

Working as a volunteer in a charity shop – Unit 4

Transcript - Customer with donations

- Customer Hello
- Helen Hi, good afternoon. Can I help you?
- Customer Yeah, I've got a bag of stuff here, there's some CDs and books and clothes, and I've also got an old radio. Can you take things like that?
- Helen I'm afraid that radios we're not able to sell. But, we can, if you like, send them for recycling.
- Customer Oh.
- Helen Or you might prefer to, you know, take it back and, because if it can be used, you might not want to have it recycled.
- Customer OK, do you think other shops would be able to sell them?
- Helen Possibly. It depends on whether they've got anybody who can test electrical items...
- Customer OK...
- Helen ...to ensure that they're working. We're not allowed to sell them. We don't have anybody here who can test them.
- Customer OK, thanks. And, also, at home I've got a lot of old photo albums that are empty. Would you sell them, or would they just be recycled?
- Helen If they're in good condition, we would certainly sell them, yes.
- Customer OK, OK, so I'll bring them in next time. I've got quite a bag here, if you want to take that.
- Helen Right. Thankyou very much indeed.
- Customer OK, thankyou.
- Helen Do you know about the Gift Aid scheme?
- Customer Mm, I don't, no.
- Helen If you sign up for the Gift Aid scheme, Oxfam is able, and if you're a UK tax payer, Oxfam can get 28p in the pound more for each item that we sell...
- Customer Oh, that sounds like a good idea.
- Helen For each donated item.
- Customer OK, have you got a form I can fill in?
- Helen Yes, so here's the form and my colleague over there will help you.
- Customer OK, thanks very much. Thankyou.
- Helen Thanks.
- Customer Bye
- Helen Bye