

Retail Industry: Footwear

On successfully completing the course objectives at this level, learners will have the ability to name, ask for and describe common products on sale at a shoe shop. In familiar situations learners will greet people, ask about and understand what clients require and make polite recommendations.

Inferring context and using interactive exercises to confirm understanding, learners will practice listening and complete sample dialogues that consolidate the vocabulary in the topic.

You will complete written exercises that demonstrate you are capable of matching the written forms of words to the vocabulary used in conversations between customers and a professional at work in a shoe shop.

You will practice the terms in the exercises and keep a record of your pronunciation to monitor the progress you make and encourage reflection.

Retail Industry: Footwear

1 **Retail Industry: Footwear - Types of shoes**

After this lesson, the learner will be able:

- Describe products and give explanations about the differences between shoe types and their basic purpose.
- Complete written exercises that demonstrate you are confidently capable of matching the written forms of expressions to the sounds and images that correspond to them.
- Test knowledge of the terms in the exercises and keep a record of pronunciation to monitor the progress made and encourage reflection.

2 **Retail Industry: Footwear - Purchasing**

After this lesson, the learner will be able:

- Give information about different products and their purpose.
- Say what the price of an item is and take payment.
- Order common expressions in conversations that provide a professional service to the client and record them.
- Complete written exercises that demonstrate you are capable of matching the written forms of designs to the sounds and images that correspond to them.
- Test knowledge of the terms in the exercises and keep a record of your pronunciation to monitor the progress you make and encourage reflection.

3 **Retail Industry: Footwear - Complaining / Useful expressions**

After this lesson, the learner will be able:

- Give explanations about the differences between products serving the same basic purpose.
- Describe products, refund or exchange faulty or unwanted goods and inform clients about purchase prices.
- Order expressions common in conversations that provide professional service.
- Complete written exercises that demonstrate you are capable of matching the written forms of designs to the sounds and images that correspond to them.
- Test knowledge of the terms in the exercises and keep a record of your pronunciation to monitor the progress you make and encourage reflection.

4 **Retail Industry: Footwear - Typical situation - Buying and exchanging new shoes**

In these real life situations, students will hear a conversation between the shop assistant and a customer who would like to buy new shoes and learn about exchanges of product.

5 **Retail Industry: Footwear - Dialogue - Everyday customer questions**

In this dialogue, students will hear common questions asked by customers to shop assistants in the retail shoe industry.

6 **Retail Industry: Footwear - Consolidation**

After this lesson, the learner will be able to:

- Demonstrate their learning by completing the tests that match the written forms of the words to the vocabulary used in describing shoes and purchasing shoes.
- Confidently take part in conversations between clients and a professional at work in a shoe shop.
- Check the form, sound and spelling of the terms practiced is adequate and keep a record of your pronunciation to monitor the progress you make and encourage reflection.