

EASY at Work: Service & Hospitality

Unit 11, Lesson 1: Lesson Script

Teresa So, how is James working out for you?
Ms. Polski Well, he's very helpful with the customers, but I think we have a security problem.
Teresa What's going on?
Ms. Polski Well, last week, I got a shipment of very expensive headphones.
Ms. Polski And now, most of them are gone. I checked the sales records.
Ms. Polski So, I know we didn't sell them.
Teresa Do you think someone is stealing from us?
Ms. Polski I'm not sure. I'm keeping an eye on things.
Teresa Did you tell Security about this?
Ms. Polski Not yet.
Teresa I'll call them right now.
Bill Security. What can I do for you?
Teresa Hi, this is Teresa Lopez. I need to report a theft problem in the Gift Shop.
Bill Wait a second. Let me get the Incident Report Form. So, what's missing from the Gift Shop?
Teresa Eight headphones are gone. We think someone stole them.
Bill Hmm, who do you think stole them? An employee or a customer?
Teresa I really don't know. That's why I need your help.
Bill OK. We'll keep a close watch on the shop.
Teresa Thanks. We must put a stop to this.
Bill Hold it right there.
James Hi, Bill. How's it going?
Bill What's in the box, James?
James Oh, uh. Nothing. Just recycling some cardboard.
Bill Well, let's have a look.
Bill The stolen headsets. Put your hands on the car. The police are on their way.
Teresa Hello.
Bill This is Bill in Security. We just caught that thief.
Teresa Now that's good news. Who was it?
Bill It was James. The new clerk in the Gift Shop.
Bill We caught him stealing the headphones.
Teresa Oh no. When did you catch him?
Bill About five minutes ago. The police arrested him.
Teresa I've done something really bad. I did not check his references.

Teresa He was caught stealing. It was my fault. I must tell my boss quickly.
Teresa It's better if she hears it from me than someone else.
Teresa Hello. Mrs. Stevens. Can I see you in your office for a minute, please? Thank you.
Teresa I have some bad news. The police have arrested the retail clerk I hired last month.
Mrs. Stevens Arrested? What happened?
Teresa Security caught him stealing from the gift shop. I can't believe it.
Teresa He was so nice and professional looking.
Mrs. Stevens Did you do a full background check on him?
Teresa Well, I only talked to one of his references. I admit I didn't do a complete check.
Mrs. Stevens This is a serious mistake, Teresa.
Teresa You're right, this is all my fault. I guess I just trusted him. It was a bad decision.
Mrs. Stevens Yes, it was. You must do complete background checks on everyone.
Mrs. Stevens We must not have criminals working here.
Teresa I know, Mrs. Stevens. I know we can't.
Mrs. Stevens You need to do your job correctly. You have to pay attention to details.
Mrs. Stevens There are no shortcuts, Teresa.
Teresa Yes, Mrs. Stevens.
Mrs. Stevens Be more careful in the future.
Teresa Oh, I will. I've learned my lesson. I'll never do that again. I'm very sorry.
Mrs. Stevens I know you are. Now, we need to fill that retail position again. Who do you have in mind?
Teresa There was a young woman we interviewed. Her name was Chloe.
Teresa I'll call her references.
Teresa Thanks for the second chance, Mrs. Stevens.
Mrs. Stevens What did James steal?
Teresa He stole headphones from the Gift Shop.
Mrs. Stevens What do we call a man who steals things?
Teresa We call him a thief.
Mrs. Stevens What happened to the thief?
Teresa The police arrested him.
Teresa What mistake did I make?
Mrs. Stevens You didn't do a background check on James.
Mrs. Stevens Did I give Teresa another chance?
Mrs. Stevens Yes, I gave Teresa a second chance.
Teresa Did I do the right thing when I told Mrs. Stevens that I had made a mistake?
Mrs. Stevens Yes, you did the right thing. It is better to admit to a mistake quickly.

Unit 11, Lesson 1: Vocabulary & Phrases

shipment

helpful

digital

cameras

records

theft

recycle

cardboard

arrest

thief

make a mistake

What's missing?

It's my fault.

Can I see you?

I have learned my lesson.

I'm very sorry.

Pay attention to detail.

Unit 11, Lesson 1: Conversation Practice 1 of 2

Teresa Sometimes we talk about problem employees.
Teresa How's the new clerk working out?
Ms. Polski Well, I don't know. He's very helpful with the customers,
Ms. Polski but something's not quite right.
Teresa What's going on?
Ms. Polski I think we have a security problem.
Teresa What do you mean?
Ms. Polski I think we have a shrinkage problem.
Teresa By shrinkage do you mean the shop is losing inventory?
Ms. Polski Yes. Some headphones are missing from the Gift Shop.
Teresa Do you think he's the one stealing from us?
Ms. Polski I hate to think so, but ...
Teresa Well, who else could it be?
Ms. Polski I don't know. I'm very concerned.
Teresa Did you tell Security about the missing headphones?
Ms. Polski Yes, I told them everything.
Teresa Did you fill out their report?
Ms. Polski Yes, I filled out the security report and they're investigating.

Unit 11, Lesson 1: Conversation Practice 2 of 2

Ms. Polski Watch how I report a problem to security.
Bill Security. What can I do for you?
Ms. Polski Bill, this is Ms. Polski. I think we have a problem.
Bill What's the problem?
Ms. Polski Some merchandise is missing from the shop.
Bill Like what?
Ms. Polski About eight headphones have disappeared.
Bill Do you think someone stole them?
Ms. Polski I'm afraid so. Can you help us?
Bill We can watch the shop closely.
Ms. Polski What else can you do?
Bill We'll patrol the area more often.
Bill We'll keep an eye on the store and back of the hotel.
Ms. Polski Thank you, Bill.

Unit 11, Lesson 2: Lesson Script

Teresa Chloe. How was your first week?
Chloe Everything has been fine.
Teresa Good. I'm here to see how your training is going.
Ms. Polski Chloe, show Ms. Lopez how to open up the shop.
Chloe Sure. First, we need to count out the cash for the till.
Teresa How much money do you start with in the morning?
Chloe We begin each day with \$250 in the cash register.
Chloe I have to count the money very carefully.
Chloe We start the day with 50 one-dollar bills.
Chloe Put two bundles of 10, that's 20, here. Put the three extra bundles of ones in the back.
Chloe We need \$20 in fives - 5, 10, 15, 20 - that's four five-dollar bills. Put them here.
Chloe Next, \$50 in tens, that's five ten-dollar bills - 10, 20, 30, 40 and 50.
Chloe The tens go here, right next to the fives.
Chloe We have \$100 in twenties.
Chloe I put three twenties right here and the other two twenties go under the drawer.
Chloe I don't want people to see a lot of large bills.
Teresa Do you put the coins in those compartments?
Chloe Yes. We've got two rolls of quarters. There are \$10 in each roll.
Chloe I'll break open one roll of quarters and pour them in this compartment here.
Chloe We'll keep the other roll for later.
Chloe I'll crack open this roll of dimes, too. That's five dollars.
Chloe Will five dollars worth of dimes be enough?
Ms. Polski Probably.
Chloe I can fit one roll of nickels in this compartment here. That's only two dollars.
Chloe The other roll of nickels goes here with the quarters.
Teresa You've got only \$1 in pennies.
Chloe Yes. Two rolls. I'll unwrap one roll to start. Fifty pennies could last all day.
Chloe We always start with exactly \$250.
Teresa Why do you need so many dollar bills and quarters?
Ms. Polski Well, let me show you.
Ms. Polski That comes to \$1.23.
Phil Bates Here's fifty. I'm sorry, I don't have anything smaller.
Ms. Polski That's OK. I have change. \$1.23 out of \$50. That's \$48.77.
Ms. Polski One twenty-four, twenty-five, fifty, seventy-five, two dollars, three, four, five dollars,

Ms. Polski plus five is ten, thirty, fifty.
Phil Bates Thank you. I appreciate it. Oh, can you break a twenty for me?
Phil Bates I need change for parking downtown.
Ms. Polski Sure. Here's two dollars in quarters for the parking meters.
Ms. Polski Three, four, five singles and five makes ten, and ten makes twenty.
Ms. Polski And look, I put the note on the top of the drawer, so I know how much it is.
Ms. Polski Then, I put it away at the end.
Ms. Polski People always use big bills for small purchases.
Ms. Polski So we start the day with plenty of small change.
Ms. Polski Before we open the store, another thing we do is restock the snacks.
Chloe Then I quickly vacuum before we open the door.
Chloe Marianne, look what I found. Someone lost their wallet.
Ms. Polski People are always losing things. Here's the "Lost & Found" box.
Ms. Polski Look at what we found this week.
Chloe Here's a set of keys, a baby's shoe and look, two cell phones.
Chloe People lost all this stuff!
Teresa What do you do with the lost items?
Ms. Polski We ask security to pick them up.
Teresa Let me look at that wallet. I want to look at the ID. Maybe we can call the owner.
Teresa I know this man. He is a guest in the hotel and he's really sweet.
Teresa I'll take this to him.
Ms. Polski Good idea. It's time to open. I'll turn on the lights.
Teresa You're doing very well, Chloe. Keep up the good work.
Chloe Thanks Ms. Lopez, I will.
Chloe Let me just turn this sign around and we're open for business!
Ms. Polski What is this?
Chloe That is the cash register drawer or the till.
Chloe What do I put in these slots?
Ms. Polski You put dollar bills in these slots.
Chloe Where do I put the coins?
Ms. Polski You put the coins in the compartments.
Chloe What am I doing?
Ms. Polski You're counting money for the till.
Ms. Polski What should you say when you give a clerk a large bill?
Chloe You should tell them what it is. Here's a twenty.
Ms. Polski Where should the clerk put the bill?
Chloe She should put it on the top of the drawer.

Unit 11, Lesson 2: Vocabulary & Phrases 1 of 2

cash register tape

receipt

credit card

credit card number

signature

credit card machine

swipe

approved

declined

daily sales report

Here's your receipt.

Put your signature here.

How much?

under the drawer

I don't have anything smaller.

I appreciate it.

Can you break a twenty?

Unit 11, Lesson 2: Vocabulary & Phrases 2 of 2

dollars

bills

till

coin

dime

candy

nickels

pennies

quarters

open the till

personal checks

traveler's checks

Unit 11, Lesson 2: Conversation Practice 1 of 2

Ms. Polski Let's practice setting up a cash register at the beginning of a shift.
Ms. Polski How much money is in the till every morning?
Chloe We begin each day with exactly \$250 in the cash drawer.
Ms. Polski How many quarters have you got?
Chloe I have two rolls, that's OK.
Ms. Polski Do you have enough pennies?
Chloe No, I need some more.
Ms. Polski How many singles do you need?
Chloe I'm OK. I've got 25 ones.
Ms. Polski How are you on fives?
Chloe I may be a little short on fives. There's only four.

Unit 11, Lesson 2: Conversation Practice 2 of 2

Ms. Polski Let's practice making change.
Chloe That comes to \$10.23.
Ms. Polski Here's a fifty.
Chloe Do you have anything smaller?
Ms. Polski Sorry, that is the smallest bill that I have.
Chloe It's OK. I have change.
Chloe That's 25 cents, eleven dollars,
Chloe four is fifteen, five is twenty, ten is thirty dollars and twenty makes fifty dollars.
Chloe OK, that comes to twelve dollars and forty-seven cents.
Ms. Polski Here's twenty dollars.
Chloe Thank you. Your change is seven dollars and fifty-three cents.
Chloe Here's five, plus two and fifty-three cents.
Ms. Polski Oh wait. I have three ones and two pennies.
Chloe That makes it twenty-three dollars, two cents.
Chloe OK then, lets see. Your change is ten dollars and fifty-five cents.
Chloe Here's a ten,
Chloe and two quarters and a nickel.
Ms. Polski Can you break this twenty for me?
Chloe OK. Here's a ten and two fives.
Ms. Polski I need quarters for parking downtown.
Chloe Here are two dollars in quarters and three makes five.

Unit 11, Lesson 3: Lesson Script

Ms. Polski I'll unlock this cash register.
Chloe We're out of cash register tape. I'll change it.
Ms. Polski There are rolls of tape next to the cash register.
Chloe There, now it has a full roll. Is this the scanner?
Ms. Polski That's right. It reads barcodes and enters product information into the register.
Ms. Polski Here's the barcode on this candy bar. Go ahead and scan it.
Chloe Just a minute. It won't scan.
Ms. Polski Smooth out the label. Did that work?
Chloe No, it still can't read the barcode.
Ms. Polski The scanner must be dirty. Clean off that little window.
Ms. Polski There's spray cleaner next to the cash register.
Ms. Polski Ring this up for me, too.
Chloe It works all right now. Here's your receipt. Your total is \$4.46.
Ms. Polski Take a look at it. Each thing I bought is listed here with its price.
Chloe So the receipt also lists discounts, tax and the total price.
Chloe Are you all ready?
Phil Bates Yes, I just want to buy this magazine.
Chloe Are you sure you don't want anything else?
Phil Bates I guess I'll take some mints. That's all.
Chloe Great. The magazine is \$5.00. The mints are \$2.05, with tax, the total comes to \$7.46.
Phil Bates Can I use my ATM card?
Chloe Sure. Do you need cash back?
Phil Bates Yes. I want twenty dollars back.
Chloe OK, please slide your card here,
Chloe and key in your PIN number.
Chloe Press the green OK button.
Chloe Here's your money and the receipt. Would you like a bag?
Phil Bates Oh, no thank you.
Chloe Have a great day.
Phil Bates You too, thank you.
Ms. Polski He used his ATM card.
Chloe What's the difference between an ATM card and a credit card?
Ms. Polski An ATM card is a debit card. The money comes directly from his bank account.
Chloe He had to enter his secret PIN number to access the account.

Ms. Polski Right, but when a customer uses a credit card, you need a confirmation number.
Chloe The confirmation number means the credit card is good, doesn't it?
Ms. Polski That's right.
Chloe What is this?
Ms. Polski That is a cash register.
Chloe What is this?
Ms. Polski That's a roll of cash register tape.
Ms. Polski What is this?
Chloe That's the scanner.
Ms. Polski What is this called?
Chloe That's the barcode.
Chloe What do I scan with this scanner?
Ms. Polski You scan the barcode.
Chloe What can I do if the scanner can't read the barcode?
Ms. Polski You can clean the scanner.
Chloe What am I doing?
Ms. Polski You're cleaning the scanner.

Unit 11, Lesson 3: Vocabulary & Phrases

count

unlock

scan

scanner

cleaner

price

total

PIN number

automated teller machine

debit card

That's right.

Just a minute.

Your total is \$25 dollars and 73 cents.

Your total is \$25.73.

The total comes to seventeen dollars.

Do you need cash back?

discount the price

Unit 11, Lesson 3: Conversation Practice 1 of 3

Chloe What happens when we have equipment problems?
Chloe Uh, oh. I think the register ran out of tape.
Ms. Polski Does it need a new roll of cash register tape?
Chloe Yes, it's run out.
Chloe Where can I find the extra rolls?
Ms. Polski There, next to the cash register.
Chloe What's wrong with this scanner?
Ms. Polski Is there a problem?
Chloe It won't scan.
Ms. Polski It might be dirty. Clean it off.
Chloe Where's the cleaner?
Ms. Polski It's next to the cash register.
Chloe Just a minute. I can't scan this.
Ms. Polski Smooth out the label.
Ms. Polski Did that work?
Chloe Yes, this time it worked fine.
Chloe Will that be
Phil Bates Yes. Can you ring up these magazines?
Chloe That's sixteen dollars and twenty-four cents.
Chloe Would you like anything else?
Phil Bates No, that's all.
Phil Bates Can I use my ATM card?
Chloe Do you need cash back?
Phil Bates Yes. I want sixty dollars back.
Chloe OK. Please
Chloe It's not working. Did you key in your PIN number?
Phil Bates Yes, I did.
Chloe Please try again, but make sure the stripe is facing this way.
Chloe OK, that w
Chloe Here's your money. Would you like a bag?
Phil Bates No, thank you. Don't bother.
Chloe Have a nice day.
Phil Bates You, too.

Unit 11, Lesson 3: Conversation Practice 2 of 2

Chloe A store clerk helps the customer find the things they want to buy.
Chloe Hi, how can I help you?
Mr. Flores I'm looking for a gift for my granddaughter, she's nine.
Chloe We have some toys and games on the top shelf.
Chloe We also have some dolls on the shelf over there.
Mr. Flores I'm looking for a gift for my wife.
Chloe Does she like jewelry?
Mr. Flores That's an idea. What do you have?
Chloe Over there, we have earrings, necklaces and brooches.
Chloe Would you like to see some?
Chloe Good afternoon, may I help you?
Mr. Flores I'm looking for a gift for my grandkids.
Chloe How old are they?
Mr. Flores Oh, they're teenagers.
Chloe We have some great California T's and sweatshirts.

Unit 11, Lesson 3: Conversation Practice 3 of 3

Mr. Flores Do you have the Daily Journal?
Chloe I'm sorry we don't have it on the weekends.
Mr. Flores Do you have the Daily Journal?
Chloe No, I'm sorry we don't carry it.
Mr. Flores Do you have the Daily Journal?
Chloe Yes, but I think we're sold out.
Mr. Flores Do you have postcards?
Chloe Yes, on that display to your left.
Mr. Flores Do you have any other postcards besides these?
Chloe We have some other postcards over there.
Mr. Flores Do you have any other postcards besides these?
Chloe No, I'm sorry. That's all we have.

Unit 11, Lesson 4: Lesson Script

Chloe How are you finding everything today?
Ms. Reynolds Great! Thanks. I'll have all of these.
Chloe These are really cute T-shirts!
Ms. Reynolds They are. They're a good deal too.
Chloe And how would you like to pay for this today?
Ms. Reynolds I'll put it on my credit card. Here you go.
Chloe Thank you. May I check your ID?
Ms. Reynolds Of course.
Chloe Perfect.
Ms. Reynolds Thank you. It's a beautiful day today.
Chloe I'm sorry, something's not right. Let me try and swipe it again.
Chloe I'm sorry, ma'am, this card is declined.
Ms. Reynolds You're kidding! Did you key in the card number?
Chloe No, I swipe
Chloe No, that didn't work.
Ms. Reynolds Wow, what should I do?
Chloe Give your bank a call. There's a help number on the back of the card.
Ms. Reynolds There is? Oh, I see. Customer Assistance. Thanks.
Ms. Reynolds I just paid my bill. I'm sure there's no problem with this account.
Ms. Reynolds Can you wait a minute?
Chloe There's no hurry. I'll void this sale and hold these for you.
Ms. Reynolds Ah, I'm through.
Ms. Savya Hello, I'm Wilma Savya. May I have your account number, please?
Ms. Reynolds Hi. My account number is 555-97-3795.
Ms. Savya Thank you. To protect your security I need the last four digits of your social security number.
Ms. Reynolds The last four digits are 0012.
Ms. Savya What is your mother's maiden name?
Ms. Reynolds Dodds.
Ms. Savya Will you spell that for me, please?
Ms. Reynolds D-o-d-d-s
Ms. Savya Is this Arlene Reynolds?
Ms. Reynolds Yes, it is.
Ms. Savya Thank you for answering all the security questions. How may I help you today, Ms. Reynolds?
Ms. Reynolds I just tried to make a purchase and my card was declined.

Ms. Savya You have some unusual charges on your account. We froze your account.
Ms. Savya I need you to verify some charges at the Baker Resort Hotel.
Ms. Reynolds Yes, I made those charges. Could you please fix my account? I need to use this card.
Ms. Savya Of course. It should be all right now. If you have any more problems please call us again.
Ms. Reynolds OK. Thanks.
Ms. Reynolds I knew I could fix this. The bank said the card will work now. Let's try again.
Ms. Reynolds Thank you for waiting for me.
Chloe It's no problem. I'm glad you got everything straightened out.
Chloe Your total comes to \$62.35.
Ms. Reynolds Let's see if it works.
Chloe We're in luck! Here's your confirmation number. The sale is approved.
Chloe I just need your signature on this sales slip. Please sign right here.
Ms. Reynolds Great.
Chloe Thank you.
Chloe Would you like the receipt in the bag?
Ms. Reynolds No thank you. Give it to me. I'll put it in my purse.
Chloe I'm happy to help you. Here's your package and come back soon, OK.
Ms. Reynolds OK, have a great day.
Chloe You, too.
Chloe What is this?
Ms. Reynolds That is a credit card.
Ms. Reynolds What did the bank do to my credit account?
Chloe They froze your account.
Ms. Reynolds Why did they freeze my account?
Chloe They saw unusual charges.
Ms. Reynolds How did I solve the problem?
Chloe You called the bank.
Ms. Reynolds What is this?
Chloe That's an ID card or driver's license.

Unit 11, Lesson 4: Vocabulary & Phrases

payment

pay

verify

digits

T-shirts

ID

account number

signature

purse

package

driver's license

verify your number

banker

customer assistance

How would you like to pay for them?

It should be all right now.

Please sign here.

Would you like the receipt in the bag?

Unit 11, Lesson 4: Conversation Practice

Chloe Sometimes, customers have problems with credit cards.
Ms. Smart OK, I will take these items please.
Chloe Very good. How would you like to pay for these?
Ms. Smart Here's my credit card.
Chloe I'm sorry, this card is not going through.
Chloe Do you have another one?
Ms. Smart Oh. Why?
Ms. Smart There shouldn't be a problem.
Ms. Smart Here, try this one.
Chloe Thank you, ma'am.
Chloe I apologize, ma'am. This card is also not going through.
Chloe Do you have any others?
Ms. Smart This is embarrassing. I don't know what to say.
Ms. Smart Can't you just try again?
Chloe I tried twice and I'm afraid that's all I can do.
Chloe We can take cash or a check on a local bank.
Ms. Smart Never mind. I won't do business here again.

Unit 11, Lesson 5: Lesson Script

Ms. Polski It's closing time. The shop is nice and clean.
Ms. Polski I'll lock the door and turn around the closed-sign.
Ms. Polski Go ahead and close out the register.
Chloe Here's the daily sales report.
Ms. Polski Take the till drawer out. It's safer to count the money in the back room. Let's go.
Chloe I'll get the lights.
Chloe 20, 40 and 50. I counted the money and here's the \$250 in cash for tomorrow morning.
Ms. Polski OK. Put it in this bag. I'll lock it in the safe.
Chloe Are you the only person who can open the safe?
Ms. Polski No. The general manager also has the key.
Ms. Polski Now, we have to balance the money in the till against the daily sales report.
Chloe We've got \$963.90 in cash. I'll make out the deposit slip.
Ms. Polski Do we have any personal checks?
Chloe No, no personal checks. But we do have one \$50.00 traveler's check.
Ms. Polski Here's the calculator. Add up the credit card charges.
Chloe The total credit card charges come to \$1,277.40.
Chloe So, with the \$963.90 cash and that \$50.00 traveler's check our total comes to \$2,291.30 today.
Chloe Not bad. What does the sales report say?
Ms. Polski The total is \$2,295.76. We're short \$4.46. How did that happen?
Chloe Did you pay for the chips and the candy bar that you bought this morning?
Ms. Polski No, I forgot. Here, I only have a five.
Chloe That's OK. I have change.
Chloe That's forty-seven, forty-eight, forty-nine, fifty cents and two quarters makes five even.
Chloe There, now the till is balanced.
Chloe We're not over and we're not under.
Ms. Polski We need to get the deposit ready.
Ms. Polski Clip the credit card slips together and put them in this bag.
Chloe I'll put the deposit slip right in the bag.
Ms. Polski I'll take the deposit to the bank on the way home and put it in the night deposit box.
Chloe What am I doing?
Ms. Polski You're counting the money.
Ms. Polski What are these?
Chloe Those are the credit card charge slips.
Chloe Now, what am I doing?

Ms. Polski

You're adding up the charge slips.

Ms. Polski

What is this?

Chloe

That is a bank deposit slip.

Unit 11, Lesson 5: Vocabulary & Phrases

close

turn around

bring in

tomorrow

deposit

deposit slip

count out

safe

Lock up the shop.

Tidy up the counter.

How did that happen?

I'll drop it off on the way home.

Unit 11, Lesson 5: Conversation Practice

Chloe Sometimes paper money is fake or counterfeit. So we have to check.
Mr. Flores What are you doing?
Chloe I have to check large bills for counterfeit.
Mr. Flores I wouldn't have counterfeit money!
Chloe Of course not, sir. It's just policy with large denominations, large bills ... we have to check.
Chloe I'm sorry, but I need to spot check 20's and 50's for fake bills.
Chloe We've had some problems lately.
Mr. Flores That's OK, but I can't believe this money is counterfeit.
Chloe It's rare, but once in a while we get people using phony money.
Chloe Sometimes a person has a counterfeit bill and does not know it.
Chloe But this is OK. Thank you for your patience.