



## COMMUNICATION WITH A CUSTOMER

Which is the correct phrase to use in each situation?

*Match the questions 1- 16 to the possible answers A- T  
(There are two extra options)*

- 1) How will you greet your customer at 10 a. m.?
- 2) How will you greet your customer at about 3 o'clock in the afternoon?
- 3) How can you ask a customer to sit down in a very polite way?
- 4) What will you usually ask after greeting?
- 5) How can you apologize for any problems?
- 6) How can you express that you agree with a customer?
- 7) What will you say if you do not agree with a customer?
- 8) What will you say if you do not understand well?
- 9) How can you express your very polite thanks to a customer?
- 10) What will you say after customer's thanking?
- 11) What will you say if you would like to open a window?
- 12) How will you recommend a face massage?
- 13) How can you express two opposite opinions?
- 14) How will you say "no" being very polite?
- 15) How can you express your opinion?
- 16) What will you say to a customer leaving the salon?

- A) Sorry madam, but I'm afraid that's not possible.
- B) Thank you very much for choosing our Beauty Parlour.
- C) Do you mind if I open the window?
- D) It seems to me that the facial peeling is too aggressive for your skin type, I would rather suggest a moisturizing mask.
- E) Pardon? Can you say it again, please?
- F) I'm not sure about that.
- G) Good morning Madam.
- H) May I ask you to sit down here?
- I) I think that the hot stone massage is the best treatment to help loosen muscle tension.
- L) I don't think that's the right choice.
- M) See you soon.
- N) Yes, I agree. You're right.
- O) Good afternoon Mrs. Wolf.
- P) I am really sorry for the inconvenience.
- Q) You're welcome.
- R) Would you like to try a rejuvenating facial massage?
- S) Good bye.
- T) How can I help you?