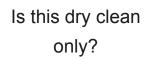


5: What do they need?



Have you got this in a size 10?

Can I pay by card?

Where are the changing rooms?

Is this in the sale?



Where is the shoe dept?

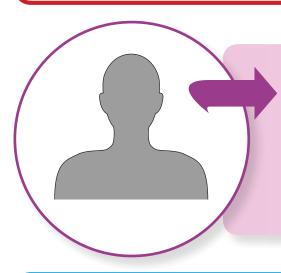




Activity 5: How can you help?



- 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