

USDOE English Literacy & Civics Education “Project Literacy Challenge” 2003-2004 grant project
 TIES (Total Immersion of English Strategies)
 ADULT ESOL LESSON PLANS

TOPIC: LEVEL:	SHOPPING Understanding warranties and importance of sales receipts. High Intermediate / Advanced (Revised May 2006)	SKILL:	Speaking/Writing
COMPETENCIES: (Please use ESOL Curriculum checklists to list these)	W 62.04 Demonstrate understanding of guarantees, warranties and procedures to return merchandise S 66.01 Listen to conversation and respond appropriately S 68.03 Use appropriate rhythm and stress in sentences S 83.02 Demonstrate ability to paraphrase words or ideas in conversations	CULTURAL FOCUS:	Saving purchase receipts so as to exchange products Understanding warranties, guarantees and refunds
CLASSROOM PROCEDURES:	<ol style="list-style-type: none"> 1. Opening question: Have you ever had to return an electronic device such as a DVD or a DC player to a store? Why? Facilitate class discussion. 2. Hand out I - VOCABULARY SHEET <ol style="list-style-type: none"> a. Read and have students repeat sounds for proper pronunciation. b. Working in pairs, students are to look up vocabulary words in dictionary 3. Handout II – WARRANTY SHEET <ol style="list-style-type: none"> a. Have students read this worksheet out loud. Clarify pronunciation and meaning. b. Writing - Individual work. Answer Warranty Sheet questions. Go over as a class. 4. Handout III – INTERVIEW A CLASSMATE SHEET Speaking. <ol style="list-style-type: none"> a. Students interview a partner b. In pairs students come up with a “customer/salesperson dialogue and present it to the class 5. Handout ACTIVITY SHEET 6204B RETURN/EXCHANGE <ol style="list-style-type: none"> a. Students do individually b. Check as a class Handout IV – COMMUNITY EXTENSION HOMEWORK <ol style="list-style-type: none"> a. Cultural Focus – Classroom discussion: Is it important to understand how to return items to a store and ask for refunds? Does electronic merchandise come with a warranty in your country? Is it important to know how to discuss a problem with an electronic device with a salesperson or customer service representative? Do you save the receipt when you buy an electronic device? Why? b. As a class, read over the homework sheet. Clarify information as needed. 	GRAMMATICAL FOCUS:	Simple past tense

