

Making a Return

Lesson theme: Shopping

Level: Intermediate (B1)

Instructions

Students will practice making a return using the prompt cards. Before starting the activity, complete the warm up described in “Enabling Objective”. Then give each student a copy of the example dialogue.

Split students into pairs and ask them to practice reading the dialogue out loud. After practicing each role, ask two students to model the dialogue for the class. When ready, distribute the prompt cards to the pairs.

Students will practice their own conversations based on their prompt. One student will act as the customer while the other is the sales associate. They will use the receipt to find the price of the item as well as other useful information. Students will need to give their own reason for returning the item and the “sales associate” will decide whether or not to accept the return.

Circulate the room and check in on each pair of students. After the students have finished their dialogue, ask them to exchange prompts with another pair and switch roles.

Materials

Print a copy of the example dialogue for each student. Then print a copy of each prompt card and cut apart. Give each pair of students one case. For small classes, you may give students two cases.

Enabling Objectives

Before beginning the activity, students should be aware of common shopping vocabulary such as receipt, return, exchange, payment, credit, debit, cash, etc. As a warm up, ask students to brainstorm different reasons that someone might return an item. For example, it is too big/small, it’s the wrong color, it is expired, or it is broken. You can write these reasons on the board or ask students to create their own list in their notebook.

For homework

If you wish to assign homework related to this activity, try these FLOW Speak lessons:

Exchange
Expression Lesson

Returning a Product
Booster Lesson

Defective Product
AI Talk Lesson

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Practice/Example dialogue:

Customer: Hello, I'd like to make a return.

Sales Associate: Sure. What do you need to return?

Customer: This shirt.

Sales Associate: Okay, and what is the reason for your return?

Customer: It's too small.

Sales Associate: Okay. Do you have your receipt?

Customer: No, I lost it.

Sales Associate: Hm. Without a receipt I can only give you an exchange or store credit. What do you prefer?

Customer: I'd like store credit please.

Sales Associate: Okay, I'll load a balance of \$19.84 onto this gift card. You can use it at any of our locations.

Customer: Thank you.

Prompt cards

Case 1: Item to return: Sweater

Shopmart	
GR SWEATER MED	39.98
BK SOCKS 2 PR	12.95
MENS JEANS 32	49.99
SUBTOTAL	102.92
TAX 1 5.000%	5.15
TOTAL [3]	108.07
DEBIT TEND	108.07
CHANGE DUE	0.00
Thank you for your business!	

Case 2: Item to return: Cat food

Paws & Fins	
PK LEASH SM	16.89
CAN FRESHFOOD	
5 @ 1.99	9.95
KITTY LITTER 30LB	24.60
SALMON SNACKERS	11.99
SUBTOTAL	63.43
TAX 7.000%	4.44
TOTAL [8]	67.87
CREDIT TEND	67.87
CHANGE DUE	0.00
Thanks for choosing Paws & Fins!	

Case 3: Item to return: Oranges

GrocerMAX	
WHOLE WHEAT FL 5LB	6.98
RLLD OATS 3LB	15.95
HZ TOMATO KETCHUP	4.99
PEPPERS GREEN BELL	
2.28 lb @ 2.99/lb	6.82
BANANAS ORGANIC	
3.12 lb @ 0.98/lb	4.10
MD ORANGES 3LB	4.21
CHICKEN WING 4LB	13.98
SUBTOTAL	57.03
TAX 5.000%	2.85
TOTAL [7]	59.88
CASH TEND	60.00
CHANGE DUE	0.12
Tell us how we did and earn a chance to win! Survey # 7785673	

Case 4: Item to return: Winter boots

Shoes 4 Less	
MENS 9 RUNNER	61.98
WOMENS STYLE BOOT	47.95
CHILD SOCKS 5PK	25.99
CHILD WINTER BOOT	34.99
SUBTOTAL	170.91
TAX 7.000%	11.96
TOTAL [4]	182.87
DEBIT TEND	182.87
CHANGE DUE	0.00

Prompt cards

Case 5: Item to return: Laptop Computer

GreaTech	
12452368	899.99
15.5" FHD 1080p 120Hz 32GB - LAPTOP	
25433654	120.99
HEARZ NOISE-CANCELLING HEADPHONES WIRELESS	
SUBTOTAL	1020.98
TAX 10.000%	102.85
TOTAL [2]	1123.83
CREDIT TEND	1123.83
CHANGE DUE	0.00
Please keep this receipt for your records.	


Case 6: Item to return: Sunscreen

Andy's Drugmart	
SUN CREAM 50 SPF	9.99
LIP BALM MINT	4.95
ACET 100 CAP	14.99
GLASSES UV PRO	13.89
SUBTOTAL	43.86
TAX 7.500%	3.29
TOTAL [4]	47.15
CREDIT TEND	47.15
CHANGE DUE	0.00
ENTER OUR CONTEST AT ANDYSMART/PLAY2WIN.COM CODE: 4593887	

Case 7: Item to return: Package of pens

Spectacular Stationery	
3" 3 RG BINDER	6.98
BK BALLPOINT PEN 5	12.95
150 PG LINED BK	5.99
SUBTOTAL	25.91
TAX 5.000%	1.30
TOTAL [3]	27.21
CASH TEND	30.00
CHANGE DUE	2.79

Case 8: Item to return: Cheese and eggs

FRESH MARKET	
CEREAL 17OZ	6.98
TOM SOUP 19OZ	15.95
DOZEN LG EGG	5.99
PEPPERS YELLOW BELL 1.56 lb @ 2.99/lb	4.66
WATERMELON 8.12 lb @ 0.99/lb	8.03
MILK 1%	4.21
MOZZA CHEESE 32OZ	9.98
SUBTOTAL	55.80
TAX 7.500%	4.19
TOTAL [7]	59.99
DEBIT TEND	59.99
CHANGE DUE	0.00
COME AGAIN SOON! 	

Prompt cards

Case 9: Item to return: Watch

ELSA'S BOUTIQUE	
SCARF BLUE	23.99
LEATHER STRP WATCH	89.95
WM SM PK DRESS	55.99
SUBTOTAL	169.93
TAX 5.000%	8.50
TOTAL [3]	178.43
CREDIT TEND	178.43
CHANGE DUE	0.00

Case 10: Item to return: Vacuum

Edgar's Home Goods 2025/02/20	
RUG 10'X8'	61.98
CLEANVIEW VACUUM	77.95
HAMPER BASKET	5.99
REP HEAD MOP	6.99
SUBTOTAL	152.91
TAX 10.000%	15.29
TOTAL [4]	168.20
CASH TEND	200.00
CHANGE DUE	31.80
Returns and exchanges must be made within 60 days of purchase date with valid receipt.	