

Money and Shopping — Every Phrase

For staff. Same words, every time, from everyone.

READING A PRICE

“Find the price.”

“How many cents?”

“How many dollars?”

“Which one costs more?”

PAYING

“Round up to the next dollar.”

“Wait for your change.”

“Hand it to the person.”

“Say thank you.”

CHANGE

“Count it here, before you go.”

“Does that look right?”

“About how much should you get back?”

THE LIST

“What is next on the list?”

“Is that on the list?”

“Cross it off.”

ASKING IN A SHOP

“Who works here?”

“Excuse me, where is the —?”

“Wait until they are free.”

Short. Consistent. Repeated daily.

Do not explain more than this. The repetition is what teaches it.

