

Activity 6:

Read the scenarios and choose a response from the list below. Practice the dialogues with your partner. (There could be more than one answers.)

1. Customer: "I don't need this item anymore." _____
2. Customer: "I have a coupon. Will it work?" _____
3. Customer: "I don't know how to use my debit card." _____
4. You will get \$5 from the company if you apply for the store credit card.

5. Customer: "I would like to return this dress." _____
6. Customer: "You scanned an item two times by accident." _____
7. Customer: "I would like to pay for these." _____
8. Ask the customer to pay. _____
9. The customer couldn't find what they were looking for. _____
10. The customer doesn't have enough money in his account.

11. Customer: Could you please tell me about the total after the next item?

12. Customer: "I read that there's a 10% discount." _____
13. Customer: "Can I pay with a bill of fifty?" _____
14. Customer: "If it doesn't fit can I exchange it?" _____

Responses:

- a. Please swipe/insert/tap your card.
- b. Would you like bags? /How many bags would you like?
- c. Is this everything for you today?
- d. Did you find everything you were looking for?
- e. Do you have a points/airmiles card?
- f. Are you using any coupons today?
- g. I'll need to call the manager for your return.
- h. Your sub total is \$30.39.
- i. Would you like to apply for a store card to collect points or save 10% off your entire purchase?
- j. I'm sorry, but your card has been declined. Would you like to use another form of payment?
- k. Will that be cash or card? / How will you be paying today?
- l. "Oh, you need only one, not a problem I'll void one."
- m. "Oh, I'm sorry, I can void it."
- n. Yes, you can exchange within 90 days but make sure the tags are on and don't lose the receipt.
- o. Your total comes to \$18.50.
- p. \$50? Here's your change \$1.50 (dollar fifty).
- q. Would you like your receipt in the bag?
- r. Would you like to use your points?
- s. Will that be all for you today?



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