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Level 4

Top store hits back at "wardrobing"

9th October, 2013

<http://www.breakingnewsenglish.com/1310/131009-wardrobing-4.html>

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Please try the harder Level 5 and the 26-page Level 6 (harder).

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THE READING

From <http://www.breakingnewsenglish.com/1310/131009-wardrobing-4.html>

A chain of department stores wants to stop people buying expensive clothes, wearing them once and then getting a refund. This "return fraud" is called "wardrobing". It happens to around 65 per cent of shops. Stores lose \$8.8 billion a year. The store Bloomingdale's puts large, black tags on the bottom of dresses that cost over \$150. The dress cannot be returned if the tag is missing. Now, people have to reveal they are wardrobing if they want a "free dress rental".

A shopping analyst said people don't realize wardrobing is illegal. It is a big problem. The store Bloomingdale's is risking annoying and losing customers to stop it. They no longer believe "the customer is always right". Some customers think the tags make them feel dishonest, while others think it's a good idea to stop sly shoppers. An industry spokesman said it was a "delicate balance" to give good customer service and stop wardrobing.

Sources: <http://abcnews.go.com/Business/bloomingdales-cracks-returned-items-worn/story?id=20304704>
<http://www.businessweek.com/articles/2013-09-26/return-fraud-clothing-and-electronics-retailers-fight-back>

MATCHING

From <http://www.breakingnewsenglish.com/1310/131009-wardrobing-4.html>

PARAGRAPH ONE:

- | | |
|---------------------------------|---------------------------|
| 1. A chain | a. is called "wardrobing" |
| 2. getting | b. if the tag is missing |
| 3. This "return fraud" | c. of department stores |
| 4. It happens to around | d. the bottom of dresses |
| 5. large, black tags on | e. a refund |
| 6. The dress cannot be returned | f. 65 per cent of shops |

PARAGRAPH TWO:

- | | |
|---------------------------------------|-----------------------------|
| 1. shopping | a. make them feel dishonest |
| 2. people don't realize | b. and losing customers |
| 3. Bloomingdale's is risking annoying | c. balance |
| 4. the customer | d. analyst |
| 5. Some customers think the tags | e. is always right |
| 6. a delicate | f. wardrobing is illegal |

LISTEN AND FILL IN THE GAPS

From <http://www.breakingnewsenglish.com/1310/131009-wardrobing-4.html>

(1) _____ stores wants to stop people buying expensive clothes, wearing them once and then (2) _____. This "return fraud" is called "wardrobing". It (3) _____ 65 per cent of shops. Stores lose \$8.8 billion a year. The store Bloomingdale's puts large, (4) _____ bottom of dresses that cost over \$150. The dress (5) _____ if the tag is missing. Now, people have to reveal they are (6) _____ want a "free dress rental".

A shopping analyst said (7) _____ wardrobing is illegal. It is a big problem. The store Bloomingdale's (8) _____ and losing customers to stop it. They (9) _____ "the customer is always right". Some customers think the (10) _____ dishonest, while others think it's (11) _____ sly shoppers. An industry spokesman said it was (12) _____ to give good customer service and stop wardrobing.

CLOTHES SURVEY

From <http://www.breakingnewsenglish.com/1310/131009-wardrobing-4.html>

Write five GOOD questions about clothes in the table. Do this in pairs. Each student must write the questions on his / her own paper. When you have finished, interview other students. Write down their answers.

	STUDENT 1 _____	STUDENT 2 _____	STUDENT 3 _____
Q.1.			
Q.2.			
Q.3.			
Q.4.			
Q.5.			

- Now return to your original partner and share and talk about what you found out. Change partners often.
- Make mini-presentations to other groups on your findings.

WRITE QUESTIONS & ASK YOUR PARTNER(S)

Student A: Do not show these to your speaking partner(s).

- a) _____
- b) _____
- c) _____
- d) _____
- e) _____
- f) _____
- g) _____
- h) _____

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WRITE QUESTIONS & ASK YOUR PARTNER(S)

Student B: Do not show these to your speaking partner(s).

- a) _____
- b) _____
- c) _____
- d) _____
- e) _____
- f) _____
- g) _____
- h) _____

