

Name.....Class.....

**Dialogue : Adjust the watch strap**

Customer: Good morning. I need to adjust my watch strap. Can you help me?

Watchmaker: Good morning! Of course. Would you like it tighter or looser?

C : I want it tighter, please.

W : Sure. Let me check the size. (Measures the strap) It will take about 10 minutes.

C : Great! How much does it cost?

W : The service fee is 150 baht.

C : That's fine. Thank you.

W : You're welcome. Please take a seat, and I'll call you when it's ready.

C : Okay, thanks.



**Choose the best answer.**

1. What does the customer want to do with the watch strap?

- a) Buy a new strap
- b) Adjust the strap
- c) Fix the watch
- d) Change the battery

2. How long will the service take?

- a) 5 minutes
- b) 10 minutes
- c) 20 minutes
- d) 30 minutes

3. Why might the watchmaker need to measure the strap before adjusting it?

- a) To ensure the strap fits the watch properly
- b) To determine the time needed for the adjustment
- c) To confirm the customer's watch size
- d) To avoid making mistakes during the adjustment

4. Do you think the price of 150 baht for this service is reasonable? Why or why not?

- a) Yes, because the service includes careful measurement
- b) Yes, because the price is affordable for most customers
- c) No, because the price is too high for a small adjustment
- d) No, because the service should be free for regular customers

5. If the customer had to wait longer than 10 minutes, would the service still be satisfactory? Why?

- a) No, because the customer expects fast service
- b) No, because waiting too long shows poor time management
- c) Yes, if the watchmaker informs the customer in advance
- d) Yes, because accuracy is more important than speed

