ENGLISH

Chapter 3
Session A

5th
SECONDARY

ALL ABOUT ME

EN

@ SACO OLIVEROS

Solving shopping issues

1 Watch the video. What solution do they find for the problem?

2 Watch again. Complete blanks 1–4 in the dialogue.

Shop assistant
Good morning. Can I help you?

Owen
Yes, I'd like to **1** return this jacket. I bought it here two days ago.

Shop assistant
Of course. Can I ask why you're returning it?

Owen
It's really badly made! When I tried it on at home, the sleeve almost came off.

Shop assistant
I see. Have you got the receipt?

Owen
I'm afraid I've lost the receipt.

Shop assistant
I'm sorry, but I can't give you a refund without a receipt. I can replace the jacket in the same size or in a different size if you prefer.

Owen
No, definitely not.

Shop assistant
In that case, you can exchange it for something else. Would you like to choose something now?

Owen
I haven't really got time now.

Shop assistant
No problem. I can give you a credit note and you can use it any time in the next six months.

Owen
OK, thanks.

3 Watch again. Which Key phrases do you hear?

Key phrases

Asking about the issue

Can I ask why you are returning it?

Have you got the receipt?

Issues

I'd like to return ... / I'm afraid there's a problem with ...

(It) broke/shrank/came off ... / (It)'s badly made.

(It) doesn't fit properly / (It) isn't right.

I can't give you a refund without a receipt.

I'm afraid I've lost the receipt.

Solutions

I can give you a refund or replace it for you.

You can exchange it for something else.

I can give you a credit note.

UK → US

Have you got the receipt? (UK) → **Do you have** the receipt? (US)

I can give you **a credit note** (UK) → I can give you **store credit** (US)

4 Create your own dialogue. Follow the steps in the Skills boost.

SKILLS BOOST

THINK
You need to return an item to a store. Make notes about your reasons.

PREPARE
Prepare a dialogue. Remember to use the Key phrases for solving shopping issues.

PRACTICE
Practice your dialogue.

PERFORM
Act out your dialogue for the class or record it and play it to the class.

5 **Peer review** **Listen to your classmates and answer the questions.**

1 Were they successful in resolving the issue?

2 Which Key phrases did they use?

Key phrases

Asking about the issue
Can I ask why you are returning it?

Have you got the receipt?

Issues
I'd like to return … / I'm afraid there's a problem with …

(It) broke/shrank/came off … / (It)'s badly made.

(It) doesn't fit properly / (It) isn't right.

I can't give you a refund without a receipt.

I'm afraid I've lost the receipt.

Solutions
I can give you a refund or replace it for you.

You can exchange it for something else.

I can give you a credit note.

Unit 1

/h/

1 🔊 59 **Listen to the sentences. Which /h/ sounds do we pronounce?**

1 Harry has been wearing his horrible hat for hours.

2 He hasn't done his history homework yet.

3 He's traveled to Hungary wearing his historical clothes.

1

Harry has been wearing his horrible hat for hours.

2

He hasn't done his history homework yet.

3

He's traveled to Hungary wearing his historical clothes.
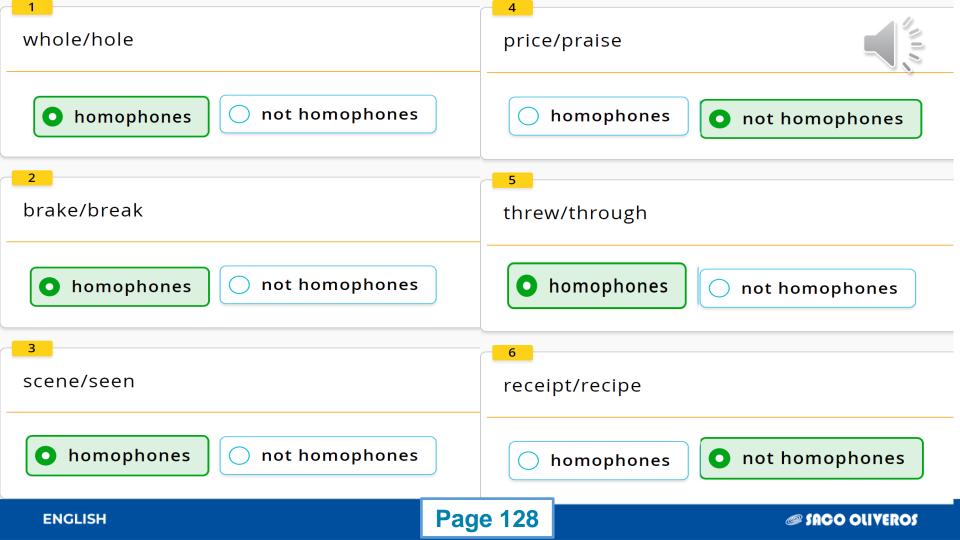
2 Listen to the sentences again and repeat.

Homophones

A homophone is a word that sounds the same as another word, but has its own spelling and meaning.

1 🔊 60 **Listen to the pairs of words. Which are homophones?**

1 whole   hole

2 brake   break

3 scene   seen

4 price   praise

5 threw   through

6 receipt   recipe

1 whole/hole

◉ homophones ○ not homophones

2 brake/break

◉ homophones ○ not homophones

3 scene/seen

◉ homophones ○ not homophones

4 price/praise

○ homophones ◉ not homophones

5 threw/through

◉ homophones ○ not homophones

6 receipt/recipe

○ homophones ◉ not homophones

Project planner

Unit 1 Graphic organizer

- **historical clothes**
- **clothes and colors**
  - the colors of clothes you wear
- **personal characteristics**
  - determined, thoughtful …
- **What makes you the person you are?**
- **phrasal verbs**
  - come up with, go in for …
- **personality quizzes**
- **personal qualities**
  - confident, reliable …

How to create a mind map

- Write your title in a box in the center and draw branches out from the box.
- At the end of each branch, write a topic related to the main title in a circle. Then draw lines out from the circle.
- At the end of each line, write a key word, phrase or idea related to the topic or a further sub-topic.
- Continue expanding the mind map by adding further topics, sub-topics and key words or phrases.
- You can use different colors for each topic and images instead of words/phrases. Using bigger writing for the theme and topics and smaller writing for the key words/phrases can help.