

Script BTS NRC MUC – NRC

Personal customer service.

Todd: So, Rebecca, we're talking about shopping. Is there anything you don't like about shopping?

Rebecca: Yes, I don't like shopping when there're crowds of people. Usually when the sales are on, it can be a good time to shop because there's sales but it also draws a lot of people and everybody's pushing and trying to get the clothes they want that are on special. Yeah, I don't like that.

Todd: Right. Right. Actually, the thing I really don't like about shopping is having - or clothes shopping - is having to try on clothes. You know, like, you go and you find your size and then you put it on and then it doesn't fit, then you have to try it on again and it's just, it takes forever. You know, and you look at the numbers and it's so hard to find the number that fits you.

Rebecca: Yeah, it seems every year the numbers are changing sizes. You wear a size ten and then the next year it's not that size so. Yeah, that, that can be a real problem, too.

Todd: It drives me nuts. Now in Australia, when you go shopping in the store, do you normally get a lot of personal customer service?

Rebecca: Mmm... , yes, yes, they tend to come up to you as soon as you come into the store, and if you say you're browsing then they leave you alone but it can be really good, the shops I shop at. They do help you with the fitting sizes and when you're in the change rooms, you can just say, "Well, no, I need a new size" and they will go and get it for you. So, yeah, it's really good service.

Todd: Yeah, in the States I think the service is really good as well, but what's really annoying is that now they always want to have you join some club or some membership.

Rebecca: The points cards.

Todd: Yeah, so you just want to buy your shirt and they ask you, "Would you like a credit card?" or "Would you like a discount card or membership? Or. " I can't stand it.