

Activity 15: Speaking and listening scenarios

Look at each of the scenarios below. For each one discuss with a partner:

- » What action would you take?
- » What would you say? What words and phrases would you use?
- » Make notes and try each scenario out with your partner.

<p>1. A person drops a £20 note when leaving your shop. Before you can tell them a man picks it up and puts it in his pocket.</p>	<p>2. A young girl brings a puppy into your café, where dogs are not allowed.</p>	<p>3. You work in a clothes shop. A woman tries a dress on and says she likes it and asks you what you think. You think it is totally unsuitable for her.</p>
<p>4. A man asks to try on an expensive suit but he has very bad body odour.</p>	<p>5. Someone pushes past customers to the front of the queue saying they are in a hurry and parked on double yellow lines. They ask you to serve them first.</p>	<p>6. You notice one of your colleagues in the pizza takeaway not wearing hygiene gloves. They scratch their head and carry on making pizzas without washing their hands.</p>
<p>7. You have just finished styling your customer's hair. They were not paying attention to what you were doing. They now say they hate it and it is not what they asked for.</p>	<p>8. You work in a restaurant. A teenage girl in a family group has had too much to drink and is using abusive language. Another customer complains and asks you to tell her to stop.</p>	<p>9. One of your colleagues keeps talking about her boyfriend while customers are waiting to be served. One customer complains to you.</p>
<p>10. You see two women stealing perfume. One is distracting your colleague while the other is putting the perfume in her bag.</p>	<p>11. A man comes to your counter and starts shouting at you, saying that the goods he bought are faulty. He purchased them from a different department in your store.</p>	<p>12. A woman wants a full refund for a dress she bought. She has no receipt and you don't recognise the dress as one your store sells.</p>