



## Unit 14 The customer's always right

### Task 08

Announcer: Dialogue 1. At Annie's bakery:

Assistant: Good evening, madam. How may I help you?

Customer: Yeah, hi.

Assistant: Can I help you with anything?

Customer: Well, I'm looking for number 2, Whitchurch Lane.

Assistant: You found it!

Customer: NO! My phone is saying this is Dougie's coffee shop. This is supposed to be Dougie's coffee shop?

Assistant: Oh, yeah. It used to be over two years ago, but they closed down and we moved in.

Customer: NO! Phones are not wrong. This is supposed to be Dougie's coffee shop!

Assistant: Nope, this is Annie's bakery. Sorry to disappoint you.

Customer: Oh, I'm sorry. I don't understand this.

Assistant: I'm sorry, madam, but this is Annie's bakery. There is another coffee shop down the road, though.

Customer: Okay, I guess I'll go down the street. But you're sure there isn't a coffee shop here?

Assistant: One thousand percent sure. Have a wonderful evening.

Announcer: Dialogue 2. At the building supplies shop:

Assistant: Good morning. How may I help you?

Customer: Hi, I need to get a small dump truck of pebble stones delivered to my address.

Assistant: Absolutely. It will be €40 for the delivery and we can get it delivered this afternoon, if that works for you?

Customer: Okay. Will the truck driver be able to get in the backyard?

Assistant: As long as there are no fences or trees in the way he should be able to, but he'll have to look at it when he gets there.

Customer: My gate is four feet wide. That's enough, right?



- Assistant: No, sir. He usually needs gates to be eight to ten feet wide depending on the area. If that's the only way to get to your backyard, unfortunately he will have to dump your pebble stones in the front garden.
- Customer: Okay, he'll just need to wheelbarrow it into the backyard for me, then.
- Assistant: No, sir. He will not be able to move anything with a wheelbarrow. We just deliver the material with the truck and get as close as we can to where you want it.
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- Announcer: Dialogue 3. At a stationery shop:
- Assistant: That'll be €3 please.
- Customer: Why should I have to pay €3 for this card? Why, just because it's from a well-known brand? Why should I have to pay that?
- Assistant: Hmm. Well, it just costs €3. There is really nothing I can do about that. Do you need a 10 cent bag?
- Customer: A 10 cent bag? A 10 cent BAG? I'm paying €3 for a card and you want to charge me 10 cents for a bag?
- Assistant: Just the card then. That'll be €3 please.
- Customer: George, look at this! I have to pay €3 for this card and now she wants me to pay 10 cents for a bag. RIDICULOUS.
- Husband: RIDICULOUS.
- Customer: I can't believe you want us to pay 10 cents for bags when you charged me this much for a card.
- Assistant: Madam, it is shop policy to charge for the bags. The money goes towards environmental protection. Here's your change. Thank you. Goodbye.
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- Announcer: Dialogue 4. At a clothes shop:
- Assistant: How may I help you?
- Customer: I require an orange cardigan, orange like an orange, if you know what I mean. And there should be sparkly buttons, not the cheap plastic ones, but – you know – the mother of pearl ones.
- Assistant: I am not sure if we have something like that, but let's look in the ladies department. Please follow me.
- Customer: I find your lack of faith disturbing, but very well. Let us proceed.



Assistant: What about this one? It's orange, and it does have some very pretty buttons. They are not mother of pearl, but covered in a cute fabric.

Customer: This might do. Do you have it in size 52?

Assistant: No, sorry, we only go as high as 48.

Customer: This is ridiculous! What kind of shop is this anyway? I shall not be coming back!

Assistant: Oh, I'm sorry we couldn't find what you were looking for this time, madam. If you like ... I can check out our online catalogue.

Customer: Don't bother.