

# 6

## Being Polite

**Roles** Shopkeeper  
Shop assistant 1  
Shop assistant 2  
Customer 1  
Customer 2  
Customer 3

**SHOPKEEPER** Good morning, Sir. Welcome to our shop. Isn't it a lovely day?

**CUSTOMER 1** Lovely day? I haven't got time for all that nonsense. Get me a hammer.

**SHOPKEEPER** Sorry?

**CUSTOMER 1** Get me a hammer, quickly!

**SHOPKEEPER** Sorry?

**CUSTOMER 1** What's the matter with you? Did you forget to clean your ears this morning? I said 'Get me a hammer! Right now.'

**SHOPKEEPER** I heard you sir, but I think you forgot to say the magic word.

**CUSTOMER 1** Magic word? What on earth are you talking about?

**SHOP ASSISTANT 1** He heard you the first time sir, but I think you are forgetting the magic word.

**CUSTOMER 1** Magic word? You're all mad as hell. I don't need a magic word, I need a hammer.

**SHOP ASSISTANT 1** We know you need a hammer, Sir. You've told us many times, but what we need is to hear the magic word.

**CUSTOMER 1** The Magic word? Magic word? What is this magic word?

**SHOPKEEPER** The magic word is 'please'.

**SHOP ASSISTANT 1** is 'please'!

**SHOP ASSISTANT 2** 'please'!

**CUSTOMER 1** A little out of your mind. Do you know who I am? I am a very important person. I don't need to say please.

**SHOPKEEPER** Yes, Sir. I know you are very important.

**HIS ASSISTANT 1** Oh, yes. Everyone needs to say please.

**CUSTOMER 1** And what if I don't?

**SHOP ASSISTANT 1** Sir, we can't help you if you don't say please.

**SHOP ASSISTANT 2** Yes, then we won't be able to help you.

**SHOP ASSISTANT 2** Yes, you have to say please.

**SHOPKEEPER AND HIS ASSISTANTS** Yes, anything!

**CUSTOMER 1** I see. Alright then. Get me a hammer p – p – p –