

## 6: What's the message?

You are going to play the whisper game.

Your message must be clear.



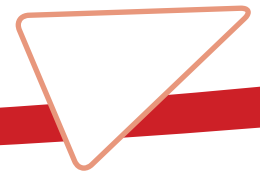
You need a size 10? I'll check the stock room.

You need a size 12? I'll check the stock room.

You need a size 12? I'll check the back room.

You had a size 12? I'll check the back room.





## Activity 6: The best way



Which is the best way to communicate?

Circle the best word.

1 You need to know if you can take your break.

Ask

Phone

Staff rota

Listen

Email

2 A customer asks what time another store closes.

Ask

Phone

Staff rota

Listen

Email

3 You need to tell a customer their special order is in.

Ask

Phone

Staff rota

Listen

Email

4 You need to know when your next shift is.

Ask

Phone

Staff rota

Listen

Email

5 A team member is upset about carrying heavy boxes.

Ask

Phone

Staff rota

Listen

Email