

Asking for help:

L1

"I need help."



**Following instructions,
seeking clarification:**

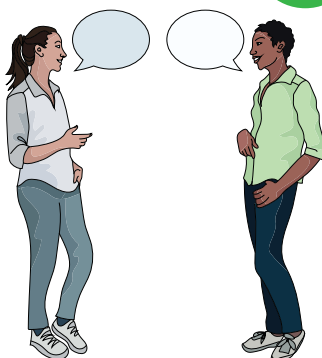
L2

*"I'm not sure I understand.
Can you explain it again please?"*

Responding to a customer:

L1

*"One minute
please. I will get
my co-worker to
help you."*



Responding to a customer:

L2

Customer makes a request or
gives instructions.

*"Sure, I would be happy to help
you with that."*

**Following instructions,
seeking clarification:**

L1



*"I don't know what I am
supposed to do. Can you help
me please?"*

Following instructions:

L2

Look at the person talking to you.
"Can I repeat back what you just said?"
(repeat instruction)

Following instructions:**L2**

*"Okay, I need a moment to write
that down."*

(write instruction)