

25. Other useful expressions 1

よく使う表現集 1

Script

How may I help you?
Are you looking for something?
Please take your time.
Please let me know when you need help.
Would you like to try this on?

Could you wait for 5 min?
Thank you for waiting.
I'll be with you shortly.
I'll be right back.

Please come this way.
Please have a seat.
Could you fill in this form?

Do you have any skin problems?
Could you look up / down?
Have you ever tried this color?
Which color would you like?



26. Other useful expressions 2

よく使う表現集 2

How do you like it?

It looks good on you.

You look great in pink / blue/ green.

This item is very good for oily / dry skin.

This item works great on wrinkles / blemishes / acne.

This color matches your skin tone.

This foundation / lipstick lasts all day long.

Is this everything you need today?

Anything else?

I'll go check to see if we have it in stock.

Would you like me to wrap this item?

How would you like to pay?



27. Other useful expressions - Negative /trouble situation

ネガティブ/トラブル表現

I'm afraid, but we don't have the item.

I'm sorry, but we are out of stock.

I'm sorry to have kept you waiting.

I'll call someone who speaks English immediately.

I'll call the store manager right away.

I apologize for the inconvenience.

Phrase & Vocabulary

I'm afraid but~
out of stock
apologize for

I'm sorry, but~
immediately
inconvenience



28. Complaints of skin trouble after use

皮膚トラブルの苦情対応

Script

A: Last week I bought this facial serum and started using it. Then my skin became irritated and rashes appeared.

B: I am very sorry. When did you say you bought the product?

A: Last week. My skin gets dry. I bought it because I thought it was effective for wrinkles. What should I do?

B: Please stop using the product for now. When your skin condition has improved, you can start applying a very small amount at a time.

A: Can I return the product?

B: If you want to return the product, will you please bring the product and the receipt?

A: I'll stop using it for now and see what happens.

B: If you don't mind, please let us know about your condition again.

Vocabulary

serum

rashes

gets dry

for now

return

don't mind

irritated

appeared

effective for wrinkles

improved

receipt

condition

