ESCUELA COMERCIAL CÁMARA DE COMERCIO

CASO PRÁCTICO No. Ten

Escuela Comercial Cámara de Comercio

SUBJET: English V GROUP: 53 “A”

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| UNIT THREE  THEME  Vocabulary  Solutions to problems with products. | OBJECTIVE:  Students think about solutions to their problems with products.  Book page 34. | INTRODUCTION:  Vocabulary:  It doesn’t fit  It doesn’t work  It’s wrong color  There’s something missing  It’s broken  It’s the wrong one.  Customer  Salesperson  Replace  Exchange  Repair  Charge. | ACTIVITY:  Exercise “A”. Match the problems 1-6 with the solutions a-f.  e.g.) 5.- It’s broken Can you replace it, please?  You can find two solutions for two of them.  Exercise “B” Complete each conversations with an appropriate phrase from exercise A.  e.g.) 1  Customer: Someone give me this T-shirt as a gift but it’s too small for me.  Salesperson: We’ll be very happy to exchange it.  2  Customer When I opened the box for my new phone, I realized . . . . . . . . . . . . . . . . . . . . .etc.  Check and correct their mistakes. |