

<b>Theme:</b> Intercultural Communication in the Workplace	<b>Length:</b> 3 hours	
<b>Topic:</b> Field Research	<b>Target Audience:</b> CLB 4 – 5	
<b>Lesson Objective(s)/Task(s):</b> Students will complete a window shopping exercise, practicing speech acts with staff at retail stores Students will take notes with examples of good and bad customer service Students will implement skills for ordering at a food and beverage shop Students will deliver an oral summary presentation of their experience Students will conduct a survey about customer service Students will write a summary presentation of their experience and deliver it verbally to the class		
<b>Learner Outcome(s):</b> By the end of the lesson, students will be able to <b>Listening</b> Understand short communication intended to influence or persuade others in familiar, everyday situations (4) Understand the gist and some details in moderately complex common and predictable social exchanges (5) <b>Speaking</b> Give a brief description of a personal experience or situation (4) Use the simple past with many common verbs (4) Give a presentation about sequences of events in comprehensible order with adequate descriptions (5) <b>Writing</b> Write a paragraph to relate a familiar sequence of events, description of a person, object, or routine event or incident (5)		
<b>Resources and Materials:</b> Word Document “Field Research Guidelines” (1 page) Pen and paper / clipboards / notepads; typed up, multiple copies of the survey		
<b>Activity</b>	<b>Timing</b>	<b>Possible Roadblocks &amp; Solutions</b>
Meet at the mall  Go over the agenda and timelines for this class using Field Research Guidelines with the students before releasing them on the first portion of the project: <b>Part One</b> Go window shopping Talk to as many employees as you can during this time. Practice <b>complimenting, making a request, saying no, and thanking</b> While you are window shopping, pay attention to how the employee behaves. Are they offering you good customer service? Why or why not? Write down examples of good and bad customer service between each shop you visit.	10 minutes  45 minutes	

<p><b>Part Two</b>          Make a small purchase          Go to a food or beverage location in the food court and order something to eat or drink. Ask any necessary questions before you order. Note the customer service you are given. Is it good or bad? Why? Write down a few notes after completing your purchase.</p>	15 minutes	
<p><b>Break</b> – Meet up together in the centre of the food court          15 minute discussion          15 minute break</p>	30 minutes	
<p><b>Part Three</b>          Conduct survey          Talk about our customer service survey questions with as many people as possible          Remember to smile, relax, and ask politely if they have time for a short 5 question survey for your English class. As each person answers your questions, one partner will listen and the other will write the responses. Partners should switch roles during the survey process.</p>	1 hour	
<p><b>Wrap Up</b>          Meet together again in the centre of the food court to discuss how the interviews went  <i>Make sure each partner has a copy of the notes from the day (personal notes from window shopping and ordering and shared notes from responses to the survey)</i></p>	20 minutes	
<p><b>Homework:</b> Write a journal entry about your experience today. Summarize what you learned from the surveys and what, in your opinion, were examples of good and bad customer service you observed today. Also write about how you felt during the field trip project. Did your confidence increase or decrease throughout the day? Could you easily understand the people you interacted with? Could they understand you? What happened when either of you couldn't understand each other? How did you solve that problem? How can you improve your interactions with locals in the future?          Study idioms "Put the car before the horse" to "see eye to eye"</p>		

**Notes:**

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