Customer Services Unit 1 Day 2

Spring GECO 2021 February 20

Review

- How was the Mixed level warm-up?
- What did you talk about?

Review: Homework

- How was the homework?
- Did you figure out the dialogue?
 - Link: https://docs.google.com/document/d/1qLvsrlxXofadXEzZ067mdOr0_1FtV1cvhB9MOwUvw5Q/edit?usp=sharing
- Let's check the dialogue!
 - Link: <u>https://docs.google.com/document/d/1ll3MWMbjGnDljxyRzGhzSb890buEWeAu5yaHFITePGw/edit?usp=sharing</u>

Today's contents

- 1. Mixed level warm-up
- 2. Review
- 3. Vocabulary check
- 4. Small group activity 1: Cloze activity
- 5. Small Group activity 2: Discussion
- 6. Feedback
- 7. Q&A

What did we learn last week?

- What is **customer service**?
- <u>When</u> do you use customer service?
- <u>Who</u> uses customer services?



• What are **the reasons** to use customer services?

1. Stopped

• <u>Past tense</u> of verb "to stop"



"My credit card stopped working."

2. Ordered

- Past tense verb of "to order"
- To order means to request to the materials





"I ordered pizza on my phone!"

3. Received

- Past tense verb of "to receive"
- To receive means to get the materials



"I received a package from amazon."

4. Did not~/ Didn't ~



Past tense form of <u>don't or</u> <u>doesn't</u>

"She didn't like her backpack."

"I didn't want to buy new shoes."

5. Because ~

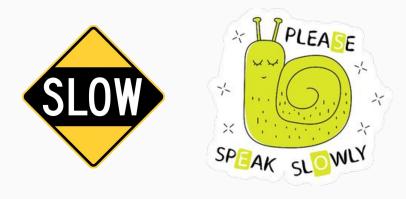
When you want to tell reason, we use "**because**"



"I want to return these shoes **because** my wife <u>didn't</u> like them."

How do we request something or ask questions?

1. If you want a sales person to speak slowly, what do you say?



 "I'm sorry. You talk fast. <u>Would</u> you say it slowly?"

"I didn't catch that. <u>Can you</u> <u>speak slowly?</u>"

<u>"Speak slowly please."</u>

How do we **request** something or **ask** questions?

2. If you want a refund, what do you say?



- "I want to get a refund."
- "I'd like to return this and get a refund. "
- "Is it possible to return this and get

my money back?"

• "Can I please get a refund?"

Do you have any questions? Are you ready for what's next?

Small Group Activity

1. Cloze activity

• Listen carefully to

teacher/volunteers.

- Listen again and **fill the blanks**.
- You will listen to vocabulary and phrases.

Feel free to ask questions!

Small Group Activity

2. Discussion

- 1. Find the problems in each dialogue.
- 2. Find the solution for each problem.
 - How did they ask questions?
- 3. If you have time, <u>let's think about these</u> <u>settings.</u>
 - If customer service didn't help you, what do you do?
 - If you don't have a receipt, what do you do?
 - If you need language help, what do you do?

How did it go?

Do you want to share what you did?

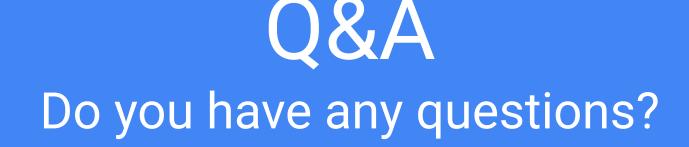
Reminder

• Homework

Write your thoughts about this unit on Google document!

- What did you learn?
- Is it helpful for you?
- Do you have any questions about Unit 1?

- We don't have class on 2/27
 - See you all on 3/6!!



You can also send message to us through email and whatsApp!!

Unit 1 is <u>DONE</u>!!

We will learn "<u>Writing Emails</u>" in Unit 2!!

See you all on <u>3/6 !!!</u>