

Unit 6 Phone conversation

Skill Listening for specific information

Pre-listening Task

What can you find in a clothes shop? Draw lines to match the pictures to the correct words.

1.



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2.



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3.



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4.



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Learn these words

mannequin

receipt

hanger

price tag

Take a look at the 'Exercise' section. Then read the questions and pay attention to the following information:

- Who is Emily's dad calling? A staff member of a _____ shop.
- Why is he making the phone call? (Please circle the correct letter.)

A. he loses his trousers	B. he likes the trousers very much
C. the trousers are broken	D. he wants to buy some other things
- Make a guess: What may he talk about? (Please circle the correct letter.)

A. the holes in the trousers	B. the other trousers he has
C. the belt on the trousers	D. the types of trousers he likes



10 mins

DATE

Exercise



Listen to Track 2



Emily's dad is talking to a staff member of a clothes shop on the phone. He is asking for a refund for the pair of trousers he buys. Listen carefully. Choose the best answers for Questions 1-7.

- What is the name of the clothes shop?

<input type="radio"/> A. Ray's Fashion	<input type="radio"/> B. Real Fashion
<input type="radio"/> C. Roy's Fashion	<input type="radio"/> D. Royal Fashion
- Emily's dad finds out the problem only after he _____.

<input type="radio"/> A. returns home	<input type="radio"/> B. tries the trousers on at the shop
<input type="radio"/> C. walks around the shopping mall	<input type="radio"/> D. washes the trousers at home
- Why can Emily's dad NOT see the hole when he buys the trousers?

<input type="radio"/> A. He is in a hurry.	<input type="radio"/> B. He doesn't check the trousers.
<input type="radio"/> C. The hole is too small.	<input type="radio"/> D. The hole is at the back.
- According to the shop, customers need to _____ before they pay.

<input type="radio"/> A. try on the products they want to buy
<input type="radio"/> B. ask for the new products
<input type="radio"/> C. check the products they want to buy
<input type="radio"/> D. make it clear that they want to buy a product
- Which of the following is NOT true?

<input type="radio"/> A. The price tag is still on the trousers.
<input type="radio"/> B. The brand tag is still on the trousers.
<input type="radio"/> C. The words on the receipt is not clear.
<input type="radio"/> D. Emily's dad still has the receipt with him.
- How can Emily's dad get the refund?

<input type="radio"/> A. buy other trousers	<input type="radio"/> B. log in his bank account
<input type="radio"/> C. bring only the receipt	<input type="radio"/> D. go to the shop in person
- When can Emily's dad get the refund?

<input type="radio"/> A. 9 th April	<input type="radio"/> B. 10 th April	<input type="radio"/> C. 11 th April	<input type="radio"/> D. 12 th April
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Tip

Q5: Pay attention to the answers of Emily's dad.



7. When can Emily's dad get the refund?

- | | | | |
|--|---|---|---|
| <input type="radio"/> A. 9 th April | <input type="radio"/> B. 10 th April | <input type="radio"/> C. 11 th April | <input type="radio"/> D. 12 th April |
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