

Task 1. Work in pairs. Act out the dialogue and then answer the question: What service is the customer using in the dialogue?

(Làm việc theo cặp. Diễn kịch theo bài đối thoại và sau đó trả lời câu hỏi ở bài đối thoại khách hàng sử dụng dịch vụ gì?)

A: Excuse me!	B: It's five thousand dong. You can see the rates on the table.
A: Could you help me to send this document to my office by fax?	B: Certainly. What's the fax number, please?
A: Thank you. Oh. How much is that?	B: You're welcome.
A: It's 04.7223898.	B: Yes? What can I do for you, sir?
A: Yeah. I see. Here you are. Thank you.	B: OK. I'm sending it now.

