INTRODUCTION

Before tutors and students can begin planning lessons, goals need to be set according to those expressed by the student and his/her existing level of English. Once the goals have been set (to gain employment, to be able to shop independently, to be able to communicate with their children’s teachers, etc.) then the planning can begin.

This packet (1 of 10) has been developed to assist tutors in creating lessons that will help students in a practical manner in their every-day life. Life skills are listed under each topic or subject with ideas for practice activities. The use of real-life material, e.g. actual application forms, the telephone directory, the newspaper, in the lesson provides the student an opportunity to practice in a safe, non-threatening environment. Some examples of real-life material are included.

To give the tutor and the student satisfaction that progress is being made toward the goals, an Achievement Log has been developed. The log is for the recording by the student of those accomplishments achieved beyond and outside the lesson time. It might be that your student can now make phone calls, help a child with homework, write a note or fill out an application form. An awareness of these changes will motivate your student to set the next goals.

Materials for These Techniques

<table>
<thead>
<tr>
<th>Newspaper Ads</th>
<th>3 by 5 cards</th>
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<tbody>
<tr>
<td>Catalogs</td>
<td>Colored Markers</td>
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<td>Telephone Directories</td>
<td>Post-It Notes</td>
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<td>Forms</td>
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<tr>
<td>Receipts/bills</td>
<td>Clothing Care Tags</td>
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<tr>
<td>Coupons</td>
<td>Clothing Size Charts</td>
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Here are some life skills that can be used as the basis for a lesson with suggestions for practice activities.

1. Call a store for information regarding store hours, location, available products, etc.

   Suggestions: Identify the words that the learner needs to learn. Write them on 3 by 5 cards. Together practice the telephone conversation.

2. Read posted store hour signs: Open, Closed, Monday-Friday, 9 a.m. to 9 p.m., Saturday, 12 p.m. to 5 p.m., etc.

   Suggestions: Write the words on 3 by 5 cards. Read and discuss the words. Visit some stores and read the signs.

3. Read basic interior store signs: In, Out, Exit, Furniture, Cosmetics, Appliances, Auto, Men, Misses, Boys, Men, Petite, Infants, etc.

   Suggestions: Write the words on 3 by 5 cards. Read and discuss the words. Visit some stores and read the signs.

4. Read and understand advertisements (flyers, newspaper ads, catalogs) for clothing, household goods, etc.

   Suggestions: Select a variety of items and compare prices using the flyers, ads, and catalogs.


   Suggestions: Read and discuss prices in ads, flyers, and catalogs. Visit stores and examine prices of a variety of items. Understand sale prices and discounts, e.g. 50% off, two for the price of one, buy one—get one free, senior-citizen discounts, etc.

6. Locate where a particular item is located within the store by reading the store directory or asking a salesperson.

   Suggestions: Select the words that the learner needs to learn. Together practice asking for information. Visit a store that has a directory and practice locating different departments using the directory.
7. Ask the price of an item, e.g. “How much does this cost?”

Suggestions: Select the words that the learner needs to know. Together practice asking for the prices of a variety of items.

8. Read and understand American sizes in clothing/shoes.

Suggestions: Together interpret size charts in catalogs and determine what size the learner would order for himself/herself or his/her family’s clothing from a number of different items listed in a catalog, e.g. shirts, blouses, dresses, shoes, jackets, pants, etc. Review important size labels: small, medium, large, X-large, petite, toddlers, misses, etc. (See page 11 for a size chart and page 12 for a crossword puzzle on buying clothes).

9. Request a specific size, color, or price. For example, “Do you have this shirt in a medium?” or “Do these socks come in black?”

Suggestions: Learn the names of different types of clothing. Together practice requesting items with specific sizes, colors, and prices.

10. Understand different methods of payment (cash, check, charge, lay-away).

Suggestions: Discuss different methods of payment and the method that the learner uses. Practice any other method that the learner might want to use.

11. Ask for a receipt and understand the types of receipts (cash, check, store charge, bank charge card), as well as the importance of keeping one’s receipts.

Suggestions: Select relevant vocabulary related to understanding receipts, e.g. amount, total, sale item, tax. Write these words on 3 by 5 cards. Find and circle the words on an assortment of receipts. (See page 20).

12. Express a need to exchange or return an item, e.g. “I need to exchange this shirt. This one is too small/big.” Or “I need to return this toaster because it doesn’t work.”

Suggestions: Select the vocabulary needed to exchange or return an item. Together practice the conversation.

13. Fill in a refund form.

Suggestions: Collect a variety of forms with which to practice.
14. Read and understand clothing-care tags and labels, e.g.,

    MACHINE WASH COLD
    DELICATE CYCLE
    ONLY NON-CHLORINE BLEACH WHEN NEEDED
    TUMBLE DRY LOW
    WARM IRON IF NECESSARY

Suggestions: Identify the words the learner needs to learn. Write them on 3 by 5 cards. Read and discuss them. Examine a variety of labels and ask the learner to explain how he/she would care for the item.

15. Find and read information in the Yellow Pages. Attempt to locate a variety of services and products, e.g. local dry cleaners, food stores, auto repair shops, carpet cleaning, etc.

Suggestions: Read and write the necessary information to be able to phone the store and/or find the store by walking/car/bus.

16. Read and understand how store catalogs are organized, how to locate an item and determine available colors, sizes, prices, cost of shipping and handling, etc.

Suggestions: Select an item that the learner needs and use the catalog to choose one that is the right price, color, and size.

17. Open a store credit card.

Suggestions: Obtain a store credit card application and practice filling it out. Discuss the pros and cons of buying on credit.

18. Order from a catalog by phone.

Suggestions: Identify the words that the learner needs to learn. Together practice the telephone call.

19. Order from a catalog by mail by filling out the order form.

Suggestions: Select an item from a catalog. Fill out the order form for the selected item. (See page 10)

20. Write a letter to question a bill.

Suggestions: Discuss the problem. Decide on the words that are needed for the letter. Together write the letter.
21. Write a consumer complaint letter regarding inferior service or products.

Suggestions: Discuss the problem. Decide on the words that are needed for the letter. Together write the letter.

22. Clip and use coupons.

Suggestions: Together clip coupons from newspapers and magazines for products/services the learner can use. Read the coupons to determine expiration date, discount, terms of use. (See page 9).

23. Know the procedure for renting an apartment or house.

Suggestions: Locate sources for rental properties. Read and discuss the advertisements. Locate the property on a map. Discuss vocabulary needed to communicate with the landlord, e.g. “How much is the rent?” “Is there a garage?” “My kitchen faucet is dripping.” “My heat is not working.”

24. Read and understand a contract that will be signed for consumer services.

Suggestions: Obtain copies of consumer contracts such as renting an apartment, roofing, painting, landscaping. Read, discuss, and understand the elements of the contract.

25. Understand how to contact consumer protection agencies, e.g. Better Business Bureau, Consumer Product Safety Commission, local health department, etc.

Suggestions: Discuss what information needs to be given. Using a telephone directory, locate the address and phone number. Practice writing a letter or making the phone call.

26. Understand how to search for information as a guide to choosing products/services to be purchased.

Suggestions: Obtain copies of publications that review and rate products/services, e.g. Consumer Reports, Consumer’s Resource Handbook, Consumer Information Catalog. Read and discuss the information.
Activities for Building Vocabulary

Scavenger/Treasure Hunt. Make a list of words relating to the topic being studied, e.g. food, furniture, dictionary terms, etc. and ask the student to find them as you follow along, or if feasible, bring the objects to you. Variation: Say the word and ask the student to write the word on a Post-it Note and attach it to the located object.

Scrabble Game. Distribute the Scrabble tiles as directed by the game. Ask the student to spell out any word he/she can with these pieces. Play and score as in regular Scrabble as you and the student compete for points. Variation: Have student throw a die to determine how many tiles can be picked from all the tiles on the table and used to form words.

Reading Numbers. Create a deck of cards consisting of one digit on each card. Shuffle and lay down three cards, for example 2, 5, and 2, and read the number aloud. Ask student to place one card next to any of the three digits and then read aloud the resulting number. For example, placing a 4 next to the first card results in “four hundred fifty-two.” Placing a 4 next to the second card results in “three thousand four hundred fifty-two.” Variation: Place a dollar sign to the left and include a decimal.1

Board Game. Trace around a quarter to form a series of circles across the top, bottom, and both sides of a sheet of paper. Write a vocabulary word inside each circle. Ask student to roll a die and move his/her marker (button or penny) that many spaces and then say a sentence using the word on which he/she landed. Variation: Play the same way but student asks a question using the word landed on.2

Dictation. Select or compose a short story or passage containing vocabulary words studied. Dictate the story. Provide the student with a printed version of the story with lines representing words omitted. Ask the student to listen to the story and write in the missing words on the line provided as the dictation is given. Gauge the number of missing words according to the ability of the student—provide a small number for beginners and a larger number for more advanced students. Variation: Record the story on a tape so the student can do it as homework and can listen to the tape as often as needed.

Strip Story. For beginning students, write each sentence that makes up a short story on strips of paper. For more advanced students write the main events that make up a story on strips of paper, one event to each strip. Read the story to the student or ask the student to read it. Ask the student to arrange the strips of paper in the proper order of the story.

Concentration. Write matching pairs of vocabulary words on cards, e.g. holidays and the dates, antonyms, synonyms, idioms, etc. Place the cards face down on the table. Student turns over one card and tries to find the matching card. If cards match, they are left on the table face up. If cards do not match, both cards are turned over and two more cards are selected. Game continues until all cards have been turned over. Variation: Play this game with two or more students.

Create Your Own Wordsearch

Name: ___________________________ Date: ____________________

Words:

1. STORE
2. CATALOG
3. SIZES
4. MEDIUM
5. SMALL
6. REFUND
7. PRICES
8. RECEIPT
9. CHARGE CARD
10. COST
11. LARGE
Create Your Own Wordsearch

Name: ______________________ Date: ______________________

Words:
10% OFF Any Art or Service
Mc Art & Home Gallery
1127 Route 53, Naperville
(630) 637-3788
- Glass & Mural Painting
- Refinished Antique Furniture
- Ceramic Home Decor
- Handmade Art Work
- Hand Painted Furniture
- Fine Art Painting
340 W. Ogden Ave, Naperville
Expires 12/31/04

$5.00 OFF Any Service Call
Phil Walz Plumbing, Inc.
Specializing in Bathroom Remodeling
1340 W. Ogden Ave.
Naperville • 355-0080
Must be presented with payment at time of service. Not valid with any other offer. Expires 12/31/04

FREE SUB!
Buy any Sub and 2 med. drinks and get another Sub of equal or lesser value FREE.
Quiznos Subs
1711 W. Ogden Ave., Suite 1
Naperville, IL 60540
(630) 394-8123

$5.00 OFF Any purchase of $25 or more
Play It Again Sports
Naperville Plaza
Corner of Gartner & Washington
Washington Street entrance
355-1121
Not valid with any other offer. One coupon per customer. Coupon good at one of purchase only. Expires 12/31/04

Buy Any Used CD $6.59
$1.00 OFF Any Used DVD, or Video Game priced $5 or over
Disc Replay
We Buy & Sell Used
- Compact Discs
- VHS & DVD Movies
- Video Games
556 S. Rt. 59 • Naperville
Between TJ Maxx & Famous Footwear
420-1100
Limit 5. Expires 12/31/04

$5.00 OFF ANY PURCHASE OF $25.00 OR MORE
Chocolate Factory
We're America's Chocolatier
630717-8878
River Square Mall 22 E. Chicago Ave. Naperville
Offer valid only with coupon at our store. Please present coupon at the time of purchase. One coupon per purchase. Good through 2004

$2.00 OFF ANY WASH
Bargain Car Wash & Detail Center
2 Naperville Locations:
952 W. 75th St.
311 E. Ogden Ave.
OPEN: Mon-Sat 8-7 • Sun 8-6
Not valid with any other offer or programs. Expires 12/31/04

$1.00 OFF Ice Cream Creation
(Gotta Have It size)
Valid only at Cold Stone Creamery
23 W. Jefferson
Downtown Naperville
630.369.5646
SMOOTH & CREAMY MADE FRESH DAILY
Gotta Have It size is equal to a large. Not valid with any other offers. Limit one per customer per visit. No reproductions will be accepted. Valid only at the location listed. No cash value. Expires 6/30/04.
### 4 EASY WAYS TO ORDER:

- **CALL:** Order Toll Free at the above number
- **MAIL:** Simply fill out the order form below
- **FAX:** 1-440-826-1267 (Sawyer charge code: ABAN 12201)
- **INTERNET:** Click on Order From Catalog of www.amerimark.com

Please charge your orders 24 hours a day, 7 days a week. Please provide your mailing and charge card number. If you have questions about an existing order, call Customer Service at 1-800-359-5933 M-F 8am - 9pm EST or e-mail anytime at customercare@amerimark.com

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<td>50373</td>
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<td></td>
<td>Anthony Richards Sparkly Comb</td>
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**Shipping & Handling:** Only $7.95 More! Guaranteed Delivery in 3-4 Business Days if in stock items.

**Payment Method:** (Check one)
- Master Card
- Discover
- American Express

**Satisfaction Guarantee:** 100% Guaranteed Delivery within 4 days for non-stock items. 7 days for non-stock items.

**Add:** Shipping & Handling $7.95

**Subtotal:** $7.95

**Total Amount Due:** $7.95

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**Effective Delivery Service:** Only $7.95 More! Guaranteed Delivery in 3-4 Business Days if in stock items.

**Payment Method:** (Check one)
- Master Card
- Discover
- American Express

**Satisfaction Guarantee:** 100% Guaranteed Delivery within 4 days for non-stock items. 7 days for non-stock items.

**Add:** Shipping & Handling $7.95

**Subtotal:** $7.95

**Total Amount Due:** $7.95
Multi-level crossword puzzle:
Shopping for clothes

Word list
- big
- clean
- cooler
- doesn’t
- don’t
- good
- it
- larger
- like (2 times)
- machine
- on
- short
- small
- smaller
- too
- warmer
- wash
- well

Level A (easier)

Across clues

2. This coat is much too ______. I need a smaller one.
3. This shirt is much too small. It ______ fit.
7. “This looks nice.” “Would you like to try it ______?” “Yes, sure.”
8. “I like this sweater. Is it ______ washable?” “No, but you can hand wash it.”
9. “How do you like this sweater?” “It’s perfect! It looks ______ on you. I think you should buy it.”
10. “Do you like this scarf?” “Yes, I like ______ a lot.”
11. “That jacket looks good. Are you going to buy it?” “No, it’s too light for winter. I need something ______.”
12. It’s too big. Can I try a ______ size?
14. “That’s a nice sweater.” “Yes, but it’s too heavy for summer. I need something ______.”
15. “Is that coat too big?” “No, it fits very ______. I’ll buy it.”
16. These pants are too ______. I need a larger size.

Down clues

1. “Here’s a red sweater.” “Oh, I ______ this color! It looks beautiful.”
2. I like this shirt, but I ______ like this color. Do you have it in blue?
3. Daughter: “I like this skirt!” Mother: “It’s too ______. You need a longer one.”
4. “Do you think this dress is ______ long?” “Yes, it is, but we can hem it up.”
5. It’s too small. Can I try a ______ size?
11. “I like this T-shirt. Is it machine washable?” “Of course, it’s cotton. You can ______ it in hot water.”
13. “How does this hat look?” “Sorry, I don’t ______ it.”
14. “I like this jacket. Is the fabric washable?” “No, it’s dry ______ only.”

Hands-on English, Vol. 10, No. 5
Vocabulary practice: "Put the fridge next to the window"

A drawing dictation

Here's a chance for your students to review vocabulary about household appliances and practice directions at the same time.

Have the students work in pairs. First ask them to make a list of appliances or other items they might put into a kitchen. (You can refer to the puzzle on page 10 as a starting point.) Make sure all the students know what these are.

Next, give each student a copy of the blank kitchen diagram. Ask them to sit so that they can't see each other's picture. If necessary, stand a file folder or a notebook up between the students to block the view.

Now the first student will describe where to put each appliance, and they will both draw as they go along. The second student listens and draws, and may ask questions if he or she doesn't understand the instructions. When they are finished, the students can compare their drawings. Ideally, both drawings will be the same! If not, the students should discuss the differences and describe the corrections.

You may decide that your students need a demonstration of this activity first, before they start the pairwork. If so, begin by handing each student a blank diagram and give instructions to the whole class at the same time. Following this model the students can repeat the exercise in pairs.

Follow up

Bring in some advertising supplements, store fliers and catalogs that show appliances, and ask the students to do some ‘comparison shopping.’ They can explain which items they prefer and why. More advanced students can read reviews in “Consumer Reports.”

Thanks to Abbie Tom for suggesting this exercise!
Multi-level crossword puzzle:

Household appliances

Word list:
- air conditioner
- answering machine
- clock
- control
- dishwasher
- doorbell
- dryer
- freezer
- furnace
- light
- microwave
- oven
- radio
- refrigerator
- stove
- telephone
- television
- thermostat
- VCR
- washing machine
Level A

Across clues
1. Mother: “Susa, please unload the _____ and put the dishes away.” Daughter: “Okay, Mom.”
3. At my workplace we listen to the ____ all day.
5. “My apartment is cold because the ____ isn’t working.” “You should call the landlord right away.”
6. “We had a ____ call last night at midnight.” “Who was it?” “I don’t know, it was a wrong number.”
10. If you call the school, you will hear a recorded message on an _______ instead of a person.
11. “When I finished the laundry I had 5 socks instead of 6.” “Maybe one sock is still in the ____.”
12. At Thanksgiving, some people bake a turkey in the ____.
13. Sister: “Please change the channel, I don’t like this program.” Brother: “I can’t. I lost the remote ______!”
15. “Is your ____ gas or electric?” “It’s gas, but the oven is electric.”
17. Visitor A: “I think no one is home here.” Visitor B: “Maybe the ____ is broken. Let’s knock on the door.”
18. “Do you like to cook in a ____?” “No, I don’t. I prefer to cook on the stove.”
20. “What do we have to eat?” “I made some soup last night. It’s in the ____.”

Down clues
2. “In the summer, I can’t sleep very well.” “Why, because it’s so hot?” “No, because the ______ is so noisy.”
4. We made some traditional foods from my country last weekend. We put these in the ____ to keep for a party.
7. “Does your apartment have a ____?” “No, but there is a laundry room in the basement.”
8. Dad: “Where are the kids?” Mom: “I told them to go outside and play, but they are in the house watching ______.”
9. It’s so cold today! I turned the ____ to 70 degrees but it still feels cold.
14. When you read a book you should sit near a ____.
16. “What time is it?” “I’m not sure. This ____ needs a new battery.”
19. “I have a video of my daughter’s wedding. Would you like to see it?” “Not today, I have a doctor’s appointment.” “You can borrow the video and watch it at home on your ____.” “Thanks!”

Level B

Across clues
1. You can clean plates, cups and silverware in this machine.
3. You can listen to the ____ for news or music.
5. In the winter you need this to keep your home warm.
6. If someone calls you, you will hear the ____ ring.
10. If you call me when I’m not home, you can leave a message on my ______.
11. After you wash your clothes, you can put them in this machine.
12. You can bake food inside this appliance.
13. You can use a remote ____ to change the TV channel.
15. You can cook food on top of this appliance.
17. If someone is coming to visit, you will hear this when they arrive.

18. You can heat up some food in this small appliance.
20. Your food will stay cold in this appliance.

Down clues
2. If it’s hot in the summer, this appliance will keep your home cool.
4. You can keep ice and frozen food in here.
7. You need this appliance to do your laundry.
8. You can watch the news on _______.
9. This is a controller to make your home warmer or cooler.
14. If you turn this on, you can see at night.
16. You can look at this to see what time it is.
19. You can play a video tape with this machine.
2.99
Oscar Mayer Franks
16 oz. pkg. Beef or Cheese, Selected Varieties

4.79
Jennie-O Turkey Store So Easy Turkey Entrees
12-18 oz. pkg. Selected Varieties

5.69
Tyson Meal Kits
25-28 oz. pkg. Fried Rice, Fajitas or Chicken Fry Kits, Selected Varieties

3.57 lb
Boneless Eye Round Roast
U.S.D.A. Select Beef Round

2 for $5
Oscar Mayer Sliced Lunchmeats
16 oz. pkg. Ham, Turkey or Combo, Selected Varieties

2 for $6
Johnsonville Fresh Sausage Links or Patties
12 oz. pkg.

2.48 lb
Fresh Smokehouse Country Sausage
Loin or Bulk

1.68 lb
Fresh Chicken Wings

2.59 lb
Fresh Sirloin Boneless Sirloin Pork Cutlets
**ACHIEVEMENT LIST OF REAL LIFE SKILLS USING ENGLISH**

Name of learner: ____________________________ Date: __________________

Name of tutor: ______________________________

<table>
<thead>
<tr>
<th>What have you achieved and what are you able to do now or do better in everyday life?</th>
<th>Listen</th>
<th>Speak</th>
<th>Read</th>
<th>Write</th>
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<tbody>
<tr>
<td>Phone a local store and record store hours.</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
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</tr>
<tr>
<td>Make a list of select items at a discount store.</td>
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<td>✔</td>
</tr>
<tr>
<td>Read the signs for various store departments.</td>
<td></td>
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<td>✔</td>
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Check (✓) any changes/achievements:

- [ ] Received US Citizenship
- [ ] Registered to Vote or Voted for the first time
- [ ] Gained Employment
- [ ] Obtained Job Advancement
- [ ] Obtained GED
- [ ] Entered other Ed or Voc Program

Date: __________________

What do you still want to learn?

What do you want to be able to do?

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