



Sharing the Power of Learning

The Minnesota Literacy Council created this curriculum with funding from the MN Department of Education. We invite you to adapt it for your own classrooms.

Intermediate Level (CASAS reading scores of 201-220)

Shopping: Week 2

Unit Overview

This is a 2-week unit where students will become familiar with different forms of payment (cash, check/debit, credit) and the pros/cons to each. They will read informational paragraphs and determine the author's intent, as well as what the main idea and supporting ideas are. Students will also practice purchasing and returning items, and determine the purpose of return policies and warranties.

Focus of Week 1

- Determining the main idea and supporting ideas in informational paragraphs
- Understanding the purpose of return policies and warranties
- Returning items
- Using *have to* and *must* to make statements about purchasing

Shopping Unit: Week 2, Monday

Objectives <i>Learners will be able to...</i>	Materials
<p>Life skill: Determine the purpose of advertisements.</p> <p>Literacy: Read a short informational paragraph about shopping.</p> <p>Listening: Listen for what two people “must” and “have to” do regarding purchases.</p> <p>Transitions: Identify main idea and supporting ideas in a concrete paragraph.</p> <p>Grammar: Describe purchasing methods using “have to” and “must”.</p>	<p>Make Student Copies</p> <ul style="list-style-type: none"> • <u>Textbook:</u> <i>Stand Out 3, 2nd ed.</i>, p. 24-25; 30-32 • Handout: Graphic Organizer <p>Make Single Copies or Reference</p> <ul style="list-style-type: none"> • <u>Textbook:</u> <i>Stand Out 3, 2nd ed.</i>, p. 33 • Sample advertisement from internet or magazine <p>Props, Technology, or Other Resources</p> <ul style="list-style-type: none"> • ELMO or overhead projector • Stand Out 3 CD and CD player

Lesson Plan

Review (15-20mins)

Description: Ss will review four different payment methods.

Materials/Prep: copies of ***Stand Out 3, 2nd ed.*, p. 30**; ELMO or overhead projector.

Activity 1: Listening/Grammar (25mins)

Description: Ss will compare purchasing methods and listen to a couple discuss what they *have to* and *must* do regarding their purchases; they then will fill in sentences with either “have to” or “must”.

Materials/Prep: copies of ***Stand Out 3, 2nd ed.*, p. 31-32**; ***Stand Out 3* CD, CD player**; ELMO or overhead projector.

Activity 2: Life Skill (40mins)

Description: Ss will determine the purpose of advertisements and read them for specific information; they will also discuss related vocabulary (discount, warranty, etc.)

Materials/Prep: copies of ***Stand Out 3, 2nd ed.*, p. 24-25**; ELMO or overhead projector.

Activity 3: Transitions/Literacy (30mins)

Description: Ss will read an informational paragraph for the main idea and supporting ideas and organize the information in a graphic organizer.

Materials/Prep: one copy of ***Stand Out 3, 2nd ed.*, p. 33**; multiple copies of ***Graphic Organizer***; ELMO or overhead projector.

Wrap-up:

Time permitting, ask Ss what they learned today and write their answers on the board.

Teacher Directions: Review

- **Materials:** *Stand Out 3, 2nd ed., p. 30*; ELMO or overhead projector

Step 1: introduce Activity

Have your Ss work on **p. 30** of **Stand Out 3**. Allow 10 minutes for this activity. This will provide a buffer for the late Ss.

Step 2: Checking Comprehension

After about 10 minutes, go over p. 30 with your class. Make sure to thoroughly review/discuss the different ways to make purchases (section A), especially the difference between using a debit and credit card. (All of this is review from last week.)

Teacher Directions: Activity 1: Listening/Grammar

- **Materials:** *Stand Out 3, 2nd ed., p. 31-32*; *Stand Out 3 CD*, CD player; ELMO or overhead projector

Step 1: Setting the Context

Briefly ask your class to tell you one “pro” for each payment method discussed on p. 30. Then have them tell you one “con” for each method.

Step 2: Comparing Purchasing Methods

Pair Ss up and have them work on **Sections (C) and (D)** on **p. 31**. When almost everyone is finished, project the chart on the board and have Ss come up and write one of their answers in the columns. Discuss as a class.

Step 3: Listening

Next, do the listening activity on **p. 31**. Use the **Stand Out 3 CD** if available. If not, use the script on **p. 171**. Before you do this activity, discuss what “have to” and “must” mean. After the Ss have listened to the CD several times, project the chart in section (E) on the board and have Ss come up and write their answers in the chart. Discuss.

Step 4: Grammar

Project **p. 32** on the board and go over section (F) as a class. Then do section (G) together, discussing each sentence and its meaning, as well as WHY *have to* or *must* were chosen for each number.

Teacher Directions: Activity 1: Life Skill/Literacy

- **Materials:** *Stand Out 3, 2nd ed., p. 24-25*; sample ad from internet or magazine; ELMO or overhead projector

Step 1: Setting the Context

Show your students a sample advertisement. Ask them what it is (*advertisement*), what it's selling, and what special information this advertisement is pointing out (*price, features*). Then briefly discuss the purpose of advertisements.

Step 2: Interpreting Ads

Pass out **p. 24-25** of **Stand Out 3**. Do section (A) as a class. Before your Ss do sections (B) and (C) independently, project the ads in section (B) on the board and go over them (as you did with the iPhone ad). Then let your Ss work on the sections by themselves. Once almost everyone has finished, regroup and go over section (C) together.

Before your Ss do section (D), go over these words: *expire, discount, regular price, warranty, not included*. Discuss each one briefly. Write the words on the board, as well as the definition you come up with as a class.

Finally, tell your class to turn over their handouts so they can work on **p. 25**. Consider pairing up your Ss for this activity.

Afterwards, go over the answers. Project the ads on the board and instruct a student to read the first question and answer. If his answer is correct, have him come up to the board and circle where he found the correct information in the ad. Do this for ALL of the questions.

Teacher Directions: Activity 2: Transitions/Literacy

- **Materials:** *Stand Out 3, 2nd ed., p. 33, Graphic Organizer*; ELMO or overhead projector

Step 1: Setting the Context

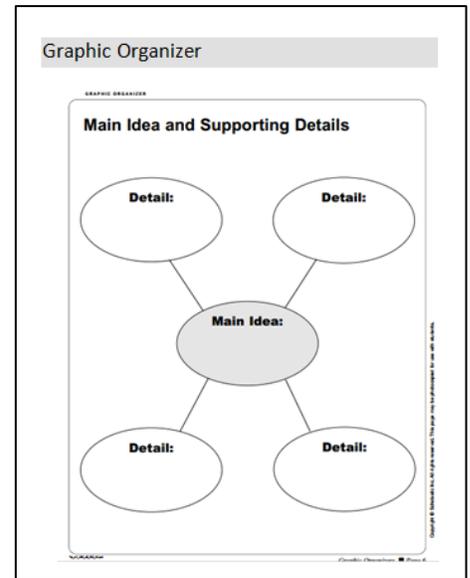
Write the term "smart purchase" on the board and see if anyone knows what it means. If not, break the term up for them → ask them what *smart* means, discuss; then ask them what *purchase* means, discuss; finally ask them what they think *smart + purchase* means. Generate a list of ideas on the board (i.e., comparing prices, reading reviews, talking to friends and family, etc.)

Step 2: Making a Smart Purchase

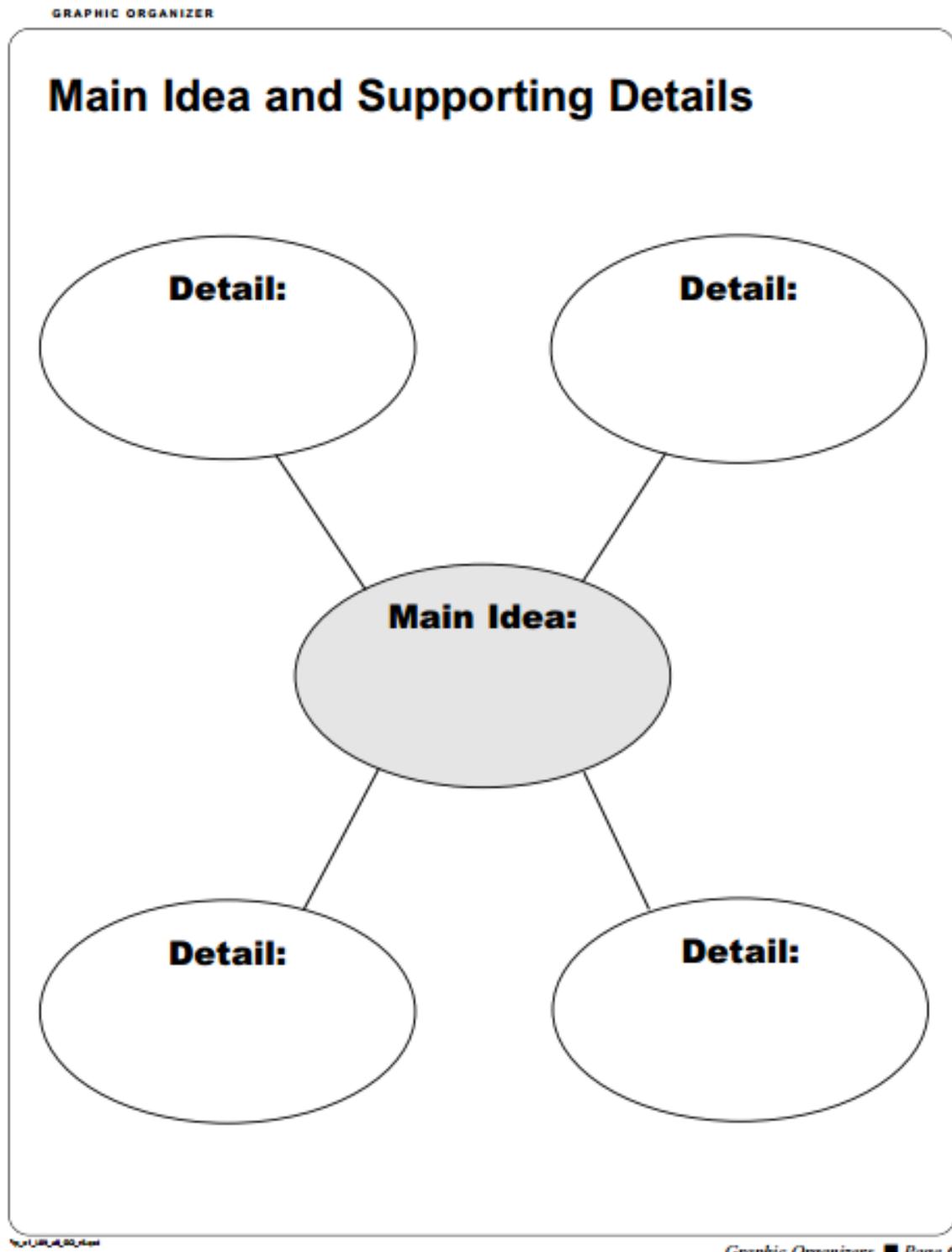
Project the paragraph on **p. 33 of Stand Out 3** on the board and read it for your class first. Then have your Ss read it with you. Afterward, ask them some follow up questions: *What is the main idea of this paragraph? How many supporting ideas are in this paragraph? What are some examples of making a smart purchase? etc.* If your class doesn't know what "main idea" or "supporting ideas" mean (this should be review for most of them) go over the terms.

Next, put Ss in pairs and pass out the **Graphic Organizer**. Give them some time to work on it before regrouping and going over the handout.

Time permitting Go over sections (B) and (C) together as a class.



Graphic Organizer



Shopping Unit: Week 2, Tuesday

Objectives <i>Learners will be able to...</i>	Materials
<p>Life skill: Describe the purpose of a return policy.</p> <p>Literacy: Write a short summary on how to be a smart consumer.</p> <p>Transitions: Compare prices of items to identify the best value; evaluate potential purchases according to warranty features and return policies.</p> <p>Grammar: Complete sentences by using “have to” and “must”.</p>	<p>Make Student Copies</p> <ul style="list-style-type: none"> • Handout: Grammar: Must and Have to • Handout: Graphic Organizer • Handout: Making a Smart Purchase <p>Make Single Copies or Reference</p> <ul style="list-style-type: none"> • <u>Textbook</u>: <i>Stand Out 4, 2nd ed., p. 24</i> <p>Props, Technology, or Other Resources</p> <ul style="list-style-type: none"> • ELMO or overhead projector
Lesson Plan	
<p>Review: Grammar (20-25mins) <u>Directions:</u> Ss will complete sentences about making purchases with either “have to” or “must”. <u>Materials/Prep:</u> copies of Grammar: Must and Have to; ELMO or overhead projector.</p> <p>Activity 1: Literacy/Transitions (60mins) <u>Description:</u> Ss will scan for information on “how to be a smart consumer” and then write a summary. <u>Materials/Prep:</u> one copy of Stand Out 4, 2nd ed., p. 24 and multiple copies of Graphic Organizer; ELMO or overhead projector.</p> <p>Activity 2: Life Skill/Transitions (30mins) <u>Description:</u> Ss will compare prices and return policies in order to choose which item is a better bargain. <u>Materials/Prep:</u> copies of Making a Smart Purchase.</p> <p>Wrap-Up Time permitting, have Ss get into pairs and write down 5 things they learned in class. Share afterwards.</p>	

Teacher Directions: Review: Grammar

- **Materials:** *Grammar: Must and Have to*; ELMO or overhead projector

Step 1: Introduce Activity

Pass out **Grammar: Must and Have to** as Ss come in and tell them to work on it independently. Give them about 10 minutes to do this before bringing everyone together.

Step 2: Checking Comprehension

Before you project the handout on the board and go over the answers, ask your class what the difference is between “must” and “have to” → *must is a little bit stronger and have must be followed by ‘to’*. Then go over the handout together as a class. Have Ss come up to the board and write in the appropriate word.

Grammar: Must and Have to

Read the sentences. Then choose the correct word: *have to* or *must*.

1. I _____ go shopping tonight so I can cook dinner.
2. You _____ to pay your credit card bill every month.
3. Theresa _____ write a good check so it doesn't bounce.
4. We _____ to read advertisements to look for bargains.
5. You _____ to make sure you have cash in your account before using the ATM.
6. Ella _____ ask about return policies before buying her flat screen TV.
7. You and I _____ to compare prices so we can be smart consumers.
8. I _____ be careful not to spend more than I can afford with my credit card.
9. Challenge: She _____ to check her budget before making a big purchase.
10. Challenge: John _____ to purchase a warranty to protect his expensive computer.

Now write two sentences using *must* and *have to*.

Teacher Directions: Activity 1: Literacy/Transitions

- **Materials:** *Stand Out 4, 2nd ed., p. 24, Graphic Organizer*; ELMO or overhead projector

Step 1: Setting the context

Project p. 24 of **Stand out 4** on the board and only show section (A). (Cover up section B). Read and discuss the question in section (A). **NOTE:** Yesterday they read a paragraph stating that *before* they purchase something they should make a budget and comparison shop, so these are the kinds of answers you should look for. You are also setting the context for section (B) so read what those steps are to being a “smart consumer”.

Step 2: Being a Smart Consumer

Reveal section (B) on the board. Ask your Ss what the steps are for being a smart consumer. (**NOTE:** You are looking for them to start rattling off the bolded captions, NOT try to read every word. So if you sense that they’re trying to read everything, stop them and discuss what “headings” are and why they’re important for “scanning for information”.) As Ss start listing each step, discuss what each one means. DON’T read the extra verbiage after the heading. The point of this activity is for the Ss to practice scanning the text for the steps and then summarize, in their own words, what they think those steps mean.

Also consider going over the these new words: *budget, carefully, bargain, refund, return policy, warranty*

Step 3: Summarizing

Write the word “summary” on the board and ask your class what it means. Discuss, and come up with a definition. **NOTE:** regardless of your definition, make sure they understand that a summary is written in their own words. Then ask your class what a paragraph is (i.e., *5-7 sentences put together to form a main idea*). Then ask your class what “main idea” means. (This will be review for some.) Tell them that the *main idea* is generally the first sentence of a paragraph. Next, ask them what “supporting ideas” are. Discuss. Explain that the *supporting ideas* help explain (i.e., *support*) the *main idea*. Also tell them that “transitions words” (first, second, third) are helpful ways to connect supporting ideas together.

Either project this paragraph on the board or write it (or one of your own) on the board:

If you follow four simple steps to shopping, you can be a smart consumer. First, it is important to budget. Second, you need to shop around. Third, it is important to consider bargain offers because you want to get the best deal. And fourth, you need to ask about return policies. If you follow these steps, you will be a smart consumer.

Ask your class what the main idea is of the paragraph. Discuss. Ask them what the supporting ideas are and how many there are. Discuss. Finally, ask them what transition words were used. Discuss.

Next, project the **Graphic Organizer** on the board and explain that they are going to use it to help them write a summary paragraph on “how to be a smart consumer”. As a class, then, decide what the 4 most important steps to being a smart consumer are (use the text on p. 24). Explain that these are the “supporting ideas” and should be written in the “important idea” bubbles on the graphic organizer. Their summary paragraph should then be written in the “summary box” underneath the “important idea” bubbles. Discuss once again what the “main idea” is of the text on p. 24 and remind them of how to use “transition words” to connect their supporting idea sentences.

Graphic Organizer

Summarizing

Important Idea Important Idea Important Idea Important Idea

Summary

After you think your class understands what to do and how to write a basic summary paragraph, put them in to pairs (pair a weaker student with a stronger one) and pass out the **Graphic Organizer** handout. Keep p. 24 projected on the board. Walk around the room and assist where necessary. **NOTE:** Writing is a VERY difficult skill, even for native English speakers, so be patient and don't correct every error. The point of this activity is for them to *practice* organizing their thoughts so they can write a summary in their own words.

Step 4: Sharing

Once almost everyone has finished, regroup and have a few pairs share their paragraphs with the class. Project them on the board with the **ELMO** if possible so everyone can see the paragraphs. Have your class tell you what the main/supporting ideas are and what transition words they see.

Teacher Directions: Activity 2: Transitions/Life Skill

- **Materials:** *Making a Smart Purchase*

Step 1: Setting the context

Discuss the following terms: *return, store credit, warranty, bargain, shop, compare, refund, exchange*. Write each word on the board one at a time and ask your class if they know what they mean. If they don't, then supply a definition for them.

Step 2: Making a Smart Purchase

Pass out the **Making a Smart Purchase** handout and have Ss work on it for 10-15 minutes before going over it as a class.

Making a Smart Purchase

Use the words below to fill in the missing information.

bargain shop compare return warranty

You want to buy a new couch. Your budget is \$500. You need to _____ around. You need to _____ prices because you want to find the best _____. You also want to make sure the couch has a good _____ policy. You also want to purchase a _____ to protect your couch in case it gets damaged.

Look at the two store ads below. Which store has the best bargain?

Score #1



Score #2



Use the words below to fill in the missing information.

return warranty refund exchange 90 days refund

Score #1

Returns & Replacements
You may _____ an item for only store credit towards another store item. All returned items must be in their original packaging. Returns must be received at the warehouse within 30 days of purchase date. It is the responsibility of the customer to pay for return shipping. If your couch is damaged when you receive it, it will be covered under our _____. We will repair or replace any damaged items at no cost.

Score #2

Return/exchange policy
Most items returned within _____ will receive a _____ or exchange. Items that are opened or damaged, or do not have a receipt, may be denied a refund or exchange.

Which company do you think has a better return policy? Explain your answer below.

Grammar: *Must* and *Have to*

Read the sentences. Then choose the correct word: *have to* or *must*.

1. I _____ go shopping tonight so I can cook dinner.
2. You _____ to pay your credit card bill every month.
3. Therese _____ write a good check so it doesn't bounce.
4. We _____ to read advertisements to look for bargains.
5. You _____ to make sure you have cash in your account before using the ATM.
6. Ella _____ ask about return policies before buying her flat screen TV.
7. You and I _____ to compare prices so we can be smart consumers.
8. I _____ be careful not to spend more than I can afford with my credit card.
9. **Challenge:** She _____ to check her budget before making a big purchase.
10. **Challenge:** John _____ to purchase a warranty to protect his expensive computer.

Now write two sentences using *must* and *have to*.

Graphic Organizer

Summarizing

Important Idea	Important Idea	Important Idea	Important Idea

Summary

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Making a Smart Purchase

Use the words below to fill in the missing information.

bargain shop compare return warranty

You want to buy a new couch. Your budget is \$500. You need to _____ around. You need to _____ prices because you want to find the best _____. You also want to make sure the couch has a good _____ policy. You also want to purchase a _____ to protect your couch in case it gets damaged.

Look at the two store ads below. Which store has the best bargain?

Store #1

JOHNNY JANOSIK WORLD OF FURNITURE

3 for sale

YOU SAVE THREE WAYS!

FIRST...
SAVE UP TO 70% OFF
Thousands of furniture and mattress items throughout the store!

THEN...
Pay No Interest Until 2015
with approved credit!

AND...
Get A \$150 Instant Rebate
with purchase of \$1299 or more

JOHNNY JANOSIK WORLD OF FURNITURE
QUALITY NAME BRAND FURNITURE & BEDDING FOR YOUR HOME

GUARANTEED LOWEST PRICE: We guarantee our prices to be the lowest on name brand furnishings and bedding on Central's 11 miles 10 days of purchase you bring in a written quote or advertisement on the exact item for sale, we will refund 110% of the difference.

Store #2

Miskelly
BEYOND FURNITURE®

Ashley Special SAVINGS EVENT!

103" Traditional-Style Sofa With Fringed-Pillow And Nail-Head Trim Accent
LOVESEAT \$549 • CHAIR \$449 **\$599** Ashley Special SAVINGS EVENT! SOFA • AFTER DISCOUNT

92" Traditional-Style Sofa With Wood-Trim And Spool-Foot Accent
LOVESEAT \$549 • CHAIR \$449 **\$599** Ashley Special SAVINGS EVENT! SOFA • AFTER DISCOUNT

102" Traditional-Style Sofa With Fringed-Pillow And Nail-Head Trim Accent **\$699** Ashley Special SAVINGS EVENT! SOFA • AFTER DISCOUNT

Retro-Style Chaise-Seating Sectional With Contrasting Pillow Accent **\$999** Ashley Special SAVINGS EVENT! SECTIONAL • AFTER DISCOUNT

Use the words below to fill in the missing information.

return	warranty	refund	exchange	90 days	refund
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Store #1

Returns & Replacements

You may _____ an item for only store credit towards another store item. All returned items must be in their original packaging. Returns must be received at the warehouse within 30 days of purchase date. It is the responsibility of the customer to pay for return shipping. If your couch is damaged when you receive it, it will be covered under our _____. We will repair or replace any damaged items at no cost.

Store #2

Refund/exchange policy

Most items returned within _____ will receive a _____ or exchange. Items that are opened or damaged, or do not have a receipt, may be denied a refund or exchange.

Which company do you think has a better return policy? Explain your answer below.

Shopping Unit: Week 2, Wednesday

Objectives <i>Learners will be able to...</i>	Materials
<p>Life skill: Read an advertisement for specific information and answer questions.</p> <p>Literacy: Read and interpret scenarios about returns and warranties.</p> <p>Listening/speaking: Ask and respond to cashier questions at a checkout</p> <p>Transitions: Compare two items online for price, features, etc.</p>	<p>Make Student Copies</p> <ul style="list-style-type: none"> • Handout: Understanding the Bargains • Handout: Making a Purchase, Student A & B • Handout: Returns and Warranties <p>Make Single Copies or Reference</p> <ul style="list-style-type: none"> • Making a Purchase, Teacher Copy <p>Props, Technology, or Other Resources</p> <ul style="list-style-type: none"> • ELMO or overhead projector • Laptop & LCD projector

Lesson Plan

Review: Life Skill (25mins)

Description: Ss will read an advertisement and answer questions.

Materials: copies of **Understanding the Bargains**.

Activity 1: Transitions/Listening/Speaking (50mins)

Description: Ss will compare two items on Best Buy's website; afterwards they will practice a cashier-customer conversation and then listen for missing information.

Materials/Prep: copies of **Making a Purchase, Student A & B** and one copy of **Making a Purchase, Teacher Copy**; laptop & LCD projector.

Activity 2: Literacy (30mins)

Description: Ss will read scenarios and determine whether the situation should involve making a return or using a warranty.

Materials: copies of **Returns and Warranties**; ELMO or overhead projector.

Wrap-up

Ask Ss to write down two things they learned today and share that with a partner.

Teacher Directions: Review: Life Skill

- **Materials:** *Understanding the Bargains*

Step 1: Introduce the Activity

As Ss come in, pass out the **Understanding the Bargain** handout and let them work on it independently or in pairs. Allow them 10-15 minutes to work on this. This will provide a buffer for the late Ss.

Step 2: Checking Comprehension

Project the handout on the board and go over it together as a class. Make sure to review what a “bargain” is, as well as discuss the new terms “interest” and “rebate”.

The handout is titled "Understanding the Bargains" and includes the instruction: "Use the advertisement to answer the questions below." The advertisement is for a "3rd sale" and states "YOU SAVE THREE WAYS!". It lists three ways to save: "FIRST... SAVE up to 70% OFF" (on household appliances), "THEN... Pay No Interest Until 2015" (on credit cards), and "AND... Get a \$150 Instant Rebate" (on select TVs). Below the text are images of a living room with a sofa and a coffee table. To the right of the advertisement are four comprehension questions:

1. What is the ad selling?
2. What is the store name?
3. What is the first bargain (i.e. how much can you save)?
4. If you chose the second method, when will you start paying interest?
5. How much do you need to spend to get \$150 rebate?

Teacher Directions: Activity 1: Transitions/Listening/Speaking

- **Materials:** *Making a Purchase, Teacher and Student A/B copies; laptop & LCD projector*

Step 1: Prep

Turn on the **laptop** and **LCD projector**. Then open up the internet browser and type in www.bestbuy.com. Familiarize yourself with the website a bit, specifically the TV section, as you will be searching through that later.

Step 2: Setting the Context

Ask your class what it means to “comparison shop”. Write the term on the board and discuss. **NOTE:** This term is review from yesterday, but if they struggle to explain/define it, break the word up → ask them what “compare” means; then ask them what “shop” means; then tell them to put the two words together.

Step 3: Comparison Shopping

Tell your class that you need a new TV and that you want their help deciding which one to buy. Turn on the LCD projector and reveal Best Buy’s website. Locate the TV section, decide which size TV you want, and then choose two different TVs to compare. Talk about the price and features; then decide which item is a better deal.

Step 4: Making the Purchase

Before you pass out the handout, briefly talk about what the conversation is like between a cashier and a customer. (This is review from last week). Then project the **Making a Purchase, Teacher Copy** handout on the board. Read each part for your class while they listen to you. Then have half of the class be the cashier and the other half be the customer; then have them switch parts. Afterwards, discuss the key terms: *warranty, good deal, return policy, unopened, full refund, save additional 15%*.

Next, pass out the **Making a Purchase, Student A** copy to half of your class and the **Student B** copy to the other half. Explain that you are going to read the dialogue again and that they need to listen for the missing information and write it down. Tell them you will speak SLOWLY and read the conversation several times.

After you read it at least 2-3 times, pair up Student A with Student B and have them practice the conversation together in order to check their answers. If there is a discrepancy in their answers, tell them that then, and ONLY then, can they look at each other's papers. Otherwise, they need to read and listen to each other – NOT just look at each other's papers to find the answers.



Teacher Directions: Activity 2: Literacy

- Materials: *Returns and Warranties*; ELMO or overhead projector

Step 1: Setting the Context

Review the differences between return policies and warranties, and make sure to talk about why warranties can be important.

Step 2: Returns and Warranties

Put Ss in to pairs and pass out the **Returns and Warranties** handout. Have them work on it together while you circle around the room answering questions. Once almost everyone has finished, project the handout on the board and read each scenario together as a class and discuss.

Returns and Warranties

Scenario 1

You purchased your TV one year ago. You took it out of the box. You decided to watch it for a few days. You turned it on and it worked fine. The return policy says you can return an unopened item for a refund or exchange within 15 days. If the item has been opened, you can only exchange it. The warranty says Best Buy will refund any damaged items for up to 3 years. Do you need to return your item or use the warranty?

Scenario 2

You purchased your TV one year ago. You took it out of the box. You decided to watch it for a few days. You turned it on and it worked fine. The return policy says you can return an unopened item for a refund or exchange within 15 days. If the item has been opened, you can only exchange it. The warranty says Best Buy will refund any damaged items for up to 3 years. Do you need to return your item or use the warranty?

Scenario 3

You purchased your TV one year ago. It is no longer working. The return policy says you can return an unopened item for a refund or exchange within 15 days. If the item has been opened, you can only exchange it. The warranty says Best Buy will refund any damaged items for up to 3 years. Do you need to return the item or use the warranty? Why or why not?

Scenario 4

You purchased your TV one year ago. You took it out of the box. You decided to watch it for a few days. The return policy says you can return an unopened item for a refund or exchange within 15 days. If the item has been opened, you can only exchange it. The warranty says Best Buy will refund any damaged items for up to 3 years. Do you need to return the TV for a refund or use the warranty? Why or why not?

Understanding the Bargains

Use the advertisement to answer the questions on the next page.

JOHNNY JANOSIK WORLD OF FURNITURE

3 for sale

YOU SAVE THREE WAYS!

<p>FIRST... SAVE UP TO 70% OFF Thousands of furniture and mattress items through out the store!*</p>	<p>THEN... Pay No Interest Until 2015 with approved credit*</p>	<p>AND... Get A \$150 Instant Rebate* with purchase of \$1299 or more</p>
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Stationary Sofa \$499.95 Matching Stationary Loveseat \$479.95

Stationary Sofa \$499.95 Matching Stationary Loveseat \$479.95

choose chocolate or red!

JOHNNY JANOSIK
WORLD OF FURNITURE
THE EASTERN SHORE'S LARGEST FURNITURE STORE - EST. 1983

GUARANTEED LOWEST PRICE
We guarantee our prices to be the lowest on name brand furnishings and bedding on Okechua. If within 30 days of purchase you bring in a written quote or advertisement on the exact items for less, we will refund 110% of the difference.

QUALITY NAME BRAND FURNITURE & BEDDING FOR YOUR HOME

1. What is this ad selling?
2. What is the store name?
3. How much money can you save with one of the bargains?
4. If you choose to borrow money, when will you start paying interest?
5. How much do you need to spend to get a \$150 **rebate**?

Making a Purchase

TEACHER COPY

Cashier: **Hello, how are you** today?

Customer: **Good**

Cashier: Did you **find everything** ok?

Customer: Yes, **thanks**.

Cashier: **Would** you like to **purchase** our **2-year warranty** on this item?

Customer: **How much** is it?

Cashier: **\$39.99**.

Customer: Sure, that sounds like a **good deal**. What is your **return policy**?

Cashier: You can **return** any **unopened** item within **15 days** for a **full refund**.

Customer: Ok.

Cashier: Would you like to **save** an additional **15%** today and **sign up** for our Best Buy **credit card**?

Customer: **No thanks**.

Cashier: Ok, I have your **total** then. **How** will you be **paying** today then?

Customer: Do you **accept checks**?

Cashier: Yes, but I need a valid **ID**.

Customer: **Here it is**.

Cashier: Thanks. Here's your **receipt**. Have a **great day!**

Customer: You too.

Making a Purchase

Student A

Cashier: Hello, _____ today?

Customer: Good.

Cashier: Did you _____ everything ok?

Customer: Yes, thanks.

Cashier: Would you like to purchase our _____ on this item?

Customer: _____ is it?

Cashier: \$_____.

Customer: Sure, that sounds like a good deal. What is your _____?

Cashier: You can return any unopened item within _____ for a _____.

Customer: Ok.

Cashier: Would you like to _____ an additional _____% today and sign up for our Best Buy _____?

Customer: No thanks.

Cashier: Ok, I have your total then. _____ will you be _____ today?

Customer: Do you accept _____?

Cashier: Yes, but I need a valid _____.

Customer: Here you go.

Cashier: Thanks. Here's your _____. Have a great day!

Customer: You too.

Making a Purchase

Student B

Cashier: _____, how are you today?

Customer: _____.

Cashier: Did you find _____ ok?

Customer: Yes, _____.

Cashier: _____ you like to _____ our 2-year warranty on this item?

Customer: How much is it?

Cashier: \$ _____.

Customer: Sure, that sounds like a _____. What is your return policy?

Cashier: You can _____ any _____ item within 15 days for a full refund.

Customer: Ok.

Cashier: Would you like to save an additional 15% today and _____ for our Best Buy credit card?

Customer: _____.

Cashier: Ok, I have your _____ then. How will you be paying today then?

Customer: Do you _____ checks?

Cashier: Yes, but I need a valid ID.

Customer: _____.

Cashier: Thanks. Here's your receipt. Have a _____!

Customer: You too.

Returns and Warranties

Read the stories below. Then answer the question at the end of each story.

Story #1

You purchased your TV one year ago. You took it out of the box. It worked fine. Yesterday you turned it on and it didn't work. The return policy says you can return any unopened item for a refund within 15 days. If the item has been opened, you can only exchange it. The warranty says Best Buy will refund any damaged items for up to 2 years. Do you need to return your item or use the warranty?

Story #2

You purchased your TV 2 weeks ago. You took it out of the box. You decided a week later that that you didn't want it any more. The return policy says you can return any unopened item for a refund within 15 days. If the item has been opened, you can only exchange it. The warranty says Best Buy will refund any damaged items for up to 2 years. Do you need to return your item or use the warranty?

Story #3

You purchased your TV three years ago. It was working fine yesterday but now the screen won't turn on. The return policy says you can return any unopened item for a refund within 15 days. If the item has been opened, you can only exchange it. The warranty says Best Buy will refund any damaged items for up to 2 years. Are you able to return this item? Why or why not? Can you use the warranty? Why or why not?

Story #4

You purchased your TV 12 days ago. You didn't take it out of the box. You decided you want a bigger one. The return policy says you can return any unopened item for a refund within 15 days. If the item has been opened, you can only exchange it. The warranty says Best Buy will refund any damaged items for up to 2 years. Are you able to return this TV for a refund? Why or why not? Do you need to use the warranty? Why or why not?

Shopping Unit: Week 2, Thursday

Objectives <i>Learners will be able to...</i>	Materials
<p>Life Skill/Listening/speaking: Ask and respond to cashier questions about making returns.</p> <p>Literacy: Read a warranty and answer questions about it.</p> <p>Transitions: Interpret a warranty; categorize merchandise by type (electronics, clothing, etc.)</p>	<p>Make Student Copies</p> <ul style="list-style-type: none"> • Handout: Walmart’s Warranty • Handout: Making Returns, Student A & B • Handout: Conversations • Handout: Reading Practice Test <p>Make Single Copies or Reference</p> <ul style="list-style-type: none"> • Making Returns, Teacher Copy • Receipts (<u>cut out receipts</u>) <p>Props, Technology, or Other Resources</p> <ul style="list-style-type: none"> • ELMO or overhead projector • Scissors

Lesson Plan

Warm up: Literacy/Transitions (30mins)

Description: Ss will read a warranty and answer questions.

Materials/Prep: copies of **Walmart’s Warranty**; **ELMO or overhead projector**.

Activity 1: Life Skill/Listening/Speaking (50mins)

Description: Ss will listen to four conversations between a cashier and a customer trying to return an item; Ss will then practice these conversations before trying to return items on their own.

Materials/Prep: one copy of **Making Returns, Teacher copy** and multiple copies of **Making Returns, Student A/B copies, Receipts, Conversations**; **ELMO or overhead projector, scissors**.

Activity 2: Transitions (20mins)

Description: Ss will play a relay game where they have to think of merchandise that fits under specific categories (i.e., electronics → TV, camera).

Materials/Prep: white board and markers.

Activity 3: CASAS Test (10-15mins)

Description: Ss will take a practice Reading CASAS test.

Materials/Prep: copies of **Reading Test Practice**.

Teacher Directions: Warm up

- **Materials:** *Walmart's Warranty*; ELMO or overhead projector

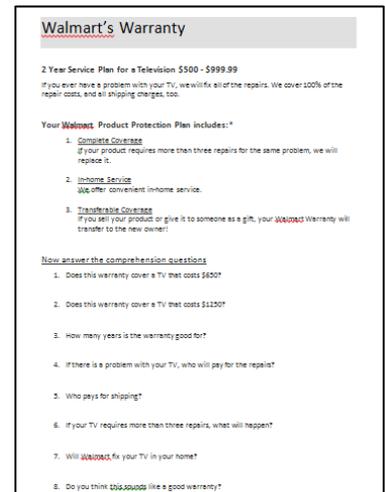
Step 1: Introduce the activity

As Ss come in, pass out the **Walmart's Warranty** handout. Tell them to work on it by themselves and to let you know if they have questions. Give your class about 15 minutes to work on this before regrouping. This will provide a buffer for the late Ss.

Step 2: Checking Comprehension

Before you go over the handout, discuss what a "warranty" is and why it's important to have one. (This is review.)

Then project the handout on the board and go over the answers as a class. Instruct one student to read a question and another to answer. If the student answers correctly, have her come up to the board and circle where she found the correct information. Do this for all of the questions



Teacher Directions: Activity 1: Life Skill/Listening/Speaking

- **Materials:** *Making Returns, Teacher copy & Student A/B copies, Receipts, Conversations*; ELMO or overhead projector, scissors

Step 1: Prep

Make copies of the **Making Returns, Student A & B**. If you have 14 Ss in your class, you will need 7 copies of Student A and 7 copies of Student B. It helps to make these copies on different colored paper so they're easier to track later.

Also, make copies of the **Receipts**. This is optional but a fun addition to the activity. Each student should get a receipt, so if you have 14 Ss, you will need to print off 4 copies of the handout and cut out each individual receipt.

Step 2: Setting the Context

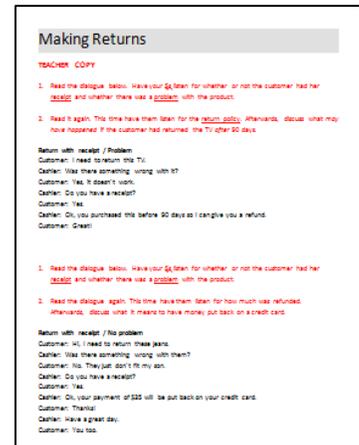
Ask your class if they have ever returned an item to a store and what they're experiences have been. Then ask them if they have ever returned an item without a receipt. Discuss.



Step 3: Listening

Tell your class that you are going to read four different conversations between a customer and a cashier. Each time they will have to listen for whether the customer had a *receipt* and whether there was a *problem* with the product.

Read the conversations for your class on the **Making Returns, Teacher Copy** handout. There are guided instructions on the handout for you.



Making Returns
TEACHER COPY

1. Read the dialogue below. Have your \$4 team for whether or not the customer had her receipt and whether there was a problem with the product.
2. Read it again. This time have them listen for the return policy. Afterwards, discuss when they have returned if the customer had returned the TV after 90 days.

Return with receipt / Problem
Customer: I need to return my TV.
Cashier: Was there something wrong with it?
Customer: Yes, it doesn't work.
Cashier: Do you have a receipt?
Customer: Yes.
Cashier: Oh, you purchased this before 90 days so I can give you a refund.
Customer: Great!

Return with receipt / No problem
Customer: Hi, I need to return these jeans.
Cashier: Was there something wrong with them?
Customer: No. They just don't fit my son.
Cashier: Do you have a receipt?
Customer: Yes.
Cashier: Oh, your payment of \$22 will be put back on your credit card.
Customer: Thanks!
Cashier: Have a great day.
Customer: You too.

Step 4: Practicing - accuracy

Project the handout on the board and have your class practice the conversations. Cover up all of the information except for the conversation you're going to practice. Have half of your class be the cashier and the other half be the customer; then have them switch parts. Do this for all of the conversations, checking for questions or comments along the way.

After you've practiced all of the conversations, ask your class what statement was the same from the customer each time → *I need to return this _____*. Then ask what statement was the same from the cashier → *Was there something wrong with it?* Explain that these two statements are generally what happens when a customer returns something.

Step 5: More Practice – fluency

Tell your class that it's now their turn to practice returning items. Put them in pairs and give one student **Making Returns, Student A** and the other student **Making Returns, Student B**. Give them two **Receipts** (optional). Tell them that Student A will be the customer first. Project the Student A handout on the board. Explain that Student A needs to read the sentences and then practice returning the item. **Model what the conversation between Student A & B should be like** → Student A: *I need to return these jeans*; Student B: *Was there something wrong with them?* etc. If Ss seem to really struggle with creating their own conversations – and remember, you may need to remind them that “accuracy” is not the goal – then give them the **Conversations**.



Making Returns
Student A

You bought 5 pairs of jeans for your son. They don't fit and you need to return them. You have your receipt.



Receipt for 5 pairs of jeans, \$7.00.



Making Returns
Student B

You bought this camera one year that will replace your camera. You have your receipt.



Receipt for a camera.

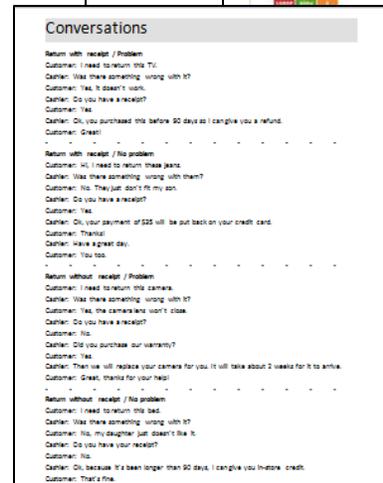
You bought this TV for your family two months ago. You finally took it out of the box and it doesn't work. The return policy is 90 days. You have your receipt.



Receipt for a Samsung 40" Full HD LED TV, \$499.90.

Step 6: Sharing – time permitting

Have a couple of pairs share their conversations with the class.



Conversations

Return with receipt / Problem
Customer: I need to return the TV.
Cashier: Was there something wrong with it?
Customer: Yes, it doesn't work.
Cashier: Do you have a receipt?
Customer: Yes.
Cashier: Oh, you purchased this before 90 days so I can give you a refund.
Customer: Great!

Return with receipt / No problem
Customer: Hi, I need to return these jeans.
Cashier: Was there something wrong with them?
Customer: No. They just don't fit my son.
Cashier: Do you have a receipt?
Customer: Yes.
Cashier: Oh, your payment of \$22 will be put back on your credit card.
Customer: Thanks!
Cashier: Have a great day.
Customer: You too.

Return without receipt / Problem
Customer: I need to return the camera.
Cashier: Was there something wrong with it?
Customer: Yes, the camera lens won't close.
Cashier: Do you have a receipt?
Customer: No.
Cashier: Did you purchase our warranty?
Customer: Yes.
Cashier: Then we will replace your camera for you. It will take about 2 weeks for it to arrive.
Customer: Great, thanks for your help!

Return without receipt / No problem
Customer: I need to return the bed.
Cashier: Was there something wrong with it?
Customer: No, my daughter just doesn't like it.
Cashier: Do you have your receipt?
Customer: No.
Cashier: Oh, because it's been longer than 90 days, I can give you a store credit.
Customer: That's fine.

Teacher Directions: Activity 2: Transitions

- **Materials: White board and markers**

Step 1: Setting the Context

Talk about the items they just practiced returning at Walmart (TV, camera, jeans, bed). Write them on the board. Ask them what other kinds of things they can buy at Walmart and write those items on the board too. Then ask your class what “categories” these products go under (electronics, clothing, kids, etc.). Then choose one category from the list and write it in two columns on the board, like this:

Electronics

Electronics

Then put your class into two teams and have them stand up in single file lines in front of the word on the board. Explain that they will have three minutes to generate as many electronic items as they can think of as a team. Tell them that the first person in line will go up to the board and write down an item; they then will run back and give the marker to the person behind them. That person will then run up to the board and think of a different electronic. Each team should continue on in this manner until the time is up. Whichever team has the most CORRECT answers on the board after the time is up wins!

If you have extra time, do another category.

Teacher Directions: Activity 2: CASAS Test Practice

- **Materials: Reading Test Practice; ELMO or overhead projector**

Step 1: Independent Practice

Before distributing the questions, remind learners that this is practice for their reading test. During the test they should not talk, look at their notebook or dictionary, or look at other Ss’ papers.

Pass out the **Reading Test Practice** handout.

Give everyone 5 minutes to complete questions 1-4. Use this time to walk around the room and see who has easily mastered this skill and who might need extra practice.

The handout titled "Reading Test Practice" features a screenshot of a Samsung TV advertisement. The ad shows a "SAMSUNG 40\" LED TV" with a price of \$499.90 and a "\$180.00 INSTANT SAVINGS" offer. Below the ad are four questions:

1. How much is this TV?
A. \$180
B. \$679.00
C. \$1080
D. \$499.00
2. How big is the TV?
A. 1000 inches
B. 60 inches
C. 40 inches
D. 100 inches
3. How many days will it take for this TV to arrive?
A. 2-6
B. 7
C. 2
D. 1-10
4. How much do you save when buying this TV?
A. \$499.00
B. \$180
C. \$679.00
D. \$1080

Step 2: Reviewing Answers

Use the ELMO or overhead projector to review the questions. Invite a student to come up and circle the correct answer. They should also circle the information in the question that helped them find the correct answer.

Walmart's Warranty

2 Year Service Plan for a Television \$500 - \$999.99

If you ever have a problem with your TV, we will fix all of the repairs. We cover 100% of the repair costs, and all shipping charges, too.

Your Walmart Product Protection Plan includes:*

1. Complete Coverage
If your product requires more than three repairs for the same problem, we will replace it.
2. In-home Service
We offer convenient in-home service.
3. Transferable Coverage
If you sell your product or give it to someone as a gift, your Walmart Warranty will transfer to the new owner!

Now answer the comprehension questions

1. Does this warranty cover a TV that costs \$650?
2. Does this warranty cover a TV that costs \$1250?
3. How many years is the warranty good for?
4. If there is a problem with your TV, who will pay for the repairs?
5. Who pays for shipping?
6. If your TV requires more than three repairs, what will happen?
7. Will Walmart fix your TV in your home?
8. Do you think this is a good warranty?

Making Returns

TEACHER COPY

1. Read the dialogue below. Have your Ss listen for whether or not the customer had her receipt and whether there was a problem with the product.
2. Read it again. This time have them listen for the return policy. Afterwards, discuss what *may have happened* if the customer had returned the TV *after 90 days*.

Return with receipt / Problem

Customer: I need to return this TV.

Cashier: Was there something wrong with it?

Customer: Yes, it doesn't work.

Cashier: Do you have a receipt?

Customer: Yes.

Cashier: Ok, you purchased this before 90 days so I can give you a refund.

Customer: Great!

1. Read the dialogue below. Have your Ss listen for whether or not the customer had her receipt and whether there was a problem with the product.
2. Read the dialogue again. This time have them listen for how much was refunded. Afterwards, discuss what it means to have money put back on a credit card.

Return with receipt / No problem

Customer: Hi, I need to return these jeans.

Cashier: Was there something wrong with them?

Customer: No. They just don't fit my son.

Cashier: Do you have a receipt?

Customer: Yes.

Cashier: Ok, your payment of \$35 will be put back on your credit card.

Customer: Thanks!

Cashier: Have a great day.

Customer: You too.

1. Read the dialogue below. Have your Ss listen for whether or not the customer had her receipt and whether there was a problem with the product.
2. Read the dialogue again. This time have them listen for what the warranty is. Discuss what may have happened had the customer NOT purchased a warranty.

Return without receipt / Problem

Customer: I need to return this camera.

Cashier: Was there something wrong with it?

Customer: Yes, the camera lens won't close.

Cashier: Do you have a receipt?

Customer: No.

Cashier: Did you purchase our warranty?

Customer: Yes.

Cashier: Then we will replace your camera for you. It will take about 2 weeks for it to arrive.

Customer: Great, thanks for your help!

1. Read the dialogue below. Have your Ss listen for whether or not the customer had her receipt and whether there was a problem with the product.
2. Read the dialogue again. Have your Ss listen for what the return policy is.

Return without receipt / No problem

Customer: I need to return this bed.

Cashier: Was there something wrong with it?

Customer: No, my daughter just doesn't like it.

Cashier: Do you have your receipt?

Customer: No.

Cashier: Ok, because it's been longer than 90 days, I can give you in-store credit.

Customer: That's fine.

Receipts

Walmart 
 Save money. Live better.

MANAGER SANDRA NUTERANGELO
 (909) 899 - 1441

ST# 1922 DP# 00007039 TE# 68 TR# 04330
 GIJOERES DVD 009736894904 5.00 X

SUBTOTAL	5.00
TAX 1 8.750 %	0.44
TOTAL	5.44
CASH TEND	5.44
CHANGE DUE	0.00

ITEMS SOLD 1 *an*

TC# 2336 7377 8491 8980 561



We want you to pay the lowest price.
 Ask about our price match policy.
 11/03/09 19:53:17

Walmart 
 Save money. Live better.

MANAGER SANDRA NUTERANGELO
 (909) 899 - 1441

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 GIJOERES DVD 009736894904 5.00 X

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CHANGE DUE	0.00

ITEMS SOLD 1 *an*

TC# 2336 7377 8491 8980 561



We want you to pay the lowest price.
 Ask about our price match policy.
 11/03/09 19:53:17

Conversations

Return with receipt / Problem

Customer: I need to return this TV.

Cashier: Was there something wrong with it?

Customer: Yes, it doesn't work.

Cashier: Do you have a receipt?

Customer: Yes.

Cashier: Ok, you purchased this before 90 days so I can give you a refund.

Customer: Great!

- - - - -

Return with receipt / No problem

Customer: Hi, I need to return these jeans.

Cashier: Was there something wrong with them?

Customer: No. They just don't fit my son.

Cashier: Do you have a receipt?

Customer: Yes.

Cashier: Ok, your payment of \$35 will be put back on your credit card.

Customer: Thanks!

Cashier: Have a great day.

Customer: You too.

- - - - -

Return without receipt / Problem

Customer: I need to return this camera.

Cashier: Was there something wrong with it?

Customer: Yes, the camera lens won't close.

Cashier: Do you have a receipt?

Customer: No.

Cashier: Did you purchase our warranty?

Customer: Yes.

Cashier: Then we will replace your camera for you. It will take about 2 weeks for it to arrive.

Customer: Great, thanks for your help!

- - - - -

Return without receipt / No problem

Customer: I need to return this bed.

Cashier: Was there something wrong with it?

Customer: No, my daughter just doesn't like it.

Cashier: Do you have your receipt?

Customer: No.

Cashier: Ok, because it's been longer than 90 days, I can give you in-store credit.

Customer: That's fine.

Making Returns

Student A

You bought 5 pairs of jeans for your son. They don't fit and you need to return them. You have your receipt.



You bought this camera one year ago. The lens is now broken. You have a 2-year warranty that will replace your camera. You do not have your original receipt.



Nikon D3100 14.2MP DSLR Camera with 18-55mm VR Lens, 3" LCD, HD Video

★★★★★ (1,403 Customer Reviews) [Write a review](#) | [About this product](#) [Print](#)

Buy from Walmart	Shipping & Pickup
<p>Online \$446.⁹⁵ List Price: \$549.95 You Save: \$103.00 (19%) Quantity <input type="text" value="1"/> Add to Cart Add to: My List My Registry</p>	<p>AS ADVERTISED</p> <p>In stock for:</p> <ul style="list-style-type: none">Free store pickup with site to store near: <input type="text" value="55114"/> FindShip to home When will it arrive? – Free standard shipping on eligible \$45 orders with home free

Making Returns

Student B

You bought this TV for your family two months ago. You finally took it out of the box and it doesn't work. The return policy is 90 days. You have your receipt.



Samsung 40" Full HD 1080p 60Hz LED TV
Item: 145149626 |

★★★★★ (4 reviews) [Read Reviews](#) | [Write a Review](#)

\$180.00 INSTANT SAVINGS

Estimated Delivery: 3-5 Business Days

Online Price: \$679.90
Instant Savings: \$180.00
Your Price: \$499.90

Quantity:

[view larger image](#)

[ADD TO CART](#)

ENERGY GUIDE
Click for details.

Resolution: **1080P** Refresh Rate: **60hz** HDMI Inputs: **2**

You bought this bed for your daughter. She doesn't like it. The return policy is 90 days. You finally bring the bed back after 4 months. You don't have your receipt.



Disney Tinkerbell Fairies Toddler Bed with Canopy
[About this product](#)

Buy from Walmart | Shipping & Pickup

Online
\$59.98
List Price: ~~\$79.88~~
You Save: \$19.90 (25%)

Quantity: [Add to Cart](#)

Add to: [My List](#) [My Registry](#)

In stock for:

- Free store pickup with [site to store](#) near:
 [Find](#)
- Ship to home [When will it arrive?](#)
- 97¢ shipping



Reading Test Practice

Samsung 40" Full HD 1080p 60Hz LED TV

Item: 145149626 |

★★★★★ (4 reviews) [Read Reviews](#) | [Write a Review](#)

\$180.00 INSTANT SAVINGS

Estimated Delivery: 3-5 Business Days

Online Price: \$679.90
Instant Savings: \$180.00

Your Price: \$499.90

Quantity:

[ADD TO CART](#)

Resolution: **1080P** Refresh Rate: **60hz** HDMI Inputs: **2**

[view larger image](#)

ENERGY GUIDE
Click for details.

1. How much is this TV?

- A. \$180
- B. \$679.90
- C. \$1080
- D. \$499.90

2. How big is the TV?

- A. 1080 inches
- B. 60 inches
- C. 40 inches
- D. 180 inches

3. How many days will it take for this TV to arrive?

- A. 3-5
- B. 7
- C. 2
- D. 7-10

4. How much do you save when buying this TV?

- A. \$499.90
- B. \$180
- C. \$679.90
- D. \$1080