

Unit 1 Day 2 Worksheet

Small-Group Activity (1)

1. Teachers will read the dialogues. **Listen carefully to the dialogues.**
2. Teachers will read the dialogues again. **Take notes to fill the blanks.**
3. **Find the answers with classmates!** If you have any questions, you should ask them here!

1. **Bank**

Employee: Hello. This is ABC bank. How can I help you today?

Customer: Hi. I'm calling () my credit card () working today.

Employee: May I have your card number?

Customer: Oh, sorry. That was so fast.
()

Employee: () Can you tell me your card number?

Customer: Yes, my card number is 122345-6789.

2. Store

Employee: Good morning. This is the OPQ store.
How can I help you?

Customer: Good morning.

I () a new pan from an online store
yesterday, but I () a different one.
()?

Employee: Yes, certainly. Would you tell me your()?

Customer: Sorry, ()?

Employee: I need your order number.
An order number is the set of numbers on ().

Customer: Oh, ok. Let me check my email.

3. Shoe Store

Employee: Hello. XYZ shoe market, this is Kaden.
How can I help you today?

Customer. Hi, Kaden.

Well, I () shoes last week for my daughter, but she ()
them.
()?

Employee: Let me check with the manager.

May I ()for a minute?

Customer: Sure.

Employee: Thank you for holding. Yes, you can return your shoes.
When do you bring your shoes, make sure you will bring ().

Customer: Ok, thanks.

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?