

**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.                                                            |  |