

www.Breaking News English.com

Ready-to-Use English Lessons by Sean Banville

**"1,000 IDEAS & ACTIVITIES
FOR LANGUAGE TEACHERS"**

www.breakingnewsenglish.com/book.html

**Thousands more free lessons
from Sean's other websites**

www.freematerials.com/sean_banville_lessons.html

Level 6

Top store hits back at "wardrobing"

9th October, 2013

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

Contents

The Article	2	Discussion (Student-Created Qs)	14
Warm-Ups	3	Language Work (Cloze)	15
Before Reading / Listening	4	Spelling	16
While Reading / Listening	5	Put The Text Back Together	17
Match The Sentences And Listen	6	Put The Words In The Right Order	18
Listening Gap Fill	7	Circle The Correct Word	19
Comprehension Questions	8	Insert The Vowels (a, e, i, o, u)	20
Multiple Choice - Quiz	9	Punctuate The Text And Add Capitals	21
Role Play	10	Put A Slash (/) Where The Spaces Are	22
After Reading / Listening	11	Free Writing	23
Student Survey	12	Academic Writing	24
Discussion (20 Questions)	13	Homework	25
		Answers	26

Please try Levels 4 and 5 (they are easier).

Twitter



twitter.com/SeanBanville

Facebook



www.facebook.com/pages/BreakingNewsEnglish/155625444452176

Google +



plus.google.com/110990608764591804698/posts

THE ARTICLE

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

An upmarket chain of U.S. department stores has taken action to stop people buying expensive clothes, wearing them once and then returning them for a refund. About 65 per cent of U.S. retailers reported they have been victims of this practice, known as "wardrobing". This form of "return fraud" costs the retail industry an estimated \$8.8 billion a year. The store, Bloomingdale's, has started attaching large, black, hard-to-hide tags to the bottom of dresses that cost over \$150. The garment cannot be returned if the tag is missing. This means anyone thinking they can have a "free dress rental" might have to think again. The tag means they would be advertising the fact at their party that they are wardrobing.

Retail analyst Hitha Prabhakar explained how serious wardrobing was, saying: "What people don't realize is that it's an illegal process." Wardrobing has become such a problem that Bloomingdale's has decided to risk annoying and potentially losing customers in an effort to deter it. They have, in effect, let go a little of the sales mantra that "the customer is always right". Some Bloomingdale's customers believe the tags make them feel dishonest, while others think it's a long overdue solution to unscrupulous shoppers. The National Retail Federation said: "It's a delicate balance of loss prevention and good customer service, and the relationship has to be handled with appropriate finesse."

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>

WARM-UPS

1. CLOTHES: Students walk around the class and talk to other students about clothes. Change partners often and share your findings.

2. CHAT: In pairs / groups, decide which of these topics or words from the article are most interesting and which are most boring.

upmarket / department stores / refunds / retailers / victims / garment / advertising / serious / illegal / annoying / dishonest / solution / balance / customer service

Have a chat about the topics you liked. Change topics and partners frequently.

3. CUSTOMER SERVICE: Think of one store. What's its customer service like? Complete this table and share what you wrote with your partner(s). Change partners often.

	Generally good or bad?	How to improve it?
Refunds		
At the cash register		
Sales staff knowledge		
Store website		
Speed of service		
Overall image		

4. REFUNDS: Students A **strongly** believe stores should not give refunds; Students B **strongly** believe they have to. Change partners again and talk about your conversations.

5. STORES: Rank these and share your rankings with your partner. Put your favourite at the top. Change partners often and share your rankings.

- clothes shops
- sports shops
- book stores
- bakeries
- coffee shops
- electrical good shops
- car showrooms
- fast food restaurants

6. DEPARTMENT STORE: Spend one minute writing down all of the different words you associate with the word "department store". Share your words with your partner(s) and talk about them. Together, put the words into different categories.

BEFORE READING / LISTENING

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

1. TRUE / FALSE: Read the headline. Guess if a-h below are true (T) or false (F).

- | | |
|---|-------|
| a. A market in a department store is selling wardrobes fraudulently. | T / F |
| b. People buy clothes just to wear them once and then get a refund. | T / F |
| c. The store Bloomingdale's loses around \$8.8 billion a year. | T / F |
| d. If a Bloomingdale's dress has a black tag missing, there is no refund. | T / F |
| e. Wardrobing is illegal. | T / F |
| f. Bloomingdale's isn't prepared to lose customers because of wardrobing. | T / F |
| g. All Bloomingdale's customers are angry about the tags on dresses. | T / F |
| h. Stopping wardrobing and keeping customers happy isn't so easy. | T / F |

2. SYNONYM MATCH: Match the following synonyms from the article.

- | | |
|----------------|------------------|
| 1. upmarket | a. discourage |
| 2. refund | b. deception |
| 3. fraud | c. unlawful |
| 4. garment | d. tricky |
| 5. think again | e. outfit |
| 6. realize | f. luxury |
| 7. illegal | g. understand |
| 8. deter | h. reimbursement |
| 9. delicate | i. skill |
| 10. finesse | j. reconsider |

3. PHRASE MATCH: (Sometimes more than one choice is possible.)

- | | |
|--|------------------------------|
| 1. An upmarket chain | a. solution |
| 2. returning them | b. that they are wardrobing. |
| 3. an estimated | c. an effort to deter it |
| 4. The garment cannot be returned | d. for a refund |
| 5. advertising the fact at their party | e. with appropriate finesse |
| 6. Prabhakar explained how | f. of U.S. department stores |
| 7. losing customers in | g. balance |
| 8. it's a long overdue | h. if the tag is missing |
| 9. It's a delicate | i. \$8.8 billion |
| 10. the relationship has to be handled | j. serious wardrobing was |

GAP FILL

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

An (1) _____ chain of U.S. department stores has taken action to stop people buying expensive clothes, wearing them once and then returning them for a (2) _____. About 65 per cent of U.S. retailers reported they have been (3) _____ of this practice, known as "wardrobing". This form of "return fraud" costs the retail industry an (4) _____ \$8.8 billion a year. The store, Bloomingdale's, has started (5) _____ large, black, hard-to-hide tags to the bottom of dresses that cost over \$150. The (6) _____ cannot be returned if the tag is missing. This means anyone thinking they can have a "free dress rental" might have to (7) _____ again. The tag means they would be advertising the (8) _____ at their party that they are wardrobing.

garment
estimated
refund
fact
upmarket
think
victims
attaching

Retail analyst Hitha Prabhakar explained how (9) _____ wardrobing was, saying: "What people don't realize is that it's an (10) _____ process." Wardrobing has become such a problem that Bloomingdale's has decided to (11) _____ annoying and potentially losing customers in an effort to deter it. They have, in (12) _____, let go a little of the sales (13) _____ that "the customer is always right". Some Bloomingdale's customers believe the tags make them feel dishonest, while others think it's a long (14) _____ solution to (15) _____ shoppers. The National Retail Federation said: "It's a delicate balance of loss prevention and good customer service, and the relationship has to be handled with (16) _____ finesse."

unscrupulous
illegal
overdue
effect
serious
appropriate
risk
mantra

LISTENING – Guess the answers. Listen to check.

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

- 1) buying expensive clothes, wearing them once and then returning them _____
 - a. for a refined
 - b. for a re-found
 - c. for a refund
 - d. for a refunds
- 2) About 65 per cent of U.S. retailers reported they have been _____
 - a. victimised of this practice
 - b. victim of this practice
 - c. vitamins of this practice
 - d. victims of this practice
- 3) This form of "return fraud" costs the retail industry an _____
 - a. estimates \$8.8 billion
 - b. estimated \$8.8 billion
 - c. estimating \$8.8 billion
 - d. estimate \$8.8 billion
- 4) _____ be returned if the tag is missing.
 - a. The garment cannot
 - b. The gourmet cannot
 - c. The car meant cannot
 - d. The car mint cannot
- 5) The tag means they would be advertising the fact at their party that _____
 - a. they're wardrobing
 - b. their wardrobing
 - c. there wardrobing
 - d. they are wardrobing
- 6) What people don't realize is that it's _____
 - a. an ill eagle process
 - b. an illegality process
 - c. an ill legal process
 - d. an illegal process
- 7) decided to risk annoying and potentially losing customers in an effort _____
 - a. to deter it
 - b. to defer it
 - c. to ditto it
 - d. to dieter it
- 8) a long overdue solution to _____
 - a. un-soup less shoppers
 - b. unscrupulous shoppers
 - c. non scruples shoppers
 - d. unscrew pew lass shoppers
- 9) It's a _____ loss prevention and good customer service
 - a. delicates balance of
 - b. deli-cat balance of
 - c. Delhi cat balance of
 - d. delicate balance of
- 10) the relationship has to be handled with _____
 - a. appropriate finest
 - b. appropriate fin 'S'
 - c. appropriate finesse
 - d. appropriate fin ease

LISTENING – Listen and fill in the gaps

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

(1) _____ U.S. department stores has taken action to stop people buying expensive clothes, wearing (2) _____ returning them for a refund. About 65 per cent of U.S. retailers reported they (3) _____ this practice, known as "wardrobing". This form of "return fraud" costs the retail industry an estimated \$8.8 billion a year. The store, Bloomingdale's, (4) _____ large, black, hard-to-hide tags to the bottom of dresses that cost over \$150. The garment cannot be returned (5) _____. This means anyone thinking they can have a "free dress rental" might have to think again. The tag means they would be advertising (6) _____ party that they are wardrobing.

Retail analyst Hitha Prabhakar explained how serious wardrobing was, saying: "What people (7) _____ that it's an illegal process." Wardrobing has become such a problem that Bloomingdale's has decided to risk annoying (8) _____ customers in an effort to deter it. They have, in effect, let go a little (9) _____ that "the customer is always right". Some Bloomingdale's customers believe the tags make (10) _____, while others think it's a long overdue solution to (11) _____. The National Retail Federation said: "It's a delicate balance of loss prevention and good customer service, and the relationship (12) _____ with appropriate finesse."

COMPREHENSION QUESTIONS

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

1. How many times do 'wardrobers' wear clothes before getting a refund?

2. How many retailers are effected by wardrobing?

3. How much money do stores lose because of wardrobing?

4. What needs to be on a dress to get a refund at Bloomingdale's?

5. What might a tag on a dress mean at a party?

6. What did an analyst say people don't understand about wardrobing?

7. What is Bloomingdale's risking losing?

8. What sales mantra is mentioned in the article?

9. How do some customers believe Bloomingdale's is making people feel?

10. What kind of balance is loss prevention and customer service?

MULTIPLE CHOICE - QUIZ

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

1. How many times do 'wardrobers' wear clothes before getting a refund?
 - a) countless times
 - b) twice
 - c) once
 - d) until they look a little old
2. How many retailers are effected by wardrobing?
 - a) around 65%
 - b) 65,000
 - c) 65
 - d) 65 in New York
3. How much money do stores lose because of wardrobing?
 - a) \$8.8 billion
 - b) \$8.8 trillion
 - c) \$8.8 million
 - d) \$8.8 quadrillion
4. What needs to be on a dress to get a refund at Bloomingdale's?
 - a) lace
 - b) a tag
 - c) a watermark
 - d) a brand label
5. What might a tag on a dress mean at a party?
 - a) the wearer is absentminded
 - b) a new fashion
 - c) it has been to the dry cleaners
 - d) the wearer is wardrobing
6. What did an analyst say people don't understand about wardrobing?
 - a) how best to do it
 - b) it's illegal
 - c) how to put the tag back on
 - d) what it is
7. What is Bloomingdale's risking losing?
 - a) customers
 - b) tags
 - c) dresses
 - d) wardrobes
8. What sales mantra is mentioned in the article?
 - a) satisfied customers mean profits
 - b) money makes the world go round
 - c) the customer is always right
 - d) have a nice day
9. How do some customers believe Bloomingdale's is making people feel?
 - a) bored
 - b) beautiful
 - c) like a supermodel
 - d) dishonest
10. What kind of balance is loss prevention and customer service?
 - a) a delicate one
 - b) a digital one
 - c) life and death
 - d) a balance of power

ROLE PLAY

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

Role A – Wardrobing

You think wardrobing is the biggest problem for stores. Tell the others three reasons why. Tell them things that are wrong with their problems. Also, tell the others which is the easiest of these to resolve of these (and why): shoplifting, unstylish garments are or high prices.

Role B – Shoplifting

You think shoplifting is the biggest problem for stores. Tell the others three reasons why. Tell them things that are wrong with their problems. Also, tell the others which is the easiest of these to resolve of these (and why): wardrobing, unstylish garments are or high prices.

Role C – Unstylish garments

You think unstylish garments are the biggest problem for stores. Tell the others three reasons why. Tell them things that are wrong with their problems. Also, tell the others which is the easiest of these to resolve of these (and why): shoplifting, wardrobing or high prices.

Role D – High prices

You think high prices are the biggest problem for stores. Tell the others three reasons why. Tell them things that are wrong with their problems. Also, tell the others which is the easiest of these to resolve (and why): shoplifting, unstylish garments are or wardrobing.

AFTER READING / LISTENING

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

1. WORD SEARCH: Look in your dictionary / computer to find collocates, other meanings, information, synonyms ... for the words 'return' and 'fraud'.

return	fraud
---------------	--------------

- Share your findings with your partners.
- Make questions using the words you found.
- Ask your partner / group your questions.

2. ARTICLE QUESTIONS: Look back at the article and write down some questions you would like to ask the class about the text.

- Share your questions with other classmates / groups.
- Ask your partner / group your questions.

3. GAP FILL: In pairs / groups, compare your answers to this exercise. Check your answers. Talk about the words from the activity. Were they new, interesting, worth learning...?

4. VOCABULARY: Circle any words you do not understand. In groups, pool unknown words and use dictionaries to find their meanings.

5. TEST EACH OTHER: Look at the words below. With your partner, try to recall how they were used in the text:

<ul style="list-style-type: none">• upmarket• retailers• industry• 150• free• fact	<ul style="list-style-type: none">• serious• illegal• risk• little• feel• balance
---	--

CLOTHES SURVEY

From <http://www.BreakingNewsEnglish.com/1310/131009-wardrobing.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.

CLOTHES DISCUSSION

STUDENT A's QUESTIONS (Do not show these to student B)

- a) What did you think when you read the headline?
- b) What springs to mind when you hear the word 'clothes'?
- c) What do you think about what you read?
- d) How bad do you think wardrobing is?
- e) What do you think of 'wardrobers'?
- f) Should stores stop issuing refunds?
- g) Why do people buy something and then take it back?
- h) Is the black-tag idea a good one?
- i) Have you ever asked for a refund?
- j) Would you ever try wardrobing (for clothes or anything else)?

Top store hits back at "wardrobing" – 9th October, 2013
More free lessons at www.BreakingNewsEnglish.com

CLOTHES DISCUSSION

STUDENT B's QUESTIONS (Do not show these to student A)

- a) Did you like reading this article? Why/not?
- b) What penalty should 'wardrobers' get?
- c) Do you think Bloomingdale's actions will be successful?
- d) Is the customer (including you) always right?
- e) Everyone has to pay higher prices because of 'wardrobers'. Is this fair?
- f) What else can stores do to stop 'wardrobers'?
- g) How should stores maintain the delicate balance mentioned at the end of the article?
- h) Do stores have to tread carefully with customers who are unhappy?
- i) Is wardrobing the same as illegally downloading music?
- j) What questions would you like to ask Hitha Prabhakar?

DISCUSSION (Write your own questions)

STUDENT A's QUESTIONS (Do not show these to student B)

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Copyright © www.BreakingNewsEnglish.com 2013

DISCUSSION (Write your own questions)

STUDENT B's QUESTIONS (Do not show these to student A)

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

LANGUAGE - CLOZE

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

An (1) _____ chain of U.S. department stores has taken action to stop people buying expensive clothes, wearing them once and then returning them for a (2) _____. About 65 per cent of U.S. retailers reported they have been (3) _____ of this practice, known as "wardrobing". This form of "return fraud" costs the retail industry an (4) _____ \$8.8 billion a year. The store, Bloomingdale's, has started attaching large, black, hard-to-hide tags to the bottom of dresses that cost over \$150. The (5) _____ cannot be returned if the tag is missing. This means anyone thinking they can have a "free dress rental" might have to think again. The tag means they would be advertising the (6) _____ at their party that they are wardrobing.

Retail analyst Hitha Prabhakar explained how serious wardrobing was, saying: "What people don't (7) _____ is that it's an illegal process." Wardrobing has become (8) _____ a problem that Bloomingdale's has decided to risk annoying and potentially losing customers in an effort to deter (9) _____. They have, in effect, let go a little of the sales mantra that "the customer is always right". Some Bloomingdale's customers believe the tags (10) _____ them feel dishonest, while others think it's a long (11) _____ solution to unscrupulous shoppers. The National Retail Federation said: "It's a delicate balance of loss prevention and good customer service, and the relationship has to be (12) _____ with appropriate finesse."

Put the correct words from the table below in the above article.

- | | | | | |
|-----|-----------------|---------------|----------------|----------------|
| 1. | (a) outsourcing | (b) upmarket | (c) outlet | (d) universal |
| 2. | (a) refined | (b) refund | (c) refinish | (d) refrain |
| 3. | (a) offerings | (b) fall guys | (c) sacrifices | (d) victims |
| 4. | (a) estimate | (b) estimated | (c) estimates | (d) estimating |
| 5. | (a) garnish | (b) gargoyle | (c) garbage | (d) garment |
| 6. | (a) detail | (b) event | (c) fact | (d) verity |
| 7. | (a) realize | (b) relish | (c) relinquish | (d) relapse |
| 8. | (a) much | (b) many | (c) such | (d) some |
| 9. | (a) wardrobing | (b) them | (c) all | (d) it |
| 10. | (a) make | (b) force | (c) show | (d) request |
| 11. | (a) overdue | (b) main | (c) time | (d) undergo |
| 12. | (a) handled | (b) handed | (c) handy | (d) handover |

SPELLING

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

Paragraph 1

1. An armupekt chain of U.S. department stores
2. About 65 per cent of U.S. ealrisetr
3. an ietsmeadt \$8.8 billion a year
4. hnctigtaa large, black, hard-to-hide tags
5. The aetrnmg cannot be returned
6. they would be sirndtgvaie the fact

Paragraph 2

7. tlpeolantiy losing customers
8. sales mntraa
9. it's a long overdue onoutsli
10. cusuoplsrunu shoppers
11. a ldectiae balance
12. handled with ptapioraepr finesse

PUT THE TEXT BACK TOGETHER

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

Number these lines in the correct order.

- () shoppers. The National Retail Federation said: "It's a delicate balance of loss prevention and
- () annoying and potentially losing customers in an effort to deter it. They have, in effect, let go a little of the sales
- () reported they have been victims of this practice, known as "wardrobing". This form of "return fraud"
- () clothes, wearing them once and then returning them for a refund. About 65 per cent of U.S. retailers
- () large, black, hard-to-hide tags to the bottom of dresses that cost over \$150. The garment cannot be
- () realize is that it's an illegal process." Wardrobing has become such a problem that Bloomingdale's has decided to risk
- () them feel dishonest, while others think it's a long overdue solution to unscrupulous
- () mantra that "the customer is always right". Some Bloomingdale's customers believe the tags make
- () returned if the tag is missing. This means anyone thinking they can have a "free dress rental" might
- () have to think again. The tag means they would be advertising the fact at their party that they are wardrobing.
- () Retail analyst Hitha Prabhakar explained how serious wardrobing was, saying: "What people don't
- (**1**) An upmarket chain of U.S. department stores has taken action to stop people buying expensive
- () good customer service, and the relationship has to be handled with appropriate finesse."
- () costs the retail industry an estimated \$8.8 billion a year. The store, Bloomingdale's, has started attaching

PUT THE WORDS IN THE RIGHT ORDER

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

1. of U.S. upmarket stores chain An department.

2. then returning them for a refund Wearing them once and.

3. an the Return estimated retail fraud \$8.8bn industry costs

4. garment cannot be returned if the tag is missing The.

5. advertising means be fact tag would the The they.

6. it's an illegal process What people don't realize is that.

7. an deter Potentially in to customers effort it losing.

8. the always The that is mantra customer right sales.

9. make Customers them believe feel the dishonest tags.

10. finesse relationship be appropriate The to with has handled.

CIRCLE THE CORRECT WORD (20 PAIRS)

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

An upmarket *cog / chain* of U.S. department stores has taken action to stop people *buying / purchases* expensive clothes, wearing them once and then returning *it / them* for a refund. About 65 per cent of U.S. retailers reported they have been *victims / victimised* of this practice, known as "wardrobing". This form of "return fraud" costs the *trailer / retail* industry an estimated \$8.8 billion a year. The store, Bloomingdale's, has started *fixating / attaching* large, black, hard-to-hide *tags / togs* to the bottom of dresses that cost over \$150. The *garnish / garment* cannot be returned if the tag is missing. This means anyone *thought / thinking* they can have a "free dress rental" might have to think again. The tag means they would be advertising the *fact / facet* at their party that they are wardrobing.

Retail analyst Hitha Prabhakar explained *how / why* serious wardrobing was, saying: "What people don't realize is that it's an *illegality / illegal* process." Wardrobing has become *such / so* a problem that Bloomingdale's has decided to risk *annoyance / annoying* and potentially losing customers in an effort to *deter / defer* it. They have, in *effect / effort*, let go a little of the sales mantra that "the customer is always right". Some Bloomingdale's customers *believe / belief* the tags make them feel dishonest, while others think it's a *length / long* overdue solution to unscrupulous shoppers. The National Retail Federation said: "It's a *delicate / desiccant* balance of loss prevention and good customer service, and the relationship has to be handled with appropriate *finest / finesse*."

Talk about the connection between each pair of words in italics, and why the correct word is correct.

INSERT THE VOWELS (a, e, i, o, u)

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

an pm_rk_t ch_n _f _S. d_p_rtm_nt st_r_s h_s
t_k_n_ct__nt_st_p p__pl_b_y_ng_xp_ns_v_cl_th_s,
w__r_ng th_m _nc_ _nd th_n r_t_rn_ng th_m f_r _
r_f_nd. _b__t 65 p_r c_nt _f _S. r_t__l_rs r_p_rt_d
th_y h_v_ b__n v_ct_ms _f th_s pr_ct_c_, kn_wn _s
"w_rdr_b_ng". Th_s f_rm _f "r_t_rn fr__d" c_sts th_
r_t__l _nd_stry _n _st_m_t_d \$8.8 b_ll__n _y__r. Th_
st_r_, Bl__m_ngd_l_'s, h_s st_rt_d _tt_ch_ng l_rg_,
bl_ck, h_rd-t_-h_d_t_g_s t_ th_b_t_t_m _f dr_ss_s th_t
c_st_v_r \$150. Th_g_rm_nt c_nn_t b_r_t_rn_d _f th_
t_g_s m_ss_ng. Th_s m__ns _ny_n_th_k_ng th_y c_n
h_v_ _ "fr__dr_ss_r_nt_l" m_ght h_v_t_th_k_g__n.
Th_t_g m__ns th_y w__ld b__dv_r_t_s_ng th_f_ct_t
th__r p_rty th_t th_y _r_w_rdr_b_ng.

R_t__l_n_lyst H_th_Pr_bh_k_r_xpl__n_d h_w_s_r__s
w_rdr_b_ng w_s, s_y_ng: "Wh_t p__pl_d_n't r__l_z_
_s th_t _t's _n _ll_g_l pr_c_ss." W_rdr_b_ng h_s
b_c_m_s ch__pr_b_l_m th_t Bl__m_ngd_l_'s h_s
d_c_d_d_t_r_sk _nn_y_ng _nd p_t_nt__lly l_s_ng
c_st_m_rs _n _n_ff_rt_t_d_t_r_t. Th_y h_v_, _n
_ff_ct, l_t_g__l_ttl__f th_s_l_s m_ntr_ th_t "th_
c_st_m_r _s _lw_ys_r_ght". S_m Bl__m_ngd_l_'s
c_st_m_rs b_l__v_th_t_g_s m_k_th_m f__l_d_sh_n_st,
wh_l__th_rs th_k_t's _l_ng_v_rd__s_l_t_n_t
_nscr_p_l__s sh_pp_rs. Th_N_t__n_l R_t__l
F_d_r_t__n s__d: "_t's _d_l_c_t_b_l_nc__f_l_ss
pr_v_nt__n _nd g__d c_st_m_r_s_rv_c_, _nd th_
r_l_t__nsh_p h_s t_b_hndl_d w_th _ppr_pr__t
f_n_ss_."

PUNCTUATE THE TEXT AND ADD CAPITALS

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

an upmarket chain of us department stores has taken action to stop people buying expensive clothes wearing them once and then returning them for a refund about 65 per cent of us retailers reported they have been victims of this practice known as "wardrobing" this form of "return fraud" costs the retail industry an estimated \$88 billion a year the store bloomingdale's has started attaching large black hard-to-hide tags to the bottom of dresses that cost over \$150 the garment cannot be returned if the tag is missing this means anyone thinking they can have a "free dress rental" might have to think again the tag means they would be advertising the fact at their party that they are wardrobing

retail analyst hitha prabhakar explained how serious wardrobing was saying "what people don't realize is that it's an illegal process" wardrobing has become such a problem that bloomingdale's has decided to risk annoying and potentially losing customers in an effort to deter it they have in effect let go a little of the sales mantra that "the customer is always right" some bloomingdale's customers believe the tags make them feel dishonest while others think it's a long overdue solution to unscrupulous shoppers the national retail federation said "it's a delicate balance of loss prevention and good customer service and the relationship has to be handled with appropriate finesse"

PUT A SLASH (/) WHERE THE SPACES ARE

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

An upmarket chain of U.S. department stores has taken action to stop people buying expensive clothes, wearing them once and then returning them for a refund. About 65 percent of U.S. retailers reported they have been victims of this practice, known as "wardrobing". This form of "return fraud" costs the retail industry an estimated \$8.8 billion a year. The store, Bloomingdale's, has started attaching large, black, hard-to-hide tags to the bottom of dresses that cost over \$150. The garment cannot be returned if the tag is missing. This means anyone thinking they can have a "free dress rental" might have to think again. The tag means they would be advertising the fact at their party that they are wardrobing. Retail analyst Hitha Prabhakar explained how serious wardrobing was, saying: "What people don't realize is that it's an illegal process." Wardrobing has become such a problem that Bloomingdale's has decided to risk annoying and potentially losing customers in an effort to deter it. They have, in effect, let go a little of the salesman's mantra that "the customer is always right". Some Bloomingdale's customers believe the tags make them feel dishonest, while others think it's a long overdue solution to unscrupulous shoppers. The National Retail Federation said: "It's a delicate balance of loss prevention and good customer service, and the relationship has to be handled with appropriate finesse."

ACADEMIC WRITING

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

People who do wardrobing should be arrested and punished. Discuss.

HOMework

1. VOCABULARY EXTENSION: Choose several of the words from the text. Use a dictionary or Google's search field (or another search engine) to build up more associations / collocations of each word.

2. INTERNET: Search the Internet and find out more about clothes. Share what you discover with your partner(s) in the next lesson.

3. CLOTHES: Make a poster about expensive clothes. Show your work to your classmates in the next lesson. Did you all have similar things?

4. WARDROBING: Write a magazine article about wardrobing. Include imaginary interviews with people who do it and store owners.

Read what you wrote to your classmates in the next lesson. Write down any new words and expressions you hear from your partner(s).

5. WHAT HAPPENED NEXT? Write a newspaper article about the next stage in this news story. Read what you wrote to your classmates in the next lesson. Give each other feedback on your articles.

6. LETTER: Write a letter to a "wardrobe". Ask him/her three questions about wardrobing. Give him/her three of your opinions on it. Read your letter to your partner(s) in your next lesson. Your partner(s) will answer your questions.

ANSWERS

TRUE / FALSE (p.4)

a F b T c F d T e T f F g F h T

SYNONYM MATCH (p.4)

- | | |
|----------------|------------------|
| 1. upmarket | a. luxury |
| 2. refund | b. reimbursement |
| 3. fraud | c. deception |
| 4. garment | d. outfit |
| 5. think again | e. reconsider |
| 6. realize | f. understand |
| 7. illegal | g. unlawful |
| 8. deter | h. discourage |
| 9. delicate | i. tricky |
| 10. finesse | j. skill |

COMPREHENSION QUESTIONS (p.8)

1. Once
2. About 65
3. \$8.8 million
4. A tag
5. That the wearer is wardrobing
6. That it's illegal
7. Customers
8. The customer is always right
9. Dishonest
10. A delicate one

MULTIPLE CHOICE - QUIZ (p.9)

1. c 2. a 3. a 4. b 5. d 6. b 7. a 8. c 9. d 10. a

ALL OTHER EXERCISES

Please check for yourself by looking at the Article on page 2.
(It's good for your English ;-)