



Convenience Store

CONVERSATION: SELF-CHECKOUT



CUSTOMER

Hi, I've never used the self-checkout before. Can you assist me?

EMPLOYEE

I'll be glad to help you. Just follow me, and I'll guide you through the process.

First, you'll need to scan your items one by one. Simply place each item on the scanner and follow the instructions on the screen.

CUSTOMER

Okay, I'll give it a try. I scanned the item, but it's not registering.

EMPLOYEE

No worries. Let me take a look. It seems you scanned it too quickly. Try scanning it again, slowly and closer to the scanner.

CUSTOMER

Alright, let me give it another try.

EMPLOYEE

Great job! Now, continue scanning the rest of your items.

CUSTOMER

Sure thing, I'll keep scanning the rest.

EMPLOYEE

Fantastic! Now, let's proceed to the payment. The kiosk will display your total amount. You can choose your preferred payment method, such as cash or card.

CUSTOMER

I'll pay with cash. How should I insert it?

EMPLOYEE

The kiosk has a cash slot right here. Just insert each bill one at a time, and the machine will recognize it. If you have any coins, there's a coin slot as well.

CUSTOMER

Got it. Let me insert the bills and coins now.

EMPLOYEE

Perfect! The kiosk will display your change if any. Once you've completed the payment, it will issue a receipt.

CUSTOMER

Thank you so much for your help. I appreciate it!

EMPLOYEE

You're welcome! It was my pleasure to assist you. Have a wonderful day!

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GRAPHIC CREDITS

