

Working as a volunteer in a charity shop – Unit 4

Answers:

Listening task 4 (Recordings '3 Customer with donation/worksheet 7)

1. The customer wants to give things to the shop.
2. The following items are in the bag:

CDs	[√]
Cassettes	[]
Books	[√]
Clothes	[√]
Radio	[√]
Photo albums	[]

(There aren't any photo albums- the customer is going to bring them later.)

3. Yes, the customer decides to join Gift Aid.

Listening task 5 (Recordings '3 Customer with donation/worksheet 8)

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

Listening task 6 (Recordings '3 Customer with donation/worksheet 9)

1. Take it home if it can be used.
2. They don't have anybody who can test electrical items.
3. Yes, if they're in good condition.
4. 28%
5. No, she says her colleague will help.

Language focus (Worksheet 10)

- a) We can, if you like, send them for recycling. Making an offer
- b) If it can be used, you might not want to have it recycled. Making a suggestion
- c) If they're in good condition, we would certainly sell them. Giving information
- d) I've got quite a bag here, if you want to take that. Making an offer
- e) If you sign up for the Gift Aid scheme... and if you're a UK tax
- f) payer, Oxfam can get more for each item that we sell Giving information

