



Kevin

I'm sorry, could you  
repeat that?



Jim

Yes, of course!





Kevin

# Thank you!



Jim

# You're welcome!



Tina



How can I help you?



Katie



It doesn't matter



Tina



OK! No problem



Katie



Thank you anyway!





Kevin

# Excuse me!



Jim

# How can I help you?





Kevin

Where are the  
toilets?



Jim

There are two toilets  
here





Kevin

# Thanks!



Jim

# You're welcome!



Tina



Good morning!  
What's your name?



Katie



Could you repeat  
that, please?





Tina



Of course! What's  
your name?



Katie



My name is Katie.



Tina



Lovely to meet you  
Katie.



Katie



It's a pleasure to  
meet you too.





Kevin

Let's go shopping!



Jim

I don't understand, can  
you speak slower?





Kevin

Of course- Let's go shopping!



Jim

That sounds great!

