

LOCATION 1 [M = Spanish]

M: Where are the men's ?

F: Right here on the floor in men's casual. That department is in the back of the store, right in front of the

M: Back of the store? Thanks! Oh. And the ?

F: In the, near the elevators.

M: Thanks! F: No problem.

LOCATION 2 [M = Indian]

F: Yes, sir. How can I help you?

M: I'm looking for the department.

F: Men's or women's?

M: Children's, actually.

F: The children's department is Take the to the second floor and walk to the of the store. It's right there. You'll see it.

LOCATION 3 [M = U.S. regional]

M: Excuse me. Where's the restaurant?

F: There are two restaurants, sir. There's a coffee shop and a self-service

M: The coffee shop.

F: That's downstairs in the basement.

M: How do I get there?

F: Just take the and turn when you get off.

LOCATION 4

M: Excuse me, ma'am. Where is the lingerie department? I'd like to buy something for my

F: The lingerie department is on the floor, in the front of the store. Just go up the stairs and turn

LOCATION 5

F1: I'm looking for

F2: Purses? They're in accessories.

F1: Where's that, please?

F2: Go straight down the It's just after you pass the escalators.

F1: Thanks!