

# A Clerk **VS** A Customer

## Role Play Card

A Cashier	Hi. How can I help you?
A customer	<b>I would like to return _____ please. (make a polite request)</b>
A Cashier	What is the reason for the return?
A customer	<i>(problems and reasons for returning item)</i>
A Cashier	Sure, I can help you with that. Anyway, can I see your receipt, please.
A customer	Yes, here it is.
A Cashier	Anyway, how did you pay?
A customer	<i>(answer with the method of payment)</i>
A cashier	Okay. Please insert your card into the machine./ Here's your cash.
A Customer	Sure.
A cashier	Thank you. Your refund is complete.
A Customer	Thank you very much.
A cashier	You're welcome.