

Unit 6. I want to place an order, please!

A. LOGGING ON

1. Goals

In this unit:

- You will learn how to accept and refuse goods and services

You will practice:

- using vocabulary for developing payments. e.g. Please charge it to my credit card. refusing goods and services. e.g. I'm sorry, but I ordered....
- comparing goods. e.g. The Motorola V-300 has better ringtones than the....
- asking for goods. e.g. I'd like to purchase a web cam.
- complaining using the past tense. e.g. I bought a TV set yesterday, but the volume does not work.

2. Vocabulary

Correct the names of these different types of transaction documents by dragging the boxes them to the corresponding picture.



Credit cards

cash



E-commerce



Traveler's checks

3. Warm-Up

Fill in the blanks with the appropriate words from the vocabulary you have practiced.

1. _____ or charge, sir?
2. May I have _____ for \$500.00? You see I'm traveling, and I don't want to carry cash.
3. Charge it to my _____. The expiration date is March, 2005.
4. The fastest way to shop is through the net. That's called _____.

4. Your Turn

Order the following conversation: Number the conversation in the correct order.

- ___ That's fine. Can you sign them here please, and fill in the date.
- ___ Yes, sure. Do you have your passport, please?
- ___ Can I cash these traveler's checks, please?
- ___ Sure. What's the date today?
- ___ Do you have any other means of identification?
- ___ No, sorry, but I don't. I left it at home.
- ___ Yes, I have my driver's license.
- ___ In fives, please..... Thanks very much
- ___ It's the 18th today. How would you like the money? In five's, ten's or twenty's?
- ___ You're welcome.

B. TURN IT UP

1. Pre-Listening.

First, look at the form.

PAGE	ITEM NO.	DESCRIPTION	SIZE	COLOR	HOW MANY	PRICE	TOTAL
27	L 4312	Men's sweater	M	black	1	\$ 24.50	\$ 24.40
33	X 98323	Men's T-shirt	L	red	3	\$ 7.99	\$ 23.97
						Total	\$ 48.57
						Shipping	7.90
						Total	\$ 56.47

Now, underline the correct item to complete the sentences.

- a. This is an application / order form.
- b. The customer wants three sweaters / T-shirts.
- c. The order is for black / red T-shirts.
- d. The price of the sweater is \$ 24.50 / \$ 23.97.

2. While – listening.

Listen to the following complaints and click on the item it refers to. Then, tell whether the statements below are TRUE or FALSE.



Scripts:

A: Excuse me; sir, but the cassette/CD player I bought yesterday has problems with the volume. Listen... the speakers have a “cracking” noise. (NOISE)

B: That’s strange!! Did you bring the warranty? This equipment is warranted for two years.

A: Here it is!!! And thanks a lot!

.....

A: I would like to return this microwave oven.

B: Why is that sir??

A: I requested one that had options for cooking different types of meals by just pressing a bottom, and this microwave just has options for seconds and minutes.

B: NO problem, sir, but the other microwave has a different price. Are you interested??

A: Sure... Please charge it to my credit card.

.....

Unit 6 I want to place an order, please!

A: (Ringing sound) Swams Electronics... May I help you???

B: I ordered a laptop with a DVD Player and I got one with a Read/Write CD-ROM.

A: Can I have your order number, please??

B: Yes, it's LMN234YNUR.

A: Mr. Davis, right?? Don't worry Mr. Davis..., Could you bring the laptop tomorrow morning?...

.....
A: MYM Systems. Pedro speaking, May I help you?

B: I have a complaint. I ordered a twenty-seven inch TV set, and when I opened the box, I found out that it is a 32-inch TV set. Was I charged for this larger TV??

A: No sir, The Company gave you that 32-inch TV set as a Christmas bonus with no extra charge.

B: OH! Thanks very much. I'll have a wonderful Christmas this year!!!

.....
A: I have problems with my new video camera. I turned it on but it doesn't work.

B: Did you put the battery on???

A: Ooops!! I didn't know it used a battery. Thank you very much and sorry!!!

.....
A: (Ringing sound....) Good morning, may I help you???

B: Good morning. I have problems with my V300 Motorola Cell Phone.

A: What's the problem, sir???

B: I placed the SIMM card in the phone, and the pin number, but I can't do anything with the cell phone.

A: Well, turn it off for two hours and try again. If the problem persists, bring your cell phone to the nearest ICE Company.

.....
A: Excuse me. I just bought this web cam, but I can't figure out how to install it in my computer.

B: Does your computer use Windows '98 or Windows 2000?

A: No, Windows XP.

B: That's the reason, sir. This web cam only works with Windows '98 & Windows 2000. But, don't worry. I can make the change with no charge.

A: Thanks a lot!!!

.....
Statements:

1. The Motorola V300 had volume problems. True False
2. The web cam works with Windows XP. True False
3. The customer received a 27-inch TV set. True False.
4. The cassette CD/ player was warranted for two years. True False

3. Post – listening.

Review the following catalog and decide what catalog items you wish to order. Fill in the order form below. <http://customink.com/cink/r.jsp?R=>.

Custom T-Shirts. Design Online!

t-shirts



Short Sleeve
Long Sleeve
Tanks & Sleeveless

\$ 7.99

Item # 23356

girl's styles



Short Sleeve Ts
Long Sleeve Ts
Tanks & Sleeveless
Underwear
Cheer Shorts
Sweats & Pants

\$ 5.99

Item # SS22

sweats



Sweatshirts
Sweatpants

\$16.99

Item # LM123

hats



Baseball Caps
Visors
Winter Hats

\$ 14.99

Item # 55678

drinkware



Mugs
Cups
Coozies

\$ 3.99

Item # 1122

business wear



Polo Shirts
Denim Shirts
Aprons
Button Downs

\$ 22.99

Item # MM 987

ORDER FORM

Name: _____
 Address: _____
 City: _____ Country: _____
 Phone Number: (____) _____

Item #	Color	Size	Quantity	Description	Prize
				TOTAL	

Credit card number:

Expiration Date: _____

For better and faster service
 Call toll free- 1-800-999-7766

4. Pronunciation

Listen. Notice that the voice goes up ↗ at the end of yes/no questions and down ↘ at the end of information questions. Then listen and repeat.

Yes/No Questions

- Is this the right price? ↗
- Are you sure? ↗
- Are these headphones \$ 25.00? ↗
- Did you charge it to my credit card? ↗

Information Questions

- How much does this cost? ↘
- What is wrong with it? ↘
- Where are the order forms? ↘
- How many books did you order? ↘

C. SYSTEM TOOLS

1. Read and understand

Read the following complaints and identify the verbs used.

I bought this T-shirt
and all of the colors
dyed.

I paid with my VISA
card, and the company
charged me more money

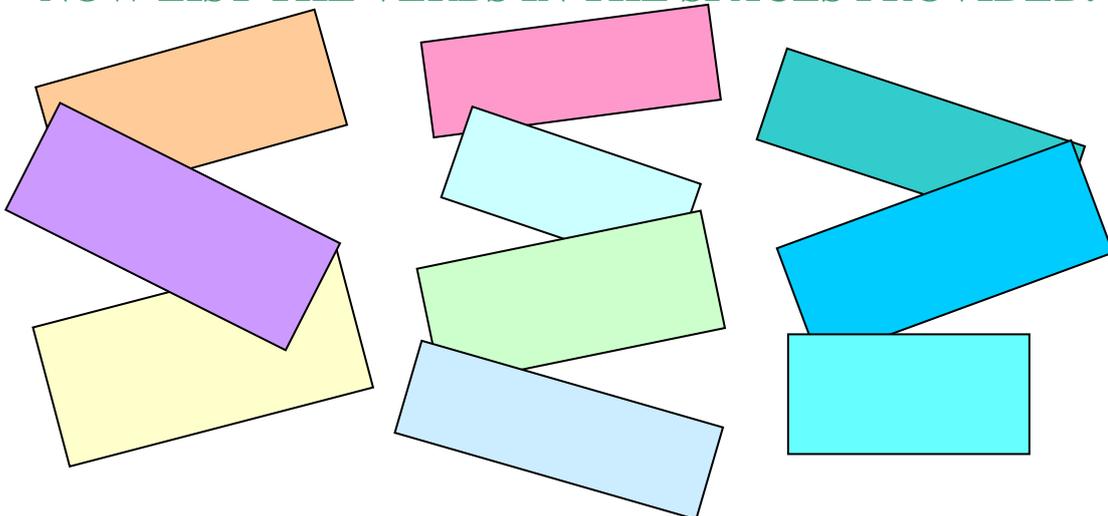
The truck delivered
the TV set yesterday,
but the screen is
broken.



I was using the laptop I
purchased last week,
and suddenly the
screen disappeared.

I called for technical
support two days ago and
the secretary told me that
the technician would help
me right away. I am still
waiting!!!

NOW LIST THE VERBS IN THE SPACES PROVIDED.



2. Rules

Past Tense:		
We	bought	a new PC.
	didn't buy	a new PC.
You	charged	the bill on my credit card.
You	didn't charge	the bill on my credit card.



THERE ARE TWO TYPES OF VERBS

REGULAR

Charged

- Add -ed / -d to form the Past tense of regular verbs

Charge = Charged

IRREGULAR

Bought

- * Irregular verbs change forms in the past.

Buy = Bought

Note: Use "didn't" to form negative statements.

Use "Did" to form questions.

- Examples: We **didn't buy** a PC.
 You **didn't charge** the bill on my credit card.
Did you buy a PC?
Did you charge the bill on my credit card?

Practice 1

Complete the following purchases or complaints with the correct form of the verb.

1. I _____ (order) a new desk, but it hasn't arrived.
2. _____ you _____ (place) the order last week?
3. We _____ (purchase) a wireless mouse, but it is not compatible with Windows XP.
4. She _____ (receive, neg.) the merchandise last month.

Practice 2



Listen to the following amazing story and put a check on the transactions this lucky person did.

- bought a car
- purchased a video camera
- Got 25 %off
- wrote a check
- asked for a discount in Radio Shack
- made a deposit
- cashed traveler's checks
- won the lottery
- bought a ticket to Mexico
- withdrew money from an ATM
- charged the bill to a credit card

Practice 3

Play a bingo game with your classmate.
 The aim of the game is to complete the sentences below with the correct form of the verb in the past. You have to choose the verbs from the BINGO card. First student that completes three sentences wins.
GOOD LUCK!!!

B	I	N	G	O
DEPOSIT	WITHDRAW	REPORT	COMPLAIN	RIDE
CHARGE	GO	EXPLAIN	BUY	PURCHASE
WIN	SEND	X	RETURN	CALL
GIVE	ORDER	PAY	ASK	HAVE
GET	GIVE	DELIVER	PROMISE	RECEIVE

SENTENCES

- I _____ yesterday to check if the merchandise had arrived.
- We went to the bank and _____ the check.
- My mother _____ a new washer last week. Now it's easy to do the laundry.
- They _____ the new cassette player at Radio Shack.
- I _____ the first prize in the lottery. I'm so happy.
- Excuse me, but I _____ the Colonial living room, and has not arrived yet. That was a month ago.
- We _____ your complaint two days ago. You will get an answer by tomorrow.
- Last month, I _____ this account, and I've been charged again this month. Can you correct that please?

3. YOUR TURN

Find students WHO.....

A. Go around the class and ask students the following information.

FIND SOMEONE WHO...

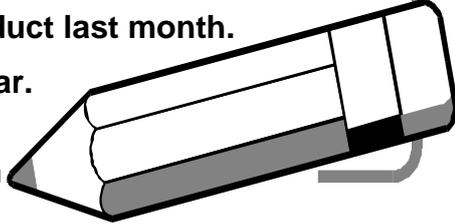
_____ went shopping yesterday.

_____ purchased a new camera last year.

_____ complained about a product last year.

_____ paid for a new product last month.

_____ won a prize last year.



B. Now write sentences comparing your classmates on things they did, ate, saw or visited.

Example:

Marcos deposited money from his account, but Carlos withdrew money.

D. SCAN IT

1. Pre-reading.

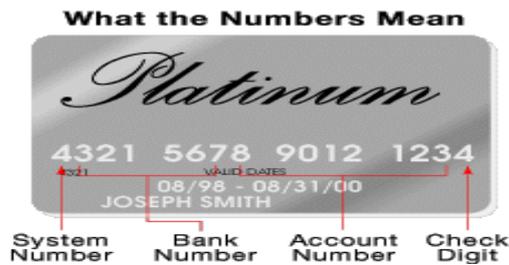
What do you know about credit cards? Would like to know more?
Fill in this chart.

KWL		
What do you Know?	What do you think you Will learn?	What did you Learn?

2. READING: How Credit Cards Work...

By the Numbers

Although phone companies, gas companies and department stores have their own numbering systems, ANSI Standard X4.13-1983 is the system used by most national credit-card systems.



Here is what some of the numbers stand for:

- The first digit in your credit-card number signifies the system:
 - 3 - travel/entertainment cards (such as American Express and Diners Club)
 - 4 - Visa
 - 5 - MasterCard
 - 6 - Discover Card
- The structure of the card number varies by system. For example, American Express card numbers start with 37;
 - American Express - Digits three and four are type and currency, digits five through 11 are the account number, digits 12 through 14 are the card number within the account and digit 15 is a check digit.
 - Visa - Digits two through six are the bank number, digits seven through 12 or seven through 15 are the account number and digit 13 or 16 is a check digit.
 - MasterCard - Digits two and three, two through four, two through five or two through six are the bank number (depending on whether digit two is a 1, 2, 3 or other). The digits after the bank number up through digit 15 are the account number, and digit 16 is a check digit.

Now that we know what the numbers stand for, let's examine the stripe on the back.

<http://money.howstuffworks.com/credit-card17.htm>

The Stripe

The stripe on the back of a credit card is a magnetic stripe, often called a magstripe. The magstripe is made up of tiny iron-based magnetic particles in a plastic-like film. Each particle is really a tiny bar magnet about 20-millionths of an inch long.



A magstripe reader can understand the information on the three-track stripe. If the ATM isn't accepting your card, your problem is probably either:

- A dirty or scratched magstripe
- An erased magstripe (The most common causes for erased magstripes are exposure to magnets, exposure to a store's electronic article surveillance (EAS) tag demagnetizer.

Benefits of Credit Cards

Credit card payments are accepted worldwide. You can purchase practically everything (with in range of your credit limit) from anywhere in the world. You can pay for goods you buy and for the services you utilize. You can also pay for the goods in monthly installments using your credit card. Credit cards are easy to carry and are easy to use whenever you need to pay for the goods and services either in person, or over the Internet and on the phone.

Disadvantages of Credit Cards

The most important drawback of using credit cards is the interest rate associated with it. The rate of interest charged is very high and therefore most people avoid using them too often.

A. Based on the reading classify the following advantages of credit cards. (<http://mtsteil.org/skills/budget-12.html>)

Write ADV (advantage) or DISADV (disadvantage) next to the statement or phrase.

Ease of Purchase: It is not necessary to carry cash.	<input type="text"/>
Credit Card Fraud: They can be stolen.	<input type="text"/>
High Interest Rates and Increased debt: Lots of interests are charged to credit cards.	<input type="text"/>
Building a Credit line: You can build good credit history.	<input type="text"/>

B. Look at the following credit card. Explain what the numbers stand for.



3. Post – reading

Write your opinion about the use of credit cards. Do you think they are useful? Do you think they offer disadvantages? Would you like to have one when you grow older?

E. TYPE IT UP

1. Pre-Writing

Read the questions and comment about them with a classmate.

- Do you think commercials offer advantages in business?
- Do you think commercials offer disadvantages in business?
- Are all commercials fun to listen, watch or read? Why or why not?
- What do you think commercials should contain?
- How can a writer make a commercial more realistic?
- How does the commercial writer get you to remember the product or its name?

2. Writing

Writing a commercial is fun. Do you dare?? Follow these steps and you will find it easy...

1. Choose a product or service. REMEMBER ... IT HAS TO BE SOMETHING YOU CAN SELL. e.g. special home-made cookies; or helping neighbors in cleaning services; or an invention you have created that is useful at home.. So BRAINSTORM ideas of products or services you can sell.

BRAINSTORM IDEAS AND SERVICES

A yellow square with a red scalloped border. Inside the square, there are five horizontal dashed lines for writing.

A yellow square with a red scalloped border. Inside the square, there are five horizontal dashed lines for writing.

2. IS YOUR PRODUCT/SERVICE USEFUL? WHY IS IT USEFUL?

Fill in the following chart and tell how your product or service is useful.

Product or service: _____
Product's name: _____
Product's Description:
1. _____
2. _____
3. _____
Reasons why people would want to buy it.
1. _____
2. _____
3. _____

3. ORGANIZE YOUR WRITING.

- Write an introductory sentence, a body and a concluding statement
- How can you do this?
 - Introduce your product or service in the introductory sentence by stating the name and special qualities.
 - In the body, tell more about the product, and reasons why people would want to use it.
 - Close your commercial up with an attractive statement that includes the name of the product and more important characteristic.

4. WRITE IT DOWN

3. Post - Writing

- a. Read your commercial to a classmate.
- b. Ask your classmate if:
 - the product could be sold
 - the initial statement catches the reader's attention
 - the reasons for buying the product are convincing
 - the product was described
 - the final statement sums up the essential qualities of the product or service
- c. Ask your classmate suggestions for improvement.

F. LOGGING OFF

1. TEAM PROJECT (SAMPLE 1)

DEVELOP A PATIO SALE

Objectives:

1. To exchange products.
2. To improve persuasive communication skills.
3. To experience selling products/services.

STEP 1. Decide on the type of patio sale you want to develop.

- T-shirts Patio Sale
- Stravaganza Patio Sale
- Comic Books Patio Sale
- All Service Patio Sale (a car wash, a yard cleaning, a babysit, etc..)

STEP 2. Form groups of four students. Choose the roles of your classmates.

Roles	Job Description	Student's Name
Student 1 Leader	Sees that everybody uses English Sees that everybody participates Presents the product	
Student 2 Secretary	Writes information about project	
Student 3 Designer	Designs layout and adds artwork	
Student 4 Assistant	Helps secretary and designer with their work	

STEP 3. Collect objects at home that can be used on Patio Sale (according to the type chosen). Place a very cheap prize to the objects (100 colones, 250 colones, etc.)

STEP 4. Write the script of the description of the objects/or services you would like to convince students to buy.

STEP 5. Display products or services on a decorated table for other students to see.

STEP 6. Describe products and try to convince students to buy them.

2. TEAM PROJECT (SAMPLE 2)

LIVE COMMERCIALS

Objectives:

1. To promote products or services.
2. To improve persuasive communication skills.
3. To experience promoting products/services on TV.

STEP 1. Decide on the product / or service you would like to promote as a commercial. Here are some examples:

- T-shirts
- Shampoo
- Perfumes
- Shavers
- Jewelry
- Typing service
- Hats
- Patio cleaning service

STEP 2. Form groups of four students. Choose the roles of your classmates.

Roles	Job Description	Student's Name
Student 1 Leader	Sees that everybody uses English Sees that everybody participates Presents the product	
Student 2 Secretary	Writes information about project	
Student 3 Designer	Designs layout and adds artwork	
Student 4 Assistant	Helps secretary and designer with their work	

STEP 3. Choose the person or persons who will do the commercial.

STEP 4. Write the script of the commercial and design your own TV screen (use recycle material)

STEP 5. Practice the commercial with your group. Make sure to use costumes and show the product or service. Practice vocabulary and pronunciation.

STEP 6. Be creative. Make the commercial enjoyable.

STEP 7. Share your commercial with your classmates in class.

3. SURFING THE NET:

Experience developing your own e-commercial

- ☀ Go to the following web-site: <http://www.m4re.com/question2.htm>
- ☀ Click on: **automatic script builder**
- ☀ Read information and click on: > [Seems pretty simple. Let me try filling out the form myself.](#)
- ☀ Fill in the form as if you were promoting your Real Estate Business, specifically selling a house. This information is the announcer script to your “make belief” e-commercial that will be loaded in the web. You can make the necessary changes as many times you wish.
- ☀ When you have finished previous step, click

Build It!

 at the end of that page.
- ☀ View the script to your e-commercial.
- ☀ If you have pictures of houses in your PC, you can download them to make your e-commercial more real. Just follow the steps.

ANSWER THE FOLLOWING QUESTIONS:

1. What were the main steps to do an e-commercial?
2. Do you need special software? Check answer with information on the first page of the website.

SELF-ASSESSMENT UNIT 6

In this unit you have learned to talk about how to accept and refuse goods and services. Mark your new abilities on the use of the English language. Rate your comfort level.

Skills

- I can use vocabulary for developing payments.
- I can refuse and accept goods and services.
- I can compare goods.
- I can ask for goods.
- I can use vocabulary to refer to the different transaction documents.
- I can fill in order forms from online catalogs.
- I can complain about items I bought with regular and irregular verbs.
- I can ask other people about their purchase with “did”.
- I can recognize cards based on their digits.
- I can talk about the advantages and disadvantages of credit cards.
- I can write about commercials.
- I can organize a patio sale.
- I can develop my own e-commercial with the help of the web.

Self reflection

1. What was the most useful thing you learned in this unit?

2. How will this help you in real life?
