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?