<table>
<thead>
<tr>
<th>TOPIC: SHOPPING</th>
<th>LEVEL: High Intermediate / Advanced (Revised May 2006)</th>
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<tbody>
<tr>
<td>SKILL: Speaking/Writing</td>
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| COMPETENCIES: 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: 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. Handout I - VOCABULARY SHEET  
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  
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.  
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  
a. Students do individually  
b. Check as a class  
Handout IV – COMMUNITY EXTENSION HOMEWORK  
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. |
<p>| GRAMMATICAL FOCUS: Simple past tense |</p>
<table>
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<tr>
<th>TEXT BOOKS:</th>
<th>PRONUNCIATION:</th>
<th>Understanding stress and pronunciation of two-syllable words. Different stress on first or second syllables Use appropriate rhythm and stress in sentences</th>
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<td>MATERIALS/ ADDITIONAL RESOURCES:</td>
<td>VOCABULARY:</td>
<td>Credit; broken; damaged; defective; dissatisfied; exchange; return; incomplete; missing part; non-refundable; poor quality; refund; store credit; replace; under warranty; lifetime warranty; purchase; guaranteed</td>
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<tr>
<td>COMMUNITY RESOURCES:</td>
<td>EVALUATION:</td>
<td>Students complete the Community Extension Questionnaire Write a paragraph about the shopping experience Talking about the “warranty conversation” Vocabulary test</td>
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| Real Life Community Extension 1. An electronics store at the mall 2. A n English speaking sales representative 3. An electronic item to talk about |

Lesson Plans by: VALERIE MANN-GROSSO Date: 12 – 17 - 03