

Teacher	Yi-Chien Peng (彭怡倩 老師)
Book	Service Industry English
Editor	賴世雄 總編審
Publisher	智藤出版有限公司
Publishing Date	2009/06
Paperback	325
Price	300
Content Introduction	The book, Service Industry English, aims at providing a useful English conversation for ones who want to speak fluently English when dealing with foreigners. The clear explanations help learners to have a basic idea and clearly know how to talk properly in any kinds of stores or situations in the future.

Abstract

The book, Service Industry English, aims at providing a useful English conversation for ones who want to speak fluently English when dealing with foreigners. The author sorts out some useful sentence patterns and phrases. Readers can easily get the idea about each situation and feel comfortable when they face all kinds of problems. The clear explanations help learners to have a basic idea and clearly know how to talk properly in any kinds of stores or situations in the future.

Service Industry English

There are nine parts talked in this book under different situations and problems. From the topics of each chapter, readers can get the advantages from the book.

I. Clothes clerk

1. Greeting a customer

2. Helping a customer find something

Useful phrases: Can I help you find anything?

3. Apologizing for not having something a customer wants

Useful phrases: Could I interest you in another style?

4. Recommending something to a customer

Useful phrases: We have them in three colors.

5. Try something on

Useful phrases: They're right behind you.

6. Suggesting a different color

Useful phrases: Would you like to see that shirt in blue?

7. Getting a different size for the customer

Useful phrases: Just a moment.

8. An unhappy customer

Useful phrases: We're all out. / I'll see what I can do.

9. Asking about sale prices

Useful phrases: What a great deal!

10. Altering a pair of pants

Useful phrases: I'd like to get these pants altered.

11. Asking for a discount

Useful phrases: I'll take these five dresses.

12. At the checkout

Useful phrases: Is this all for you today?

13. Making an exchange

Useful phrases: I need to exchange this skirt.

14. Asking for a refund

Useful phrases: Then I'll just refund your money.

II. Convenient store cashier

1. Helping with the copy machine

Useful phrases: What size do you need?

2. How to use the fax machine

Useful phrases: Press this button, and then key in the phone number.

3. Exchanging a receipt for a prize

4. May I use the bathroom?

Useful phrases: Our restroom is for employees only.

5. I'd like this sent

Useful phrases: Will that work out?

6. Helping to place an order

7. Discussing calling cards

Useful phrases: All you need to do is peel off this sticker and dial the number.

III. Supermarket cashier

1. Would you like a basket?

Useful phrases: Would you like a cart or a basket?

2. Locating an item

Useful phrases: The tissues will be on the right-hand side.

3. Price check!

Useful phrases: The price comes up as NT\$140.

4. Would you like a sample?

Useful phrases: Would you like to try a free sample of our Italian sausage?

5. They're on sale

Useful phrases: I see you're looking at the apples.

6. Helping with a coupon

Useful phrases: It doesn't expire until the 16th.

7. Weighing a purchase

Useful phrases: Can I have this fish weighed?

IV. Cell phone clerk

1. What can this cell phone do?

Useful phrases: Can I have a look at it?

2. Guarantees on cell phones

Useful phrases: During that time, any problems with it can be fixed by the manufacturer.

3. What's included?

Useful phrases: What is included if I purchase this cell phone?

4. Explaining package deals

Useful phrases: What kinds of package deals do you offer with your contracts?

5. Signing a contract

Useful phrases: After you've read it, please sign on the line below it.

6. Terminating a contract

Useful phrases: What seems to be the problem?

7. Helping with repairs

Useful phrases: You'll need to provide the warranty and fill out this repair form.

V. 3C store clerk

1. Would you like to see this stereo?

Useful phrases: Would you like to try out this stereo to see if it's what you're looking for?

2. Will that be for delivery?

Useful phrases: However, the price goes down if you spend more.

3. Giving a demonstration

Useful phrases: Could you show me how to use this washing machine?

4. Helping a customer to find a fan

5. A broken appliance

Useful phrases: It will probably take about a week or so to finish the repairs.

6. Customer complaints

Useful phrases: Could I show you a different brand that is more reliable?

7. May I inspect the product?

Useful phrases: May I open the box to inspect it before taking it home?

VI. Book store clerk

1. Locating a book

Useful phrases: They're in our crafts and hobbies section.

2. From the top shelf

Useful phrases: Could you help me for a moment?

3. Ordering a book

Useful phrases: How long will it take to get here?

4. Please ask first

Useful phrases: I'll have to ask you not to open the packaging on that magazine.

5. Catching a thief

Useful phrases: I saw you put a book inside your jacket. I'll have to ask you to pay for it at the counter before you leave.

6. Wrapping up a gift

Useful phrases: Do you need any of your purchases gift-wrapped today?

7. Waiting for a CD

Useful phrases: Feel free to look around while you wait.

VII. Photoshop clerk

1. At the photo shop

Useful phrases: I have some film I'd like to have developed today.

2. Which size would you prefer?

Useful phrases: What size would you like them?

3. How much for this size?

Useful phrases: I would like this family picture enlarged,

4. The pick-up date

Useful phrases: You can pay when you pick them up.

5. Color prints, right?

6. Taking an ID photo

Useful phrases: Just look straight into the camera.

7. Printed digital images

Useful phrases: Mouse pads and key chains also make good gifts.

VIII. Taxi driver

1. Where to?

Useful phrases: Where are you heading, sir?

2. A shortcut

3. Turn on the Air Conditioning

Useful phrases: Do you mind turning it up a little?

4. Open up the Trunk

Useful phrases: Can you please open the trunk for me?

5. A ride from the airport

Useful phrases: Do you need a ride from the airport?

6. A trip to Wulai

7. Explaining the extra charge

Useful phrases: There is an extra NT\$20 charge.

8. Turn the radio down

Useful phrases: Could you please lower the volume of the radio?

9. Traffic jam

Useful phrases: There is a huge traffic jam ahead.

10. Now smoking in the vehicle

Useful phrases: Please put out your cigarette, sir.

11. Where should I go?

12. Around the block

13. We're close

Useful phrases: Do you want me to drop you off at this sidewalk?

14. Can I get a receipt?

IX. Bus driver

1. How much should I pay?

Useful phrases: Children under 12 years of age

2. Don't forget to pay your fare

Useful phrases: Don't forget to pay your fare!

3. Transferring from one bus to another

4. The wrong bus

Useful phrases: You should have gotten on the bus across the street.

5. No eating on the bus

Useful phrases: not allowed the bus

6. Change?

Useful phrases: Can you give me change for it so I can pay the exact amount?

7. Rules are rules

Useful phrases: I can only open the door at bus stops.

Those who read this would get benefits from this book a lot, especially for those are nervous dealing with foreigners. Readers can correct their pronunciation from its CD and get involve in each situation of contacts in the book. Second, those who work in the service industries can get ready when they face those problems and know how to deal with them. The readers can clearly know what they are going to do next after they read throughout the book. Besides, the readers can also learn the useful key words or important vocabularies from this book as well. The writer points out some important conversations and provides many examples for readers.

The book is written in an easy and clear way for learners. The best part is that I think the learners can directly know how to speak out and deal with each situation when they have some foreign customers. They get to know how to say or explain in specific words or phrases. They can deal with the foreign customers without fear and confusion. If you are the person who works in the service industries, you would like to have this book.