

Class 6

Cómo pedir ayuda al ir de compras y mejorar la atención al cliente

SCRIPT

Customer: Excuse me, could you help me please?

Salesperson: Hello! What can I do for you today?

Customer: I'm looking for a pair of jeans.

Salesperson: Certainly! We have a great selection of jeans. Follow me, and I'll show you some options.

Customer: I like this pair. Could I try them on?

Salesperson: By all means! The fitting rooms are right this way. Let me know if you need a different size or any assistance.

Customer: These jeans are nice, but they're a bit too long. Could you check if you have them in a shorter length, please?

Salesperson: I'm sorry, but we don't have this specific style in a shorter length at the moment. However, we do have these same skinny jeans in another color. Would you like to try them on?

Customer: That would be great!

Salesperson: Is everything ok? How did they fit?

Customer: They fit perfectly. I'll take them!

Salesperson: Excellent. The total will be \$49.95. Would you like a bag?

Customer: No, thank you. I brought my own. Could I have the receipt, please?

Salesperson: Absolutely! Would you prefer a printed copy or should I send it to your email address?

Customer: Sending it to my email is perfect, thanks.

Salesperson: Great! I just need your email address, please.

Customer: Sure, it's shoptilyoudrop@platzi.com

Salesperson: Ooh! I like your email address, thank you. You'll receive the receipt shortly.

Customer: Thank you for all your help.

Salesperson: No problem! Have a wonderful day!

CLASS 6: ACTIVITY

Instructions:

After listening to the conversation between a customer and a salesperson, look at the answers that the salesperson gave to the customer: What questions did the client ask the store assistant?

1. Salesperson:

"Of course! What can I do for you today?"

- a. Excuse me, could you help me please?
- b. Would you have this in another color?

2. Salesperson:

"By all means! The fitting rooms are right this way. Let me know if you need a different size or any assistance."

- a. Could you check if you have them in another color?
- b. I like this pair. Could I try them on?

3. Salesperson:

"I'm sorry, but we don't have this specific style in a shorter length at the moment. However, we do have these same skinny jeans in another color. Would you like to try them on?"

- a. Could you check if you have them in a shorter length, please?
- b. Would you check if you have them in a longer length, please?

4. Salesperson:

"Absolutely! Would you prefer a printed copy or should I send it to your email address?"

- a. Could I have the receipt, please?
- b. Would you help me return this?

★ Bonus

Rewrite the following sentence replacing the numbers with letters: *"The total will be \$49.95."*

CLASS 6: ANSWER KEY

1. **Salesperson:**

"Of course! What can I do for you today?"

- a. Excuse me, could you help me please?
- b. Would you have this in another color?

2. **Salesperson:**

"By all means! The fitting rooms are right this way. Let me know if you need a different size or any assistance."

- a. Could you check if you have them in another color?
- b. I like this pair. Could I try them on?

3. **Salesperson:**

"I'm sorry, but we don't have this specific style in a shorter length at the moment. However, we do have these same skinny jeans in another color. Would you like to try them on?"

- a. Could you check if you have them in a shorter length, please?
- b. Would you check if you have them in a longer length, please?

4. **Salesperson:**

"Absolutely! Would you prefer a printed copy or should I send it to your email address?"

- a. Could I have the receipt, please?
- b. Would you help me return this?

☆ **Bonus**

Rewrite the following sentence replacing the numbers with letters: *"The total will be \$49.95."*

Possible answers

- The total will be *forty-nine dollars and ninety-five cents*.
- The total will be *forty-nine dollars ninety-five*.
- The total will be *forty-nine ninety-five*.