**Background Information Sheet**

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| **Name** | **Class** | **Date** | **Lesson Type** | **Length** |
| You-mi | 193rd TESOL | 04.MAY.19 | Speaking | 35min |

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| **Lesson** | |
| **Topic** | Online shopping (role playing) |
| **Main Aim** | SS will practice their speaking fluency. |
| **Secondary Aim** | SS will improve their ability to handle the certain situation in their target language. |

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| **Materials and References** |
| [**https://www.onlinelanguageacademy.com/en/blog/conversation-class-online-shopping.htm**](https://www.onlinelanguageacademy.com/en/blog/conversation-class-online-shopping.htm)  [**https://www.youtube.com/watch?v=xgq8iV-\_PjA**](https://www.youtube.com/watch?v=xgq8iV-_PjA)  PPT file, pictures, white board, marker, matching exercise materials |

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| **Student Profile** | | | |
| **Level** | Advanced | | |
| **Age** | Adults | **Number of Students** | 4 |
| **Detail** | 3 Female students and 1 male student are in the class.  All of them are native Korean speakers very passionate for the class. | | |
| **Assumptions about students’ knowledge as required for this lesson:** | | | |
| It is assumed that students already have experienced the convenience of online shopping.  Because online shopping has quickly become one of the most popular ways to buy things in our society. Also they have an experience for role play and simple discussion.  This would be an interesting topic to share about. | | | |

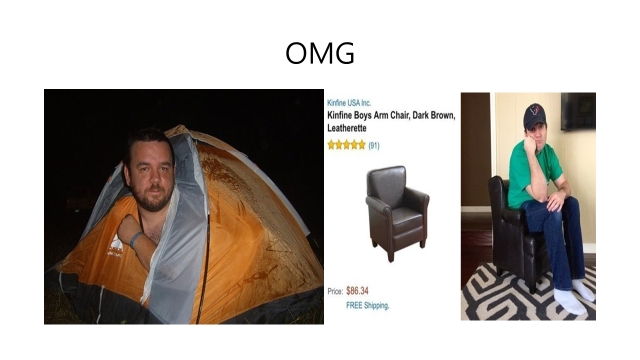
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| **Anticipated Difficulties and their Solutions:** |
| Technical failure-> Prepare a picture instead of PPT file  They are not familiar with some expressions that is being used for online shopping  ->do matching exercise for the students to get familiar with it before we prepare the role play |

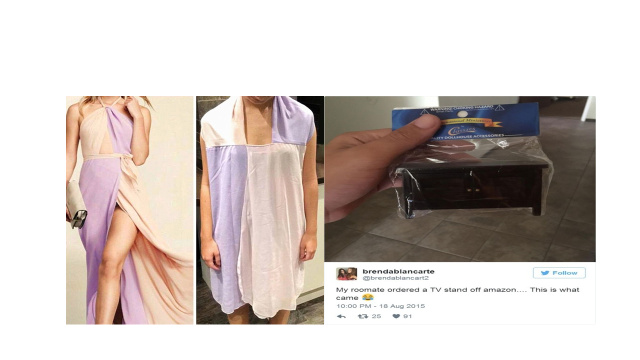
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| **My Personal Aim** | | | | |
| What I hope most to demonstrate in this lesson is the ability to give an opportunity for my student to speak more. I will try to do my best to reduce TTT, and increase STT.  Also I want to make a good rapport with my students. | | | | |
| **Stage Name:** Pre Task (5min)  **Purpose of this stage:** Create interest in the topic. Brainstorm ideas which will be useful for the next stage. Students may be given a communicative task e.g. discuss, arrange/sort, create a list, etc.  The aim is to relax students, activate their background information, and gather useful ideas for the lesson. | | | | |
| **Materials: PPT file or Picture, white board, Marker , matching game material** | | | | |
| **Time** | **Interaction** | | **Procedure** | |
| 1min  1min  1min  2min | T-S  S  T-S  T-S  T-S | | **Greeting and elicit**  Hello class!  How are you doing guys?  SS: Fine  (Show and give them a picture)  What would you do in this situation?  Has something like this happened to you?  Talk to your partner about the picture  (divide them in pairs)  SS: Talk  Let’s share about it.  (Pointing each student then ask)  Do you have any experience?  SS: Answer  Interesting!  I think you guys can guess about today’s topic, now.  Do you guys have any good idea of today’s topic?  SS: Yes, online shopping  Write down the topic “online shopping” on the board  **Give them a communicative task**  Let’s start matching exercise.  (divide them into A & B team)  Hold a worksheet then explain quickly  Guys, please talk to your partner then find out the meaning  When you are ready, come up to the front (Hand out)  Everyone just come up to the front then put the answer on the board | |
| **Stage Name:** Task Preparation (12min)  **Purpose of this stage:** This is a student centered stage, to give students time to prepare and practice a speaking task which they will perform in Task Realization. Clear detailed instructions or a demonstration must be provided so students know what is expected. Prepared materials may be provided to assist their preparation. Monitor and offer brief tips if necessary. | | | | |
| **Materials:** 2 copies of customer service manual | | | | |
| **Time** | | **Interaction** | | **Procedure** |
| 2min  10min | | T-S  S  T | | **Instructions**  Today, we’ll do a role play that you make a call to the customer service to complain then you need to resolve your problem.  First, decide what the item is and what the problem is.  Second, prepare what to say to the customer service  Then, contact customer service to resolve your problem.  I will give you guys 10 min to prepare and at least more than 3 min for role play.  **\*Rule: Customer should ask politely**  **Customer service make their customer feel valued but refuse their refund**  (provide them customer service manual)  It can help you to prepare for role play    **ICQ check**   1. What are we going to do first?   SS: Decide what the item & problem is   1. How long do we need to prepare for role play?   SS: 10 min   1. How long do we need to do our role play?   SS: At least more than 3 min  SS start their preparation  Monitor  **Give them time notification**  Guys we only have 1 min left please finish it quickly. |
| **Stage Name:** Task Realization (10min)  **Purpose of this stage:** This is a very student centered stage to allow for maximum speaking fluency practice. Monitor discretely and take note of incorrect language. Students perform their task without interruptions from the teacher. | | | | |
| **Materials:** no materials needed | | | | |
| **Time** | | **Interaction** | | **Procedure** |
| 10min | | T-S  T | | Alright times up  Who’s going to show first?  SS: Answer  (If there’s no volunteer, ask them to start first)  SS: Yes, Role playing start (at least 3 min for each)  Thank you guys |

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| **stage Name:** Post Task (8min)  **Purpose of this stage:** To end the lesson with a final student centered task such as voting, summarizing, discussing, deciding etc. The teacher may offer delayed error correction to the previous stage, as well as mention positives and points to improve for next time such as useful strategies. | | | | |
| **Materials:** PPT file for extra questions | | | | |
| **Time** | **Interaction** | **Procedure** | | |
| 8min | T-S  S  T-S | **Feedback and discussing more about the topic**  We’ve been talked about online shopping today  Let’s talk about more all together  (Show them with PPT file or write them on the board for more questions)   * Do you shop online? Why or why not? * What are the advantages of shopping online? * What would you never buy online? * What things do you prefer buying from shop? * Do you prefer to use cash or debit/credit card?   SS: Talk together and share their ideas  **Finish the lesson by telling them**  Alright guys, it was so interesting to watch your role play and discuss more about online shopping  How was that guys?  All of you guys did a really good job and hope you guys learned something new from this class. thank you. | | |
| **Pros**  **Instructor’s Comments and Assessment** | | | | |
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| **Cons** | | | | |
|  | | | | |
| **Change** | | | | |
|  | | | | |
| **Overall Comments** | | | | |
|  | | | | |
| **Grade** | | | | |
| **Above Standard 85%-100%** | | | **Standard 70%-84%** | **Below Standard 69%-0%** |
| **Instructor** | | | **Student Signature** | **Date** |
| **Taute, David** | | |  |  |

**Picture for the students**

Let’s talk about this picture

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**Matching exercise worksheet**

match the word to the picture

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| 1. **to be ripped off** 2. **something is missing** 3. **incorrect item** 4. **improper packaging** 5. **damaged item** |

**Answer sheet**

**1.to be ripped off**

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**2.Something is missing**

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**3.Incorrect item**

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1. **Improper packaging**



**5.Damaged item**



**CUSTOMER SERVICE MANUAL (for students)**

1. **Hello/Good morning**
2. **Thank you for calling/coming to \_\_\_\_\_\_, this is \_\_\_\_\_\_**

**May I help you / how can I help you?**

1. **I’m afraid I didn’t hear what you said, could you speak a little louder please?**
2. **I’m very sorry to hear that you are having a problem sir/madam**
3. **When would you be available for us to deliver/fix**
4. **Can I just check that your address is\_\_\_\_\_\_?**
5. **Ok, can I just confirm that \_\_\_\_\_\_**
6. **Thank you for calling \_\_\_\_\_\_, I hope we have provided a satisfactory solution to your problem**

**Extra questions for discussion**

* Do you shop online? Why or why not?
* What are the advantages of shopping online?
* What would you never buy online?
* What things do you prefer buying from shop?
* Do you prefer to use cash or debit/credit card?
* Have you had a bad experience/been disappointed with something you bought online?
* Did you ask a refund?