

5B Paying bills at the post office

Conversation 1

Assistant: Next please.

Customer: Oh, hello, I'd like to pay my gas bill please.

Assistant: Sure, do you want to pay by cash, cheque or EFTPOS?

Customer: Cash please.

Assistant: Okay. The full amount is 54 dollars and fifty cents thanks... Thank you.

Customer: Thank you.

Conversation 2

Assistant: Can I help you?

Customer: Yes. I'd like to pay my telephone account please.

Assistant: How do you want to pay?

Customer: I'll use EFTPOS thanks.

Assistant: Is that credit or savings?

Customer: Savings.

Assistant: Just enter your pin number and press OK. There you are ... Thank you.

Customer: Thanks a lot.

Conversation 3

Assistant: Next.

Customer: Hello, I need to pay my electricity bill, it's overdue. Will that be okay?

Assistant: Yes, I think so. How do you want to pay?

Customer: Can I pay by cheque?

Assistant: Yes, but it will take 5 days to clear.

Customer: Oh. I'd better pay by credit card then. Here you are.

Assistant: Can you just sign there please ... Okay.

Customer: Thanks.