

VIDEO TIME

Unit 3 A Good Deal

Date:

Class:

Name:



The secret to being a good customer

Titre de la vidéo*: The Secret To Being a Good Customer

Lien : <http://youtu.be/JNH0r4LGi7A>

Durée : 3'37"

Sous-titres : non

*à saisir dans le moteur de recherche si le lien ne fonctionne pas

Part 1 Watch the video in full.

■ Choisissez la bonne affirmation.

a. The scene takes place in:

☐ a market

☐ a shopping mall

☒ a supermarket.

b. The document is about relationships between:

☐ cashiers

☒ cashiers and customers

☐ customers.

Part 2 Watch the video from the beginning to 0:30.

■ Entourez les mots que vous entendez dans la présentation:

An (extraordinary – ordinary – other) supermarket. The kind we all (enjoy – like – love). It stocks staples such as bread, (meat – fish – milk), tuna and even papaya.

As human beings, we all require the supermarkets to (live – survive – eat). So for today's episode, we'll be revealing the secret to being a good and considerate (manager – cashier – customer). These handy hints and tips will make every trip a memorable one.

Part 3 Watch the video from 0:31 to 0:52.

1. Dites si les informations sont vraies (T) ou fausses (F).

a. The customer enters the shop and goes straight to the shelves.

☐ T ☒ F.

b. He tells the cashier what he is going to buy.

☒ T ☐ F.

c. The cashier is watching the customer.

☒ T ☐ F.

2. Complétez le script avec cinq des mots de la liste suivante.

paying – taking – fool – customer – items – entering – goods – buy – cashier

"When **entering** a supermarket such as this one, avoid telling the **cashier** what you are coming in for. You will be **paying** for these items soon enough. You don't want to look like a **fool** if you don't **buy** those teabags."

Part 4 Watch the video from 0:53 to 1:12.

■ Dites si les informations sont vraies (T) ou fausses (F).

- a. The customer is buying teabags. ☐ T ☒ F.
- b. His hands are full with bars, sweets, a banana... ☒ T ☐ F.
- c. He puts the banana back in the fruit department. ☐ T ☒ F.
- d. The narrator says the customer is a "Lazy Larry". ☒ T ☐ F.

Part 5 Watch the video from 1:13 to 2:00.

■ Choisissez la bonne information.

- a. The customer says he has: ☒ not one but 24 items ☐ only one item.
- b. The customer is making: ☒ a stupid joke* ☐ business.
- c. The cashier asks if he wants: ☐ a pack of beer ☒ a receipt.

**une plaisanterie*

Part 6 Watch the video from 2:01 to 2:45.

1. Entourez les mots que vous entendez au moment où le client règle ses articles.

[...] The pressure from other (*cashiers – mushers – customers*) to go as quick as possible can result in (*panic – antic – meetic*) and unease, knowing that everyone is (*watching you – waiting for you – laughing at you*) to count out (*\$60 – \$30 – \$20*) in coins.

To avoid this, don't pay (*\$60 – \$30 – \$20*) in coins. It holds up the queue and (*enjoys – pleases – annoys*) everyone within a 2-meter radius. [...]

2. Dites si les informations sont vraies (T) ou fausses (F).

- a. The customer is taking his time when paying. ☒ T ☐ F.
- b. He is sorry for that. ☐ T ☒ F.
- c. He has got a foreign coin to pay. ☒ T ☐ F.
- d. The cashier looks very pleased. ☐ T ☒ F.

Part 7 Watch the video from 2:36 to the end.

1. Répondez à ces questions en anglais.

- a. What is the customer doing? **(He's) phoning.**
- b. Is the cashier pleased? **No, he isn't.**
- c. What's his reaction? **He leaves the shop and goes away, furious.**

2. Dites en français quels comportements de ce consommateur vous choquent le plus et pourquoi.

Réponse libre.

SCRIPT

The secret to being a good customer

Voix off: An ordinary supermarket. The kind we all enjoy. It stocks staples such as bread, milk, tuna and even papaya. As human beings, we all require the supermarkets to survive. So for today's episode, we'll be revealing the secrets to being a good and considerate customer.

These handy hints and tips will make every trip a memorable one.

Client: Just get me some teabags"

Voix off: When entering a supermarket such as this one, avoid telling the cashier what you are coming in for. You will be paying for these items soon enough. You don't want to look like a fool if you don't buy those teabags.

Voix off: The cashier doesn't mind if you take your time and examine your options before purchasing, but steer clear of placing one item in the place of another. No one likes a lazy Larry. It won't take long to place that banana back where you've found it.

Voix off: Now that you've reached the register this is when most of the mishaps will happen. It is very easy to become overwhelmed with pressure to not look like an idiot.

Vendeur: Just that one.

Client: Not one, twenty-four!

Voix off: Not many people get through this socially awkward deal with no issues but some do struggle.

No-one likes stale jokes especially an underpaid, overworked and hangover university student who doesn't like you too much to begin with.

Vendeur: Would you like a receipt with that?

Client: I can't cope...

Voix off: Paying can cause most of the trouble while in the shop. The pressure from other customers to go as quick as possible can result in panic and unease, knowing that everyone is waiting for you to count out \$60 in coins.

To avoid this, don't pay \$60 in coins. It holds up the queue and annoys everyone within a 2-meter radius.

On a side note when paying with coins, foreign currency is a "No, No": if it is worthless to you it is worthless to the shop.

No one likes an inconsiderate customer, it's real simple stuff: place the change in the cashier's hands, not on the bench next to his politely waiting out of reach.

And finally, don't be that guy.

So hope these handy hints and tips will help you on your next grand adventure to the ever-changing land, the locally run supermarket.

[...]