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| **School: ………………………………………..** | **Date:……………………………………..** |
| **Class: …………………………….....................** | **Period: …………………………….........** |

**UNIT 3: SHOPPING**

**Lesson 2.1 – Vocab & Listening, (page 23)**

**1. Objectives**

By the end of this lesson, students will be able to…

* 1. **Language knowledge & skills**

- practice and learn vocab. related to *complaints* using the words *disconnect, overheat, receipt, warranty, restart, repair, crash.*

- practice listening for specific information.

**-** use the phrases in theConversation Skill box to practice functional English.

**1.2. Competences**

- improve Ss’ communication, collaboration, analytical and critical thinking skills.

**1.3. Attributes**

- become a careful and responsible person.

**2. Teaching aids and materials**

**- Teacher’s aids:** Student’s book and Teacher’s book, class CDs, Digital Book, (DCR phần mềm tương tác SB, DHA (từ vựng/ cấu trúc) phần mềm trò chơi tương tác) projector / interactive whiteboard /TV (if any), PowerPoint slides.

**- Students’ aids:** Student’s book, Workbook, Notebook.

**3. Assessment Evidence**

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| **Performance Tasks** | **Performance Products** | **Assessment Tools** |
| - Give advice about making complaints.  **-** Fill in the blanks with the words.  - Listen and complete the tasks.  - Talk about the imaginary situation. | **-** Ss’ reaction to the situation and their performance.  - Ss’ answers.  - Ss’ answers.  - Ss’ answers/ presentation. | - T’s feedback.  - T’s observation/ DCR.  - T’s observation/ DCR.  - T’s feedback/Peers’ feedback. |

**4. Procedures**

**A. Warm up: 5 minutes**

a. Objectives: to raise the Ss’ awareness of the topic and get them ready for the lesson.

b. Content: **A situation**

c. Expected outcomes: Ss can give advice about making complaints.

d. Organization

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| **Teacher’s activities** | **Students’ activities** |
| **A situation**  - Introduce the situation to Ss.  (Buying something and there is something wrong with it).  - Get the answers from Ss.  - Check the answers and lead to new lesson. | - Listen to T.  - Give answers.  **Ss’ own answers** |

**B. Pre-Listening: 10 minutes**

a. Objectives: to prepare Ss for the listening activity by introducing the vocabulary.

b. Content: **New Words, task a, b**

**Task a.** Match the underlined words to the definitions. Listen and repeat.

**Task b.** In pairs: Talk about what problems you've had with your devices.

c. Expected outcomes: Ss can complete the tasks correctly using the words.

d. Organization

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| **Teacher’s activities** | **Students’ activities** |
| **Task a.**  - Get Ss to read the sentences, identify the part of speech of the words underlined and then do the task individually before sharing the answers with a partner.  - Call Ss to give the answers on the board.  - Give feedback and explain more if needed.  - Play the audio file and ask Ss to repeat in chorus. | - Read the sentences.  - Identify the part of speech.  - Complete the blanks, and then compare the answers with a partner.  - Give their answers.  - Listen and repeat.  ***Answer Keys*** (Use the DCR) |
| **Task b.**  - Ask Ss to work in pairs to talk about the problems they had with their devices.  - Give them time to work.  - Check the answers. | - Work in pairs.  - talk about the problems they had with their devices.  - Give their answers.  ***Ss’ own answers*** |

**C. While-listening: 15 minutes**

a. Objectives: to help Ss get the main content of the conversation and improve Ss’ listening skill.

b. Content: **Listening, task a, b, c**

**Task a.** Listen to Jess talking to the manager of an electronics store. Why is she at the store?

**Task b.** Now, listen and complete the form.

**Task c.** Read the Conversation Skill box and listen to Task b. audio again. Circle the phrase in the Conversation Skill box that you hear.

c. Expected outcomes: Ss can complete the tasks correctly.

d. Organization:

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| --- | --- |
| **Teacher’s activities** | **Students’ activities** |
| **Task a.**  - Ask Ss to have a look at the two options.  - Elicit the information related to them.  - Play the audio file.  - Ask Ss to share their answer with a partner.  - Call Ss to give the answer.  - Check Ss’ answers and give feedback if needed. | - Look at the options and give the answers.  - Listen and choose the correct answer.  - Share it with a partner.  - Give the answer.  ***Answer Keys*** (Use the DCR) |
| **Task b.**  - Ask Ss to look at the form.  - Have Ss decide the type of information needed in each gap.  - Play the audio file (using DCR).  - Get Ss to give the answers.  - Check their answers. | - Identify the type of information.  - Listen and fill in the gaps.  - Give answers  ***Answer Keys*** (Use the DCR) |
| **Task c, d:**  - Have Ss look at the Conversation Skill box before listening (one time) (using DCR).  - Use the DCR to check Ss’ answers  - Play the audio file and ask them to repeat. | - Look at the Conversation Skill box.  - Listen and choose the correct answer.  - Listen and repeat.  ***Answer Keys*** (Use the DCR) |

**D. Post – Listening: 10 minutes**

a. Objectives: to help Ss to use the language and information in the real situation.

b. Content: **Listening, Task e.**

**Task e:** In pairs: What would you do if you bought an expensive phone or laptop and it broke the next day? How would you feel?

c. Expected outcomes: Ss can make complaints to the right person by using the phrases.

d. Organization

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| **Teacher’s activities** | **Students’ activities** |
| **Task e:**  - Ask Ss to work in pairs  - Ask Ss to talk about their reaction to the situation.  - Monitor the class and help them if necessary.  - Ask some Ss to present their ideas. | - Talk about their reaction to the situation.  - Talk to the whole class.  **Ss’ own answers** |

**E. Consolidation and homework assignments: 5 minutes**

**-** Make a clip about a complaint with a partner.

- Do exercises in workbook on page 16.

- Prepare the next lesson: Lesson 2.2 - Grammar, (page 24).

- Practice vocabulary in the Notebook page 16.

**5. Reflection**

a. What I liked most about this lesson today:

…………………………………………………………………………………………

1. What I learned from this lesson today:

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c. What I should improve for this lesson next time:

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