

Unit 3 - Buying power



A. Read the article quickly. Choose the title that best expresses the main idea of the whole article.

1. Online shopping is fast, easy, and convenient. We buy everything from food to books to clothing and electronic goods. It's become a part of our everyday lives. But internet shopping is not without its drawbacks, and there are plenty of ways that sites can take not only money but also important personal information from you. There are a number of ways to protect yourself and make sure that your shopping experience is secure.



2. Make sure that you verify the name, address, and contact details of the seller. If the website has a phone number, try calling the number to see if it works. Look up the name of the seller in a web-browser search and see what kind of information comes up. See if anyone had written a review of the seller's services or products.
3. Find out about the delivery costs, dates and guarantees before you buy. Will you get a refund if the goods are damaged or don't arrive? Are there any additional costs? Is there a time limit for returns? What happens if the product is different from the one you expected or doesn't work? If possible, print out a copy of the company's terms and conditions.
4. When you pay by credit card, print out a record of the transaction details. Some people use one credit card just for online purchases. This makes it easier to track what you have bought and check if any extra changes have been made. It's also a good idea to use a card with online fraud protection. This means that if your credit card details are stolen and used for another purchase, you will not have to pay.

B. Read the article again. Then match the paragraphs (1-4) to their main idea.

- a. Find out information about the seller.
- b. Protect yourself against credit card theft.
- c. Check the company's policy for refunds and exchanges.
- d. Online shopping can have some dangers.

C. Listen to the conversations. Complete the employee evaluation forms.

1

EMPLOYEE EVALUATION FORM

REPRESENTATIVE NAME: Justin

PRODUCT: cell phone

GENERAL PROBLEM:

DETAILS OF PROBLEM:

OVERALL EVALUATION OF REPRESENTATIVE:

Excellent ☐ Satisfactory ☐ Poor ☐

Put a ✓ for YES and an ✗ for NO

The representative...

☐ answered the call quickly.

☐ was polite.

☐ knew how to solve the problem.

2

Employee evaluation form

REPRESENTATIVE NAME:

PRODUCT:

GENERAL PROBLEM:

DETAILS OF PROBLEM:

OVERALL EVALUATION OF REPRESENTATIVE:

Excellent ☐ Satisfactory ☐ Poor ☐

Put a ✓ for YES and an ✗ for NO

The representative...

☐ answered the call quickly.

☐ was polite.

☐ knew how to solve the problem.

C. Listen to the problem and the solution. Complete the form.



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Type of product:

Date purchased:

Problem with product:

Solution accepted: Repair ☐ Exchange for different model ☐
Replace ☐ Refund ☐

Customer name:

Customer address: