

Dementia Friends

4. Paying for things – transcript

Scene: Joyce walks into a department store and appears daunted by the environment: bright lights, shiny floor, busy shelves, general noise. A shop assistant approaches her

Shop assistant: Hello madam. Can I help at all?

Joyce: Hello yes. I'm here to collect something. These shiny floors and lights it's a bit hard to concentrate.

Shop assistant: I know. And all the noise too – it can give you a bit of a headache. Let me take you to our collection point – it's a lot quieter over there.

Joyce: Thank you.

Scene: Shop assistant takes Joyce to the collection point desk which is quieter.

Shop assistant: Could you assist this lady please?

Shop assistant 2: Of course.

Joyce: Thank you.

Shop assistant 2: Hello, how can I help you?

Joyce: I've come to pick up my order.

Shop assistant 2: Ok. Do you have an order reference?

Joyce (a little unsure now): I'm not sure.

Shop assistant 2: Do you have something, a number written down?

Joyce (pauses then smiles): Yes I do.

<Joyce hands over a piece of paper from her bag>

Shop assistant 2: Lovely thank you.

Joyce: Is that right?

Shop assistant 2: Mrs Smith?

Joyce: Yes that's right.

Shop assistant 2: Great. Your item is just here.

Shop assistant 2: Here we go. So that's £19.99 to pay please.

<Joyce hands over her card>

Shop assistant 2: Ok paying by card?

Joyce: Yes

Shop assistant: Ok

<Joyce hesitantly types in her PIN number with an anxious expression>

Shop assistant 2: Ah. It says that your PIN is incorrect. Don't worry though, you can try again. There you go

Joyce: All these numbers...

<Joyce hesitates without typing in her PIN>

Shop assistant: Hm. Would you rather pay by cash?

Joyce (relieved): Yes that would be better thank you

Shop assistant 2: No problem

<Joyce is seen completing the transaction>

Final screen information:

Thank you. You are now a Dementia Friend.

If one of your customers is struggling to pay:

- Offer alternatives like paying by cash instead of using a PIN
- You can also help by counting out the cash with them
- Be patient and smile
- If you still cannot resolve the issue ask: "Is there someone I can call?"

Be calm. Be kind. Be patient.