

# Unit One: Customer Service

## Day One: Returning Goods

Spring GECO 2021  
February 13



# Review

- Welcome! We're happy to be here!
- We met everyone who was here last week.
- What were your goals and questions?
- Today you need: pencil and paper

# Reviewing our Homework

- Do you know how to use Google documents?

Link:

[https://docs.google.com/document/d/1qLvslrxXofadXEzZ067mdOr0\\_1FtV1cvhB9MOwUvw5Q/edit?usp=sharing](https://docs.google.com/document/d/1qLvslrxXofadXEzZ067mdOr0_1FtV1cvhB9MOwUvw5Q/edit?usp=sharing)

- You can find our google document from GECO website!

Link:

<https://gecoenglish.weebly.com/first-day.html>

# Answer from your Questions

Q: Do we talk about **Job Interview?**

- We don't have specific topic to talk about the job interview...
- But, do you want to learn about the job interview?

# Answer from your Questions

Q: Do we talk about **the outdoor activities?**

- Yes, we can talk about it as our entry tasks!!

# Today's contents

1. Entry task
2. Vocabulary Check
3. Example: Returning shoes
4. Class Dialogue
5. Small Group Activity
6. Feedback/Q&A

# Entry Task

## 1. What is customer service?

One-on-one interaction between the person making a purchase and a person from the company that is selling it.



## 2. Who uses customer service?

## 3. What are some reasons to use customer service?

## 4. Where can you find customer service?

# 1. Refund

To give money back





## 2. Bought

- Bought is the past tense of verb “buy”
- Buy means to obtain something by paying for it.



# 3. Lost

- The past tense of verb “lose”
- Lose means to fail to keep something



# 4. Broke

The past tense verb of “break”  
Break means



# 5. Receipt

A writing acknowledgement the receiving of goods of money



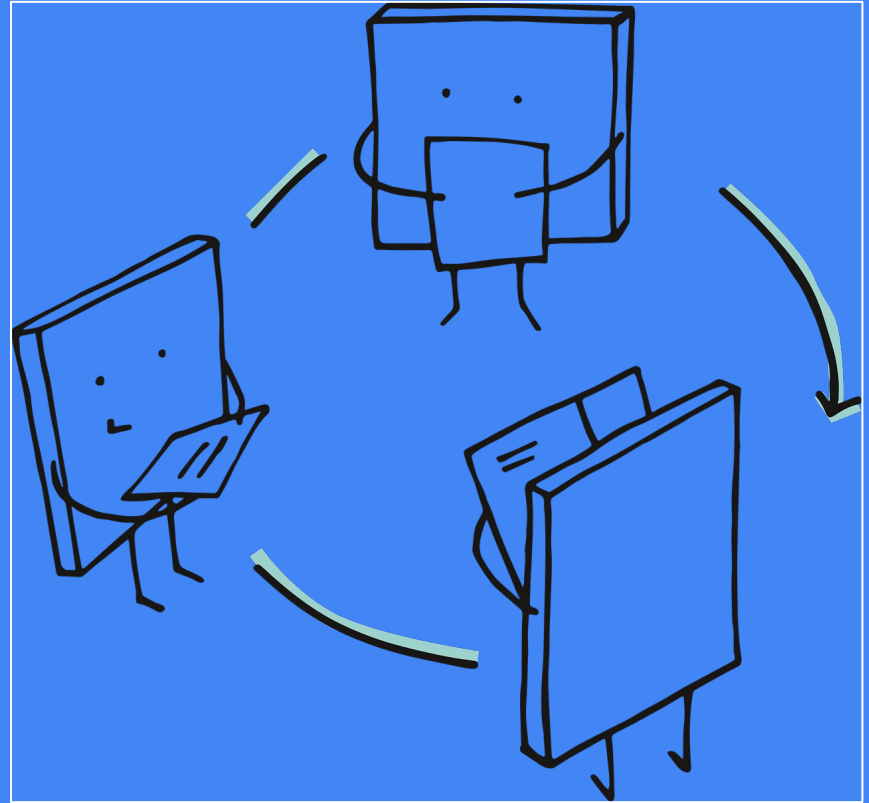
# 6. Store Credit

a document offered by a store to a customer who returns an item not eligible for a refund. It can be used to buy other goods at the store.



# 7. Exchange

Give something and receive something of the same kind in return



# Let's watch a video!

1. Let's watch a video first.
2. Watch it again, but listen carefully!!
  - Who is talking?
  - Where are they?
  - What does he say?
  - What does he want to do?

## EVERYDAY ENGLISH FOR ESL

### 6. Returning Goods



# Class Dialogue

1. Listen to Daisuke and Hailey
2. Listen again and take notes
3. Listen and take more notes
4. Try to reconstruct the text from what you heard



# Your turn!

In small groups, work together to reconstruct the text that Daisuke and Hailey said

Save your dialogue! Assign one person to write or type what you create.

1. **Where are we?**
2. **What is being returned?**
3. **Who is the customer and who is the employee?**
4. **Are there any problems with the item?**

# How did it go?

Did it go well in your own groups?

Choose one person from your group to put your dialogue on our Google Doc:

[https://docs.google.com/document/d/1qLvsrlxXofadXEzZ067mdOr0\\_1FtV1cvhB9MOwUvw5Q/edit?usp=sharing](https://docs.google.com/document/d/1qLvsrlxXofadXEzZ067mdOr0_1FtV1cvhB9MOwUvw5Q/edit?usp=sharing)

# Reminder

- **Our Tutoring session starts today!**
  - Our tutoring hours: 12:00 P.M.- 1:00 P.M.
  - Link:

<https://gonzaga.zoom.us/j/99693943458>

- **Are you interested in joining our WhatsApp group?**
  - If you want to join us, please tell us your phone number!

# Q&A

Do you have any questions?