

Chemist's: video A

In France there is a chemist for every 2500 inhabitants.
And in Lyons, Bénédicte Tassart takes care of her customers.
Do you have a problem?

Female Customer: "Hello."

Bénédicte: "Hello Madam."

Female Client: "I have earache. Do you have something for it?"

Bénédicte: "Yes, of course. Did you have any discharge from your ear in the night?"

Female customer: "No!"

Bénédicte: "No. Do you have a shooting pain?"

Customer: "Yes."

Bénédicte: "Right, I have something for you. Here, these are drops. One drop, three times a day for five days. Would you like anything else?"

Customer: "Yes, some adhesive plaster and plain toothpaste too."

Bénédicte: "Yes of course! Here, plaster and toothpaste. Will that be all madam?"

Customer: "Yes."

Bénédicte: "OK! So, nine euros ninety please. Thank you. And if it doesn't improve by tomorrow, go and see your doctor."

Customer: "Thank you. Goodbye."

Bénédicte: "Goodbye madam."

Nathalie: "So the people who come here to see you, what do they say?"

Bénédicte: "An example of what some people come and say is 'I have a stomach ache, I ate too much yesterday evening, I think I have indigestion' or then...er... 'Oh I've a bad cold, I caught a chill last night, I went out' as an example, or even 'Oh I've put on three kilos this summer. What should I do please? I need a miracle!' That, that happens a lot."

Nathalie: "Madam,(Imagine someone says) I feel dizzy, my nose is running, my eyes are itching, I..."

Bénédicte: "Whoa!"

Nathalie: "What would you tell me?"

Bénédicte: "For a runny nose, I'd say to them 'are you allergic to anything?' 'Is it during the spring, do they have any allergy problems?' 'Are their eyes itching?' 'Are there any other symptoms that show it is an allergy problem.'"

Background: "Thank you and good bye, thank you!"

Bénédicte: "For a sore throat, I advise sucking on six to eight pastilles a day with a little aspirin tablet three times a day for forty-eight hours!"