

Oral Proficiency Lesson Plan (Backward design)

Vietnamese language

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Lesson Background Information	
<p>Course level: 2nd semester</p> <p>Duration: 2 class sessions</p> <p>Each class session may last 60-75 minutes</p>	<p>Lesson Topic: Shopping for clothes and accessories</p> <p>Proficiency Level: Novice-High with the majority of students are heritage learners</p> <p>Instruction format: Flipped and hybrid mode</p>
Lesson Objectives and Outcomes	
<p>Content Objectives:</p> <p>In this lesson plan, students will learn and be able to:</p> <ul style="list-style-type: none"> -talk and describe clothing items and accessories -do shopping for clothes and accessories -return and exchange merchandise 	<p>Language Objectives:</p> <p>At the end of this lesson plan, students will be able to (SWBAT):</p> <ol style="list-style-type: none"> 1. say and count big numbers 2. describe various clothing items and accessories 3. discuss clothing items in terms of colors & styles 4. request to see a merchandise 5. ask to try on clothes 6. request for different sizes, colors, and styles 7. ask for prices and bargain 8. exhorting with <i>thôi</i> 9. return and/or exchange merchandise 10. provide personal opinion/advice 11. convince and persuade others
<p>Formative Assessment</p> <ol style="list-style-type: none"> 1. Classroom observation while students do pair works, group works, role plays, fashion show, and oral presentation 2. Quizlet vocabulary quizzes & games via http://www.quizlet.com 3. Questions & answers: asking warm-up questions, asking individual students, Q & A sessions 4. Homework assignment which students receive credits for completion 5. Exit slip at the end of each class session 	
<p>Interpersonal Communication Mode</p> <ul style="list-style-type: none"> -Guided activities -Free activities -Role plays 	<p>Presentational Communication Mode</p> <ul style="list-style-type: none"> -Conducting a class fashion show. -Giving a short presentation about clothing trends, suitable clothes for current seasons, or your favorite shops/stores.

Materials/Equipment:

- various articles of clothing; pictures of clothes, catalogs, advertisement section of newspapers and magazines and play money (*optional*) for oral practices
- a class set of worksheets for mixed-up dialogues
- PDF files of complete dialogues to show on projector screen for the class to check the answers

Targeted Vocabulary:

Quần áo – Clothes: -áo -*top*; quần - *pants*; quần tây - western trousers; quần sọt/quần ngắn/quần short - short; áo đầm - *dress*; áo dài - *VN traditional dress*; áo sơ mi - *shirt*; áo phông - *T-shirt with logo*; áo thun - *T-shirt*; áo choàng - *jacket*; áo len /áo lạnh -*sweater*; áo măng tô - *coat*; váy - *skirt*; áo tắm - *swimsuit*; quần tắm - *swim trunk*

Giày dép – Shoes: giày - *shoes*; xăng-đan - *sandals with sling back*; dép - *sandals*; giày thể thao - *sneakers*; giày cao gót - *high heels*

Phụ kiện / Accessories: khăn choàng - *scarf*; mũ/nón - *hat*; túi xách-*handbag/purse*; mũ kép/mũ kết - *baseball cap*; cà vạt - *tie*; vớ - *sock*; găng tay - *gloves*; thắt lưng/giây nịt - *belt*

Màu sắc / Colors: màu cam - *orange*; màu hồng - *pink*; màu xám - *grey*; màu tím - *purple*

Linh tinh / Miscellaneous: cỡ / số - *size*; vừa - *to be fit*; chật - *to be tight*; rộng - *to be large*; tay dài - *long sleeves*; tay ngắn - *short sleeves*; kiểu - *style*; thử - *to try [it] on*; mặc thử - *to try on clothes*, đổi - *to exchange*; trả lại - *to return*, đội - *to wear on head*; mặc - *to wear on body*, đi/mang (Southern) - *to wear on foot*. đeo - *to wear accessories*, cởi - *take of clothes & accessories*

Review and recycle vocabulary learned previously: màu trắng - *white*; màu đen - *black*; màu vàng - *yellow*; màu xanh lơ - *blue*; màu xanh lá cây - *green*; màu đỏ - *red*; ngắn - *be short*; dài - *be long*; nhỏ - *be small*; to / lớn - *be big*

Pre-requisite Skills or Background Knowledge:

-Counting and using big numbers such as: 100 000 150 000 1 million 2.5 million and so on

-Asking yes/no questions: -*Anh có [bán] áo đầm đỏ không?* -Do you sell red dresses?

-*Tôi có thể thử chiếc áo/quần này được không?* - Can I try this___ on?

-Asking the price: -*X bao nhiêu tiền? /Cái này bao nhiêu* -How much is X/this one?

-Bargaining: -*Chị bớt cho tôi được không?* -Can you reduce the price for me?

-*Anh giảm giá cho tôi đi!* -Reduce the price for me!

-*Năm trăm ngàn đi!* -500, 000!

-Exhorting -*Thôi, hai trăm đi!* -Well, two hundred thousand đồng.

-Paying : -*Xin gửi/gởi chị \$ XXX.* -Here is \$XXX

Learning and teaching supports

Sensory supports		Interactive support	
X	Clothing objects	X	In pairs or partners
X	Bingo cards	X	In triads or small groups
X	Pictures & photographs	X	Using the internet or software programs: Quizlet
X	Magazines & newspapers		

Procedures & Instructional Activities / Lesson Sequence	
Duration	Description
DAY 1	<p>SWBAT:</p> <ul style="list-style-type: none"> -describe and discuss various clothing items and accessories including colors and styles -request to see a merchandise and ask to try on clothes -request for different sizes, colors, and styles -ask for prices and bargain
F2F Day 1	<p>*Before coming to class and during the day (s) they don't have class meetings, students are required and expected to:</p> <ul style="list-style-type: none"> -learn, memorize, and practice saying aloud target vocabulary via audio-flashcards from Quizlet and review previous learned vocabulary -practice writing each vocabulary learned while saying it aloud -choose and complete at least 2 Quizlet vocabulary quizzes -read related grammar points and do related writing exercises submit in class as homework -read aloud list of sentences listed in pre-requisite skills or background knowledge. -read teacher's prepare notes on shopping and bargaining in Vietnam or on the adopted textbook.
7-10 min.	<p>Introduction & warm-up</p> <ul style="list-style-type: none"> -Explain the objectives of the lesson. -Explain the reasons for knowing how to shop for clothing and accessories and perhaps other souvenirs while in Vietnam. -Ask how often students shop for clothes and where they shop -Review the prerequisite vocabulary words using pictures from magazines and on the internet and real clothing items -Have the class do Quizlet Live (groups of 2-4 students to compete on vocabulary games using their smart phone) -Qs & As on vocabulary, related grammar points, and Culture Notes
5-7 min.	<p>Pronunciation drills as needed OR Dictation/Cloze Exercise if many students need to work on spelling</p> <ul style="list-style-type: none"> -Pronounce the new vocabulary words which might be "difficult" to pronounce one at a time and have students pronounce the words aloud as a group and then individually. -Repeat until the students can pronounce the words well. -Do minimal pair drills as needed: L2 students listen and repeat and complete check on recognizing the target sounds while HLs use minimal pair drills as dictation to work on spelling. -Some minimal pairs: <i>váy – vái; hay – hai; may – mai; chật – chặt;</i>

	<p>Dictation /Cloze Exercises:</p> <p>-Dictate a cloze exercise passage that contains many learned vocabulary as well as some unknown. Students listen the whole passage once to get the gist of what it is about. Then, dictate it at a slower pace.</p>
3-5 min.	<p>OPTIONAL- Bingo game if there are many L2 students who are not familiar with big numbers. HLLs take turns to read aloud the number cards.</p>
7-10 min.	<p>Present and review new materials in context: Clothing items with appropriate classifiers and the verb to wear in various context in VN</p> <p>-Go over big numbers written on pictures of clothing price tags and have students practice saying aloud.</p> <p>-Show pictures of clothing items and say what they are using appropriate classifiers and color. For example: <i>một đôi xăng đan màu kem</i> - a pair of sandals in cream color <i>một chiếc khăn choàng màu tím</i> - a purple scarf</p> <p>-Show pictures of clothing items and ask students to say what these are.</p> <p>-Describe what you are wearing in sentences and have students repeat after each sentence. For example: --<i>Hôm nay cô mặc một chiếc áo màu xanh.</i> Today I am wearing a blue top. --<i>Cô mặc một chiếc quần màu đen.</i> I am wearing a pair of trouser in black. --<i>Cô đi một đôi giày da cũng màu đen.</i> I am wearing a pair of shoes also in black.</p> <p>-Describe what people wear in pictures in sentences and have students repeat.</p> <p>-Wear clothing items or accessories and take them off and say what you do: --<i>Cô Kim đội mũ.</i> >> <i>Cô Kim cởi mũ.</i> --<i>Cô Kim đeo khăn choàng.</i> >> <i>Cô Kim cởi khăn choàng.</i></p> <p>-Mime the action of wearing and taking off clothing items and accessories and have each student describes your action</p>
5-7 min.	<p>Guided exercise – Pair work: Class is divided into two groups. Take turns to ask each other and answer in full sentences in Vietnamese based on the English prompts below but <u>DO NOT</u> translate the prompts!</p> <p>Questions for group A to ask group B:</p> <ol style="list-style-type: none"> 1. Which clothing items would you like to wear every day? Why? 2. What are your favorite colors (the colors you like most)? 3. When you go to Hawaii or Vietnam this summer, what clothes would you bring? <p>Questions for group B to ask group A:</p> <ol style="list-style-type: none"> 1. Which clothing items you seldom wear? Why? 2. When you go to Alaska in the winter, what clothes would you bring? 3. Which clothing items you would buy or would not buy while traveling in Vietnam? Why?

12-15 min.	<p>Controlled activity: Listening / Cloze exercise:</p> <p>*Pre-listening: Brainstorming</p> <ul style="list-style-type: none"> -Ask students what they would expect to hear from a dialogue between a vendor and a customer at a clothing shop in Vietnam. -Write what they brainstorm on board. -Go over those phrases and sentences and have students practice them. <p>*Listening/Cloze exercise</p> <ul style="list-style-type: none"> -Next, give each student a copy of an incomplete dialogue to do listening/cloze exercise. -Complete dialogue script: The words and phrases in bold are omitted in the incomplete dialogue worksheet given to the students. <p>Người bán hàng: - Chào em. Em muốn mua gì vậy? Khách hàng - Chị có áo dài màu vàng không? Người bán hàng - Có chứ. Em muốn mua cỡ nào / số mấy? Khách hàng - Chị có mấy cỡ /mấy số? Người bán hàng - S, M, L Khách hàng -Em mặc thử chiếc áo dài này được không, chị? Người bán hàng -Được chứ, em vào trong này. <i>Sau khi khách hàng mặc thử áo dài.</i> Khách hàng - Chiếc này bao nhiêu tiền, chị? Người bán hàng - Sáu trăm ngàn. Khách hàng - Đắt quá / Mặc quá! Bốn trăm đi! Người bán hàng - Không được. Năm trăm. Khách hàng - Thôi, bốn trăm rưỡi đi. Tôi lấy hai chiếc.</p> <ul style="list-style-type: none"> -While-listening: Read aloud the dialog to students at a normal speaking pace for the first time. Read it a little slower the second time. -Students listen and fill in the blanks with the words they hear. -Students take turn to read one line/ sentence, then teacher will help with correction. -Post-listening: Afterward, show the complete dialog so students may check for word and spelling accuracy. -Ask if the students have any questions or comments. -Ask for several pairs of volunteers to read the dialogue aloud for the class but they have to replace/improvise those words/phrases in BLUE with their own.
15-20 min.	<p>Line-up role plays (similar to speed dating activity)</p> <p>In this activity the students get to pair off several times with different students and have a similar conversation with each new partner. They get to practice improvising instead of just repeating the same things over and over with several partners. Students are divided into two groups and each group is assigned one of two roles: vendors or shoppers.</p>

	<p>-Shoppers have a list of what they would like to buy for themselves and for their loved ones (depending on the class size, this list could have 3 up to 5 items). Their goals are to buy as many items on their shopping list and spend the least money and within given budget.</p> <p>-Vendors have pictures of the items they sell (cut-up pictures from magazines and newspapers). Their goal is to sell out as many items they have and earn as much money as they can.</p> <p>*At the end of this activity, the shopper who bought most items and spent least money and the vendor who sold most items and earned most money wins and each gets a small prize.</p> <p>Set up and process:</p> <p>-The vendors could be seated and set up their own shop with many cut-up pictures of clothing articles.</p> <p>-The shoppers could each approach a shop, ask about some clothing articles on their shopping list such as “Do you have X?”, “Can I try this on” ?, then “How much is it” etc.</p> <p>-When the students hear the signal or call from the teacher, each shopper moves on to another vendor’s table / chair.</p>
5 min.	<p>Close of day 1</p> <p>-Ask two-three pairs of volunteers to “perform” their role play.</p> <p>-Ask students what they did say differently in their own role play.</p> <p>-Share with students what you observed and common mistakes made by most students during their pair works.</p> <p>-Give students Exit Slip to complete.</p> <p style="text-align: center;">Exit Slip</p> <p>THREE things I learn today are:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>TWO things I can do today are:</p> <p>_____</p> <p>_____</p> <p>ONE thing I still need to work on is:</p> <p>_____</p> <p>*Ask students to inform the class of their choice for the next assignments as listed below. <u>Only one or two students should do the fashion show.</u></p>
<p>*The time allotted for each activity is flexible because it depends on the class size, class atmosphere, Q & A sessions, and how prepared the students are before coming to class.</p>	

Follow-Up Activities / Homework assignment

*Writing activities:

Task 1: Write a short paragraph to describe what you are wearing today (be sure to include colors, use appropriate classifiers, and verbs “to wear”) and what you and your date wore on your first date or on a chosen day that is most memorable for you.

Task 2: Your Vietnamese pen pal is going to visit you soon. She/He asks your advice what kind of clothes to pack for her/his two-week trip. Give her/him some advice based on the current weather where you live.

Optional writing tasks (based on reviewers’ recommendation)

Task 3: You are going to travel to Vietnam. The hotel you booked has free airport pick up service. Write a short paragraph to describe what you are wearing to help them recognize you at the airport.

Task 4: You are going to go out for a date/ or attend a special event. Write your Vietnamese friend a short message telling her/ him what you plan to wear and ask for his/ her suggestion.

-Reading activities: Students can choose either **Bài đọc #1** or **Bài đọc #2** to do OR do both exercises.

Bài đọc 1 – Tư vấn thời trang (authentic online fashion advice column)

Trước khi đọc:

Bạn không biết nên mặc quần áo nào cho đẹp và phù hợp (suitable) hả?

Hãy đọc mục Tư vấn thời trang (*Fashion advice*) trên mạng ở trang sau.

Tiến sỹ Trần Thuỷ Bình trả lời các câu hỏi của học sinh và sinh viên.

a.

Hỏi:

Em cao 1m63, nặng 43kg thì nên ăn mặc như thế nào cho hợp với tuổi học trò và vóc dáng của mình? (viruslove68@yahoo.com).

Trả lời:

Với tuổi học trò có lẽ áo sơ mi và quần tây vẫn là hợp nhất. Ngoài ra bạn có thể mặc váy liền không cổ, xuông dài ngang gối màu tươi tắn hoặc kẻ caro cũng rất đẹp. Quần jean và áo phông chui đầu hoặc mở cúc.

b.

Hỏi:

Em là con trai 16 tuổi, cao 1m60, da bình thường, vậy em nên mặc những quần áo như thế nào và đi giày kiểu gì thì phù hợp (quangduong@hophthu.com).

Trả lời:

Bạn có thể mặc áo sơ mi hoặc áo phông kết hợp với quần jean, đi giày thể thao hoặc giày da buộc dây. Kiểu cổ điển khi mặc quần tây và áo sơ mi truyền thống

c.

Hỏi:

Em 18 tuổi, cao 1m62, nặng 46kg, da trắng. Em muốn chọn cho mình một gam màu thích hợp có thể mặc trong những dịp lễ hội, đi sinh nhật và đi chơi, nhưng em không biết phải chọn lựa những gam màu nào cho phù hợp? (manuthiendia@yahoo.com).

Trả lời:

Với nước da trắng bạn có thể mặc được rất nhiều màu như: vàng, trắng ngà, hồng phấn, xanh dương..... rất trẻ trung và hợp với tuổi học đường.

Sau khi đọc: Trả lời những câu hỏi sau:

1. Hãy viết 5 từ bạn có thể đoán nghĩa tiếng Anh theo ngữ cảnh (*context*).
2. Bạn có thể đoán nghĩa tiếng Anh của những từ này không? *gam màu, tuổi học đường*.
3. Theo Tiến sỹ Trần Thủy Bình,
 - a. những màu nào là màu hợp cho người trẻ tuổi?
 - b. khi mặc quần jean với áo sơ mi hay áo phông, con trai có thể đi những loại giày nào cho phù hợp (*suitable*)?
 - c. học sinh nên mặc quần áo như thế nào cho hợp với tuổi?
 - d. người có da trắng nên mặc quần áo có những gam màu gì?

Bài đọc 2 authentic reading passage, excerpted from online magazine about suggested presents to buy for teachers on Teacher's Day – November 20. ([This reading passage also has vocabulary from previous chapter about students' belonging.](#))

Trước khi đọc:

November 20 was chosen the Teachers' Day in Vietnam. Teachers in Vietnam receive many presents from the parents and students.

1. Nếu ở Việt Nam, bạn sẽ mua gì để tặng thầy giáo hay cô giáo của bạn?
2. Bạn nghĩ người Việt Nam thường tặng quà nhau trong những dịp nào ngoài (*beside*) dịp Ngày Nhà giáo?

Hãy đọc

The reading passage below was excerpted from báo mạng VXpress:

<http://www.vnexpress.net/Vietnam/Doi-song/Mua-sam/2006/11/3B9F05D6/>

Chọn quà tặng cho ngày Nhà giáo



Danh sách quà tặng cho dịp lễ 20/11 năm nay khá phong phú với nhiều sản phẩm tiêu dùng được "đóng gói sẵn", trang trí dễ thương, giúp người mua dễ lựa chọn với mức giá không quá đắt.

Bút viết các loại, sổ tay, cặp xách là món quà đơn giản và lịch sự. Các nhà sách đã chuẩn bị sẵn khoảng 20 loại khác nhau, bao gồm hộp sổ tay và bút, hộp bút máy, bút chì, bút khắc chữ đặt trong hộp gỗ...

Siêu thị cũng là một địa chỉ mua quà cho ngày nhà giáo. Ảnh: Hoàng Hà.

Thiết thực, được nhiều phụ huynh chọn là các hộp quà áo sơ mi, cà vạt cho thầy và váy áo dài cho cô. Các nhãn hiệu may mặc quen thuộc của Việt Nam đã có nhiều loại hộp quà từ cao cấp đến bình dân trong mức giá từ 120.000 đồng đến trên 1 triệu đồng.

Tại các cửa hàng, có hàng trăm món khác nhau có thể dùng làm quà tặng, nhưng người mua cần cẩn trọng, chọn thật kỹ vì sự khác nhau giữa quà tặng thầy cô với quà tặng sinh nhật, đám cưới, tân gia đôi khi chỉ nằm ở dòng chữ hay giấy dán "20.11" hoặc " Mừng ngày hiến chương". Có thể chọn những bộ tách uống trà bằng gốm sứ hình hoa trái, lập thể; bình cắm hoa bằng thủy tinh hay pha lê, ống cắm bút có kiểu dáng lạ bằng chất liệu nhựa poly hoặc gỗ...

(Theo Sài Gòn Tiếp Thị)

Sau khi đọc

1. Hãy đoán nghĩa tiếng Anh của những từ sau:

- a. *quà tặng* _____ d. "*đóng gói sẵn*" _____
b. *phụ huynh* _____ e. *bình cắm hoa* _____
c. *bút máy* _____ f. *ống cắm bút* _____

Viết tóm tắt đại ý (*main ideas*) bài báo này bằng tiếng Anh:

3. List the things that are most chosen as gifts for teachers according to the article.

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Extension Activities and preparation for F2F Day 2 in-class activities

-Class fashion show: A group of two-three students can choose to work together to prepare and

<p>conduct a fashion show featuring new styles of clothes for the next season or futuristic clothes during the next class session. They will have to ask other classmates to be their models.</p> <p>*Fashion models have to wear a good mix of different clothing items (including accessories) and a variety of colors</p> <p>-Oral presentation: The rest of students prepare a PPP about clothing trends, suitable clothes for current seasons, OR their favorite shops/stores which sell their favorite clothes.</p> <p>-Students should also be prepared to ask and answer questions about their fashion show/presentation.</p> <p>*If your classroom does not equipped with a projector and computer, you should make arrangement in advanced to conduct your class session in the room that has these equipment.</p> <p>-Optional group work: The students in groups of 3-4 take turns to act up as a host / MC of the event. The host needs to describe the clothes the models/guests are wearing.</p>	
DAY 2	<p>SWBAT:</p> <ul style="list-style-type: none"> -describe clothing items in details and provide personal opinion /advice -return and/or exchange merchandise -convince and persuade others
F2F Day 2	<p>Before coming to class and during the day (s) they don't have class meetings, students are required and expected to:</p> <ul style="list-style-type: none"> -complete homework assignment to reinforce what they have learned and practice in class as listed at the end of Day #1 -learn and memorize target vocabulary (about return and exchange merchandise) via Quizlet and review previous learned vocabulary -choose and complete at least 2 Quizlet vocabulary quizzes -practice writing each vocabulary learned while saying it aloud
20-25 min. or longer depending on class size	<p>Presentation Communication Mode Activities:</p> <p>*Class fashion show and oral presentation:</p> <ul style="list-style-type: none"> -Students watch, listen, and take notes to ask questions and/or give comments afterward and complete peer reviews/evaluation. -Give students overall observation and highlight their good points as well as points need improvement -Give each student their evaluation slip right away or on next class meeting.
3-5 min.	<p>Review and warm-up activities:</p> <ul style="list-style-type: none"> -Ask several students to describe what they are wearing today. -Next, ask several students to describe the clothes and accessories a classmate wears without disclosing his/her name. The class listens and guesses who that person is. -Ask students the reasons they have to exchange clothing items bought. -Ask students the reasons people or themselves have to return clothing merchandise. -Ask students how often they have to return the clothes they bought.

12-15 min.	<p>Reading and oral activities (from receptive >> productive skills)</p> <p>Mixed-up dialogues:</p> <p>*<u>Pre-reading:</u> Brainstorming</p> <ul style="list-style-type: none"> -Ask students what typical return and exchange policies at many shops are. -Ask students to brainstorm what they would expect to hear from a dialogue between a vendor and a customer who wants to return or exchange a merchandise at a clothing shop. Write what they brainstorm on board. -Go over those phrases and sentences and have students practice saying them. <p>*<u>Reading</u></p> <ul style="list-style-type: none"> -Next, give each student a copy of two mixed-up dialogues for them to sort them into a conversation -When the students complete sorting dialogue, they check their answers with the class. <p>*<u>Show students the complete dialogue via overhead projector or lap top projector.</u></p> <p>*<u>Guided activities:</u> Students work in pairs to practice the complete dialog and switch roles</p>
10-12 min.	<p>Writing > speaking > listening activities</p> <ul style="list-style-type: none"> -Students work in pairs to adapt the complete dialog to create a skit about shopping on their own. The skit should involve a problem that needs solution or to be resolved. -Students practice their skit, then perform it in front of the class for peer feedback, review, and evaluation.
10-15 min.	<p>Role play:</p> <ul style="list-style-type: none"> -Give students one of the below role cards randomly and give them 3 minutes to prepare before doing this role play with a partner. <p>Student A:</p> <p>You bought three items at a department store in Hanoi or Saigon <u>two days ago</u> but there is a problem with two items:</p> <ul style="list-style-type: none"> -the blouse (\$350 000 đồng) is for your younger sister but she doesn't like the style -the scarf (\$150 000 đồng) is for your mother but she doesn't like the color <p>Explain the problems to the sale clerk and answer his/her questions. You want your money back, so try your best to convince and persuade the sales clerk to let you return or exchange</p> <p>Student B:</p> <p>You are a sales clerk at a department store in Hanoi or Saigon.</p> <p>You need to listen to the customer's complaint to find out:</p> <ul style="list-style-type: none"> -What items the customer bought -When she/he bought them -What the problems with the items are

	<p>Take notes of the customer's answers. The problem is your manager doesn't like giving people their money back. So what would do to make him/her a happy customer?</p> <p>After students practice the role play</p> <p>-Ask two or three pairs of volunteers to “perform” their role play in front of the class.</p> <p>-Ask other students what they had said and done differently in their own role play and how they negotiated and found the solution that satisfy the customer.</p>
5-7 min.	<p>Close of day 2</p> <p>-Share with students what you observed and common mistakes made by most students during their pair works and role play.</p> <p>-Give students Exit Ticket to complete.</p>
<p>Homework/Extension Activities:</p> <p>Students write a letter of complaint to the manager of the shop because the sales clerk was not friendly and did not accept exchange nor refund.</p>	

Mixed Up Conversation: Ở shop thời trang



Below is a mixed up conversation at a clothing shop.

- 1) First, circle an NBH (người bán hàng) if the vendor is saying the line or a K (khách) if the customer is saying the line.
- 2) Next, put the number in front each lines to rearrange the conversation so that it makes sense.

_____	(NBH) (K)	Xin chào quý khách!
_____	(NBH) (K)	Trước khi mua giày cô không đi thử à?
_____	(NBH) (K)	Xin hỏi cô, tại sao vậy ạ?
_____	(NBH) (K)	Để tôi xem. Xin lỗi cô, giày đã đi rồi không trả lại được.
_____	(NBH) (K)	Vậy tôi đổi lấy cỡ số lớn hơn, được không?
_____	(NBH) (K)	Có chứ, nhưng hôm qua thì vừa. Hôm nay chật quá!
_____	(NBH) (K)	Tôi cũng rất tiếc. Tôi sẽ không bao giờ mua giày ở đây nữa.
_____	(NBH) (K)	Chào anh. Tôi muốn trả lại đôi giày này.
_____	(NBH) (K)	Rất tiếc! Chúng tôi cũng không đổi giày đã đi rồi.
_____	(NBH) (K)	Đôi giày này chật quá!

Mixed up conversation – Answer key

NBH:	Xin chào quý khách!
Khách	Chào anh. Tôi muốn trả lại đôi giày này.
NBH	Xin hỏi cô, tại sao vậy ạ?
Khách	Đôi giày này chật quá!
NBH	Trước khi mua giày cô không đi thử à?
Khách	Có chứ, nhưng hôm qua thì vừa. Hôm nay thì chật quá!
NBH	Để tôi xem. Xin lỗi cô, giày đã đi rồi không trả lại được
Khách	Vậy tôi đổi lấy cỡ số lớn hơn, được không?
NBH	Rất tiếc! Chúng tôi cũng không đổi giày đã đi rồi.
Khách	Tôi cũng rất tiếc! Tôi sẽ không bao giờ mua giày ở đây nữa!