

# Welcome!

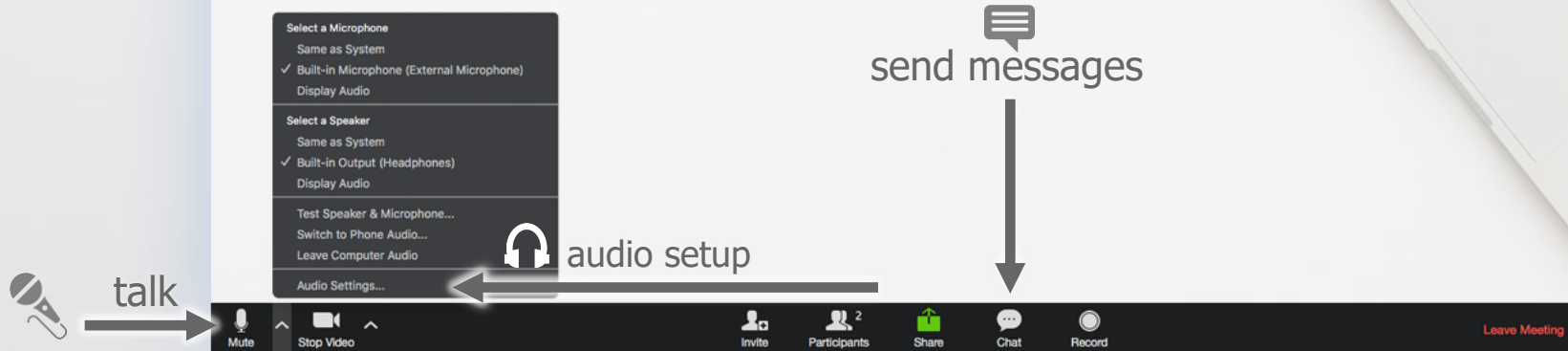
This is a classic class with a small group of students focusing on grammar, vocabulary, and error corrections.

## How can I interact with the class?

*Take a look at how to use your toolbar.*

Quick tip: Can't see the toolbar?

Hover your mouse at the bottom of your screen and it will automatically pop up.



# Shopping

By the end of this lesson, you will be able to:

- talk about things people shop for.
- talk about returning items.
- discuss important purchases.

# Warm Up

Answer these questions with your teacher and classmates.

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Do you prefer to shop online or in-person? Why?

Tell the class about a time you had a problem with something you bought.

Did you return it or get your money back? Talk about it.



# Vocabulary Match

First, guess what each word means. Then, match the words to their definitions.

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exchange

The store returns your money for an item.

refund

You do this when you trade one thing for another.

on sale

When a store is willing to give you a full refund if you aren't satisfied with the product

money back  
guarantee

A document that helps protect the store and customers when they want to return an item

store credit

Sold at a lower price.

return policy

You get this when you return an item. It is not money but can be used to buy things in the store

# Vocabulary Fill in the Blank

Complete the sentence with the correct vocabulary words. Then, answer the question.

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Can I \_\_\_\_\_ this shirt for a smaller one?

The computer was \_\_\_\_\_ so I bought two of them!

The store follows the rules of the \_\_\_\_\_ when a customer returns something.

I bought a sofa, and I don't like it. So, I will take advantage of the \_\_\_\_\_.

They didn't give me a \_\_\_\_\_, but I got \_\_\_\_\_ so I can buy something else.

exchange

refund

on sale

money back  
guarantee

store credit

return policy

When was the last time you returned an item to a store?

# Extension

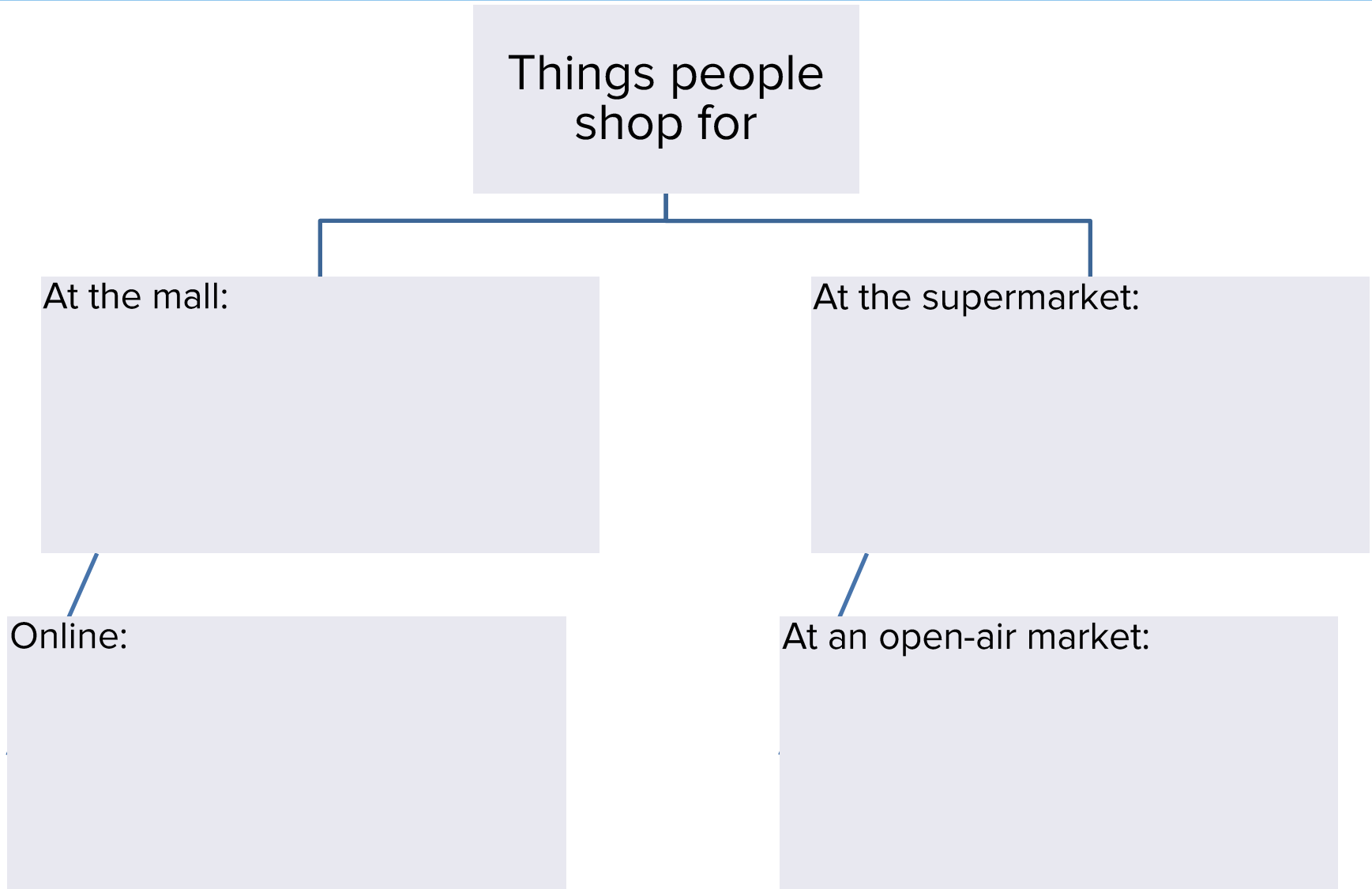
Use this slide to extend vocabulary discussion.

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# Mind Map

What do you think about when you think of things people shop for? Fill in the boxes with related words.

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# Mind Map Follow Up

Use the information from the mind map to talk about shopping. Answer the questions below.

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- When was the last time you went shopping for someone? What did you buy?
- Which of the things on the mind map is easiest to buy for someone else?
- Which one is the hardest to buy for someone else? Explain.



# Pronunciation Practice

Listen to your teacher say the words. Practice saying them. Make a sentence using at least two of the words.

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A.

store

sale

cash

bill

browse

B.

star

seal

gash

bell

breeze

Which stores do you like to browse? Why?

# Grammar Practice

Talk about adverbs of frequency. Look at the chart and practice answering the question.

You can talk about how often you do something. You use: *always*, *usually*, *sometimes*, or *never*.

Example:

How often do you buy presents for family and friends?  
I *sometimes* buy presents for my parents.

Word	Definition
always	100% of the time
usually	most of the time
sometimes	some of the time
never	0% of the time

How often do you go shopping?

# Extension

Use this slide to extend grammar discussion.

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# Idiom

Talk to your teacher and classmates about this idiom and answer the question.

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Shop around = to go to several stores in order to compare the price of something and find the best price



Example: I always *shop around* before making a big purchase.

Do you like to *shop around*? Why or why not?

# Discussion

Read the questions and answer them with your classmates.

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What's the best purchase you've ever made? Where did you buy this item?



# Ranking

Choose the three most important purchases. Explain your choices.

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a car

furniture

a house

jewelry

appliances

I think \_\_\_\_\_ is/are the most important because...

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

# Dialogue Fill in the Blank

Practice the dialogue and fill in the blanks with your own information.

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Salesperson: Excuse me. May I help you?

Customer: Yes, I would like to *exchange* this \_\_\_\_\_ for a new one.

Salesperson: Oh, I'm sorry, but we don't have anymore.

Customer: That's too bad. What do you suggest?

Salesperson: We can give you *store credit*.

Customer: \_\_\_\_\_.

Did the customer get what he/she wanted? Explain.

# Role Play

Choose a role and act it out with a partner.

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## Student A

You want to buy a new sofa that costs \$1,500. It's a big purchase, so you want to find out about the store's return policy. Can you get a full refund or only store credit? How long do you have to return it?

## Student B

You work at a furniture store. A customer wants to find out about the store's return policy. Answer their questions. Can they get a full refund or just store credit? How long do they have to return an item?



# Group Role Play

Choose a character, read the situation and act out your role.

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Everyone needs help!  
These customers need  
assistance in a store.

You are the manager of a retail store. Help these customers solve their problems.

1. A woman who bought a dress that is too small
2. A child whose toy broke on the way home
3. A man who needs a present for his son
4. A teenager who wants to buy a tablet computer
5. An elderly woman who is looking for a nice dress

# Wrap Up

Talk with your class and answer the questions.

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Pulling it all together:

- What's the best purchase you've ever made?
- What is a *refund*?
- What does it mean to *shop around*?
- What is a "money back guarantee"?