**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 on 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 purchse. | |
| 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. | |

LIVEWORKSHEETS