

Teacher's Notes Unit 2 Dealing with customers

Level: Pre-Intermediate

The slides in this PowerPoint presentation focus on:

The shopping experience – Lead in activity from page 22 of the Teacher's Book (Slide 1)

The shopping experience – Discussion 1 from page 18 of the Student's Book (Slides 2 and 3)

Countable and uncountable nouns - Answers to exercise 1 and 2 on page 22 of the Student's Book (Slides 4 and 5)

Polite requests and offers - Answers to exercise 3 on page 22 of the Student's Book (Slide 6)

Polite requests and offers – Suggested answers for roleplay (exercise 6) for page 23 of the Student's Book (Slides 7,8)

Telephoning – handling complaints – Visual of roleplay (exercise 7) on page 25 of the Student's Book. (Slide 9)

Annoying customer service habits – ranking discussion (exercise 1) from page 26 of the Student's Book (Slide 10)

Discussion about hotels ex 1 from Student's Book page 28

Review of polite requests and offers – brainstorm ways of helping people from visual prompts.

Slide 1: The shopping experience – Lead in activity

This slide is designed to offer a way into the discussion (take from Lead In Activity from page 22 of the Teacher's Book). Teacher could explain in more detail the expression 'the customer is always right' and see if students agree. Students have to then describe to the class the 'typical' customer service in their country and (if appropriate) compare it to where they are living now.

[10 minutes]

Slide 2: The shopping experience – Discussion 1 from page 18 of the Student's Book

Class brainstorm vocabulary for different types of shop and then try to label the four images on the slide (labels appear separately on mouse click). Then discuss in pairs the three questions about favourite shops and feedback anything noteworthy to the class.

[10 minutes]

Slide 3: The shopping experience – Discussion 1 from page 18 of the Student's Book

Turn discussion to department stores and ask if they offer anything particularly special to the consumer. Ask students if they can name the famous department store in the picture (Harrods) and see if they have a similar store to this in their country. Continue with the questions - each appears on a mouse click.

[10 minutes]

Slide 4: Countable and uncountable nouns - Answers to exercise 1 on page 22 of the Student's Book . Each answer finds its way into the correct column on a mouse click. Well done! Appears at the end.
[5 minutes]

Slide 5: Countable and uncountable nouns - Answers to exercise 2 on page 22 of the Student's Book. This is provided so that you can give quick feedback to your students on this task. Each gap is filled on a mouse click.
[5 minutes]

Slide 6: Polite offers and requests – Answers to exercise 3 on page 22 of the Student's Book. This is provided so that you can give quick feedback to your students on this task. Answers appear slowly so students would be able to call out predictions as to the answers.
[5 minutes]

Slide 7 and 8: Polite requests and offers – Suggested answers to be used as prompts for the roleplay (exercise 6) for page 23 of the Student's Book. These are only suggestions. You will need to move between slides 7 and 8 to help student A or B with their turn. Monitor the students and correct any common mistakes.
[10 minutes]

Slide 9: Telephoning – handling complaints – this slide provides a visual of roleplay (exercise 7) on page 25 of the Student's Book. Explain the flow chart to students using a mouse click to produce an arrow leading to the next step.
[10 minutes]

Slide 10: Annoying customer service habits – ranking discussion (exercise 1) from page 26 of the Student's Book. Ask students to think about when they have complained about poor service and to give a few examples. Go through the examples on the slide and give a few ideas of your own of things that have happened to you. Ask the students to discuss and rank the most annoying habit in groups then try to reach a whole class agreement.
[10 minutes]

Slide 11: Discussion about hotels from ex 1 from Student's Book page 28. Each question is emphasised in turn on a mouse click. The third question 'Which hotel would you like to stay in?' will appeal to pre-service students.
[10 minutes]

Slide 12: Review of polite requests and offers using visual clues. Each image appears slowly and is then obscured by the next image, making it difficult to see at first. Ask students to try and guess the situation. Then in pairs students offer to help the person in trouble. Monitor and correct any common mistakes. Ask for a few willing pairs to demonstrate to the class.

Image 1: Man lost and looking at a map. Suggested answers ‘Would you like me to help you?’ ‘Can I help you? You look a little lost’ etc.

Image 2: Mess left at the end of a conference/meeting etc. Suggested answers ‘Would you like me to help you clear up some of those dishes?’ ‘Can I help you tidy up?’ etc.

Image 3: A break down/engine trouble/ car won’t start ‘ Do you want me to phone the nearest garage?’ ‘Would you like me to have a look at it for you?’ etc.

Image 4: A flight is cancelled. ‘Would you like me to drive you back to the hotel?’ ‘Would you like me to ask when the next flight will leave?’ etc

[15 minutes]

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