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LLSL8. Returns and Exchanges

Student Name: _____ Student ID Number: _____

Instructor: _____ Level: _____ Date: _____

For media links in this activity, visit [the LLC ESL Tutoring website for Low Level SDLAs](#). Find your SDLA number to see all the resources to finish your SDLA.

Section 1: Introduction



Sometimes you buy something, but you are not happy- maybe, it was the wrong size or maybe you wanted a different color. When you take an item back to the store and change it for a different item, you ask to **exchange**. If you want your money back, then you need to **return** your item.

It can be difficult to ask for an exchange or a refund, so it is important to be comfortable with the vocabulary and questions you might hear when you return something.

[Listen to the conversation](#) between a store employee and a customer. There is a script of the conversation that you can check on. After listening to the conversation, answer the questions.

1. What item does the customer want to return?

- a. Shoes
- b. Sweater
- c. Scarf

2. Does the customer want to get a refund or make an exchange?

- a. Refund
- b. Exchange





3. What is the first problem the customer tells the store employee?

- a. It shrank. Now, it's too small.
- b. The fabric is coming apart.
- c. The color faded from blue to green.

4. How many days can someone return an item with a receipt?

- a. 4
- b. 5
- c. 6

5. How does the conversation end?

- a. The store clerk gives the customer a refund.
- b. The customer exchanges the item.
- c. The customer leaves the store with nothing.

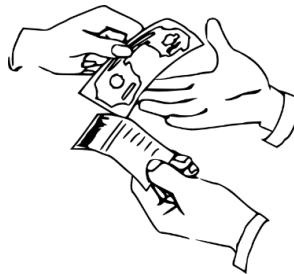
Section 2: Necessary Vocabulary

Part 1:

Go to www.learnersdictionary.com to find the definition for each word below. Write the definition in the boxes.



1. return (v)



3. refund (n)



5. defective (adj)



2. exchange (v)

SHOP			
Article	Count	Amount	Tax
T-Shirt XL.....1		\$14,95	20%
Jeans PDK.....2		\$39,90	20%
GROSS		\$75,80	
TAX		\$18,95	
SUM		\$94,75	

4. receipt (n)



6. for sale (adj)





7. on sale (adj)



8. policy (n)



9. store credit (n)

Part 2:

Use each vocabulary word from Part 1 in the sentences below. **Each word is only used one time.**

Conversation 1:

Store Clerk: Hello. How can I help you?

Customer: Hi. I'd like to _____ this shirt for a different size. I bought this shirt last week, and when I got home it didn't fit. It was too big.

Store Clerk: Not a problem. I think this shirt is on sale right now! Can I please see your _____?

Customer: Oh no. I don't think I have it with me.

Store Clerk: I'm sorry. Our return _____ states that you must show a receipt for exchanges.

Conversation 2:

Customer: Hi. I would like to _____ this DVD Player.

Store Clerk: Okay. Was there anything wrong with it?

Customer: Yes, actually. It was _____. It didn't even play any of my DVDs.

Store Clerk: I'm sorry about that. Can I please see your receipt?

Customer: Sure. Here it is.

Store Clerk: Thank you. . . Oh, you purchased this DVD player 4 months ago. Our return policy states that you can only get a _____ if you return it within 90 days of your purchase date. Because it's been so long, I can only give you store _____.

Customer: That's fine. I shop here pretty often.





Section 3: What to Say

When you return or exchange something, there are some questions and phrases you can use. They use the modals **can**, **could** or **would**. Use these modals when you ask for something you want.

Can/Could: We use could/can to ask people for something. This is called a **request**.

Requests

Formal: very nice	Informal: casual, like with friends
<ul style="list-style-type: none"> • “Could I get a refund?” – request <ul style="list-style-type: none"> ○ Meaning: “I want a refund.” • “Could I return this?” – request <ul style="list-style-type: none"> ○ Meaning: “I want to return this.” 	<ul style="list-style-type: none"> • “Can I get a refund?” <ul style="list-style-type: none"> ○ Meaning: I want a refund. • “Can I return this?” <ul style="list-style-type: none"> ○ Meaning: “I want to return this.”

In both questions “**Could** I get a refund?” and “**Can** I get a refund?” you want to know if it is possible to get your money back for an item you purchased. Below are some other requests you can ask. What is the meaning of each request? The first one is done for you.

1. **Could** I exchange this item for something else? Write the meaning of this question.

I want something new/different.

2. **Could** I speak to the manager? Write the meaning of this question.

I want _____

3. **Can** you show me the items that are on sale? Write the meaning of this question.

I want _____

Would:

In statements, use **would** to make a request to be more **polite** (nice). For example, when you say, “I would like to return this” you are making a request. You want to know if it is possible to return the item you already bought. Notice that the contraction form is more common than using would.

I would like to return this.	➔	I’d like to return this.
She would like to make a complaint.	➔	She’d like to make a complaint.
We would like to exchange this item.	➔	We’d like to exchange this item.
They would like to speak to the manager.	➔	They’d like to speak to the manager.

*You can add **please** at the end of a request to sound more polite. For example, “Could I have a refund, **please**?” or “I’d like to get a refund, **please**.”





Section 4: Making Returns and Exchanges

Part 1:

Read the list of possible questions and statements you might use while making a return or exchange. **Mark** the modal **can, could, or would** in each

question. **Store Clerk**

Customer

1. How can I help you?

7. Could I get a refund, please?

2. Would you like to return this?

8. Can I speak to a manager?

3. Can I ask why you're returning this?

9. I'd like to exchange this for a different size, please.

4. Do you have the original receipt?

10. I'd like to return this item.

5. Is there anything wrong with this item?

11. What items do you have for sale?

6. Are you familiar with our return policy?



Record yourself:

Practice saying the questions and sentences in Section 4 Part 1. On your cell phone, record yourself reading the questions/sentences from Section 4 Part 1.

Close your eyes. Listen to what you recorded. Can you understand what you said? Which words are difficult to understand? Which questions are hard to understand? **Write them in the box.**





Part 2:

Think of **two reasons** why someone might want to return or exchange the following items. Write your ideas below. The first one has been done for you.

Radio



- a) It doesn't work.
- b) It's broken.

T-shirt



- a) It's the wrong color.
- b) _____

Shoes



- a) _____
- b) _____

Makeup



- a) _____
- b) _____

Part 3:

Use the information you've learned so far. **Make 1 conversation** to return or exchange one of the items above. Be as creative as you'd like. Remember to use the **new vocabulary and requests**. The first one has been done for you as an example.

EXAMPLE Conversation 1: Returning a Radio

Store Clerk: Hi, how can I help you today?

Customer: Hi. **I'd like to return this radio.**

Store Clerk: Ok. Is there anything wrong with it?

Customer: Yes, actually. It's completely defective. I plugged it in to every outlet in my house, and it didn't work with any of them.

Store Clerk: I'm sorry to hear that. **Would you like to exchange it for another one instead of returning it?**

Customer: No, thanks. I think I'm just going to use my iPhone for my music from now on.

Store Clerk: Ok. Well, **can I see your receipt, please?**

Customer: Sure. Here you go.



Record yourself:

Practice reading Conversation 1 in Section 4 Part 3. On your cell phone, record yourself reading Conversation 1 in Section 4 Part 3.

Close your eyes. Listen to what you recorded. Can you understand what you said? Which words are difficult to understand? Which sentences are hard to understand? **Write them in the box.**





Conversation 2:

Store Clerk: Hi, how can I help you today?

Customer: _____

Store Clerk: _____

Customer: _____

Store Clerk: _____





Customer: _____

Store Clerk: _____

Customer: _____

Section 5: What Did I Learn?

Complete this table BEFORE meeting with a tutor.

Communication Skill	I can't do this YET. 	I can do this WITH help. 	I can do this WITHOUT help. 	I can TEACH this to a classmate. 
I can define the vocabulary to make returns or exchanges.				
I can recognize the modals needed to make a request while shopping.				
I can create a conversation to make a return or exchange.				
Here are some words I need to practice.				

Good job!

Now go to the [LLC Tutoring Website](#) and make an appointment with a tutor.

Visit the [Virtual LLC](#) at the time of your appointment.








Section 6: Practice with a Tutor!

After completing the self- assessment, meet with a tutor. Show this completed SDLA to the tutor. The tutor will ask you some questions about the SDLA. You may ask questions also. The tutor will make sure you understand how to return or exchange an item. You will use the two items that you didn't write about from Section 4, Part 2 in a role play with the tutor. You and the tutor will each take turns being the store clerk or the customer. After you've finished your role plays, the tutor will provide you with feedback.

Grading Rubric

Possible Points	Need Practice  (0-1 Point)	Good Job  (2-3 Points)	Excellent Work  (4-5 Points)
Content	Not enough information provided in responses and often does not use correct vocabulary.	Provides most important information in responses and some of the time uses correct vocabulary.	Provides all necessary information in responses and most of the time uses correct vocabulary.
Skill: Speaking	More than 6 mistakes saying words; needs guessing more than 3 times.	Not more than 5 mistakes saying words; needs guessing on 1-2 words or sentences.	Not more than 2 mistakes saying words; needs no guess about meaning.
Oral Fluency	Speaks mostly in phrases, individual words; many pauses.	Sometimes speaks in complete sentences; several pauses.	Speaks in complete sentences; a couple pauses okay.

*Students must receive at least 10 points to move on Possible Points _____ / 15

Tutor Comments:

Congratulations! Keep going.
You have successfully completed this SDLA and are ready to continue to the next.

Work on this more.
You have not yet mastered this SDLA. It is recommended that you complete it again.

Tutor Signature: _____

Date: _____

Section 1 Answers: 1.B 2.A 3.A 4.C 5.C

