed the assigned shelf quantity by one.

4. case pack

Turn 8. The case pack contains six individual units; one case is not the same quantity as one unit or the five-unit refill.

5. internal transfer

Turn 10. Moving five units from stockroom to shelf changes their location, not the store's total quantity.

6. location quantities

Turn 12. Location quantities change from seven and eleven to twelve and six, while their combined total stays eighteen.

[Return to the conversation, page 97](#)

Transfer exchange

1. ten

Associate: The assigned shelf capacity is ten units.

Turn 1. Two facings times five units deep times one high equals ten units.

Additional case 2 / Explanations / continued

2. six

Lead: Move six units from the stockroom.

Turn 2. Ten capacity minus four already on the shelf gives a six-unit refill.

3. three

Associate: The stockroom will retain three units.

Turn 3. Nine available units minus the six moved leaves three in the stockroom.

4. thirteen

Lead: Total store stock remains thirteen units.

Turn 4. Four plus nine before the move equals ten plus three afterwards; no stock was received or sold.

[Return to the conversation., page 100](#)

Additional case 3 / Explanations

Extended conversation

1. gross weight

Turn 2. Gross weight includes product and container; 0.845 kg is not the product-only weight to charge here.

2. tare

Turn 4. Tare is the container weight, 0.035 kg or 35 g, deducted from gross to find net product weight.

3. net weight

Turn 6. Net weight is 0.845 minus 0.035, or 0.810 kg, after the correct tare has already been deducted.

4. unit price

Turn 8. The supplied unit price is twelve dollars per kilogram, so the multiplier must be kilograms rather than grams.

5. difference

Turn 10. 10.14 based on gross minus the correct 9.72 based on net is 0.42, the price attributable to the container weight.

6. twice

Turn 12. Tare has already reduced 0.845 kg to 0.810 kg; subtracting it again would understate the product weight.

[Return to the conversation, page 102](#)

Transfer exchange

1. 1200

Associate: The labelled net product weight is 1200 grams.

Turn 1. 1.200 kilograms equals 1200 grams after subtracting the sixty-gram tare.

Additional case 3 / Explanations / continued

2. 9.00

Shopper: The correct total is \$9.00 .

Turn 2. 1.200 kg multiplied by 7.50 dollars per kg gives 9.00.

3. 0.45

Associate: Charging on gross weight would add \$0.45 incorrectly.

Turn 3. The incorrect 9.45 exceeds the correct 9.00 by 0.45, attributable to packaging weight.

4. once

Shopper: The tare must be deducted once, not again from the net figure.

Turn 4. Net already excludes tare; another deduction would subtract the packaging weight twice.

[Return to the conversation., page 104](#)

Find a phrase by purpose

Finding the item the shopper actually means

Narrow the advertisement: The ad shows two blue shirts; do you mean cotton or linen?

Ask for the size: Which size are you looking for?

Name the selected reference: The cotton shirt is C218.

[Full phrase bank, page 7](#)

Comparing fit, materials, and label information

Ask about the requirement: Is machine washing a requirement for you?

Read the first label: Jacket A's label permits machine washing.

Read the second label: Jacket B's label says dry-clean only.

[Full phrase bank, page 17](#)

Resolving shelf prices and offer conditions

Acknowledge the calculation: I see how you arrived at \$2.50 by dividing the pair price.

State the condition: The \$5 offer applies to two qualifying bottles.

Confirm the single price: One bottle on its own remains \$3.

[Full phrase bank, page 29](#)

Checking the basket and payment status

Acknowledge the duplicate: You are right; the mug has been recorded twice.

State the actual quantity: You have one mug, not two.

Pause before payment: Let us correct the basket before payment begins.

[Full phrase bank, page 38](#)

Find a phrase by purpose / continued

Discussing returns and exchanges at the counter

Clarify the requested outcome: Would you like the same shirt in a larger size?

Check the date: The receipt shows the purchase was ten days ago.

State the local window: This store's stated exchange window is thirty days.

[Full phrase bank, page 50](#)

Explaining local stock and collection status

Identify the order: Let us check order R61.

Explain the message: This is an order acknowledgment, not a collection notice.

State the current position: One item is still being located.

[Full phrase bank, page 60](#)

Managing queues and offering practical assistance

Acknowledge the barrier: I understand that this checkout is too narrow for you.

Ask about preferred help: What help would you prefer?

Offer the available lane: The accessible checkout at lane four is open.

[Full phrase bank, page 72](#)

Handing over a till and an unfinished query

State the expected figure: The expected drawer balance is \$180.

State the recorded figure: The recorded count is \$175.

Quantify the difference: That is \$5 below expected.

[Full phrase bank, page 82](#)

Vocabulary index

accessible checkout[Lesson 07, p. 70](#)**advertised item**[Lesson 01, p. 5](#)**assistance boundary**[Lesson 07, p. 71](#)**authorization**[Lesson 04, p. 37](#)**average price**[Lesson 03, p. 27](#)**basket correction**[Lesson 04, p. 36](#)**branch**[Lesson 01, p. 6](#)**card terminal**[Lesson 04, p. 37](#)**case pack**[Case 2, p. 96](#)**cash drawer**[Lesson 08, p. 80](#)**cash movement**[Lesson 08, p. 81](#)**cash portion**[Case 1, p. 91](#)**change**[Lesson 04, p. 37](#), [Case 1, p. 91](#)**checkout lane**[Lesson 07, p. 70](#)**colleague coordination**[Lesson 07, p. 71](#)**collection notice**[Lesson 06, p. 58](#)**colorfastness**[Lesson 02, p. 16](#)**companion**[Lesson 07, p. 71](#)**complete order**[Lesson 06, p. 58](#)**contactless payment**[Lesson 04, p. 37](#)**count sheet**[Lesson 08, p. 81](#)**cuff**[Lesson 02, p. 16](#)**action owner**[Lesson 08, p. 81](#)**amount due**[Lesson 04, p. 36](#)**attached tags**[Lesson 05, p. 48](#)**availability check**[Lesson 05, p. 49](#)**barcode**[Lesson 01, p. 5](#)**basket total**[Lesson 03, p. 28](#)**bundle total**[Lesson 03, p. 27](#)**care label**[Lesson 02, p. 15](#)**cash difference**[Lesson 08, p. 80](#)**cash drop**[Lesson 08, p. 81](#)**cash payment**[Lesson 04, p. 37](#)**cash retained**[Case 1, p. 91](#)**checkout**[Lesson 04, p. 36](#)**clear route**[Lesson 07, p. 70](#)**collection desk**[Lesson 06, p. 59](#)**collection record**[Lesson 06, p. 59](#)**colorway**[Lesson 01, p. 5](#)**comparison basis**[Lesson 03, p. 27](#)**contact owner**[Lesson 06, p. 59](#)**cotton**[Lesson 01, p. 5](#)**coupon**[Lesson 03, p. 28](#)**customer display**[Lesson 04, p. 37](#)

Vocabulary index / continued

cut[Lesson 02, p. 16](#)**denomination**[Lesson 08, p. 81](#)**direct address**[Lesson 07, p. 71](#)**dry-clean only**[Lesson 02, p. 15](#)**durability claim**[Lesson 02, p. 16](#)**established cause**[Lesson 08, p. 81](#)**exchange**[Lesson 05, p. 48](#)**exchange window**[Lesson 05, p. 48](#)**expected balance**[Lesson 08, p. 80](#)**facing**[Lesson 06, p. 59](#)**fastening**[Lesson 02, p. 16](#)**fiber content**[Lesson 01, p. 5](#)**fulfillment**[Lesson 06, p. 58](#)**gross weight**[Case 3, p. 101](#)**handover completion**[Lesson 06, p. 59](#)**hem**[Lesson 02, p. 16](#)**independent movement**[Lesson 07, p. 71](#)**item location**[Lesson 06, p. 58](#)**knit fabric**[Lesson 02, p. 15](#)**lined**[Lesson 02, p. 15](#)**lining**[Lesson 02, p. 15](#)**location quantities**[Case 2, p. 96](#)**declined payment**[Lesson 04, p. 37](#)**difference**[Case 3, p. 101](#)**display sample**[Lesson 01, p. 6](#)**duplicate scan**[Lesson 04, p. 36](#)**eligibility**[Lesson 05, p. 48](#)**exception request**[Lesson 05, p. 49](#)**exchange processing**[Lesson 05, p. 49](#)**exclusion**[Lesson 03, p. 28](#)**extra spending**[Lesson 03, p. 28](#)**facings**[Case 2, p. 96](#)**fiber blend**[Lesson 02, p. 15](#)**fit**[Lesson 02, p. 16](#)**garment**[Lesson 02, p. 15](#)**hand wash**[Lesson 02, p. 15](#)**handover status**[Lesson 08, p. 81](#)**incoming supervisor**[Lesson 08, p. 81](#)**internal transfer**[Case 2, p. 96](#)**item reference**[Lesson 01, p. 5](#)**line item**[Lesson 04, p. 36](#)**linen**[Lesson 01, p. 5](#)**local availability**[Lesson 01, p. 6](#)**loyalty price**[Lesson 03, p. 28](#)

Vocabulary index / continued

machine-washable[Lesson 02, p. 15](#)**manager review**[Lesson 05, p. 49](#)**minimum purchase**[Lesson 03, p. 28](#)**mobility aid**[Lesson 07, p. 70](#)**narrow passage**[Lesson 07, p. 70](#)**open lane**[Lesson 07, p. 71](#)**opening float**[Lesson 08, p. 80](#)**order line**[Lesson 06, p. 58](#)**original packaging**[Lesson 05, p. 48](#)**outstanding amount**[Case 1, p. 91](#)**packing**[Lesson 06, p. 58](#)**payment status**[Lesson 04, p. 37](#)**pending request**[Lesson 07, p. 71](#)**personal belongings**[Lesson 07, p. 70](#)**physical guidance**[Lesson 07, p. 71](#)**picking**[Lesson 06, p. 58](#)**place in line**[Lesson 07, p. 70](#)**point-of-sale system**[Lesson 04, p. 36](#)**preferred assistance**[Lesson 07, p. 70](#)**price per item**[Lesson 03, p. 27](#)**product image**[Lesson 01, p. 5](#)**promotion period**[Lesson 03, p. 28](#)**main aisle**[Lesson 07, p. 70](#)**measurement**[Lesson 02, p. 16](#)**mix-and-match**[Lesson 03, p. 28](#)**multibuy offer**[Lesson 03, p. 27](#)**net weight**[Case 3, p. 101](#)**open price query**[Lesson 08, p. 81](#)**order acknowledgment**[Lesson 06, p. 58](#)**order reference**[Lesson 06, p. 58](#)**outer fabric**[Lesson 02, p. 15](#)**overage**[Lesson 08, p. 80](#)**partial order**[Lesson 06, p. 58](#)**pending exchange**[Lesson 05, p. 49](#)**permission**[Lesson 07, p. 71](#)**physical check**[Lesson 01, p. 6](#)**physical quantity**[Lesson 04, p. 36](#)**pickup**[Lesson 06, p. 58](#)**planogram**[Lesson 01, p. 6](#)**policy condition**[Lesson 05, p. 49](#)**price difference**[Lesson 05, p. 49](#)**price query**[Lesson 03, p. 28](#)**product variation**[Lesson 01, p. 5](#)**proof of purchase**[Lesson 05, p. 48](#)

Vocabulary index / continued

proven loss[Lesson 08, p. 81](#)**purchase preference**[Lesson 03, p. 28](#)**quantity adjustment**[Lesson 04, p. 36](#)**queue**[Lesson 07, p. 70](#)**range**[Lesson 01, p. 5](#)**readiness promise**[Lesson 06, p. 59](#)**receipt**[Lesson 04, p. 37](#), [Lesson 05, p. 48](#)**recorded count**[Lesson 08, p. 80](#)**recount**[Lesson 08, p. 80](#)**refund**[Lesson 04, p. 37](#), [Lesson 05, p. 48](#)**remaining balance**[Case 1, p. 91](#)**replacement stock**[Lesson 05, p. 49](#)**requested remedy**[Lesson 05, p. 49](#)**return**[Lesson 05, p. 48](#)**route confirmation**[Lesson 07, p. 71](#)**saving**[Lesson 03, p. 27](#)**seam**[Lesson 02, p. 16](#)**shelf capacity**[Case 2, p. 96](#)**shop floor**[Lesson 01, p. 6](#)**shrinkage**[Lesson 02, p. 16](#)**size**[Lesson 01, p. 5](#)**specification**[Lesson 01, p. 6](#)**purchase date**[Lesson 05, p. 48](#)**qualifying item**[Lesson 03, p. 27](#)**quantity condition**[Lesson 03, p. 27](#)**queue transfer**[Lesson 07, p. 71](#)**readiness estimate**[Lesson 06, p. 59](#)**ready for collection**[Lesson 06, p. 58](#)**reconciliation**[Lesson 08, p. 80](#)**recorded quantity**[Lesson 04, p. 36](#)**redemption condition**[Lesson 03, p. 28](#)**regular price**[Lesson 03, p. 27](#)**replacement size**[Lesson 05, p. 49](#)**replenishment quantity**[Case 2, p. 96](#)**reservation**[Lesson 01, p. 6](#)**revised total**[Lesson 04, p. 36](#)**same-style exchange**[Lesson 05, p. 49](#)**scan**[Lesson 04, p. 36](#)**second check**[Lesson 08, p. 80](#)**shelf label**[Lesson 03, p. 27](#)**shortfall**[Lesson 08, p. 80](#)**single-item price**[Lesson 03, p. 27](#)**size chart**[Lesson 02, p. 16](#)**split tender**[Lesson 04, p. 37](#), [Case 1, p. 91](#)

Vocabulary index / continued

spoken directions[Lesson 07, p. 71](#)**statutory rights**[Lesson 05, p. 49](#)**stock record**[Lesson 01, p. 6](#)**stockroom**[Lesson 01, p. 6](#)**substitution**[Lesson 01, p. 6](#)**tare**[Lesson 03, p. 28](#), [Case 3, p. 101](#)**till**[Lesson 08, p. 80](#)**twice**[Case 3, p. 101](#)**unit pricing**[Lesson 03, p. 27](#)**unresolved item**[Lesson 06, p. 59](#)**unverified discrepancy**[Lesson 08, p. 81](#)**variance**[Lesson 08, p. 80](#)**void entry**[Lesson 04, p. 36](#)**wheelchair**[Lesson 07, p. 70](#)**zipper**[Lesson 02, p. 16](#)**status update**[Lesson 06, p. 59](#)**stock inquiry**[Lesson 01, p. 6](#)**stock-keeping unit**[Lesson 01, p. 5](#)**store credit**[Lesson 05, p. 48](#)**substitution consent**[Lesson 06, p. 59](#)**tender**[Lesson 04, p. 37](#)**transaction log**[Lesson 08, p. 81](#)**unit price**[Case 3, p. 101](#)**unlined**[Lesson 02, p. 15](#)**unused condition**[Lesson 05, p. 48](#)**update time**[Lesson 06, p. 59](#)**variation match**[Lesson 06, p. 59](#)**walker**[Lesson 07, p. 70](#)**woven fabric**[Lesson 02, p. 15](#)

References and publication notes

All cases, organizations, figures, and conversations are fictional teaching material, not transcripts. Communication practice does not replace qualified advice or current workplace procedures.

[1] US Bureau of Labor Statistics. Retail Sales Workers.

Occupational context for product assistance, promotions, payment, receipts, and exchange-policy communication. The dialogues are original fictional teaching cases. Source checked 10 October 2026.

<https://www.bls.gov/ooh/sales/retail-sales-workers.htm>

[2] Federal Trade Commission. Clothes Captioning: Complying with the Care Labeling Rule.

Background for reading actual garment-care information rather than inventing care claims. The book does not prescribe laundering settings or summarize legal penalties. Source checked 10 October 2026.

<https://www.ftc.gov/business-guidance/resources/clothes-captioning-complying-care-labeling-rule>

[3] Federal Trade Commission. Solving Problems With a Business: Returns, Refunds, and Other Resolutions.

Context for distinguishing requested remedies, purchase records, policies, and factual follow-up. The example exchange conditions are fictional, not universal rights. Source checked 10 October 2026.

<https://consumer.ftc.gov/articles/solving-problems-business-returns-refunds-and-other-resolutions>

[4] US Department of Justice. ADA Update: A Primer for Small Business.

Background for accessible customer service and appropriate assistance. The supplied checkout route is fictional and is not an accessibility-compliance assessment. Source checked 10 October 2026.

<https://www.ada.gov/resources/title-iii-primer/>

Companion course

The website offers the eight-lesson course and related practice. This book can be used independently. No audio access or external account is needed for its exercises.

<https://englishladder.com/efsp-retail-associates-cashiers.html>

Helpful service. Accurate details.

Eight shop-floor lessons, plus three extended conversations about split payments, shelf replenishment, and weighed goods.

Finding the item the shopper actually means

The exact request is blue cotton C218 in medium. Linen L214 is a different item even though it is also blue. Confirming the product does not establish stock, a reservation, or permission to substitute another variation.

Comparing fit, materials, and label information

The care label, not the lining, answers the washing question. A is unlined and permits machine washing; B is lined and says dry-clean only. Do not extend these two examples into a rule about all lined or unlined jackets.

Resolving shelf prices and offer conditions

Two bottles for \$5 works out to \$2.50 per bottle only within that qualifying purchase. It does not change the stated \$3 single-bottle price. One bottle and two bottles are different purchase quantities with different complete totals.

Checking the basket and payment status

The original record incorrectly shows two \$8 mugs, totaling \$16. The corrected record shows one \$8 mug. This is a quantity correction before payment, not a refund of money already taken.

Phil Stilwell

© 2026 Phil Stilwell. All rights reserved.

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means without prior written permission from the author, except as permitted by law.

English Ladder / English for Work / Revised 2026 edition

This publication includes AI-generated text and cover illustration, revised and checked during production. Brand artwork remains the English Ladder mark. This edition makes no claim of independent professional certification.

Typeface: Bitstream Vera, embedded under its accompanying license. Illustration created with OpenAI's native image generator for this edition. The copyright notice is not a claim to ownership of third-party frameworks or references.