

Asking about care instructions

1

CUSTOMER: Hello, I'm thinking of buying this skirt. I just want to check – is it OK to wash it in the machine?

SALES ASSISTANT: Yes, that's fine. You can machine wash it at 30 degrees and iron it at medium temperature.

2

SALES ASSISTANT: How can I help you?

CUSTOMER: I was just wondering, does this jumper need to be dry cleaned, or can I wash it myself?

SALES ASSISTANT: I'm afraid it has to be dry cleaned. The "dry clean" symbol should be on the label ... ah yes, here it is, the "A" in a circle. Different letters are used on different items of clothing – they tell the staff at the dry cleaners which kind of chemical they should use.

3

SALES ASSISTANT: Hello there. Yes, that's a lovely shirt you're looking at there. And it's really easy to look after too. You can just put it in the washing machine at 30 degrees and then in the tumble dryer. And, even better, there's a "do not iron" symbol on the label!

CUSTOMER: Oh, that's brilliant. I hate ironing, so at least that's one less thing for me to do!

4

CUSTOMER: Hello, I wonder if you can help me. I bought these trousers here and now they're too small for me. I don't understand why because I only bought them a week ago.

SALES ASSISTANT: Did you put them in the tumble dryer?

CUSTOMER: Yes I did, after I washed them on Tuesday.

SALES ASSISTANT: Oh, sorry, but the symbol on the label here means "do not tumble dry". That's the reason why they shrunk.

CUSTOMER: Oh no! How silly of me!

5

CUSTOMER: Excuse me, I really like this wool cardigan. It's really pretty. Is it OK in the washing machine or do I need to hand wash it?

SALES ASSISTANT: I'm afraid it's hand-wash only. That's what the symbol on the label with the little hand means.

CUSTOMER: Ok, thanks. I really like it though, so I think it's worth the extra work!