

SHOPPING MATTERS

ENGLISH FOR THE RETAIL TRADE – SWISS EDITION

PROMPT LIBRARY

Unit 1: First customer contact

Retail sector: Household appliances

Level: CEFR A2

Your role: Salesperson

AI role: Customer

Prompt 1: Advising a customer about a vacuum cleaner

Instructions to students: You work in the household appliances section of a large shop. You see a customer looking at vacuum cleaners. Start up a conversation with them and then advise them about the right one for their needs. Prepare for the sales dialogue by studying the phrases on page 13 of the Coursebook (*Useful phrases: Greeting customers*). After the sales dialogue you will receive spoken and written feedback on your performance and how good your English was. Copy the following prompt into the chatbot.

Prompt:

I want you to simulate a sales dialogue in which you are the English-speaking customer and I am the Swiss salesperson. You are married and have two young children and a dog. We are in the household appliances department of a shop. You are interested in buying a vacuum cleaner. You aren't sure whether to buy a cordless, corded, upright or cylinder vacuum cleaner, with or without disposable bags. Keep your language level at CEFR A2 (basic). Continue the dialogue until you have chosen a vacuum cleaner. After the dialogue, please give me spoken and written feedback on my performance. Include how polite I was, my knowledge of vacuum cleaners and how good my English was. Please also point out one thing I did well and one thing I need to work on.

Unit 2: Needs analysis basics

Retail sector: Clothes

Level: CEFR A2

Your role: Salesperson

AI role: Customer

Prompt 2: Selling a customer a further product (cross-selling)

Instructions to students: You work in a men's and/or women's clothes shop. A customer comes in and says they want to buy a jacket. Use the open questions on page 24 of the Coursebook (*Useful phrases: Asking open questions*) to find out the customer's needs and then summarise them before suggesting suitable jackets. After the customer has come to a decision, sell them a top (e.g. a shirt or blouse) to go with the jacket. After the sales dialogue you will receive spoken and written feedback on your performance and how good your English was. Copy the following prompt into the chatbot.

Prompt:

I want you to simulate a sales dialogue in which you are the English-speaking customer and I am the Swiss salesperson. You want to buy a jacket to go with a pair of beige trousers. You want to wear it at the office and also at the weekends when you go out with friends. Tell me your size, explain what sort of

fit you would like and the materials you prefer. Keep your language level at CEFR A2 (basic). Continue the dialogue until you have chosen a jacket. Wait for a moment and then react positively when I suggest buying a top to go with the jacket. Continue the dialogue until I have found one that you like. After the dialogue, please give me spoken and written feedback on my performance. Include how well I asked open questions and how good my English was. Please also point out one thing I did well and one thing I need to work on.

Unit 3: Storytelling

Retail sector: Homeware

Level: CEFR A2

Your role: Salesperson

AI role: Customer

Prompt 3: Making a product seem special

Instructions to students: You work at a homeware shop. An English-speaking customer comes in and looks at woks and frying pans. You find out that they are staying in self-catering accommodation and want to make a big stir-fry. You show the customer several woks and frying pans and tell a convincing story about a Chinese customer who recently bought the wok you would recommend. Prepare for the sales dialogue by studying the table on page 36 of the Coursebook (*Category / Story*). After the sales dialogue you will receive spoken and written feedback on your performance and how good your English was. Copy the following prompt into the chatbot.

Prompt:

I want you to simulate a sales dialogue in which you are the English-speaking customer and I am the Swiss salesperson. You are on holiday in Switzerland staying in self-catering accommodation. You would like to buy a wok to make a big stir-fry for yourself, your partner and your three teenage children. Find out about non-stick, stainless steel, cast iron, aluminium and ceramic woks in sizes from 28 to 34 cm with a capacity of 2.5 to 5 litres, with or without a helper handle and lid. Keep your language level at CEFR A2 (basic). Continue the dialogue until you have chosen a wok. After the dialogue, please give me spoken and written feedback on my performance. Include how polite I was, my knowledge of woks and how good my English was. Please also point out one thing I did well and one thing I need to work on.

Unit 4: Price differences and payment

Retail sector: Furniture

Level: CEFR A2

Your role: Salesperson

AI role: Customer

Prompt 4: Explaining a high price

Instructions to students: You work in a furniture shop. An English-speaking customer comes in to buy a sofa bed. They show you a brochure from last year of one for two people and ask if you still stock it. You still do and have one on display. You take them to see it, demonstrate how to use it and answer their questions. The customer is very interested. However, when you tell them the price, they get a shock because it is 10% higher than the one in the brochure. You must now give good reasons for the higher price. Use the table on page 51 of the Coursebook (*Why prices change*) and your own ideas.

After the sales dialogue you will receive spoken and written feedback on your performance and how good your English was. Copy the following prompt into the chatbot.

Prompt:

I want you to simulate a sales dialogue in which you are the English-speaking customer and I am the Swiss salesperson. You want to buy a sofa bed and show me a brochure with the details. I take you to see a display model and demonstrate how it works. You ask questions about it (length, width, materials, production site, sustainability) and are very interested. However, when you ask about the price, you get a shock because it has gone up by 10% and ask me why. Keep your language level at CEFR A2 (basic) and continue the dialogue until I have persuaded you to buy the sofa bed. After the dialogue, please give me spoken and written feedback on my performance. Include how convincing my reasons were and how good my English was. Please also point out one thing I did well and one thing I need to work on.

Unit 5: Active listening

Retail sector: Food

Level: CEFR A2

Your role: Work placement student in the UK

AI role: Line manager

Prompt 5: Dealing with a difficult colleague on the phone

Instructions to students: You are a work placement student at a large UK supermarket with a 3-month contract. You have been there for a month and so far, your work schedule has always included Saturdays and Sundays with Mondays and Fridays free, so you can go to English classes. Your parents are coming to visit you in four weeks' time, and you would like the weekend off, so you can show them around. To change your schedule, you need to contact your line manager and suggest other times when you could work. However, they are short-tempered, always in a hurry and never reply to emails or text messages, so you phone them. Before you do so, first study the expressions on page 78 of the Coursebook (*Useful phrases: Handling conflicts*) and then make the call. After the telephone conversation you will receive spoken and written feedback on your performance and how good your English was. Copy the following prompt into the chatbot.

Prompt:

I want you to simulate a phone call in which I am a work placement student at an English supermarket, and you are my line manager. You are short-tempered, always in a hurry and never have time to talk. When I call you, tell me you are very busy and only have two minutes free. Listen to what I say to you and tell me to suggest a solution. Listen to my suggestion and accept it. Keep your language level at CEFR A2 (basic). After the dialogue, please give me spoken and written feedback on my performance. Include how well I handled you as a difficult person and how good my English was. Please also point out one thing I did well and one thing I need to work on.

Unit 6: Arguing effectively

Retail sector: Postal services

Level: CEFR A2

Your role: Work placement student at a branch of USPS (United States Postal Service)

AI role: Team leader

Prompt 6: Presenting an argument effectively

Instructions to students: You notice that a lot of the work at the post office is done sitting down, e.g. sorting mail, filing papers and using computers. This makes your legs, shoulders and back stiff and is generally bad for your health. You decide to bring up this point at the next team meeting and suggest a workplace wellness initiative during the 30-minute lunch break. The activities would be stretching for a few minutes to loosen up stiff muscles and a walking challenge, e.g. walking for 10 minutes without stopping. You would be very happy to coordinate these activities with your co-workers but need your team leader's permission first. First study the texts on pages 86 and 87 of the Coursebook (*Part A: Structuring an effective argument in 3 steps* and *Part B: Using I-statements*), then present your idea in three steps. After you have presented it, you will receive spoken and written feedback on your performance and how good your English was. Copy the following prompt into the chatbot.

Prompt:

I want you to simulate a team meeting at a branch of USPS (United States Postal Service) in which you are the team leader, and I am a work placement student from Switzerland. You have dealt with all the important points and now ask if there is anything else to discuss. At this point I suggest introducing a workplace wellness initiative during the 30-minute lunch break. You ask me for details, and I explain how my suggestion will benefit the post office. Keep your language level at CEFR A2 (basic). After I have presented my arguments, please give me spoken and written feedback on my performance. Include how well I presented my ideas and how good my English was. Please also point out one thing I did well and one thing I need to work on.

Unit 7: Needs analysis advanced

Retail sector: Sports equipment

Level: CEFR A2

Your role: Salesperson

AI role: Customer

Prompt 7: Using a range of questions

Instructions to students: You work in a sports shop. An English-speaking customer comes in to buy a tracksuit. You have many different sorts in stock, so you use a range of questions to find one to suit the customer's needs. Prepare for the sales dialogue by studying the table on page 103 of the Coursebook (*Useful phrases: Choosing question types*). Start the sales dialogue by using open questions (wh-questions) about the activities the tracksuit is for. Find out what colour, fit (tight, regular, loose) they would prefer and what size they are. Next, summarise all the customer's wishes and show them some tracksuits. When you have found one the customer likes, take them to a changing room to try it on. Use closed questions to see if it is comfortable and feels right and get another one if necessary. Answer any questions the customer may have. Tell the customer the price (CHF70-120) and complete the sale. After the sales dialogue you will receive spoken and written feedback on your performance and how good your English was. Copy the following prompt into the chatbot.

Prompt:

I want you to simulate a sales dialogue in a sports shop in which you are the English-speaking customer and I am the Swiss salesperson. Wait for me to ask you my questions one by one and use the following information to answer them:

- you need a tracksuit for jogging,
- you jog all year round even when it's cold, wet, windy and snowing,
- you want a bright colour, so you can always be seen in the dark or bad weather,
- you would like a loose fit in size L.

Try on several tracksuits and ask questions about them, e.g. what they are made of and how to wash them. Continue the dialogue until you find one you like at an acceptable price and buy it. Keep your language level at CEFR A2 (basic). After the dialogue, please give me spoken and written feedback on my performance. Include how well I asked open and closed questions and how good my English was. Please also point out one thing I did well and one thing I need to work on.

Unit 8: In-store enquiries

Retail sector: Bakery and confectionery

Level: CEFR A2

Your role: Salesperson

AI role: Customer

Prompt 8: Taking down a customer's order

Instructions to students: You work at a bakery and cake shop in the city centre. An English-speaking customer comes in to order a cake for a birthday party in two weeks' time. Find out what sort of cake the customer would like and how many guests there will be. When you hear who the cake is for, suggest a suitable size (10-15 people: 20-24 cm, 15-20 people: 24-26 cm, 20-25 people: 26-30 cm) and ask if the customer would like a themed cake (e.g. princess, mermaid, dinosaurs, football etc.). Ask about allergies, vegetarians and vegans and whether the customer would like to have the cake delivered or not. Finish by summarising the customer's order and then get the customer's name, address and telephone number. After the sales dialogue you will receive spoken and written feedback on your performance and how good your English was. Copy the following prompt into the chatbot.

Prompt:

I want you to simulate a sales dialogue in which you are an English-speaking customer and I am the Swiss salesperson. You want to order a cake for your daughter's tenth birthday party at 3 p.m. on Saturday afternoon in two weeks' time. At the party there will be 15 10 to 11-year-old children, mainly girls, three mothers to help out, your partner, your 7-year-old son and you. You think it's a good idea to have a themed cake and choose one to suit your daughter's interests. None of the guests have allergies and one of the helpers is a vegetarian. You want the cake delivered to your home address well before the party starts. Invent a full English name for yourself, your address in a Swiss town or city and a mobile phone number. Keep your language level at CEFR A2 (basic). After the dialogue, please give me spoken and written feedback on my performance. Include how well I found a cake to suit your needs and how good my English was. Please also point out one thing I did well and one thing I need to work on.

Unit 9: Multichannel communication

Retail sector: Car sales

Level: CEFR A2

Your role: Salesperson

AI role: Customer

Prompt 9: Handling a telephone enquiry

Instructions to students: You work at Auto Loris, a large car dealership in Basel. Today you receive a phone call from an American customer who has recently arrived from New York. The customer works for a large American management consulting firm with clients all over Europe. The customer will be based in Switzerland for the next few years and will need a car. They have been told that your dealership will handle their vehicle requirements. Prepare for the phone call by studying the car types on page 128 of the Coursebook (*Looking at car types*) and the three payment options (cash, finance or lease) by reading the email on page 131 (*Following up an offer by email*). Find out what the customer needs and suggest suitable new or pre-owned vehicles and payment options. Finish the call by arranging a sales meeting and a test drive. After the phone call you will receive spoken and written feedback on your performance and how good your English was. Copy the following prompt into the chatbot.

Prompt:

I want you to simulate a sales dialogue in which you are the American customer, and I am the Swiss salesperson at Auto Loris, a car dealership in Basel. You work for a major American management consulting firm with clients all over the world. You arrived in Switzerland a few days ago and now need a car to visit your European clients. Your company has an arrangement with my dealership. You are single and in your mid-30s. You want a vehicle that reflects your high status and gives you a professional image. You are only interested in electric vehicles (EVs) or hybrids. You want a new or pre-owned vehicle with a low mileage as soon as possible. Ask about payment options and then say you would prefer to lease the vehicle. You want Auto Loris to register, insure and service the car. Agree to come to the dealership for a sales meeting and a test drive. Keep your language level at CEFR A2 (basic). After the dialogue, please give me spoken and written feedback on my performance. Include how well I found a vehicle to suit your needs and how good my English was. Please also point out one thing I did well and one thing I need to work on.

Unit 10: Pricing

Retail sector: Camping equipment

Level: CEFR A2

Your role: Salesperson

AI role: Customer

Prompt 10: Using the sandwich method

Instructions to students: You work in a camping shop in Zermatt. An English-speaking customer comes in to buy a 2-man tent for mountaineering, camping, trekking and hiking. You show them several tents and find a suitable model, an Ndurance 4-season tent. The tent is fully waterproof and suitable for all weathers. It has two doors, colour-coded poles and space for equipment and only weighs 900 gm. Prepare for the moment when you tell the customer the price (CHF1,400) by studying the sandwich method on page 144 of the Coursebook (*Using the sandwich method*). After you have said the price, the customer finds it very expensive and uses their smartphone to look up the online price, which is €1,000. You must now find convincing reasons to explain the higher price and make a sale. Include Zermatt's remote location in the mountains, the advantage of face-to-face, expert advice at a specialist

shop and no waiting time because the item is in stock and your own ideas. Offer the customer a 2.5% discount for a cash sale in Swiss francs or euros. After the dialogue you will receive spoken and written feedback on your performance and how good your English was. Copy the following prompt into the chatbot.

Prompt:

I want you to simulate a sales dialogue in which you are the customer and I am the Swiss salesperson. You are in Zermatt and wish to buy a 2-man tent for mountaineering, camping, trekking and hiking all year round. You go to the camping shop where I work and ask me for advice. I find out that you want a light, waterproof tent that has enough room to store your equipment and is quick and easy to put up. I show you several tents and you like the Ndurance 4-season tent. When you ask how much it costs, I use the sandwich method (positive feature / price / positive feature) to present the price (1,400 Swiss francs) in a favourable light, but you still find it very expensive. You check online and see that you can get it for €1,000. I now find good reasons to explain the high price and you decide whether to buy the tent or not. Keep your language level at CEFR A2 (basic). After the dialogue, please give me spoken and written feedback on my performance. Include how well I explained the high price and how good my English was. Please also point out one thing I did well and one thing I need to work on.

Unit 11: Communicating with respect

Retail sector: Toys

Level: CEFR A2

Your role: Salesperson

AI role: Colleague

Prompt 11: Telephoning informally

Instructions to students: You are getting work experience at the Melbourne branch of Aussie PlayLand, of a large chain of toy shops all over Australia. You normally work on Sundays and have Saturdays free to attend English classes, but you would like to have the second Sunday of next month free, so you can run in the Melbourne Half Marathon and raise money for the Australian Cancer Research Foundation (ACRF). You have been told by your supervisor that you can have the Sunday off if you can find someone to swap shifts with you, so you phone a colleague and ask them to do you a favour. Prepare for the phone call by studying the phrases on page 167 of the Coursebook (*Useful phrases: Telephoning informally*). When you call your colleague, be sure to be informal and friendly, then explain what favour you would like of them and why. Offer to return the favour in the future if they ever want to swap shifts for a personal reason. After the phone call you will receive spoken and written feedback on your performance and how good your English was. Copy the following prompt into the chatbot.

Prompt:

I want you to simulate a sales dialogue in which you and I are colleagues at the Melbourne branch of Aussie PlayLand, of a large chain of toy shops all over Australia. I am a Swiss student doing work experience. I normally work on Sundays and have Saturdays free. You normally work on Saturdays and have Sundays free. Today, I phone you and ask you to swap shifts with me, so I can have the second Sunday of next month free. You ask why I want to swap and listen to the reasons I give. Ask for more details about the activity I have planned for the second Sunday of next month and then decide if you will swap shifts with me or not. Keep your language level at CEFR A2 (basic). After the dialogue, please give me spoken and written feedback on my performance. Include how well I explained why I want to swap shifts and how good my English was. Please also point out one thing I did well and one thing I need to work on.

Unit 12: Handling disagreements

Retail sector: Jewellery and accessories

Level: CEFR A2

Your role: New employee

AI role: Shop manager

Prompt 12: Methods of retail promotion

Instructions to students: You are a new member of staff at Charm & Dazzle Accessories (CDA), a fashion jewellery store in Cape Town. CDA has recently taken delivery of a new collection of low-priced accessories for the under-25s. They are well-made and attractive but not selling very well. You think the reason for this is the shop's advertising methods. The manager, Ms Alice Kruger (62), uses traditional advertising and has brochures on a table at the entrance of the shop, leaflets and flyers distributed locally and adverts in local newspapers. You think that the shop should give up paper advertising altogether and go 100% digital to reach younger people and a wider audience in general. Today she asks you into her office to ask how you are getting on in your new job and also if you would like to suggest any improvements. You will need to be tactful when making suggestions, so prepare for the discussion by studying the *Methods of retail promotion* on page 182 of the Coursebook. When you put forward your ideas, use the words "but", "however", "although", "despite", "whereas" and "instead of". They are explained on page 179 of the Coursebook (*Useful phrases: Contrasting ideas*). After the discussion you will receive spoken and written feedback on how tactful you were and how good your English was. Copy the following prompt into the chatbot.

Prompt:

I want you to simulate a situation in which you are Ms Alice Kruger (62), the manager of Charm & Dazzle Accessories, a fashion jewellery store in Cape Town. I am a new member of staff from Switzerland. I am 20 years old and a fully qualified jewellery sales adviser. You ask me into your office to hear how I am getting on in my new job and also if I would like to suggest any improvements. When I tell you that I think the shop's traditional, paper-based advertising methods are out of date and should be replaced by modern, digital advertising, you are surprised and ask me why. Continue the discussion with me until we have come to an agreement about how best to change the shop's advertising methods. Keep your language level at CEFR A2 (basic). Note how tactfully I present my ideas and check that I use the words "but", "however", "although", "despite", "whereas" and "instead of" at least once. After the discussion, please give me spoken and written feedback on how I handled our different points of view and how good my English was. Please also point out one thing I did well and one thing I need to work on.

Unit 13: Customer care

Retail sector: Cosmetics

Level: CEFR A2

Your role: Salesperson

AI role: Customer

Prompt 13: Building customer relationships

Instructions to students: You work at Maison André, a well-known Swiss cosmetics shop. Today, a young woman comes in and starts looking at skin care products. After a few minutes, you go up to her and ask in your local language if she would like some advice. You find out that she speaks English and would like some Louise Vartan body lotion, shampoo and eau de toilette, which you get for her. When you arrive at the cash desk, the total price of her purchases comes to CHF345.00 and you ask her if she has a members club card. She explains that she doesn't because she has just arrived in

Switzerland from Canada. You tell her the advantages of joining the Maison André Members Club and add that new members get a deduction of 50 francs on their first purchase. She agrees to join. Prepare for the sales dialogue by studying the table on page 194 of the Coursebook (*Overview: Building customer relationships*) and the 12 sentences under it. After the sales dialogue you will receive spoken and written feedback on your performance and how good your English was. Copy the following prompt into the chatbot.

Prompt:

I want you to simulate a sales dialogue in which you are the English-speaking customer and I am the Swiss salesperson. You are a young woman and have just arrived in Switzerland from Canada. You go into a cosmetics shop called Maison André to buy a few things and start looking around. I come up to you after a few minutes and speak to you in a language you don't understand. Respond by saying that you only speak English. Wait for me to ask you what you are looking for and explain that you would like some Louise Vartan body lotion, shampoo and eau de toilette. I get them for you. Your purchases come to CHF345.00 and I ask if you have a members club card. You don't have one and ask me what the advantages are. I list them and add that new members get a deduction of 50 francs on their first purchase. You are very pleased and agree to join. Keep your language level at CEFR A2 (basic). After the dialogue, please give me spoken and written feedback on my performance. Include how well I explained the advantages of joining the members club and how good my English was. Please also point out one thing I did well and one thing I need to work on.

Unit 14: Challenging situations

Retail sector: DIY store

Level: CEFR A2

Your role: Salesperson

AI role: Customer

Prompt 14: Dealing with a challenging situation

Instructions to students: You are on the information desk at a DIY store. A man comes in and asks you in English where the duct tape is. You hesitate for a moment because you don't know what he means. He becomes impatient and asks you if you're new to the shop or can't speak English properly. You ask him what he needs the tape for. He says it's for the roof box on his car. The box has a crack in it and is letting in water when it rains. The clothes inside it are getting wet. You take him to see some different types of tape and suggest one. He becomes impatient again and says it isn't strong or wide enough to cover the crack. You find a stronger, wider tape, but he still isn't satisfied. You go to his car and look at the roof box. The crack is too big to be repaired with tape. You tell him that your shop has a special offer for roof boxes at the moment and suggest buying a new one. He is interested and asks you why you didn't suggest that in the first place. Invent a price for the roof box (e.g. CHF216.90) when he asks you what it costs. Prepare for the dialogue by studying the checklist on page 210 of the Coursebook (*Checklist for challenging situations*) and the phrases on page 212 (*Useful phrases: Dealing with challenging situations*). After the sales dialogue you will receive spoken and written feedback on how professionally you handled the difficult customer and how good your English was. Copy the following prompt into the chatbot.

Prompt:

I want you to simulate a sales dialogue in which you are an impatient, English-speaking customer, and I am the Swiss salesperson in a DIY store. You and your wife and children are on holiday in Switzerland. You have a roof box on your car for your clothes, but it has a crack in it and is letting in water when it rains. You are very stressed, your wife is annoyed because the clothes are wet, and the children are bored and restless. You find a DIY store and go to the information desk and ask me where the duct tape is to repair the crack. I don't understand what you mean. You get annoyed and ask if I'm new or

just don't speak English well enough. I ask why you need it and show you a roll of tape. You say it isn't wide or strong enough and become impatient again. I show you some different tape, but it still isn't right. I ask to look at the roof box and see that it can't be repaired with tape. I tell you that my shop has a special offer for roof boxes at the moment and suggest buying a new one. You are interested and ask why I didn't suggest that in the first place. Keep your language level at CEFR A2 (basic). After the dialogue, please give me spoken and written feedback on my performance. Include how professionally I handled your impatient behaviour and how good my English was. Please also point out one thing I did well and one thing I need to work on.

Unit 15: Data collection

Retail sector: Consumer electronics

Level: CEFR A2-B1

Your role: Sales adviser

AI role: Branch manager

Prompt 15: Talking about a company's figures

Instructions to students: You are a fully qualified sales adviser with a six-month contract at CherryLectric, a large consumer electronics retailer in Galway, Ireland. After two months, the branch manager calls you into their office and says they would like to discuss the previous month's sales figures for headphones and earbuds. They give you a table and ask you to come back the next day and give them your explanation for the differences between the actual and budget figures.

CherryLectric, Galway branch, actual and budget figures for [last month] 20...

	Actual	Budget	Difference	
	1	2	3	4
	EUR	EUR	EUR	%
Gross turnover				
Headphones	26,400	30,000	-3,600	-12%
Earbuds	44,800	40,000	4,800.00	12%
Total gross turnover	71,200	70,000	1,200.00	1.71%

The next day you give the manager a short presentation in which you go through the table line by line. First explain the differences between the actual and budget figures in euros and percentages. Then give your explanation for the differences. You believe that the earbuds sold better than expected because they only cost €80 per pair, are high quality and were advertised on social media. You believe the headphones sold less well than expected because they are too expensive at €120 per pair and were only listed on CherryLectric's website. Prepare for your presentation by studying the phrases on page 229 of the Coursebook (*Useful phrases: Talking about a company's figures*), saying numbers on page 99 (*Using number for quantities and amounts, British English, American English*) and giving a presentation on page 109 (*Useful phrases: Giving a presentation*). At the end of your presentation ask if the manager has any questions and invent your own answers. After your presentation you will receive spoken and written feedback on your performance and how good your English was. Copy the following prompt into the chatbot.

Prompt:

I want you to simulate a situation in which you are the manager of a branch of CherryLectric, a large consumer electronics retailer in Galway, Ireland, and I am a young, fully qualified Swiss sales adviser working at your branch for six months. Last month, the sales figures for headphones and earbuds were not as expected and you would like to hear my opinion about the reasons for this. Yesterday you gave

me a table showing the actual figures, the budget figures and the differences between the actual and budget figures in euros and percentages. Today I give you a short presentation on the figures. First, I go through the table line by line and then I give you my explanation for the differences between the actual and budget figures. After my presentation ask me one question. Keep your language level at CEFR A2-B1 (basic-independent user). After the presentation, please give me spoken and written feedback on my performance. Include how well I structured the presentation and handled the numbers and how good my English was. Please also point out one thing I did well and one thing I need to work on.