

ACTIVITY 2 · CLERK SHEET

Your Shop Catalog

Do not show this to the shopper. Explain, compare, recommend.

ITEM	PRICE	SIZES / COLOURS	WHAT MAKES IT DIFFERENT
Canvas tote bag	¥2,400	navy, cream, olive	Thick cotton, holds a lot. Popular with students.
Enamel pin set	¥1,800	one size, 3 designs	Small and light. Easy to post overseas.
Light jacket	¥7,500	S, M, L sold out · grey, khaki	Water-resistant, folds small. Good for travel.
Fleece jacket	¥6,900	S, M, L · black, blue	Warmer, but bulkier. Not water-resistant.
Coffee beans — Morning Blend	¥1,400	200g · whole or ground	Light roast. Mild, a little fruity. Not bitter.
Coffee beans — Dark Roast	¥1,500	200g · whole or ground	Strong and quite bitter. Good with milk.
Picture book — <i>The Blue Cat</i>	¥1,200	Japanese and English editions	Short, big pictures. Ages 4–6.
Walking socks	¥800 a pair	23–25, 26–28 · grey, white	Cushioned sole. Two pairs for ¥1,500.

If the shopper wants something that is sold out

- Apologise and offer an alternative: **"Sorry, we're out of that one — but this one's very similar."**
- Then explain the difference and let them decide.
- Do not argue and do not offer a discount. The shopper simply chooses again.