

## At a drugstore

Customer: Hello.

Salesperson: Hi, how are you doing today, sir?

Customer: *Not feeling too good. I have, um, a (1. ) nose and (2. ) a lot and...*

Salesperson: So regular cold (3. )? Do you have a (4. ) throat or....?

Customer: A little bit.

Salesperson: Okay. And are you looking for a cold medicine?

Customer: Yes, so I was wondering if you could recommend a couple of different kinds.

Salesperson: Well, let me take you here to the (5. ), and I will point out several of the different cold, um,

remedies that we have. Uh, do you feel congestion in your throat, or do you feel.... It is in your lungs as well?

Customer: Yeah, I'm feeling congested in my (6. ), and (7. ) nose and....

Salesperson: Okay. So you would want an expectorant to bring it up. You need a decongestant as well. And this cough (8. ) here, uh, made by Robitussin, is a very good one for those types of (9. ).

Customer: Okay. Is there anything else?

Salesperson: Um... well, you can look at these other cold remedies. There's Triaminic and other cold remedies, and we also sell this over here which is in the capsule formula.

Customer: Okay. And if, uh, if it's too strong for me, can I only take one instead of two or...?

Salesperson: Uh, I would recommend two, but if you have a problem (10. ) the medicine or anything like that, certainly one would help to alleviate, uh, your symptoms. The other thing I would re..., uh, suggest is taking another remedy, uh, such as Nyquil which will (11. ) you to (12. )(13. ) and help you get your (14. ), something that we often do.

Customer: Oh, okay. Uh, sounds good. *I will take* the Nysquil and the Robitussin.

Salesperson: Okay, wonderful. Come with me to the checkout counter.

Customer: Thank you.