



IMMIMOMS Weekly 4 - Skill English Practice Challenge

CLB 4-6

Week: 5 Theme: Exchanges and Returns



One Activity a Day • Build Your Skills Every Week!

MONDAY

Listening

Listen and Understand

Listen to the short audio and answer the questions

Scan to Listen

? QUESTIONS:

- Why does the customer want to return the item?
- Does the customer receive a refund or an exchange?
- What questions does the cashier ask?
- What documents does the customer need?

DONE!

Minutes spent
—

TUESDAY

Speaking

Speak and Express Topic:

Situation
You bought a sweater two days ago. When you got home, you realized it was too small.

Practise saying:
Hello. I'd like to exchange this sweater, please.

? GUIDING QUESTIONS:

Answer these questions aloud.

- Why do you want to exchange it?
- Do you have your receipt?
- What size do you need?
- Would you like a refund or another sweater?
- When did you buy it?

DONE!

Minutes spent
—

WEDNESDAY

Reading

Read and Understand

Read the short article and answer the questions.

Article:

? COMPREHENSION QUESTIONS:

- How many days do customers have to return an item?
- What should customers bring?
- Name two items that cannot be returned.
- What are three possible options after a return?
- Where can customers ask questions?

DONE!

Minutes spent
—

THURSDAY

Writing

Write and Share:

Topic:

Write 6-8 sentences about a shopping problem.

? GUIDING QUESTIONS:

Include:

- what you bought
- where you bought it
- what was wrong
- what happened at the store
- whether the problem was solved

DONE!

Minutes spent
—

Word Meaning

receipt
refund
exchange
return policy
defective
damaged
wrong size
store credit
original packaging
customer service

Celebrate Your Progress

- 😊 What was easy?
- 😞 What was difficult?
- 📖 Three new words:
- 🎯 My goal for next week:



CANADA TIP

Many Canadian stores have different return policies.
Always:

- keep your receipt
- ask about the return policy before buying
- keep the original packaging for expensive items
- check the return deadline

Some stores only offer store credit instead of a refund.



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Theme: Exchanges and Returns

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Listening: notes:

Speaking: notes

Useful Expressions

Customer:

- I'd like to return this item.
- I'd like to exchange this for a larger size.
- It doesn't fit.
- It was damaged when I opened it.
- I have the receipt.
- Can I get a refund?

Cashier:

- Do you have the receipt?
- When did you purchase it?
- Would you like a refund or store credit?
- Our return policy is 30 days.
- Let me check if we have your size.

Reading

Sunny Shop Return Policy

We want our customers to be happy with their purchases.
You may return most items within 30 days with your receipt.

Items must be:

- unused, in their original packaging, and in good condition

Some items cannot be returned, including:

- underwear
- opened food
- gift cards

You may receive:

- a refund to your original payment method
- an exchange
- store credit

If you have questions, please visit Customer Service.

Notes:

Writing: notes



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WEEK / 52 COMPLETED

