



Eton Institute®

# 76 Must-Know ARABIC WORDS & PHRASES

for Anyone Working in Retail

ENGLISH	ARABIC	TRANSLITERATION
open	مفتوح	maftuuH
closed	مغلق	mughlaK
basket	سلة	salla
trolley	عربة	:araba
in stock	متوفر	mutawaffir
out of stock	غير متوفر	ghayr mutawaffir
checkout	الدفع	ad-dafi:
special offer	عرض خاص	:arD khaaSS
sale	تخفيضات / تنزيلات	takhfiiDaat / tanziiLaat
clearance sale	تصفية على البضاعة	taSfiya :alaa l-biDaa:a
buy 1 get 1 free	اشترى 1 و احصل على 1 مجاناً	ichtarii waaHid wa iHSal :alaa waaHid majjaanan
half price	نصف السعر	niSf s-si:r
t-shirt	تي شيرت	tii-shirt
skirt	تنورة	tannuura
trousers	بنطلون	banTaluun
shirt	قميص	KamiiS
dress	فستان	fustaan
top	بلوزه	bluuzaa
jumper	سترة	sutra
coat	معطف	mi:Taf
cardigan	سترة صوفية	sutra Suufiyya
belt	حزام	Hizaam

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shoes	أحذية	aHziya
sandals	صندل	Sandal
jacket	جاكيت	jaakiit
small	صغير	Saghiir
medium	متوسط	mutawassiT
large	كبير	kabiir
ten items or less	عشر قطع أو أقل	:ashir KiTa: aw aKaLL
cash only	نقدا فقط	naKdan faKaT
next, please!	التالي رجاء!	at-taalii rajaa'an!
upstairs	الطابق العلوي	aT-TaabiK l:-ulwiyy
downstairs	الطابق السفلي	aT-TaabiK s-sufliyy
mirror	مرآة	mir'aat
menswear	ملابس الرجال	malaabis ar-rijaal
ladieswear	ملابس السيّدات	malaabis as-sayyidaat
childrenswear	ملابس الأطفال	malaabis al-aTfaal
supermarket	سوبر ماركت	suupir maarkit
meat section	قسم اللحوم	Kism l-luHuum
frozen section	قسم المواد المجمدة	Kism l-mawaad l-mujammada
fruit and vegetables	فاكهه وخضراوات	faakiha wa khuDrawaat
fish section	قسم الأسماك	Kism al-asmaak
drinks	مشروبات	mashruubaat
bakery	مخبز	makhbaz
voucher	قسيمه شرائية	Kasiima shiraa'iyya

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We're open from..	مفتوح من ..	maftuuH min..
We're closed during lunch time, between..	مغلق وقت الغداء، بين ..	mughlaK waKt l-ghadaa', bayna..
We're open 7 days a week	أوقات العمل 7 أيام في الأسبوع	awKaata l-:amal sab:at aygaam fii l-usbua:
We're open 24 / 7	نفتح 7 / 24	naftaH 24 :alaa 7
What colour would you like?	ما اللون الذي تريده؟	maa l-lawn l-ladhii turiiduhu?
That's the only colour we have	هذا هو اللون الوحيد المتوفر لدينا	haadhaa huwa l-lawn l-waHiid l-mutawaffir ladaynaa
What size would you like?	ما هو المقاس الذي تريده؟	maa huwa l-maKaas l-ladhii turiiduhu?
It comes with a 1-year guarantee	مكفول لمدة سنة واحدة	makfuul limuddat sana waaHida
They're ....(price) each	سعر القطعة الواحدة	si:r l Kit:a l-waaHida
Are you in the queue?	هل أنت في الطابور؟	hal anta fii T-Taabuur?
How would you like to pay?	كيف تريد الدفع؟	kayfa turiidu d-daf:?
By credit card or cash?	نقدا أو بطاقة ائتمانية؟	naKdan aw biTaaka i'timaaniyya?
Would you like any cashback?	هل تريد أي استرداد للنقود؟	hal turiid ayy istirdaad lil nuKuud?
The total is ....(price)	المجموع ....	al-majmuu:...
Would you like a bag?	هل تريد حقيبة؟	hal turiid HaKiiba?
Do you have a loyalty card?	هل لديك بطاقة عضوية؟	hal ladayka biTaaKa :uDwiyya

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Enter your PIN, please	الرجاء أدخل رقم التعريف الشخصي	ar-rajaa' adkhil raKm at-ta:riif ash-shakhSiyy
How much / many would you like?	كم تريد؟	kamm turiid?
It's on sale	انه ضمن التخفيضات / التنزيلات	innahu Dimn t-takhfiiDaat /t- tanziiLaat
Sale items are non-refundable	المبيعات المخفضة غير قابله للاسترداد	al-mabii:aat l-mukhaffaDa ghayr Kaabila lil-istirdaad
How about this one?	ما رايك بهذا	maa ra'yuka bi haadhaa?
You can bring it back and exchange it	يمكنك إعادته وتبديله	yumkinuka i:aadatahu wa tabdiilahu
You can get a refund within 2 weeks	يمكنك استرداد ثمنه في غضون أسبوعين	yumkinuka istirdaad thamanahu fii ghuDuun usbuu:ayn
Would you like a refund?	هل تريد استرداد ثمنه؟	hal turiid istirdaad thamanihi?
Have you got the receipt?	هل استلمت الايصال؟	hal istalamta l-'iiSaal?
Do you have any coins?	هل لديك نقود معدنيّة؟	hal ladayka nuKuud ma:daniyya?
Here's your change	تفضل المبلغ المتبقي	tafaDDal l-mablagh l-mutabaKKii
This is your receipt	تفضل ايصالك	tafaDDal 'iiSaalaka
It's currently out of stock	انه حاليا غير متوفر	innahu Haaliyyan ghayr mutawaffir
How can I help you?	كيف يمكنني مساعدتك؟	kayfa yumkinunii musaa:adatika?
Will that be all?	أي خدمة أخرى؟	ayy khidma ukhraa?

# Bonus! Phrases to Create a Luxurious Customer Service Experience

ENGLISH	ARABIC	TRANSLITERATION
Here is my business card	تفضل بطاقة العمل خاصتي	tafaDDal biTaaKat al-:amal khaaSSatii
Is there anything else I can help you with?	هل هناك أي شيء آخر يمكنني أن أساعدك فيه؟	hal hunaaka ayy shay' aakhar yumkinunii an usaa:iduka fiihii?
Would you like to try it on?	هل تريد أن تجربها؟	hal turiid an tujarribahaa?
I have exactly what you're looking for.	لدي ما تبحث عنه بالتحديد	ladayya maa tab-Hathu :anhu bit-taHdiid
Would you like a gift receipt?	هل تريد إيصال خاص بالهدية؟	hal turiid iSaal khaaSS bil hadiyga?
Would you like it gift-wrapped?	هل ترغب في لف الهدية؟	hal targhab fii laff l-hadiyya?
Are you looking for something in particular?	هل تبحث عن شيء محدد؟	hal tab-Hath :an shay' muHaddad?
I'm sorry for the inconvenience	اسف على الازعاج	aasif :alaa l-iz:aaj
Is someone looking after you?	هل يهتم بك شخص ما؟	hal yahtam bika shakhS maa?
Did you find everything you needed?	هل وجدت كل ما تحتاجه؟	hal wajadta kull maa taHtaajuhu?
Please have a seat	الرجاء تفضل بالجلوس	ar-rajaa' tafaDDal bil juluus
Would you like something to drink?	هل تحب ان تشرب شيئا ما؟	hal tuHibb an tashrab shay'an maa?
Tea, coffee or water?	شاي، قهوة أو مياه؟	shaay, Kahwa aw miyaah?
The changing / fitting rooms are that way.	غرف تغيير الملابس في ذلك الاتجاه	ghuraf taghyiir l malaabis fii dhaalika l-ittijaah

# Essential Tips for Retail Workers



■ Gain clarity about what your customers need or want. Hear them out before making any suggestions.



■ If you aren't sure how to pronounce a customer's name, request them to pronounce it for you. This will create a rapport with them and help you communicate better.

■ If you plan to engage the customer through a conversation, ensure that you have something valuable to share. You don't want to waste their (or your) time.



■ Refrain from engaging in conversations with colleagues during busy-hours, a customer may hesitate to approach & interrupt you mid-conversation, and leave without purchasing.

■ Every visitor of your store should be greeted in some way; it's common courtesy around the world. A simple 'hello' shall suffice and it will make the customer feel welcome.



■ Be accepting and respectful of each customer's background and nationality, especially when operating in a multicultural environment.

■ You can make your customers feel comfortable and engage their interest by communicating in their native language. This will garner a strong relationship with them and ensure their loyalty to your brand.



**Learn Arabic to achieve success in the Middle East's retail industry. [Get in Touch](#)**