

## Unit 2, Lesson 5: Which one do you want?

### 1. Vocabulary

Clothing	Return policy
cap	return (退貨)
umbrella	receipt (收據)
jeans	swap, exchange (交換)
socks	store credit (店裏信用積分)
assortment	full refund (全額退款)

### 2. English basics

Singular	Plural
am – I am	are – we are
is – he is, she is, it is	are – they are
has – he has, she has, it has	have – they have
do – I do, you do	do – we do, you do
does – he does, she does, it does	do – they do
this (near)	these (near)
that (not near)	those (not near)
return it	return them
exchange it	exchange them

### Practice

1. I \_\_\_\_\_ (am / are) wearing an orange shirt, and my roommates \_\_\_\_\_ (is / are) wearing striped shirts.
2. He \_\_\_\_\_ (is / are) wearing a flowered shirt. He and his brother \_\_\_\_\_ (is / are) going to a party.
3. He \_\_\_\_\_ (doesn't / don't) \_\_\_\_\_ (have / has) a red tie.
4. Her parents \_\_\_\_\_ (have / has) five pairs of sunglasses.
5. This boy \_\_\_\_\_ (have / has) a blue cap.

6. \_\_\_\_\_ (Do / Does) they like to wear school uniforms?
7. This shirt is too tight. Can you return \_\_\_\_\_ (it / them)?
8. These shoes are too large. Can you return \_\_\_\_\_ (it / them)?

### 3. Expressions and idioms

1. I don't like it.	7. Is there something wrong with this?
2. It is damaged.	8. Anything wrong?
3. It doesn't fit.	9. Do you want cash or credit?
4. I want to return this.	10. Do you want to exchange this with another?
5. This is the wrong size.	11. I will give you a full refund.
6. I changed my mind.	12. Do you have a receipt with you?

### Practice

1. Customer: I need to return this. Thank you.  
Store: \_\_\_\_\_
2. Store: Anythings wrong?  
Customer: \_\_\_\_\_
3. Customer: Can I exchange this with another?  
Store: \_\_\_\_\_
4. Customer: Can I have a full refund?  
Store: No. \_\_\_\_\_
5. Store: Do you want to put the credit back to your credit card?  
Customer: No. \_\_\_\_\_

### 4. Textbook interpretation

1. Where is Roberto? What is he doing? (textbook page 50)  
Your answer: \_\_\_\_\_
2. What items are in the store? (textbook page 51)  
Answer: \_\_\_\_\_

3. What is Roberto doing? Describe the situation. (textbook page 52)

Answer: \_\_\_\_\_

## 5. Conversation practice

### A. Sample return policies (simplified)

#### Macy's

We want you to love your purchase. If you are not fully satisfied, we gladly accept most returns within 30 days of purchase.

**Store returns are free.**

Returned items must be in original, saleable condition with original tags. Items must be returned to a store.

**No receipt? No Problem.**

Bring the credit card that you used for the purchase. We will post the refund to the card.

#### Walmart

**We make returns easy.** Learn about our 90-day return policy.

**No account? No problem.**

Not 100% satisfied with your item? We're happy to help.

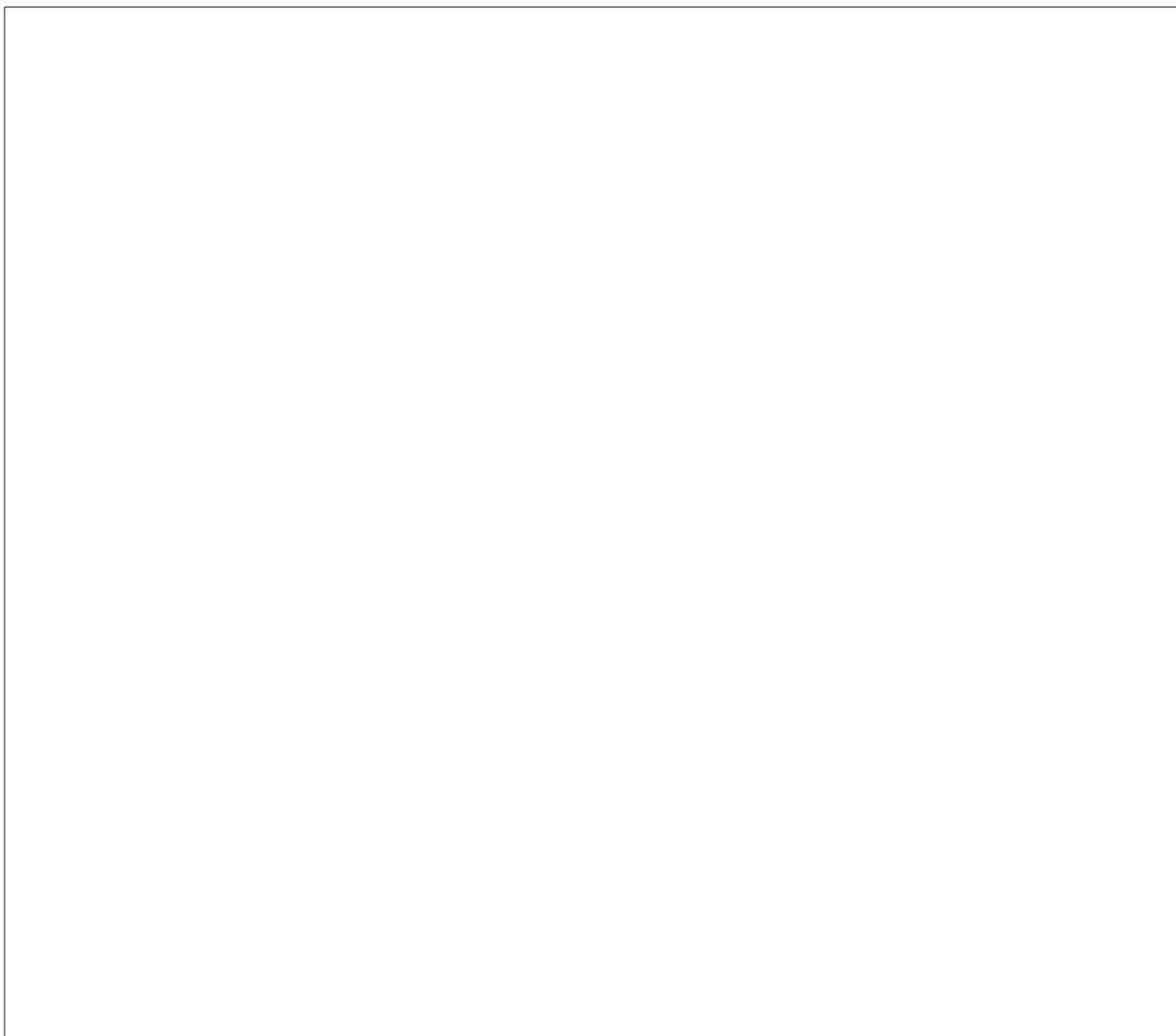
You have 90 days after purchase to exchange or return, unless noted in our exceptions. You can return items in-store, for free.

Please provide your receipt. We will refund the purchase price, taxes, and fees.

**No receipt?** We can look up store purchases with a debit/credit card.

**B. Your own return policy**

**Your Store's Name**



## **Unit 2 Review**

### **1. Conversation**

You want to open a clothing store in Taipei. You plan to ask your wealthy aunt to fund the business. You need to convince her that the business will be successful. Use words and expressions from textbook Unit 2 and class handouts.

#### **A. Shopping for clothes**

**Textbook: Unit 2, Lesson 1 (pp. 38-40)**

**Handout: September 2**

You and your aunt are now inside a wholesale clothing store. You want to convince her that the clothes in the store are good for the weather in Taiwan.

You: This store has a collection of clothes for all seasons.

Aunt:

You:

Aunt:

You:

Aunt:

#### **B. How much is it?**

**Textbook: Unit 2, Lesson 2 (pp. 41-43)**

**Handout: September 2**

You both are comparing the prices of different items in the store. You must impress your aunt that you are a good shopper.

You: These boots are too expensive. Should we get sneakers? They are cheaper with a coupon.

Aunt:

You:

Aunt:

You:

Aunt:

### **C. What are they wearing?**

**Textbook: Unit 2, Lesson 3 (pp. 44-46)**

**Handout: September 9**

The store has models to showcase the clothes. You and your aunt are looking around.

You: Look! This male model is wearing a \_\_\_\_\_. I think he needs a pair of sunglasses. What do you think?

Aunt:

You:

Aunt:

You:

Aunt:

### **D. Advertisements**

**Textbook: Unit 2, Lesson 4 (pp. 47-49)**

**Handout: September 9**

Now, you need to design your advertisements. Talk to your aunt. Include a slogan.

You: We need to put out an ad to attract customers. How about a sale event. We also need a slogan.

Aunt:

You:

Aunt:

You:

Aunt:

### **E. Which one do you want?**

**Textbook: Unit 2, Lesson 5 (pp. 50-52)**

**Handout: September 9**

You want to come up with a good return policy to attract customers, but your aunt is afraid of losing money. You need to let her know it's OK.

You: In many places, customers can return items they don't want. We should have a return policy.

Aunt:

You:

Aunt:

You:

Aunt:

## **2. Present your plan**

With your team, create a plan for your retail clothing shop. Your plan should include:

- Clothing items
- Prices
- Store display
- Advertisement, including original and sale prices
- Return policy

**It's now time to present your plan to your wealthy aunt and the class.**