



Situation

Our Google reviews on the internet are bad! That's not how we should behave towards our customers!

Warenhaus MAINBLICK Würzburg

[Write a review](#)

3,5 ★★★★★ 127 reviews

People often mention

All

cash desk 7

village 5

mail 4

sausage 4

counter 3

salad 3

bakery 3

Sort by

Most relevant

Newest

Highest

Lowest



Bi Sch

1 review

★★★★★ a month ago

Noch nie beim Einkauf so unfreundlich behandelt worden wie heute. Die Dame die an der Kasse saß - einfach nur unverschämt.



2

How to be polite?

Your shop manager wants you to give polite answers to our customers.



Task 1 – Giving Polite Answers

- **Expand the notes in brackets to give polite answers!**
- **Use an extra sheet of paper!**
- **Use the tip box and your own ideas!**
- **Work with a partner!**



Complete the Sentence!

From today's lesson I can take...





	English		Date:
---	---------	---	-------

Giving Polite Answers

Exercise 1: Giving Polite Answers

Use an extra sheet of paper!

Expand the notes in brackets to give polite answers in the following situations at the cash desk. Use examples from the tip box and your own ideas.



Clothing store

1

Man Excuse me. Can you change this 100-euro note for me?

Assistant (no) I'm sorry, I don't have enough change.

2

Woman Could you put all the clothes in one big bag, please?

Assistant (no / only small bags) I'm sorry, we only have small bags.



Supermarket

3

Man Excuse me. Do you sell flowers?

Assistant (no / flower shop nearby) I'm afraid we don't. But there is a flower shop nearby.

4

Woman Can you tell me what goods are on offer next week?

Assistant (flyer) Yes, sure.. You can take a look at this flyer here.



Department store

5

Man Can I leave this table cloth at the cash desk while I buy some table mats?

Assistant (closing in five minutes) I'm afraid we are closing in five minutes, so I wouldn't recommend it.

6

Man Can you stamp my parking ticket so I get free parking?

Assistant (no / minimum €10 / customer only spent €1.99) I'm sorry Ms but we only stamp parking tickets with a minimum of 10€ spent.



Consumer electronics store

7

Woman My husband and I each have a €10 discount voucher. Can we use them to buy this coffee maker?

Assistant (no / one voucher per transaction)

8

Man Can you test these light bulbs for me before I buy them?



coffee maker?

Assistant (no / one voucher per transaction)

8

Man Can you test these light bulbs for me before I buy them?

Assistant (no / ask assistant)

I'm afraid you can't. You can only use one voucher per transaction.

I'm sorry I can't. But I could ask an assistant to help you.

TIP

Being polite

Always use *sir* and *madam* (American: *ma'am*) when speaking to customers.

Use *I'm afraid ...*, *I'm sorry* or *Sorry* instead of *No* because a short no answer is impolite for English speakers, e.g. *Do you accept US dollars? I'm afraid we don't, madam.*

Use *certainly* with yes when giving help or permission, e.g. *Can I leave these items at the cash desk while I do some more shopping? Yes, certainly, sir.*

Never give one-word answers! They are impolite for English speakers. Give a short answer (three words) and/or helpful information, e.g. *Do you sell baby clothes? I'm afraid we don't, but try Baby World upstairs.*

e.g.(for example) = z.B.

i.e.(that is/means) = d.h.