

Name:

## Talking to customers - 2

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- ① Work on your own to prepare yourself for the following role play. Write down bullet points on things to say and vocabulary you might need. The phrases below can also help you.

**Salesperson A:** Be polite. Apologize for the broken item. Ask for a receipt. If they have it, you can offer a refund or replacement.

**Customer B:** You're at a games shop looking for a birthday gift for your sister. Ask for recommendations, listen to the salesperson and decide what would be fitting.

**Salesperson C:** Smile, give directions to checkout, and offer to take the customer there.

**Customer D:** You want to return a pair of shoes you bought. You can show your bank payment but you lost the receipt. Try to explain and get help.



### Polite Offers:

- "Can I help you with something?"
- "Would you like me to check in the back?"
- "Let me find someone who can assist you."



### Clarifying Problems:

- "Can you show me the issue?"
- "What exactly seems to be the problem?"
- "Do you have the receipt with you?"



### Giving Solutions:

- "I can exchange it for you."
- "We don't have that size right now, but I can order it."
- "I recommend this one instead — it's similar."



### Apologizing / Being Polite:

- "I'm really sorry about that."
- "Thanks for your patience."
- "Let me fix that for you."

- ② Look for a new partner for each role play and try to talk to him, having a natural conversation in English.
- ③ After each roleplay talk to your partner again (you can do it in German) and think about what went right and what went wrong in your role play. Take notes on what to do better next time.
- ④ Do the role plays again, if possible with new partners and use your notes to improve and do better what didn't work last time.