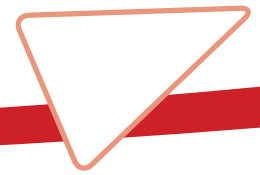


## 7: How are these people communicating?





## Activity 7: Getting information



Mrs Williams comes to your store. She wants to buy her son a laptop. Answer the questions.



- 1 How can spoken communication and body language help you give Mrs Williams good customer service?

- 2 What type of questions should you ask Mrs Williams to find out what she needs?

- 3 Why is it important to listen to what Mrs Williams says?