

# The Check-Out Process

## Lesson & Key Vocabulary

The check-out process

[WAV](#)

[MP3](#)

What is the total?

The total is...

on sale

discount

coupon

store clerk/sales person

the line

the cash register

the cashier

the manager

credit card

debit card

gift card

money order

receipt

item

weight

size

shoe size

wrong

too many

not enough

amount

more

less

broken

damaged

expired

return

customer pickup

the customer service department

delivery

the exchange

the refund

full refund

store credit

The difference is...

The balance is...

You will owe...

You will receive...

Sign here

Hello. How are you doing today?

I am doing well, thank you.

Everything is fine, thanks.

Did you find everything you were looking for?

Yes, I did, thank you.

No, I need \_\_\_\_\_, please.

No, could someone please help me find \_\_\_\_\_?

Is this the line for \_\_\_\_\_

customer service?

Yes, it is,

the bakery?

No, it is the line over there.

the checkout?

the deli?

Would you like paper or plastic bags?

I would like paper, please

I would like plastic, please.

I have my own bags.

I have reusable bags.

What is the total?

The total is \$\_\_\_\_\_.

How would you like to pay?

I would like to pay with...

cash.

check.

a credit card.

a debit card.

a gift card.

my phone.

What is the reason for the return?/Why would you like to exchange the item?

I purchased too many.

I did not purchase enough.

I bought the wrong size.

It did not fit right./I need a different size.

It was too big.

It was too small.

It was too expensive.

The item was not on sale.

It is of poor quality.

It broke.

It was broken when I opened it.  
It was damaged./It is not working.

I do not want to return this item; I would like to exchange it.

Do you have the receipt?

Yes, I have the receipt.  
No, I do not have the receipt.

Do you have any coupons?

Yes, I have coupons with me.  
Yes, I have coupons on my phone.  
No, I do not have any.

What is the difference in the exchange?

You will receive \$ \_\_\_\_ dollars and \_\_\_\_ cents...  
back on your card.  
in cash.  
in credit.  
in store credit.

The balance is \$ \_\_\_\_ dollars and \_\_\_\_ cents.  
You will owe \$ \_\_\_\_ dollars and \_\_\_\_ cents.

### [Link to Sample Conversation](#)

Sample Conversation:

- Hello. How are you?
- Hi. I'm doing well, thank you.
- How may I help you today?
- I have a question. I know that there is a sale right now thru Wednesday. I have a coupon I got in the mail. Can I use this coupon with the sale?
- Unfortunately, you can only use the coupon on an item of regular price, not on the sale items.
- Okay. Thank you.
- Is there anything else I can help you with today?
- Yes, actually. I have a return. I purchased the wrong size. Can I exchange the item at check-out?
- For an exchange, you need to go to the customer service desk and return the item there first. If you have the receipt and you are turning the item within 30 days, you can get a full refund in cash if you used a debit card. If you paid with a credit card the charge will be credited back to your card. The credit will appear within 3 days and no longer than a week.
- What if I paid with a gift card?
- If you used a gift card, you will be issued a store credit.
- Thank you so much for all of your help. I really appreciate it. Have a nice day!
- You too!

## The Check-Out Process Sample Conversation: Comprehension Activity Quia Activity on paper

1. On which day does the sale end?/

¿En cuál día termina la venta?

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

2. What does the customer want to use with the sale?/

¿Qué desea utilizar el cliente con la venta?

A discount

A rebate

A gift card

3. Can the customer use the item with the sale price?/

¿Puede usar la respuesta de número 2 con la venta?

Yes

No

4. The customer wants to exchange something./El cliente quiere cambiar algo.

True

False

5. Why does the customer want to take something back to the store?/

¿Por qué quiere el cliente devolver algo a la tienda?

It was damaged.

It is of poor quality.

It is an incorrect size.

The item was not on sale.

6. Which is not true?/

The customer can get a full refund if...

¿Cuál no es verdad?

El cliente puede recibir un reembolso si...

they used a credit card.

they paid with a debit card.

they return it within 30 days.

they bought it with a gift card.

7. What is the longest time it might take to receive a refund if you pay with a credit card?/  
¿Cuán largo puede tomar para recibir un reembolso si paga con una tarjeta de crédito?

3 days

4 days

5 days

6 days

7 days

8 days

8. When would the customer receive a store credit?/

¿Cuándo recibiría el cliente un reembolso de la tienda?

they used a credit card.

they paid with a debit card.

they return it within 30 days.

they bought it with a gift card.

- **Writing/Speaking Task**

- Have students engage in a transaction to pretend to purchase the food items in a check-out experience. Have students calculate the dollar amount they need to pay by drawing food flashcards and calculating the prices they will need to pay to complete the check-out process. You can work on addition of dollars and cents, adding tax into the calculation and modeling phrases for them to complete the purchase. Decide what form of payment will be used. Write out or create a dialogue aloud.

- **Beginner**

- Draw 3-5 cards of the basic-level food flashcards.

- **Intermediate/Advanced**

- Draw 5-10 cards of the intermediate/advanced flashcards.

- **Extension**

- Have students calculate the tax based on the local sales tax

- **Gamify it!**

- **Draw a Card**

- Turn the cards upside down. Have student(s) draw a card and then they have to practice having a conversation about the purchase of an item by using that term or making that the goal of the conversation.

- **Beginner-**

- Have student(s) draw only one card

- **Intermediate/Advanced**

- Have student(s) draw multiple cards and their conversation has to include all of those points

■ Memory

- Print two sets of the food cards
  - Place all of the cards face-side down
  - Flip over two cards
    - Each time you or student flips over a card, say the word aloud
  - If cards have the same image on the front side, that makes a pair
  - When you form a pair, you get to go again and flip over two different cards
  - If the cards do not match, flip them back over
  - The objective is to collect the most pairs