

# Worksheet: The Formal Boutique

Name: \_\_\_\_\_ Date: \_\_\_\_\_

## Part 1: Writing Task

**Scenario:** Imagine you are visiting a high-end shop to buy a gift. Write a short dialogue (8–10 lines) between a Customer and a Salesperson using formal language.

**Your task must include the following four elements:**

1. **A Professional Greeting:** Use a formal opening like "Good morning!" or "Good afternoon!" to start the interaction.
2. **A Product Inquiry:** As the customer, ask if the shop stocks a specific item or ask for a recommendation, such as "What would you recommend?".
3. **A Price Check:** Ask for the cost of an item using phrases like "Could you tell me the price of...?" or "How much is...?".
4. **A Polite Conclusion:** Complete the transaction and end the conversation by expressing gratitude, such as "I appreciate your help," and saying "Goodbye".

### Helpful Phrase Bank:

Use these expressions to help you complete your writing:

- **To start:** "May I assist you?" or "I'm looking for...".
- **To ask about items:** "Do you have...?" or "Which one is the best quality?".
- **To discuss payment:** "The total comes to..." or "Here you are".
- **To finish:** "Have a nice day" or "Take care".

**Write your dialogue below:**

Salesperson: \_\_\_\_\_

Customer: \_\_\_\_\_

---

## Part 2: Extension Questions

Answer the following questions in complete sentences.

1. What are some more formal ways a customer can ask for a product recommendation?
2. \_\_\_\_\_

High-end boutiques often do not negotiate on price. How should a salesperson politely handle a customer who tries to negotiate the cost?

---

---

---

---

# Teacher's Answer Key

## Part 1: The Formal Boutique Dialogue (Sample Response)

- **Salesperson:** Good afternoon! May I assist you?
- **Customer:** Good afternoon! Yes, please. I'm looking for a gift for a friend.
- **Salesperson:** We have many options. Are you interested in anything specific?
- **Customer:** Could you tell me if you stock handmade scarves?
- **Salesperson:** Yes, we do. This silk one is the best quality we have.
- **Customer:** It is beautiful. Could you tell me the price of this scarf?
- **Salesperson:** Certainly. The total comes to thirty dollars.
- **Customer:** I will take it. Here you are.
- **Salesperson:** Thank you. I appreciate your help. Have a nice day!
- **Customer:** Goodbye.

## Part 2: Extension Questions (Suggested Answers)

### 1. What are some more formal ways to ask for recommendations?

- "I would greatly appreciate your expert advice on..."
- "Could you kindly point me toward your most popular items for..."
- "Might you have any suggestions for someone who prefers..."
- "I would welcome your guidance in selecting a..."

### 2. How should a salesperson politely handle a price negotiation?

A salesperson should handle negotiations by acknowledging the customer gently, firmly stating the store's policy, and emphasizing the value of the item or pivoting to alternative options.

Examples include:

- "I'm afraid our prices are fixed, but the craftsmanship of this piece makes it a wonderful investment."
  - "While we are unable to discount this item, I would be delighted to show you some exquisite alternatives in a different price range."
  - "Our boutique maintains set pricing to ensure the highest quality for all our clients, so I cannot lower the cost today."
-

Here is the secondary version of the worksheet, focusing on the scenario of returning a defective item.

---

# Worksheet: The Formal Boutique – Returns and Exchanges

Name: \_\_\_\_\_ Date: \_\_\_\_\_

## Part 1: Writing Task

**Scenario:** Imagine you purchased a luxury item from a high-end shop last week, but upon opening it at home, you discovered a defect. Write a short dialogue (8–10 lines) between a Customer and a Salesperson using formal language to resolve the issue.

**Your task must include the following four elements:**

1. **A Professional Greeting:** Start the interaction politely before discussing the problem (e.g., "Good morning").
2. **Explaining the Issue:** As the customer, formally state the problem with the item without being aggressive (e.g., "I regret to inform you that...", "There seems to be a flaw...").
3. **Requesting a Resolution:** Ask for an exchange or a refund (e.g., "Would it be possible to exchange this?", "I would like to request a refund").
4. **A Polite Conclusion:** End the conversation by thanking the salesperson for their help (e.g., "Thank you for your understanding," and "Goodbye").

## Helpful Phrase Bank:

Use these expressions to help you complete your writing:

- **To start:** "How may I help you today?" or "I am returning an item I purchased recently."
- **To explain the issue:** "Unfortunately, the clasp is broken," or "I noticed a tear in the lining."
- **To discuss the resolution:** "We would be happy to process an exchange," or "Would you prefer a store credit or a full refund?"
- **To finish:** "I appreciate your prompt assistance," or "Have a wonderful day."

**Write your dialogue below:**

Salesperson:

---

Customer:

---

---

## Part 2: Extension Questions

Answer the following questions in complete sentences.

1. How can a customer express dissatisfaction formally and effectively without sounding rude or aggressive?

---

---

2. Sometimes a return goes against store policy (e.g., it is past the 30-day return window). What is a formal and polite way for a salesperson to decline a return request?

---

---

---

## Teacher's Answer Key

## Part 1: Returns and Exchanges Dialogue (Sample Response)

- **Salesperson:** Good morning! How may I help you today?
- **Customer:** Good morning. I am returning an item I purchased recently. I regret to inform you that there is a problem with it.
- **Salesperson:** I am very sorry to hear that. Could you tell me what the issue is?
- **Customer:** Yes, unfortunately, the clasp on this leather handbag is broken.
- **Salesperson:** I apologize for the inconvenience. Let me inspect that for you. You are absolutely right.
- **Customer:** Would it be possible to exchange this for a new one?
- **Salesperson:** We would be happy to process an exchange. I will bring out a pristine replacement for you right now.
- **Customer:** Thank you very much. I appreciate your prompt assistance.
- **Salesperson:** It is my pleasure. Here is your new handbag. Have a wonderful day!
- **Customer:** Thank you. Goodbye.

## Part 2: Extension Questions (Suggested Answers)

### 1. How can a customer express dissatisfaction formally and effectively without sounding rude or aggressive?

- Focus on the issue with the item, not the person. (e.g., "I noticed a flaw in the stitching" instead of "You sold me a bad item").
- Use formal phrasing to soften the complaint, such as "I am afraid that...", "I regret to say...", or "It appears there is an issue with..."
- State the desired outcome clearly and politely, such as "I would appreciate it if we could find a resolution."

### 2. What is a formal and polite way for a salesperson to decline a return request?

A salesperson should express empathy, clearly state the policy without sounding accusatory, and offer alternative solutions if possible. Examples include:

- "I sincerely apologize, but as this purchase was made outside of our 30-day return window, we are unable to process a refund."
- "While I cannot offer a full refund due to the item showing signs of wear, I would be happy to arrange a complimentary repair service for you."
- "I understand your frustration. However, our store policy dictates that all clearance items are final sale. I can, however, offer you a slight discount on your next purchase."