HELPING CUSTOMERS IN ENGLISH

Activity One: Let's read through the expressions.

<u>Approaching people who are confused or have a problem:</u>

Hello, can I help you?
Do you have a question?
Is there something I can help you with?
Do you need help?
Would you like me to show you something?

<u>Offering help:</u>

Let me help you with that…
Would you like me to help you?
Do you need some help?

<u>Answering questions with an explanation:</u>

Well, let me explain. ;
I will explain to you how it works. ;
I will explain the problem.
I'd like to just explain that…
First let me explain…
Well, the fact is that…



<u>Answering positively:</u>

Yes indeed, we can do that. ;
No problem.
Of course.
Let's sort this out straight away.
We can solve this problem immediately.

<u>Answering negatively:</u>

I'm afraid that won't be possible.
I'm sorry but that's impossible.
I'm afraid that we won't be able to do that straight away.
That's not going to be possible, I'm really sorry.

Activity Two: Using some of the above expressions simulate the following conversations.

1. You see a couple arguing with a sales person in the bedroom department. They are finding it difficult to make him understand what they want. In fact they want to know about sheets for a round bed, which they would like to buy. You offer help and answer their questions.

2. You are asked to help a colleague at the customer service desk who is dealing with an English man who is very disappointed with the kitchen, which has been delivered to his house with pieces missing. You answer the mans questions but as he wants your delivery people to bring the missing pieces to his house the next day you have to tell him it's impossible.

3. At eight pm an English woman comes to ask for a van to hire to transport the items she has just spent three hours choosing. You have to explain how the system works so that she understands why this is not possible. (There are no vans left so late in the day).

4. You are at the customer services desk. An English speaking family would like to have a lot of furniture delivered to their home later that day. You tell them it is possible and answer their questions.

Activity Three: Are you being served?

This is an expression to ask politely if a customer needs help but it is also the name of a very famous 1970's TV show in England. Let's watch an extract. Remember it is not a problem if you don't understand everything.

1. What does the first man ask?
2. First – here is the information I want you to listen out for.
3. What is the major misunderstanding, which develops?
4. What is being sold?
5. What is the lady with the pink hair selling?
6. What does the lady in the pink hair talk about to her colleague?
7. Why does captain Peacock not like the deliveryman coming onto the shop floor?
8. What does Mr Harmon demonstrate?
9. What is the lady in the brown coat wearing?
10. How does her husband explain what he is wearing?

Activity Four: Discussion – Keeping your customers happy.

- How can you make customers happy when they have a problem?
- How important is this in IKEA?
- Is it possible to turn around a situation just by being polite and through communication?

Activity Five – Shiny Happy Customers. Listen and fill the gaps.

Shiny happy people …….
Meet me in the ……..
People people
Throw your love …….
Love me love me
Take it into ……..
Happy happy
Put it in the …….
Where the flowers ……
Gold and silver shine



Shiny happy people holding hands
Shiny happy people laughing

Everyone around love them, love them
……. it in your hands
…….. it take it
There's no time to cry
Happy happy
Put it in your heart
Where ……. shines
Gold and …….. shine

Shiny happy people holding hands
Shiny happy people laughing.