

# Pharmacy Assistant Speaking Cards – Using the Imperative

## 1■■ Giving Instructions to a Customer

Take one tablet after meals.

Don't drive after taking this medicine.

Keep the bottle in a cool, dry place.

Follow the doctor's advice.

Drink plenty of water.

## 2■■ Working in the Dispensary / Lab

Wear gloves before handling samples.

Clean the counter after use.

Don't touch the medication without permission.

Label the bottles carefully.

Check the expiry date.

## 3■■ Talking to a Colleague

Check the stock list before ordering.

Don't forget to print the labels.

Turn off the computer after closing.

Restock the shelves with new items.

Write down any missing products.

## 4■■ Emergency or First Aid Situation

Call the doctor immediately!

Don't move the patient.

|                                    |
|------------------------------------|
| Put on your gloves before helping. |
| Check the pulse.                   |
| Stay calm and follow the protocol. |

## **5■■ Hygiene and Safety Rules**

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| Wash your hands before touching medicines. |
| Use hand sanitizer often.                  |
| Wear your mask properly.                   |
| Don't eat or drink in this area.           |
| Throw waste in the right bin.              |

## **6■■ Customer Service & Politeness**

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| Please wait here.                            |
| Have a seat while I check your prescription. |
| Sign here, please.                           |
| Don't worry, I'll help you right away.       |
| Come back if you have any questions.         |