

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/1qLvrlxXofadXEzZ067mdOr0_1FtV1cvhB9MOwUvw5Q/edit?usp=sharing
- Let's check the dialogue!
 - Link: <https://docs.google.com/document/d/1Ii3MWMbjGnDljxyRzGhzSb890buEWeAu5yaHFITePGw/edit?usp=sharing>

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?
- When do you use customer service?
- Who uses customer services?
- What are the reasons to use customer services?



1. Stopped

- Past tense 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 don't or
doesn't



“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 didn't 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. Would you say it slowly?”
- “I didn’t catch that. Can you speak slowly?”
- “Speak slowly please.”

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, **let's think about these settings.**
 - 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!!

Q&A

Do you have any questions?

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

Unit 1 is **DONE**!!

We will learn

“Writing Emails”

in Unit 2!!

See you all on 3/6!!!