

Nonverbal Dialogue Activity

Day 06

Customer: Excuse me, can you help me?
Employee: Yes of course, what can I do for you?
Customer: I bought this T-shirt for my son this afternoon, but it doesn't fit him, it's too small.
Employee: Do you want to change it or get a refund?
Customer: I'd like to change it for a larger size. Do you have these in large?
Employee: I'll just check. Let's see, yes we have large or extra large, which would you prefer?
Customer: I think large will be fine, it's for my son.
Employee: That's fine, if it doesn't fit just bring it back again. If you take it to the customer service desk, they'll sort it all out for you.
Customer: Thank you. Just as a matter of interest do you give refunds?
Employee: Yes, of course. You can bring any clothing items back up to three weeks after purchase, but you must keep the receipt.
Customer: I see, thanks again.
Employee: You're welcome.

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