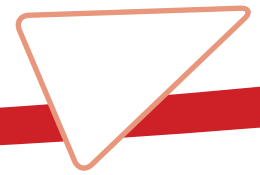


3: How can I help you?





Activity 3: Working with customers



You are going to be in a role-play.

Use this checklist to see how you did.

Things to check	
Did you greet the customer?	<input type="radio"/>
What did they want to buy?	
Did you do these things?	<input type="radio"/>
• Say hello?	<input type="radio"/>
• Smile?	<input type="radio"/>
• Make eye contact?	<input type="radio"/>
• Ask questions?	<input type="radio"/>
• Listen?	<input type="radio"/>
• Talk about the product?	<input type="radio"/>
• Speak clearly?	<input type="radio"/>
• Close the sale correctly?	<input type="radio"/>