


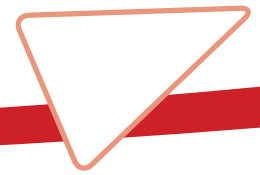
6: Using words

What is the purpose of this type of communication?

When might you use it?



price label	website
sign	poster
email	letter
store directory	voucher



Activity 6: Customer questions



Read the customer questions. Where would you find the answer to each one?

1 Where are the toilets?

2 How much is it?

3 When does the shop close?

4 Is my order ready to pick up?

5 When do I need to pay my store card bill?

6 How can written communication help with good customer service?