

English in Essaouira: 25 phrases for welcoming customers

Welcome someone and start a conversation

At a shop, café or reception desk in Essaouira, start simply and give the other person time to answer. Learn three phrases you actually need at work before adding more.

English	Meaning
Good morning. How can I help you?	Greet someone and offer help.
Welcome. Please come in.	Invite someone inside.
Do you have a reservation?	Check whether someone has booked.
May I have your name, please?	Politely ask for a name.
How many people are in your group?	Ask about group size.
Would you like to sit here?	Offer a seat.
Please follow me.	Ask someone to come with you.
Here is the menu.	Give someone a menu.
What would you like to drink?	Ask for a drink order.
Would you like anything else?	Check whether anything else is needed.
I will check that for you.	Offer to check information.
One moment, please.	Politely ask someone to wait.

Names, prices and situations are practice examples. Always check the actual information at your workplace.

Understand, give information and close the conversation

Asking someone to repeat is a useful skill. Listen for a number, time or product. If you are unsure, say you will check rather than promise something you cannot confirm.

English	Meaning
Could you repeat that, please?	Ask to hear the message again.
Could you speak a little more slowly?	Ask the speaker to slow down.
Let me make sure I understood.	Check your understanding.
Is this the item you mean?	Confirm which item the person means.
This one costs eighty dirhams.	State a sample price.
The price is shown here.	Point to a displayed price.
You can pay at the counter.	Explain where payment is made.
Would you like a receipt?	Offer a receipt.
The entrance is on your left.	Give a direction.
It is about five minutes on foot.	Give an approximate walking time.
I am sorry about the wait.	Apologise for a delay.
Thank you for visiting us.	Thank someone before they leave.
Enjoy your stay in Essaouira.	Wish a visitor a pleasant stay.

One phrase for each situation

Choose three phrases: one to ask for repetition, one to give a price and one to say thank you. Say them without reading.

Four short dialogues

Situation	English exchange
On arrival	A: Good morning. How can I help you? B: I have a reservation. A: May I have your name, please? B: Yes, it is Sam.
A price	A: How much is this one? B: This one costs eighty dirhams. A: Eighty? B: Yes. The price is shown here.
Directions	A: Where is the entrance? B: The entrance is on your left. A: Thank you. B: You are welcome.
Checking a request	A: Can we sit outside? B: One moment, please. I will check that for you. A: Thank you. B: Thank you for waiting.

Practise both roles with another person. Then change the name, item or price. Change one thing at a time so the conversation stays easy to follow.

Practise before your next conversation

1. You did not understand

A customer speaks too quickly. Which polite phrase could you use? Write it, then say it aloud.

2. Complete the exchange

A customer asks for a price, then a receipt. Write four lines using a fictional price.

3. Your own mini-list

Write down the three situations you meet most often at work. Do not include customers' personal details.

Possible answers: 1. Could you speak a little more slowly? 2. How much is this one? / This one costs eighty dirhams. / Would you like a receipt? / Yes, please. Other polite answers are also possible.

Explore the course and request a place