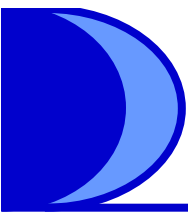


## 2) Assisting Customers Needs



| <b>WHEN TO USE IT</b>  | <b>EXPRESSION</b>  |
|--|--|
| <b>A very good day to you sir.</b>                           | Greeting the customer.   |
| <b>Sure, sir.</b>  | Giving a positive response and affirmation to the customer.                  |
| <b>Would you like to have your room cleaned by tomorrow?</b> | Asking the customer for room cleaning service.                               |
| <b>Anything else?</b>  | Asking the customer if they need other things.                               |
| <b>Sir, before I forget, _____</b>                           | Suddenly the receptionist remembered to tell the customer about information. |
| <b>Enjoy your tour!<br/>Enjoy your stay!</b>                 | Wishing the customers to enjoy their tour or activity                        |



## 2) Assisting Customers Needs

**Arrange the following words to make a complete sentence having the function written below it.**

**1. like/would/tomorrow/to have/room/your/you/cleaned?**

**\* to ask the customer if he/she wants room cleaning.**

**2. problem/sure/no**

**\* an affirmation to customer's needs/requests**

**3. your/enjoy/stay**

**\* wishing the customer to have fun**

**4. you/a/good/to/very/day/Sir**

**\* greeting**

**5. Sir/before/forget/I**

**\* suddenly the person remembers something important**