

# Arbeitsauftrag vom Mo., 15. März und Di., 16. März 2020

**Achtung: Sie benötigen das Buch!**

Unit 32B

**1 Where do I pay?** A2

Look at the photos on the opposite page.  
How do the customers pay at the salons?  
Write the appropriate method from the box of payment below the photo.

☐ cash    ☐ by credit card    ☐ by cash card

Listen to the scene at the cash desk.  
How does the customer want to pay?  
Tick the correct answer in the box above.  
Look at the price list on the opposite page and tick the items the lady has to pay for.  
What else does she buy?  
How much is it in total?  
Does she leave a tip? How much?  
Take notes in your exercise book.

**2 Do you take credit cards?** A2

Listen to the **scene** and mark the questions **S** for stylist and **C** for customer.

☐ Where do I pay?  
☐ Would you pay at the reception desk, please?  
☐ How much is it?  
☐ Do you take cards?  
☐ Do you accept American Express?  
☐ Would you sign here, please?

**3 Which?** A2

Look at the procedure for cash payments on the left.  
Can you number the steps in sequence?  
Work with a partner.  
Do you accept cards in your salon? Which ones?  
Can you find the details listed on the opposite page of the credit card shown?  
Write the appropriate letters into the spaces on the credit card.  
Present the details to a partner.

**4 That's all** A2

In a small group, prepare a **scene** at the cash desk.  
Your partners will tell you which services they have to pay for.  
You as a stylist calculate the bill according to the price list.  
Present your scene to the class.  
Listen to the other presentations and take notes: **service(s)**, **total amount** of the bill, and **method of payment**.

one hundred and sixty-seven 167

Über folgenden Link können Sie die Tondatei für die ersten beiden Übungen abspielen oder downloaden:

[tinyurl.com/bfe-32b-act1-2](https://tinyurl.com/bfe-32b-act1-2)

Click the following link to play the soundfile for activities 1 and 2 (or to download it):

[tinyurl.com/bfe-32b-act1-2](https://tinyurl.com/bfe-32b-act1-2)

## Arbeitsauftrag: Lösen Sie Activity 1, 2

### Unit 32B    1 Where do I pay? 2 Do you take credit cards?

<b>Stylist</b>	So, Ms Parker, how do you like the styling?
<b>Ms Parker</b>	It looks great – thank you very much! Where do I pay?
<b>Stylist</b>	At the reception desk, just over there.
<b>Ms Parker</b>	Right ...
<b>Receptionist</b>	Ms Parker?
<b>Ms Parker</b>	Yes.
<b>Receptionist</b>	So, that's 33 Euros for the standard cut, 36 Euros for the plant tint, and 7 Euros for the instant care. And there is a 10 Euro add-on for long hair.
<b>Ms Parker</b>	Okay. And I'd like one of those shine sprays, please.
<b>Receptionist</b>	A small or a large bottle?
<b>Ms Parker</b>	A small one.
<b>Receptionist</b>	That's 79 for the style, 7 for the instant care and 18 for the spray. 104 in total.
<b>Ms Parker</b>	Do you take credit cards?
<b>Receptionist</b>	Yes, certainly. Visa, Eurocard and American Express.
<b>Ms Parker</b>	Fine ... Visa then ...
<b>Receptionist</b>	Thank you. Would you sign here, please?
<b>Ms Parker</b>	Sure. And would you put this in Diane's piggy bank?
<b>Receptionist</b>	Of course. This is your copy, your receipt and your credit card. Thank you very much. Good bye, Ms Parker.
<b>Ms Parker</b>	Thank you, good bye.

**Für den Di., 16. März 2020 ist folgendes zu erarbeiten:**

Schreiben Sie einen kleinen Dialog so wie auf S. 167 in der Activity 4 vorgegeben:

- Denken Sie sich einige Services aus, welche die Kundschaft nun zu bezahlen hat.
- Weiters kauft die Kundin spontan ein Produkt an der Kassa dazu.
- Die Kundin möchte mit ihrer Dinersclub-Kreditkarte bezahlen. Diese akzeptieren Sie jedoch leider nicht in Ihrem Geschäft.
- Die Kundin zahlt also bar und gibt Ihnen etwas Geld für das Sparschwein (= *piggy bank*) ihrer Stylistin