



People at your door

Tutors: Introducing the topic

Lesson notion: Strangers sometimes knock on the door. It can be difficult, especially if they are selling something you don't want. What can you say? If you don't want them to come in, what can you do? **1** Show the picture of someone knocking and discuss it. **2** Elicit what your learner already knows about this issue. *How do they deal with it in their home country? What is it ok to say/do? Have they had this problem before in NZ? Yes? What did they say at the time? No? What do they **think** it would be ok to say/do?* **3** Look at the responses below. Has your learner tried them? Practise together by using different scenarios your learner can use the phrases to respond with.

What to say to uninvited visitors

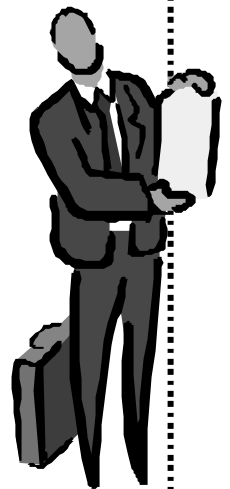
- 1 Don't open the door. (But what if family or friends are coming?)
- 2 Say: 'Sorry, I don't speak English.'
- 3 Say: 'No, I'm not interested, thank you.'
'I'm sorry, I don't have time.'
'I'm busy at the moment.'
'Sorry, I'm not really interested.'



Tutors: More advanced learners

Lesson notion: Talk about the 'powers of persuasion' (salespeople) and the rights of the consumer (you and your learner). Perhaps you can discuss what 'being assertive' means and the necessity to be well-informed and aware of consumer law i.e. *The Fair Trading Act* and *The Consumer Guarantees Act*.

A highly recommended website for information on consumer issues is operated by the *Ministry of Consumer Affairs* at this address <http://www.consumeraffairs.govt.nz>. Once there, look up this link for fantastic advice from the **Word of Advice** articles, including an article posted 27 January 2006 about salespeople like *James*, called **Door to Door Sales – Your Rights:** <http://www.consumeraffairs.govt.nz/mediacentre/wordofadvice/index.html>



Tutor ideas

1 Make a tape before the lesson for your initial listening activities. 2 Read the text box below with your learner. Discuss any new language. 3 You could ask your learner to underline where Nancy says 'no'. 4 Then you could read through together. 5 Role play the dialogue. 6 Change *James* into another kind of salesperson and change the kind of 'sales talk' you need.

'Nip it in the bud'



It is always best to say no quickly and clearly to a salesperson you don't want to talk to. Why? Because the salesperson may try to **sign you up** for something you don't want to buy.

Cuppa Cups

Nancy: 'Hello'

James: 'Hi, I'm James from 'Cuppa Cups'. We're **giving away** teabag **samples** to people who **sign up** for a year's supply of tea from our company.'

Nancy: 'I'm not interested thanks.'

James: 'But this is great tea. You'll love it and it's good for your health!'

Nancy: 'Thanks, but I'm not interested.'

James: 'Okay, thanks for your time. Bye.'

Nancy: 'Bye.'



Word focus

1 Draw a line to match the expression with their meanings.

- | | |
|-------------------------------|---|
| To give away | To sign your name and agree to buy something. |
| To sign up | To stop something happening before it starts. |
| A sample | To give something free to someone. |
| To 'nip it in the bud' | Something free you can try before you buy. |

Cuppa Cups



1 Fill in the missing words in the dialogue below. Don't look at the first dialogue!
2 Practise reading it with your tutor. 3 Think of two different things Nancy could say to James and practise these.

Nancy: 'Hello'

James: 'Hi, I'm James from 'Cuppa Cups'. We're _____ teabag _____ to people who _____ for a year's supply of tea from our company.'

Nancy: 'I'm not _____ thanks.'

James: 'But this is great tea. You'll love it and it's good for your health!'

Nancy: '_____, but I'm _____ interested.'

James: 'Okay, thanks for your time. Bye.'

Nancy: 'Bye.'

Kamla's story



Read the text and then answer the **True/False** questions.

Kamla was very upset because two women came to her house again and again. They wanted to talk about religion. Kamla knew one of the women, but not very well. She wanted them to stop coming. She felt uncomfortable about the visits because in her culture, you always invite people into your house – it is rude not to. But in NZ, Kamla didn't know how to say 'no'.

- | | | |
|---|--|------------|
| 1 | In Kamla's country you never invite people you don't know into your house. | True/False |
| 2 | Kamla was very happy to see the women. | True/False |
| 3 | The women came to talk about their beliefs. | True/False |
| 4 | The women came many times to Kamla's house. | True/False |



Meet the neighbours

Discuss these 5 questions with your tutor.

1. How well do you know your neighbours?
2. Do you talk to them?
3. Do you know their names?
4. What do you say when you see them in the street?
5. How can you get to know your neighbours better?



Knock, knock ...

1. Practise this dialogue with your tutor. 2. Practise asking some more questions, for example: 'Where did you use to live before you moved here?' 'How long did you live there?' 'Do you have children?' 'What are their names?'

Abdul: 'Hello.'

Kevin: 'Hi, I'm Kevin, your new neighbour from across the street.'

Abdul: 'Oh, hello Kevin. I'm Abdul. Nice to meet you.'

Kevin: 'Thanks, you too. I thought I'd come and introduce myself. My wife and I have just moved here and we don't know anybody.'

Abdul: 'Mmm, it's always hard moving to a new place, isn't it?'

Kevin: 'Yes it is. Would you like to come over later for afternoon tea? Bring your family.'

Abdul: 'That's very nice of you, thank you. We'd love to come. What time?'

Kevin: 'Let's say about 3 o'clock.'

Abdul: 'Okay, that's fine. Can we bring anything?'

Kevin: 'No, just yourselves.'

Abdul: 'Okay, see you later then.'

Kevin: 'Yep, bye.'

Abdul: 'Bye.'



Tutors: Extension activities

Greetings/farewells: Discuss the differences between formal and informal

Self-introductions: 'Hi, I'm Kevin.'

Introducing: 'Amina, I'd like you to meet Barbara.'

Contractions: I'd (I would)/that's (that is)

Tag questions: 'It's always hard, isn't it?' (positive statement/ negative tag).