

Be the master of Daily Conversation Day 1

A Rude Clerk

Customer: May I speak with the store manager, please?

Store manager: I am the store manager. How can I help you?

Customer: One of your sales clerks was very rude to me.

Store manager: I am very sorry to hear that. Could you please tell me which clerk?

Customer: His name is Bob. He works in the mornings.

Store manager: I will talk to Bob as soon as possible.

Quiz

A. Who does the customer want to speak with?

- ☐ Sales clerk
- ☐ Store manager
- ☐ Bob
- ☐ None of the above

2. What happened to the customer?

- ☐ Sales clerk was rude
- ☐ Store manager was rude
- ☐ Customer wanted a discount
- ☐ The store was closed

3. What is the store manager going to do?

- ☐ Close the store
- ☐ Go to lunch
- ☐ Give the customer a discount
- ☐ Speak with his sales clerk

Answers:

1. Store manager
2. Sales clerk was rude
3. Speak with his sales clerk