



Greeting the Customer / Offering Help	Asking for Information	Asking the Customer to Wait
Customer relations centre Ikea France, Brigitte speaking how can I help you?	Could I ask you what you are calling about please?	Could I ask you what you are calling about please?
Allan speaking, how can I help you?	Could you please give me your order number? Great, thanks a lot.	Please hold the line.
Hello Sir / Hello Madam	I'm unable to locate your file, would you like to give me your name please?	Please could you hold?
Hello, how can I help you sir?	Please can I have your post-code?	Could I ask you to hold the line for a moment?
Hello how can I help you madam?	Which store would be the most convenient for you?	I'll just check on the system, one moment please.
  solutions simples / accessibles et sur mesure pour réussir en anglais 04 67 65 19 62 - 06 73 84 85 95 www.easyaccessenglish.com It's time to talk.	Could you tell me if you still have your receipt?	Please hold for a moment while I look up the instructions.
	Around how much would you like to spend on it?	Could you just hold for a moment while I check on the availability of that item
	How much do you want to spend?	Please hold the line while I call and find out what the problem was.
	Do you have the assembly instructions?	
	Do you have internet access?	
	Could I ask you for your name and address?	
	Could you tell me which store you bought it from?	
	Would it be possible for you to take it back to the store?	
	Do you speak English?	