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| Theme  Community/Canada/  Safety/Shopping… | Topic  Weather/Clothing/  Asking for help | CLB Level(s)  4 | | Skill(s)  🗸 L ❑ S ❑ R ❑ W | Competency Area(s)  🗸 I ❑ II ❑ III 🗸 IV |
| **Real World Assessment Task:**  How to… listen to a sales clerk talk about what clothes to buy for winter | | | | | |
| **WHO?**  Almost anyone who lives in Canada  Newcomers who don’t know the weather  Customer, sales clerk  Perhaps shopping with a friend or family member  Other employees/store managers  Other customers in the store | | | **BEFORE**  Which stores sell winter clothing  Best prices/times to shop  Prepare for common questions that clerks will ask  Prepare your own questions about what you want | | |
| **WHAT?**    Customers ask for help or clerks offer to help  Look for price, size, try it on, ask questions about the item, get a friend’s opinion, decide to buy it, pay for it, comparison shopping, return policy, etc.  Be careful of “upselling”, know how to say no | | | **DURING**  *Task:*  Greeting from store clerk, question (how can I help you/what can I help you with/etc.)  Response from customer  Which specific item/items  Clerk will tell you where  Ask questions, look for price, size, colour, etc.  Try it on  Ask for opinion  Ask for something different  Decide to buy  Upselling  Total price/payment method  Return policy  Closing/goodbye (thank you, come again)  *CLB 4:*  About 6 turns  Formal/casual register  Identifies specific factual details & some implied meanings  Gets the gist  Key words and expressions  Identifies who what when where | | |
| **WHERE?**  Stores, malls  Friends giving clothes away, gifts  Garage sales | | |
| **WHEN?**  Usually before winter/cold weather begins  Sales happen after Christmas, at the end of the season  Don’t buy too early for kids as they will grow! Or buy bigger. | | |
| **WHY?**  Canada has cold winters. Be safe in outdoor weather!  Fashion is not as important as warmth, safety, etc.  Sales clerks know a lot about their products  Listening to other customers and clerks will give you examples of what to say and what you will hear when you go shopping | | | **AFTER**  Show off the new purchase  Test it out  Return if needed  Stay warm | | |