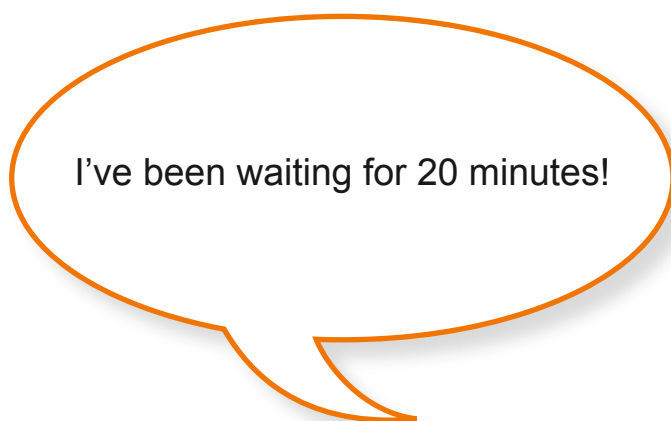


5: How can you help?

Think about:

- what you would say
- your body language.



Activity 5: What should you say?



Look at the scenarios below.

In pairs, role play what you would say to each customer.

A customer complains that they have been given the wrong meal.

A customer arrives 10 minutes late at the hotel spa. They apologise for being late.

You work in a restaurant. You need to take a customer's food order.

You are a receptionist at a hotel. A customer phones to book a room.