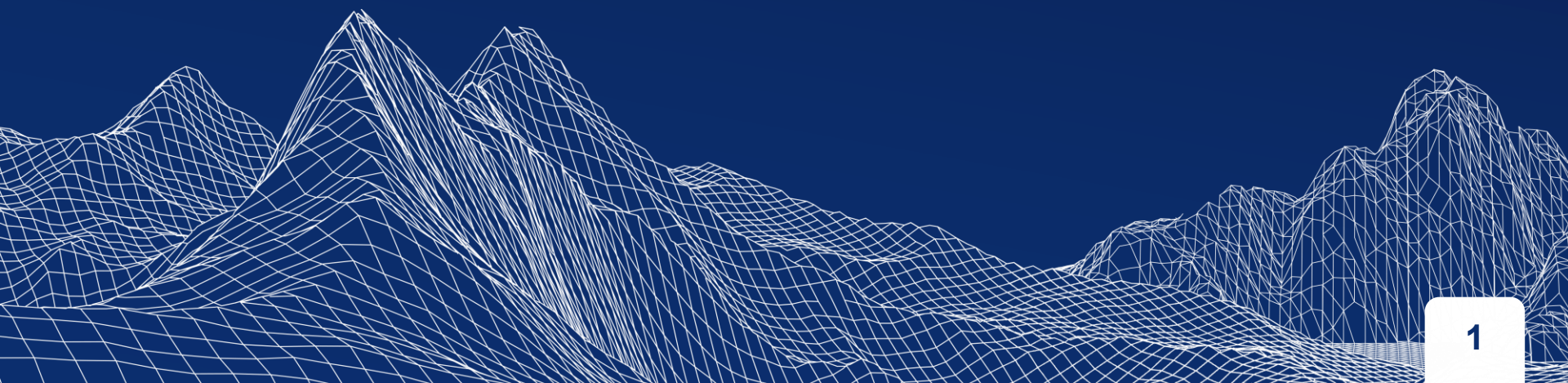
NATIONAL GEOGRAPHIC LEARNING

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STANDOUT 5

Team Project 6



Read the conversation.

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[Approx. 1 min]

1.What is the make and model of your current cell phone?
It is Nokia 1100.
2.How much did it cost?
It nearly cost 10$.
3.Where did you buy it?
I bought it at the flee market 15 years ago.
4.How is the quality?
It is unbelievably great. Super sleek with an extraordinary user interface.
5.Have you ever had any problems with it?
Yeah, it usually breaks anything it falls onto.
6.Did it come with a warranty?
The seller gave me a lifetime warranty on it. I thought he was bluffing at first!
7.What do you like about it?
Its concrete-based platform plus the ringtone volume are outstanding features.
8.What do you not like about it?
The fact that I cannot find various covers for it really gets my goat.

Review the conversation and select pairs to read the conversation.

Practise the conversation.

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[Approx. 3 mins]

1.What is the make and model of your current cell phone?
2.How much did it cost?
3.Where did you buy it?
4.How is the quality?
5.Have you ever had any problems with it?
6.Did it come with a warranty?
7.What do you like about it?
8.What do you not like about it?

Select pairs to change the conversation with your prompts.

Read the conversation.

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[Approx. 1 min]

1.Do you shop online?

I do, it is one of my guilty pleasures to spend all my savings there.

2.What was the last thing you or someone you know bought online?

I recently purchased a bag of rice.

3.Were you satisfied with the quality?

I consider it an average one. I could have found a cheaper one in a local shop.

4.What are the popular websites for doing so?

The frequently-visited websites are Digikala, Snappshop and Tehnolife.

Review the conversation and select pairs to read the conversation.

Practise the conversation.

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[Approx. 3 mins]

1. Do you shop online?
2. What was the last thing you or someone you know bought online?
3. Were you satisfied with the quality?
4. What are the popular websites for doing so?

Select pairs to change the conversation with your prompts.

Read the conversation.

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[Approx. 1 min]

1.What would you do if you wanted to start up your new laptop and it didn't work?
Answer: I'd check the power and try restarting it. If it still failed, I'd contact customer service or return it under warranty since it's new.
2.What would you do if your phone stopped working one week after you bought it?
Answer: I'd try restarting it and checking the battery. If that didn't help, I'd return it to the store with my receipt for a replacement or repair.
3.What would you do if your new bluetooth speaker didn't work?
Answer: I'd make sure it was charged and try re-pairing it. If it still didn't work, I'd ask for a refund or exchange, as it would likely be defective.
4.What would you do if you washed a new shirt according to the care instructions on the tag and it shrank?
Answer: I'd check the label again and then contact the store to complain. Since I followed the instructions, I'd request a refund or exchange.

Review the conversation and select pairs to read the conversation.

Practise the conversation.

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[Approx. 3 mins]

1.What would you do if you wanted to start up your new laptop and it didn't work?
What would you do if your phone stopped working one week after you bought it?
What would you do if your new bluetooth speaker didn't work?
What would you do if you washed a new shirt according to the care instructions on the tag and it shrank?

Select pairs to change the conversation with your prompts.

Read the conversation.

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[Approx. 1 min]

Sales Associate: Can I help you with something?

Customer: Yes, I'd like to return these shoes. I wore them around my house on the carpet for a few days and they are still uncomfortable. The salesman who sold them to me insisted they would stretch out and soften up, but they haven't. I'd like to get my money back.

Sales Associate: I'm afraid I can't give you your money back. These were on sale and we don't offer refunds for sale items.

Customer: Can I exchange them?

Sales Associate: Yes, you can exchange them for something of equal value.

Customer: OK, I'll do that. Let me look around for a bit.

Sales Associate: Take your time.

Review the conversation and select pairs to read the conversation.

Practise the conversation.

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[Approx. 3 mins]

Sales Associate: Can I help you with something?

Customer: Yes, I'd like to return these shoes. I wore them around my house on the carpet for a few days and they are still uncomfortable. The salesman who sold them to me insisted they would stretch out and soften up, but they haven't. I'd like to get my money back.

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Sales Associate: Take your time.

Select pairs to change the conversation with your prompts.

Read the conversation.

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[Approx. 1 min]

1.What would you sell?

A second-hand smartphone (for example, an iPhone 11 Pro in good condition).

2.What would you say to make your product sound appealing?

"Fully functional premium smartphone in excellent condition! Includes original charger and a protective case. Perfect battery life, crisp display, and an amazing camera for photos and videos. A fantastic value compared to a new model."

3.How much would you sell it for?

I would sell it for €300 (or a price appropriate for the local used market for that model).

4.Where would you place your ad?

I'd place my ad on local Telegram marketplace groups and on an app like eBay Divaar / Sheypoor / Emalls.

5.How would you want people to contact you?

I would want people to contact me via private message on the platform first, and then by phone number or WhatsApp/Telegram for serious inquiries.

Review the conversation and select pairs to read the conversation.

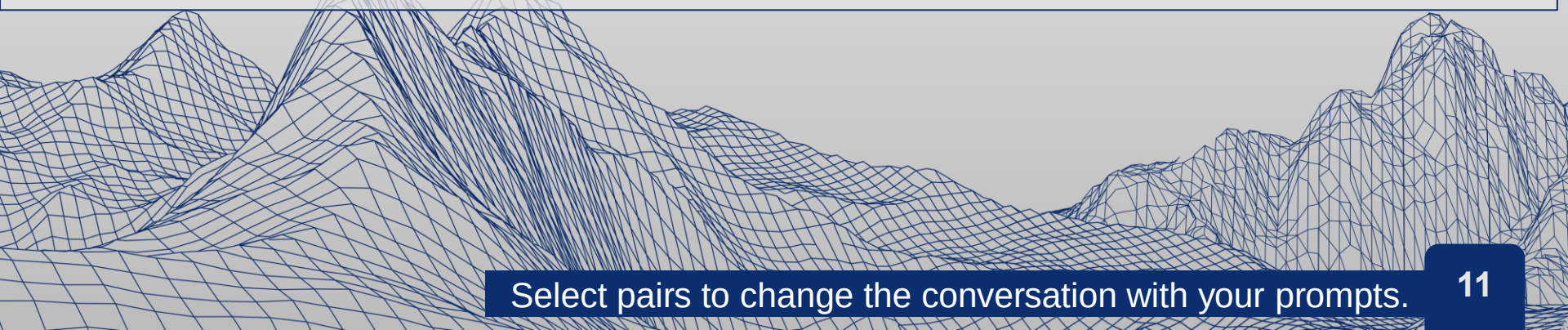
Practise the conversation.

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[Approx. 3 mins]

1. What would you sell?
2. What would you say to make your product sound appealing?
3. How much would you sell it for?
4. Where would you place your ad?
5. How would you want people to contact you?



Select pairs to change the conversation with your prompts.

Explain the scene to the students.

[Approx. 5 mins]

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Scenario: The Consumer Rights Podcast Recording

Three friends are recording a podcast episode about modern shopping, tech problems, and consumer rights. They share personal anecdotes, debate solutions, and give advice to listeners.

They need to:

1.Describe a recent purchase experience, evaluating the seller's claims versus reality.

2.Discuss a defective product scenario and debate the most effective course of action.

3.Analyze the pros and cons of an unconventional item they own, considering longevity and marketing.

4.Develop a step-by-step guide for listeners on how to be savvy online consumers.

Roles:

•**Morgan**: A skeptical online shopper who feels misled by recent purchases and seller descriptions.

•**Jordan**: A pragmatic problem-solver who recently dealt with a faulty high-value electronic item.

•**Taylor**: A nostalgic tech enthusiast with an unconventional perspective on product value and warranties.

Sample Conversations

[Approx. 5 mins]

Morgan:
Alright, welcome back to "Check the Fine Print." Today, we're talking about when reality doesn't match the ad. I recently bought a second-hand phone advertised as being in "excellent condition" with "perfect battery life." What I got was a scratched device that dies by noon.

Jordan:
That's frustrating, but not surprising. You have to be so vigilant. What did the seller say when you contacted them? If it was a major platform, you could have opened a dispute for a misleading description.

Taylor:
It reminds me of my old Nokia. The seller at the flea market gave me a straight-faced "lifetime warranty." Obviously, I took it with a pinch of salt, but it makes you think about how loosely these terms get thrown around.

Morgan:
Exactly! So, Jordan, you had a more serious issue with a brand-new laptop, right? It just wouldn't start.

Jordan:
I did. Following the troubleshooting steps was futile. My immediate reaction was to invoke the warranty. I contacted customer support, quoted the relevant consumer law, and insisted on a replacement, not just a repair. It was a matter of principle.

Taylor:
That's the right approach. With my Nokia, the "value" isn't in features but in sheer durability. I can't find accessories for it, which is a drawback, but its reliability is unmatched. Modern devices seem to have planned obsolescence.

Morgan:
Which circles back to being a savvy consumer. For our listeners, what's the step-by-step guide? From my experience: first, meticulously document the seller's claims. Second, upon receiving the item, test it immediately against those claims.

Jordan:
Third, know your rights. Fourth, communicate clearly and firmly with the seller, escalating to the platform if needed. And finally, consider leaving an honest review to help others.

Taylor:
And perhaps, sometimes, consider if you need the "latest" thing at all. My two-decade-old phone makes calls just fine.

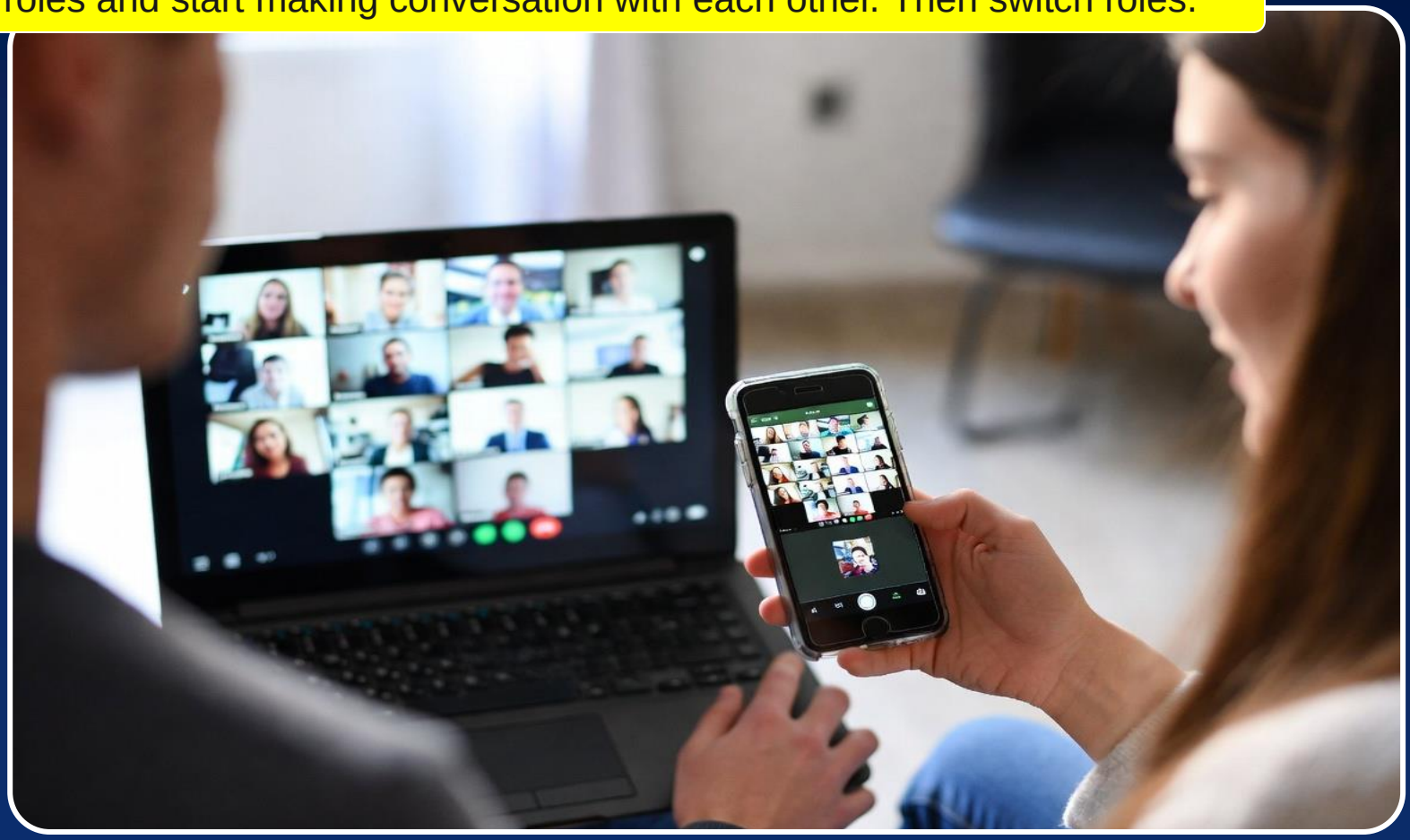
Select groups to read the conversation.

In groups

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Take roles and start making conversation with each other. Then switch roles.



[Approx. 6 mins]

Put the Ss in breakout rooms and have them perform the conversation based on the scenario. All the roles must be switched among them.

Class Sharing

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[Approx. 10 mins]



Ask all the groups to quickly share in class.