CONSUMER RIGHTS

I. Evocation.



1. Task: look at the picture; basing on your personal life experience brainstorm ideas on the concept "Consumer rights".

II. Realization.

2. Task: learn the words; make up collocations and phrases in your native language.

conformity	[kən´fɔ:miti] – n. the condition or fact of being in harmony or agreement;	
consumer	[kən´sju:mə´] – n. a person who buys goods or services for personal needs;	
fine	[´fain] - n. money charged to a person for doing something wrong;	
fraud	[frɔ:d] – n. trickery; cheating;	
inferior	(quality) [in´fiəriə´] - adj. of lower quality;	
receipt	[ri´si:t] – n. a written acknowledgment that goods, money, etc., has been received;	
remedy	[´remədi] n. court action, by which violation of a right is compensated for.	

3. Task: read the text and be able to reflect the information.

A consumer is a person who buys and uses goods or services to satisfy his or her needs (things that are necessary for survival, such as food, clothing) and wants (things which are not necessary for survival, but which add pleasure and comfort to our lives). We all are consumers. We buy products and services every day. We buy snacks, clothing, books, pay bills, etc. As consumers we are very important to businesses and the economy. The buying decisions we make can lead to either success or failure of many businesses. Consumer's wants and needs guide business practices. As a result, businesses expand great efforts to attract and please consumers.

However, the rather pleasant relationship that is enjoyed by businesses and consumers now was not always so. Consumers were often cheated in many ways and there was nowhere to complain about the offending business. It was not until the middle of the 20th century that consumer movements to fight against unfair business practice started all over the world. Nowadays each country has its own Consumer Bill of Rights. It declares that every customer had the following rights:

- **the right to be informed** – to be given the correct information needed to make a choice;
- **the right to safety** – to be protected from harmful goods and services;
- **the right to choose** – to be assured of the availability of goods and services at competitive prices;

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- **the right to be heard** – to be assured that consumer interests will be fully considered by government when laws are being developed and enforced;
- **the right to a remedy** – the assurance of the right to legal correction of wrongs committed against consumers;
- **the right to a consumer education** – to learn about consumer rights and responsibilities as economic citizens.

4. Task: answer the questions; use the new words.

1. Do you know your consumer rights? What are they?
2. Which of the consumer rights did you exercise yesterday?
3. Give examples of consumer fraud.
4. What responsibilities do you believe we, as consumers, should perform?
5. What is usually the best way to solve a consumer problem?

5. Task: work in groups; brainstorm predictions.

Buying a new car	Buying a used car
Next consumer rights may be violated…	**Next consumer rights may be violated…**
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

6. Task: match the words and their definitions.

1. Car dealer	**a.** To try to come to an agreement.
2. Mileage	**b.** An agreement or contract to repair or give maintenance to something you buy.
3. Model	**c.** Something that's very important.
4. Negotiate	**d.** To drive a car to see how it feels and drives.
5. Priority	**e.** A person who sells cars.
6. Test drive	**f.** A design or style.
7. Warranty	**g.** The total number of miles that a car has traveled.

7. **Priorities are things that are very important to you.** Task:

- read the list and mark the things that you **HAVE TO HAVE** in a car with **1**,
- mark the things that **WOULD BE NICE TO HAVE** with **2**,
- and mark the things you **DO NOT NEED** with **X**.

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____ Leather seats
____ Good safety record
____ Air conditioner
____ Automatic transmission
____ Standard transmission
____ 4-wheel drive
____ Convertible roof
____ Cassette player
____ CD player
____ AM/FM radio
____ Driver side airbag
____ Passenger side airbag
____ Alarm
____ Extended warranty
____ Power windows
____ Sunroof
____ Good gas mileage
____ Cruise control
____ Tinted windows

8. Buying a Car? Here are some tips to make you a wiser car buyer.

Task: fill in the table ranking in the correct order the car buying steps.

Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8

A. Ask the vehicle's former owner about its condition, mileage, and use.
B. Test drive the vehicle. Drive it cold and warmed up. Test it at highway and city speeds.
C. Read all about price and condition.
D. Insist that all oral promises be put in writing on the contract.
E. Arrive at the dealership with a clear idea of features and options you want in your car.
F. Keep copies of all documents and anything else you sign.
G. Have the vehicle inspected by a mechanic or body shop before you buy it.
H. Sign only when you're ready to buy.

9. Task: fill in the gaps with words from the box and role-play the dialogue.

Willing safe warranties loan forward price mileage cover mechanic exactly maintenance.

A: I found some great cars last week. There were three different cars that I liked. But one is 1) _____ what I want, so I probably should buy it. What would you advice me?
B: Find out which ones are 2) _____ to drive. That is important for your family.
A: You are right. We also want to get a car that gets good gas 3) _____. I do not want to spend a lot of money on gas every week.
B: The dealer can give you that information. You also do not want to spend a lot of money on 4) _____ and repairs. Some cars are easier to repair than others.
A: Yes. I am comparing the 5) _____ for each car. Some new cars have warranties that cover basic repairs for 60 months or 60,000 miles. Other warranties only 6) _____ the car for 36 months or 36,000 miles.
B: From what I see you've chosen the most suitable variant. It's a good deal. Should a 7) _____ check it out for you?
A: A mechanic looked at it for me on Tuesday when I first looked at it.
B: It's good that you took care of that. Have you agreed upon a 8) _____ with the seller?
A: Yes, he was 9) _____ to lower his price a bit and I'm good with that.
B: Do you know how you are going to pay for this car?
A: Yes, I have already pre-qualified for a 10) _____ with my credit union.
B: You are very well prepared! I could go with you to talk to the seller and help you get your car home.
A: I appreciate the offer of help!
B: It will be my pleasure to help you. I am looking 11) _____ to riding in your new car.

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10. Task: provoke a discussion with the aim to prove that in the situation given above the consumer rights are respected completely.

III. Reflection.

11. Problems with the car you bought from a dealer? Have the strategy for solving them.

Task: say **TRUE** or **FALSE** and be a respected and protected consumer.

1) Examine all window stickers.	TRUE	FALSE
2) Don't ask the dealer about the defects. The car looks new.	TRUE	FALSE
3) The warranty doesn't fall within the dealer's competence.	TRUE	FALSE
4) Dealers must inspect the vehicle and disclose any noticeable defects.	TRUE	FALSE
5) You notice a defect shortly after purchase and repair the car at your own expense.	TRUE	FALSE
6) Tell the dealership about the problem and give the dealer an opportunity to resolve it.	TRUE	FALSE
7) Keep a record of any contact with the dealer.	TRUE	FALSE
8) Speak with the dealer with a rude, angry tone.	TRUE	FALSE
9) Be reasonable, polite, and discuss the facts.	TRUE	FALSE
10) Your dispute with the dealer has failed. Refuse the filing an official complaint.	TRUE	FALSE

12. Being consumers sometimes we feel ourselves violated. Different Assistants' answers are presented below.

Task: tick as **RIGHT** the respectful answers and as **WRONG** the disrespectful ones.

➢ I can't help you. You have lost your receipt so I can't change your purchase.		RIGHT	WRONG
➢ We don't change goods at all.		RIGHT	WRONG
➢ If you bought it 14 days ago we would change them even without any receipt.		RIGHT	WRONG
➢ I am not a manager. I am just a shop assistant. I can't do anything.		RIGHT	WRONG
➢ It is not our fault. We won't change it.		RIGHT	WRONG
➢ It is no problem. There is no basis to refuse you.		RIGHT	WRONG
➢ If you don't mind, me can repeat your order.		RIGHT	WRONG
➢ OK. You should go to the headwaiter.		RIGHT	WRONG
➢ If you don't pay I will call a police.		RIGHT	WRONG

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13. Being respected means to respect! Before requiring consumer rights upholding develop customer buying skills!

Task: fill in the advices below with the verbs from the box.

Take	buy	compare	don't	choose	examine	know	consider

1. _____ price, quality, and service of one product to those of another product.
2. _____ a product before buying to be certain the quality of it will satisfy your needs.
3. _____ the business's reputation.
4. _____ brand names.
5. _____ from the variety of stores.
6. _____ your time to visit more stores, give yourself a chance to look for a product you really want and need. It usually results in saving your money.
7. _____ at the right time. The prices are lowest at predictable times like seasonal sales.
8. _____ impulsive to avoid buying unwanted goods.

IV. Extension.

14. Task: list tips for selling a vehicle respecting consumer rights.

_____
_____
_____
_____
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_____
_____
_____



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