

**ELRF: Lesson 70 (ACTION ORIENTED TASK)****THEME:** Consumerism and Financial Awareness**TOPIC 11:** Online Shopping**(Page 151, English for Remove Class textbook)**

**EXERCISE A:** *How can we save money during online sales? Rearrange the words to give tips on ways to save money during online sales. Tip number 1 has been done as an example.*

1	on the I things decide that need.	Decide on the things that I need.
2	a target price Set	
3	shopping item for website on Search	
4	the Compare prices	
5	the shops cheaper Choose	
6	reviews the Read	
7	Choose that shop I like the online	
8	offers Read the promotion	
9	shipping Check charges	
10	return Check the policy	

**EXERCISE B:** *Below is a conversation between Dayana and a customer service officer from an online boutique regarding a wrongly delivered item. Complete the conversation with the words given below:*

apologise	delivered	inconvenience	ordered	post it
complaint	hold on	order	parcel	received

Customer service: Hello, this is Maisarah Online Boutique. May I help you?

Dayana: Hello, I'd like to make a \_\_\_\_\_ about the delivery of an item I ordered. It was \_\_\_\_\_ to me yesterday through GDEX. When I opened the \_\_\_\_\_, I found that the item was not the item I ordered. I \_\_\_\_\_ a pink baju kurung but the one I \_\_\_\_\_ is black.

Customer service: Can I have your name and \_\_\_\_\_ number, please?

Dayana: My name is Dayana binti Abdul Rahman. My order number is 81811.

Customer service: Please \_\_\_\_\_ while I check your order now. Yes, I've your order here. I \_\_\_\_\_ for the wrong delivery. Your item will be delivered as soon as possible. As to the black baju kurung, could you kindly \_\_\_\_\_ back to us.

Dayana: Sure, I'll do it. Please deliver my item as soon as possible.

Customer service: Thank you, and once again sorry for any \_\_\_\_\_ caused.

**EXERCISE C:** *Read through the sentences given. Then, listen to Zarina's friend's voice message about her bad experience of an online shopping.*



<https://www.youtube.com/watch?v=HhWWVffrazk>

**Mark the sentences T (True) or F (False)**

1.	Zarina's friend had a bad experience of an online purchase.	
2.	Zarina's friend regretted her decision to buy things online.	
3.	Zarina's friend went online to look for a cheap pair of shorts.	
4.	Zarina's friend felt that she had been cheated into purchasing something that did not fit her perfectly.	
5.	The joggers sold online were incredibly cheap.	
6.	The quality of the joggers that Zarina's friend bought was of very high quality.	
7.	Zarina's friend got a cash refund in the end.	