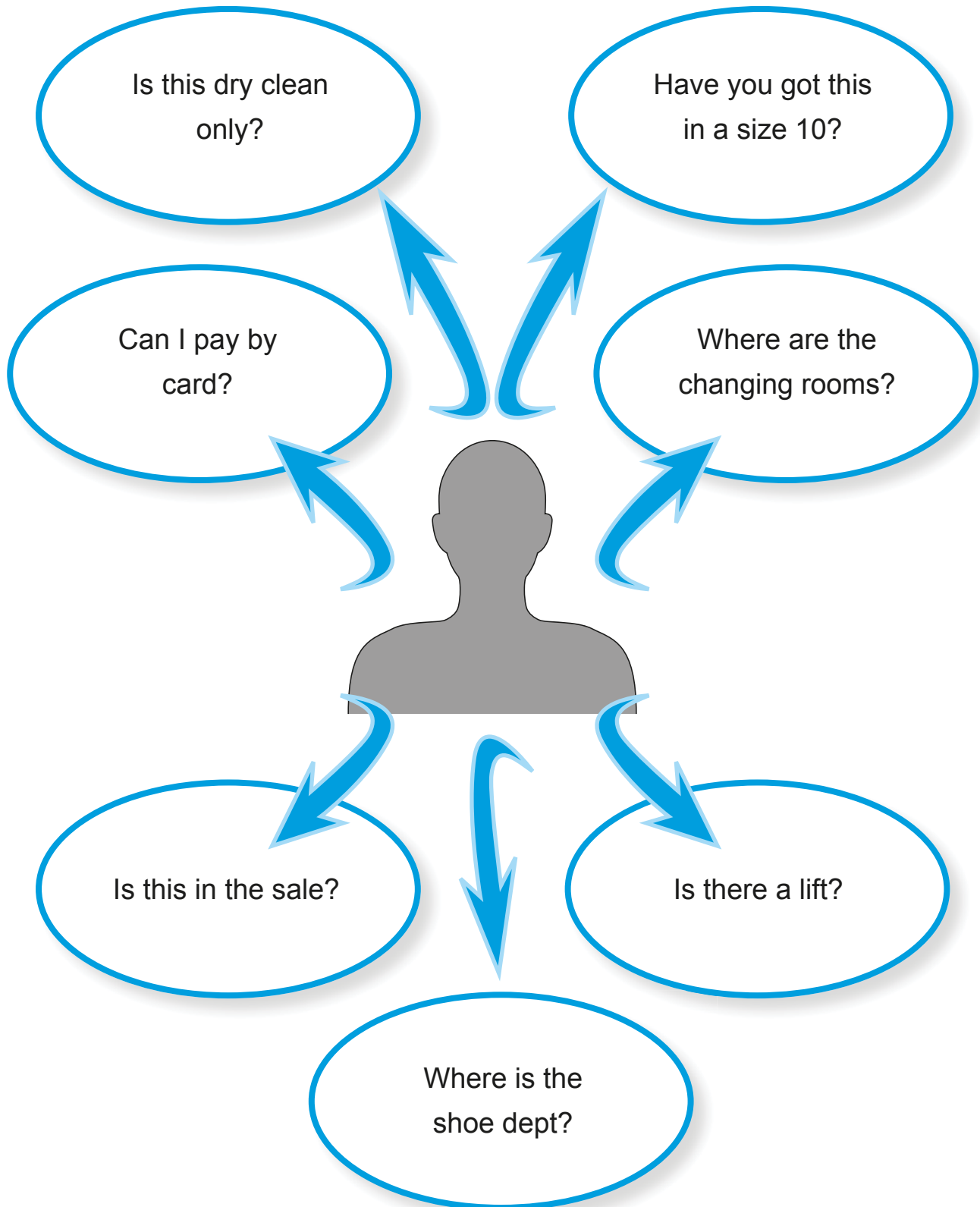
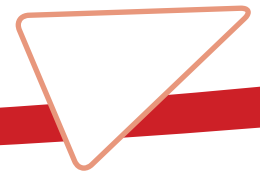


5: What do they need?

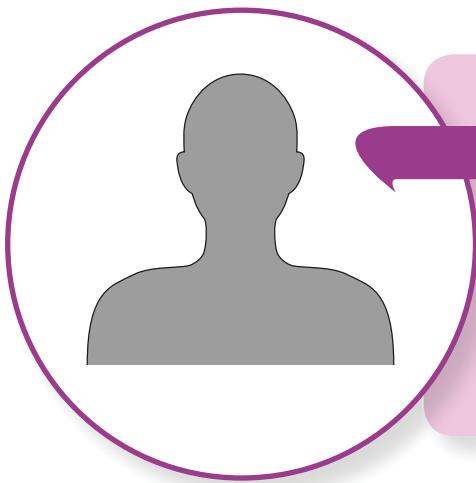




Activity 5: How can you help?



- 1 Read Mr Elias' story. How can you help?
- 2 List some other services that customers may need. How can you help them?



1 Mr Elias walks with a stick.

He needs to get to the second floor.

1

2