Unit Plan Classroom 1

THEME: SHOPPING				
TOPIC: Shopping for Clothes				
Skills	**Listening**	**Speaking**	**Reading**	**Writing**
CLB Level	2/3	2/3	2/3	2/3
Real-World Task Goal(s)	Understand instructions or directions from a sales clerk	Return an item of clothing to a store	Read a customer complaint to identify the problem(s) encountered	Write a short entry on a customer/company website describing a problem with a clothing item or customer service.
Context/Background Information	Different types of clothing stores (e.g., department, specialty, etc.). Typical transactions between sales clerk and customers. Payment options cash, credit, debit. Knowledge of return policies/requirements.			
Competency Area(s) **Competency Statements**	Comprehending Instructions CLB 2: ▪ *Understands short simple common instruction, commands, requests or directions related to immediate personal needs. (Instructions/commands are simple imperative sentences.)* CLB 3 • *Understands instructions and directions related to familiar, everyday situations of immediate personal relevance. (Instructions are about 2 – 4 steps.)*	Getting Things Done CLB 2 • Make and respond to simple requests related to common everyday activities. CLB 3 • *Make and respond to an expanding range of simple requests related to everyday activities.*	Comprehending Information: CLB 2 • *Understands purpose and some basic detail in very simple short texts related to everyday, familiar, personally relevant situations and topics.* CLB 3 • *Understands the purpose, main idea, key information and some detail in simple, short texts related to everyday familiar and personally relevant situations and topics. (Texts may be supported by simple formatted graphs, tables and diagrams.)*	Sharing Information CLB 2 • *Writes a few words to complete a short, guided text or answer simple questions to describe a personal situation. (Texts to complete are about 5 to 7 sentences.)* CLB 3 • *Write a few sentences to describe a familiar person, object, place, situation or event. (Writing is up to about 5 sentences.)*
Language Focus (at a stage) • **Grammatical**	Content specific vocabulary (clothing and parts of clothing – zipper, collar, sizing information). Words to describe a problem (too small, ripped, wrong colour, etc.). Vocabulary for returns (policy, credit, exchange, etc.) Courtesy expressions for opening and closing a conversation; asking for assistance (i.e. Excuse me..)			

• **Textual** • **Functional** • **Sociolinguistic**	Recognize: • greetings and closings • sequence of information (greeting, purpose, reason for return, closing) • questions (where, when, what, yes/no) • words and phrases for location/direction (e.g. women's wear, 2nd floor, back of the store.) •	• Use: • greetings and closings • sequence of information (greeting, purpose, reason for return, closing) • Request action (I'd like to +…) • Simple questions about clothing items (e.g., Do you have this in another colour/size?) • IS + past participle (is torn) as a formulaic expression • Proper assertiveness for the situation • Proper tone • Eye contact	• Find key words and simple details Recognize: • words that show examples and/or sequence • the format or organization of written complaints • how tone is conveyed` •	Use: • simple sentences and basic punctuation. • connectives to indicate addition or sequence • format for completing an online complaint (name, contact, complaint)
Language and Learning Strategies= *Strategic Competence*	Recognize request for repetition	Use: • Clarification strategies: (Can you repeat that?) • Strategies to appeal for help and/or attract attention • Strategies to confirm understanding	Scan to locate specific information	Use spell check for spelling
Assessment Task	Listen and respond to instructions from a sales clerk about the location of items in a store. Show the location on a simple floor plan or trace the route on a simple floor plan.	Role play returning an item of clothing to a store (with an instructor or volunteer)	Read a short blog or customer post of complaint to identify the problems the customer was having.	Write a short (CLB 2 - guided) description of a problem with a piece of clothing or with customer service for a complaint forum on a company website.