

Buying and selling

OPERATOR

Selling

Hi, how can I help you?

May I help you?

Can I help you in anyway?

Would you like some information about...?

We can offer a wide choice of...

Just to let you know that this week we offer a special price on...

You can save money by booking at least... months in advance.

There are 2... still available.

This... is selling like hotcakes.

We need to check the availability on the system before we can confirm it for you.

Talking about the price

This option is very cheap/affordable.

This... will be free.

We can offer a significant price reduction on that...

We can give you a ...% discount on this...

We can give you a discount if you book for... people together.

We won't charge you for this service.

We will refund the price less a ...% fee.

Please note that this is not refundable.

We will charge you a ...% booking fee.

Please keep your receipt.

May I please see your receipt?

CUSTOMER

Buying

Can you help me?

Can I ask for some information?

Can you please explain to me what this means?

Can you give me more details on this...?

What type of... can you offer?

Do you have any special offers at the moment?

Is there a cheaper...?

How can we save some money?

Do you still have places available on...?

Can you please check the availability on the system?

Talking about the price

This option is quite expensive/rather cheap.

Is there any free...?

Do you have any discount for...?

Can you give us a discount if we book for...?

Can you put together a special package for us?

Can you please explain to me your refund policy?

What is your agency going to charge for its services?

Do you need to see my receipt?

