

StartUp 5

Conversation

Unit4 – Lesson2

Page45

What do you think they are talking about?



Have your Ss answer the question using the "whole-class" interaction pattern. Ask more questions to lead them to the topic of the conversation.

Play the video once and focus on the concept you have already taught.

WATCH AND CHECK YOUR ANSWERS.

CAN LAN RETURN OR EXCHANGE THE WATCH?





Video source: StartUp5. Conversation. Unit4. Lesson2. Task A

Play the video for the Ss to check their answers. Time permitting, play the video again and have your Ss repeat the words.

ANSWER THE QUESTIONS.



1. Why does the sales associate talk to the manager?
2. What does the manager say?
3. What will Lan do right after this conversation?

Video source: StartUp5. Conversation. Unit4. Lesson2. Task A

Create breakout rooms and have your Ss answer the questions.

ANSWER THE QUESTIONS IN PAIRS.

How does Lan try to change the sales associate's mind? Would you do this?



WATCH AND FILL IN THE GAPS.

Lan:	Hi. I was wondering _____. I bought it here a couple of days ago.
Sales associate:	That shouldn't be any problem. Is it defective?
Lan:	No, no. I just ... I just changed my mind about it.
Sales associate:	OK. Do you have your receipt?
Lan:	Yeah, I do. And the tags are still attached.
Sales associate:	Hmm. Unfortunately, you bought this during our Red Tag sale, and that means all sales are final.
Lan:	Well, do you think _____? Or get a store credit?

Video source: StartUp5. Conversation. Unit4. Lesson2. Task B

Play the video for the Ss. Have them repeat the sentences chorally and individually.

LISTEN AND REPEAT.

Lan:	Hi. I was wondering if I could return this watch. I bought it here a couple of days ago.
Sales associate:	That shouldn't be any problem. Is it defective?
Lan:	No, no. I just ... I just changed my mind about it.
Sales associate:	OK. Do you have your receipt?
Lan:	Yeah, I do. And the tags are still attached.
Sales associate:	Hmm. Unfortunately, you bought this during our Red Tag sale, and that means all sales are final.
Lan:	Well, do you think I could just exchange it? Or get a store credit?

Video source: StartUp5. Conversation. Unit4. Lesson2. Task B





Lan: Hi. I was wondering if I could return this watch. I bought it here a couple of days ago.

Sales associate: That shouldn't be any problem. Is it defective?

Teach the new functions and practice them with your Ss.



Lan: No, no. I just ... I just changed my mind about it.

Sales associate: OK. Do you have your receipt?

Teach the new functions and practice them with your Ss.



Lan: Yeah, I do. And the tags are still attached.

Sales associate: Hmm. Unfortunately, you bought this during our Red Tag sale, and that means all sales are final.

Lan: Well, do you think I could just exchange it _____? Or get a store credit?

Teach the new functions and practice them with your Ss.

ROLE-PLAY THE CONVERSATION.

Lan: Hi. I was wondering if I could return this watch. I bought it here a couple of days ago.

Sales associate: That shouldn't be any problem. Is it defective?

Lan: No, no. I just ... I just changed my mind about it.

Sales associate: OK. Do you have your receipt?

Lan: Yeah, I do. And the tags are still attached.

Sales associate: Hmm. Unfortunately, you bought this during our Red Tag sale, and that means all sales are final.

Lan: Well, do you think I could just exchange it? Or get a store credit?



Have your Ss read the conversation in class.

Give a couple of minutes to your Ss to think about the topic they intend to share. Provide adequate samples.



A THINK Think about a time you needed to exchange or return a purchase. What did you buy? Did you want to return or exchange it? Why?

Have your Ss share what they have prepared in their breakout rooms. Monitor the groups and prepare your FEEDBACK.



B ROLE PLAY Student A: You're a customer. You want to return or exchange the item in 5A. Explain your situation and ask to return the item. Student B: You're a sales associate. Explain the store policy. Will you accept the return?

A: I was wondering if I could return this TV. I have my receipt.
B: Well, according to the store policy, you can only return a TV if it's defective.

Homework

Provide the Ss with the audio link of the conversation. Highlight the page number of the script. Familiarize them with the concept of shadowing if necessary. Assign them to perform shadowing to the conversation.



Listen to the conversation using the link.

Perform shadowing by practicing the rhythm, intonation, and pace of the speakers.