
Life Skills
Video Practice
Stand Out 2 Unit 2

Ask your students the following questions to introduce the topic of the video they will watch.



A **BEFORE** **Discuss the questions with a partner.**

1. Have you ever returned an item? If you have, what was it?

2. Why did you return the item?

Silent Viewing: Show the video in segments without sound so students can guess at the story line.

WATCH THE VIDEO WITHOUT SOUND AND TRY TO GUESS THE STORY.



Second Viewing: Show the video again so students can check predictions.

WATCH THE VIDEO WITH SOUND AND TRY TO RETELL THE STORY.



Ask your students to watch the video and complete the activity. Replay the video if needed.



B **WHILE** **Watch the video and complete the parts of the conversation.**

Mrs. Smith: Well, I want to (1) _____ this sweater, but I don't have the receipt.

Mateo: Well, you can (2) _____ it for something else in the store.

Mrs. Smith: Actually … I really like that (3) _____ over there.

Mateo: Well, maybe you can exchange this (4) _____ for that blouse over there.

Check the correct answers with students.



B. WHILE **Watch the video and complete the parts of the conversation.**

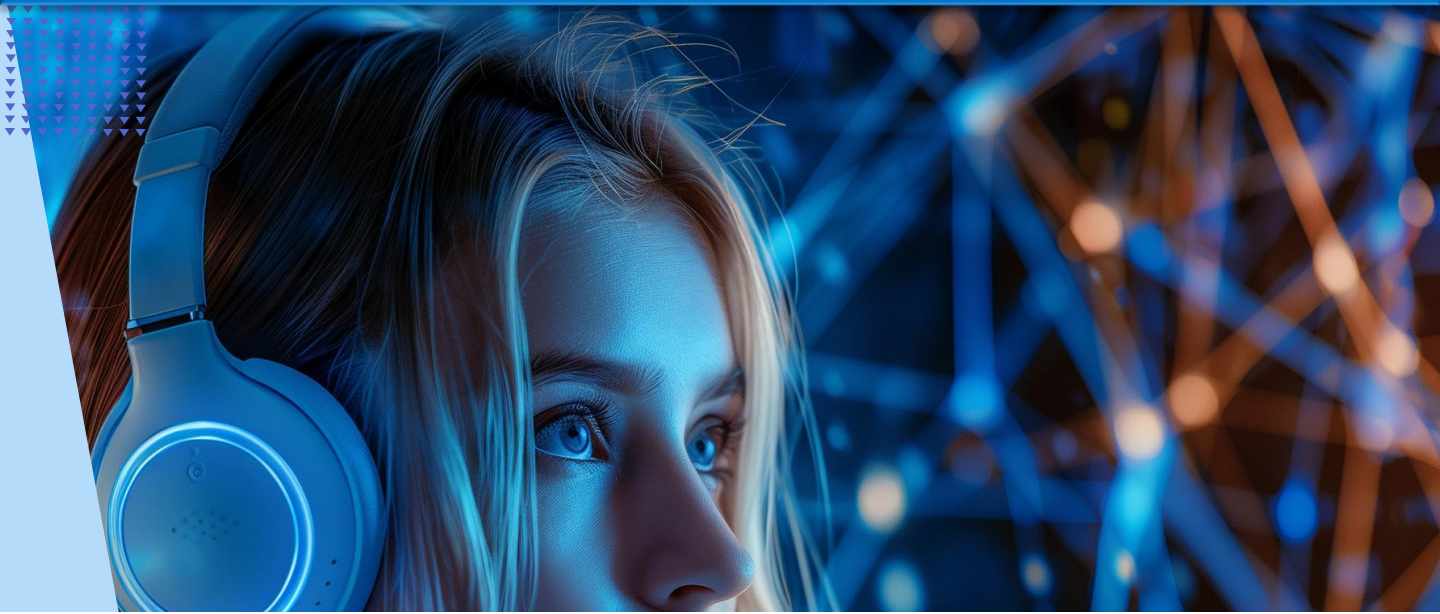
Mrs. Smith: Well, I want to (1) ___return___ this sweater, but I don't have the receipt.

Mateo: Well, you can (2) ___exchange___ it for something else in the store.

Mrs. Smith: Actually . . . I really like that (3) ___blouse___ over there.

Mateo: Well, maybe you can exchange this (4) ___sweater___ for that blouse over there.

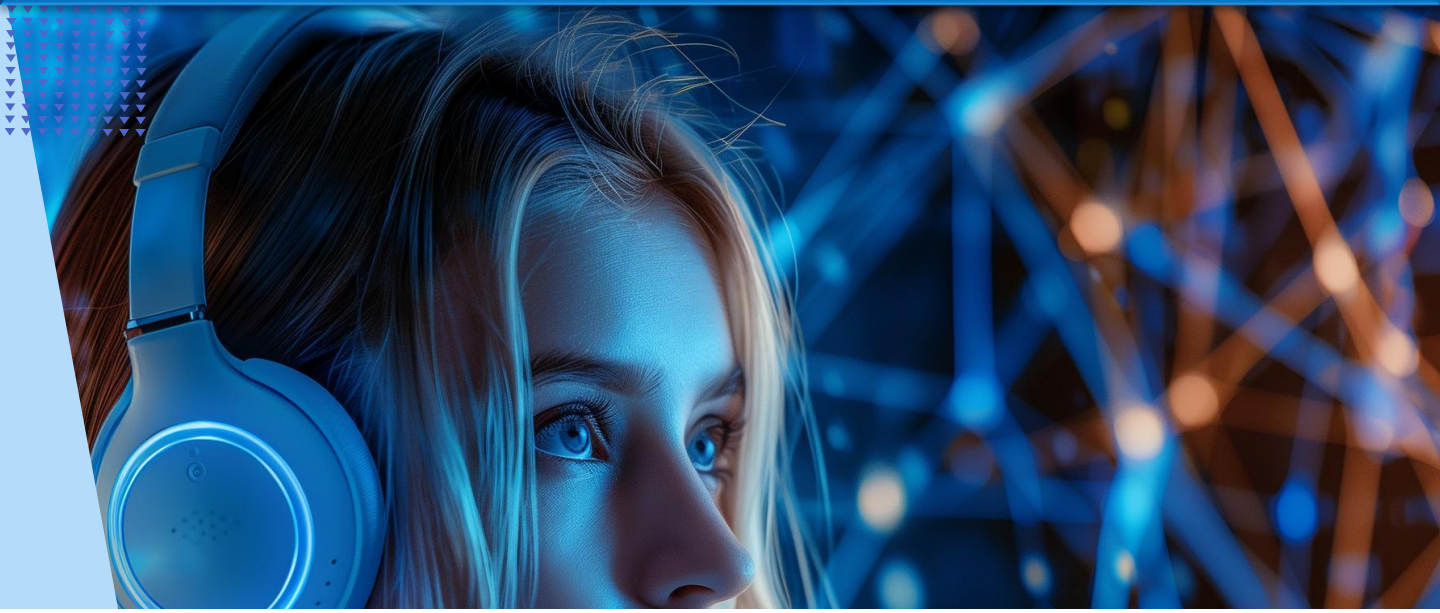
Ask your students to watch the video and complete the activity. Replay the video if needed.



C **AFTER** **Read the statements. Write *T* for true and *F* for false.**

1. Hector doesn't know how to use the cash register. T
2. Mateo takes a break. _____
3. Mrs. Smith wants to return a green sweater. _____
4. Hector tells Mrs. Smith she is his first customer. _____
5. Mrs. Smith tells Mr. Patel she is not happy with the service at the shop. _____

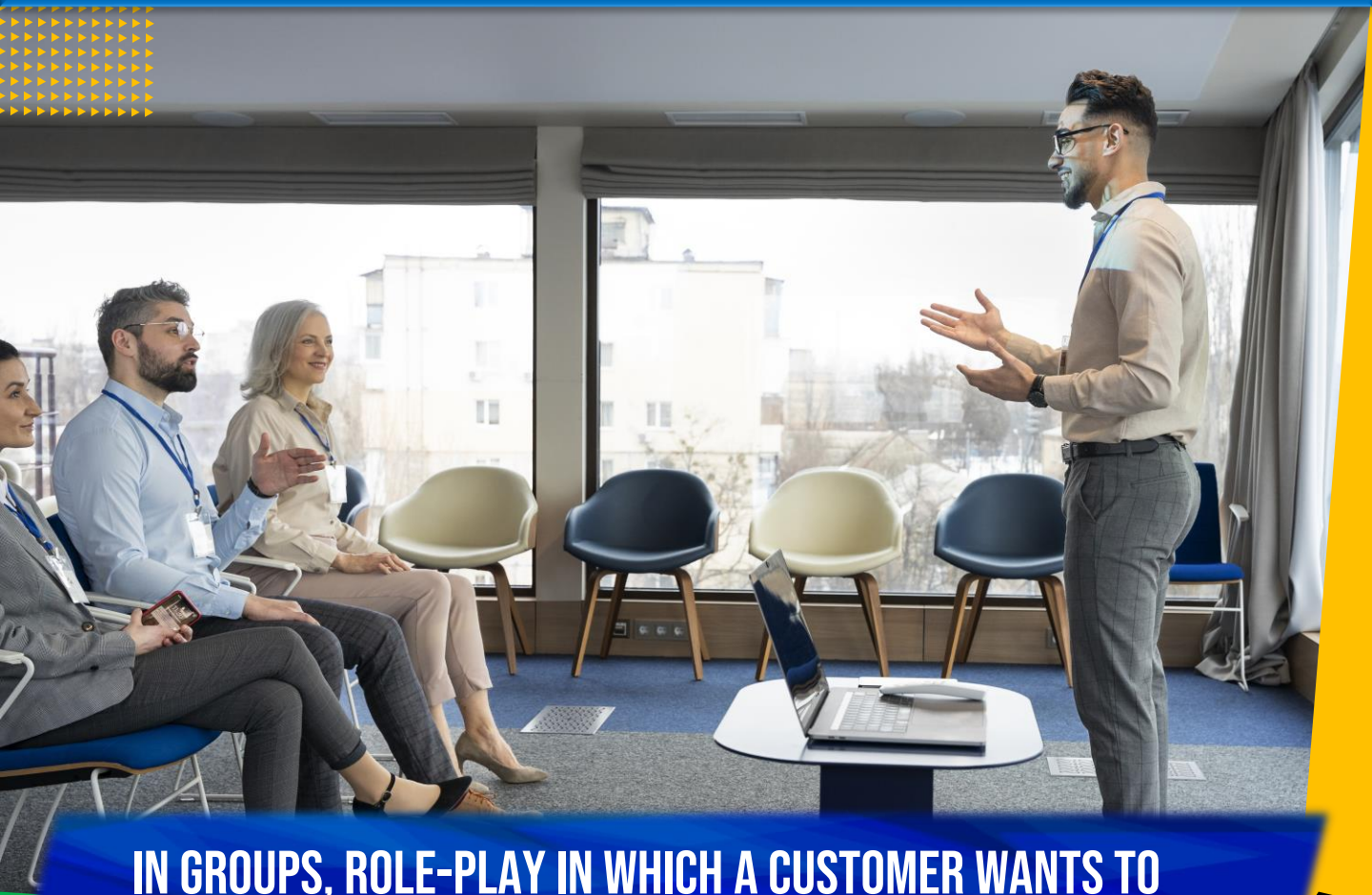
Check the correct answers with students.



C **AFTER** **Read the statements. Write *T* for true and *F* for false.**

1. Hector doesn't know how to use the cash register. T
2. Mateo takes a break. T
3. Mrs. Smith wants to return a green sweater. F
4. Hector tells Mrs. Smith she is his first customer. T
5. Mrs. Smith tells Mr. Patel she is not happy with the service at the shop. F

Select students. Have partners take turns performing the task. Check and correct anywhere possible.



IN GROUPS, ROLE-PLAY IN WHICH A CUSTOMER WANTS TO RETURN SOMETHING WITHOUT A RECEIPT.

Life Skills Video Scripts

UNIT 2 Do You Have The Receipt?

Mateo: OK. So you're sure you understand everything? **Hector:** I think so. It doesn't seem too difficult. **Mateo:** OK. Great. Well, I could use a break, so I'll be back in a few minutes. I will see you later. **Hector:** OK. I'll see you when you get back. **Mrs. Smith:** Hector? **Hector:** Mrs. Smith! How are you? **Mrs. Smith:** I'm fine, thanks. What are you doing here? I didn't know you worked here. **Hector:** It's my first da y. And you are my first customer! How can I help you?
Mrs. Smith: Well, I have a little problem. **Hector:** Really? What is it? **Mrs. Smith:** I want to return this sweater. **Hector:** Oh? OK. What's wrong with it? **Mrs. Smith:** Well, my sister gave it to me for my birthday. But it's too big, and I don't really like the color. I don't usually wear red. **Hector:** OK, let me see. Uh, do you have the receipt? **Mrs. Smith:** Er . . . No, I don't. Do I need the receipt? **Hector:** Yes, I think you do. Yes, you do need the receipt to return it. **Mateo:** Hello, Mrs. Smith. Is everything OK? **Mrs. Smith:** Well, I want to return this sweater, but I don't have the receipt. It was a present. **Mateo:** Oh, I see. Well, you can exchange it for something else in the store. Do you see anything you'd like in the store? **Mrs. Smith:** Actually, I really like that blouse over there. **Mateo:** Well, maybe you can exchange this sweater for that blouse over there. **Hector:** Here you are, Mrs. Smith. This looks just your size. **Mrs. Smith:** Great. It's perfect. How much is it? **Hector:** It is $59.50. **Mrs. Smith:** Oh the sweater was only 52 dollars. What can I do? **Mateo:** Oh, that's OK. You can just pay the difference. That would be $7.50. **Mrs. Smith:** OK, that's fine. Thanks, Mateo. **Mr. Patel:** Hello, boys. Everything OK here? **Mrs. Smith:** Why, yes, Mr. Patel. Everything is just fine . I wanted to return something, and Hector and Mateo have been very helpful. **Mr. Patel:** Is that so? **Mrs. Smith:** Yes. They helped me make an exchange. The service has been excellent. I think you have a couple of good employees, Mr. Patel. **Mr. Patel:** Fantastic! Good work, boys! **Hector/Mateo:** Just doing our jobs!