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| ThemeCommunity/Canada/Safety/Shopping… | TopicWeather/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 CanadaNewcomers who don’t know the weatherCustomer, sales clerkPerhaps shopping with a friend or family memberOther employees/store managersOther customers in the store | **BEFORE**Which stores sell winter clothingBest prices/times to shopPrepare for common questions that clerks will askPrepare your own questions about what you want |
| **WHAT?** Customers ask for help or clerks offer to helpLook 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 customerWhich specific item/itemsClerk will tell you whereAsk questions, look for price, size, colour, etc.Try it onAsk for opinionAsk for something different Decide to buyUpsellingTotal price/payment methodReturn policyClosing/goodbye (thank you, come again)*CLB 4:*About 6 turnsFormal/casual registerIdentifies specific factual details & some implied meaningsGets the gistKey words and expressionsIdentifies who what when where |
| **WHERE?**Stores, mallsFriends giving clothes away, giftsGarage sales |
| **WHEN?**Usually before winter/cold weather beginsSales happen after Christmas, at the end of the seasonDon’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 productsListening 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 purchaseTest it outReturn if neededStay warm |