English for retail staff

1. Greet her without pressing

Hi! I'm just looking, thank you.	Sure. Let me know if you need anything.

Hi! Welcome in.	Let me know if you need anything.	Take your time.

2. Ask what she is looking for

I'm looking for a jacket for my son.	Sure. What size does he wear?
I'm not sure of his size. Maybe a medium?	Is he tall or short? Thin or broad?

What are you looking for today?	Is it for you or a gift?	What size do you wear?

3. Find the size and check the stockroom

Do you have this in a medium?	Let me check the stockroom.
Do you have it in the back?	I'm sorry, we only have a small and a large.
What a pity. I really like this one.	I know. The large is a loose fit. Or I can check another color.

We have it in blue, black and gray.	Would you like to try it on? The fitting room is over there.	Let me check the stockroom.
I'm sorry, we're out of that size.		

4. Suggest something else

What colors does it come in?	Gray, black and green.

How about this one? It's very similar.	We have it in a large. It's a loose fit.	I can check another store.

5. Say the price and the return policy, and close the sale

How much is it?	It's on sale. It's $59.
If the size is wrong, can he bring it back?	Yes, within 30 days, with the receipt.
Where do I pay?	At the register, right over there.

It's on sale. It's $59.	You can return it within 30 days with the receipt.	Would you like a gift receipt?
I'll take you to the register.	Thank you for shopping with us!	