

Working as a volunteer in a charity shop – Unit 4

Activities/Worksheets pack**Worksheet 7****Listening task 4 (Recording '3 Customer with donations')**

A customer comes in to the shop. Listen to the recording of Helen, a volunteer, talking to the customer.

1. Does the customer want to buy things or give things to the shop?

2. What is in the bag? Please tick [✓]

CDs []

Cassettes []

Books []

Clothes []

Radio []

Photo albums []

3. Does the customer decide to join the Gift Aid scheme?



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Worksheet 8**Listening task 5 (Recording '3 Customer with donations')**

Listen to Helen again. There is one wrong word in each of these sentences- can you find it and write the correct word?

1. But we can, if you like, sell them for recycling.
2. You might not want to have it resold.
3. It depends on whether they've got anyone who can test electrical items.
4. We're not allowed to test them.
5. Do you know about the Gift Aid team?
6. My friend over there will help you.



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Worksheet 9**Listening task 6 (Recording '3 Customer with donations')**

Now listen to the recording again and answer these questions:

1. What does Helen suggest the customer should do with the radio?
2. Why can't the shop take radios?
3. Can the shop take photo albums?
4. How much extra money can the shop make if the customer signs up for the Gift Aid scheme?
5. Does Helen help the customer fill in the form?



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Worksheet 10
Language focus

Match the items in column 1 with those in column 2. Listen to the recording again if you're not sure.

1	2
<i>a. We can, if you like,</i>	<i>Oxfam can get more for each item that we sell.</i>
<i>b. If it can be used,</i>	<i>if you want to take that.</i>
<i>c. If they're in good condition,</i>	<i>send them for recycling.</i>
<i>d. I've got quite a bag here,</i>	<i>we would certainly sell them.</i>
<i>e. If you sign up for the Gift Aid scheme... and if you're a UK tax payer,</i>	<i>you might not want to have it recycled.</i>

For each sentence, decide if the speaker is making an offer, making a suggestion or giving information.

a.

b.

c.

d.

e.

