

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.

■ 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.

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

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

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

■ 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.

■ 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 (3:18).

■ Répondez à ces questions en anglais.

- a. What is the customer doing?
- b. Is the cashier pleased?
- c. What's his reaction?

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

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