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Level 5

Top store hits back at "wardrobing"

9th October, 2013

<http://www.breakingnewsenglish.com/1310/131009-wardrobing-5.html>

Contents

The Reading	2
Matching	3
Listening Gap Fill	4
Survey	5
Discussion	6
Writing	7

Please try Level 4 (easier) and the 26-page Level 6 (harder).

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THE READING

From <http://www.breakingnewsenglish.com/1310/131009-wardrobing-5.html>

A chain of luxury department stores is trying to stop people buying expensive clothes, wearing them once and then getting a refund. About 65 per cent of U.S. shops have been victims of this. It is known as "wardrobing". It is a form of "return fraud" and costs stores an estimated \$8.8 billion a year. The store, Bloomingdale's, is putting large, black, hard-to-hide tags on the bottom of dresses that cost over \$150. The dress cannot be returned if the tag is missing. This means anyone who thinks they can have a "free dress rental" would advertise the fact that they are wardrobing.

A retail analyst explained how serious wardrobing was, saying: "What people don't realize is that it's an illegal process." Wardrobing is such a problem that Bloomingdale's has risked annoying and losing customers to stop it. They have let go of the saying that "the customer is always right". Some customers believe the tags make them feel dishonest, while others think it's a good idea to stop sly shoppers. The National Retail Federation said: "It's a delicate balance of loss prevention and good customer service". It added that this relationship has to be handled very carefully.

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-5.html>

PARAGRAPH ONE:

- | | |
|---------------------------------|--------------------------------|
| 1. A chain | a. victims of this |
| 2. getting | b. the bottom of dresses |
| 3. shops have been | c. they are wardrobing |
| 4. an estimated | d. cost over \$150 |
| 5. hard-to-hide tags on | e. of luxury department stores |
| 6. dresses that | f. \$8.8 billion |
| 7. The dress cannot be returned | g. a refund |
| 8. advertise the fact that | h. if the tag is missing |

PARAGRAPH TWO:

- | | |
|---|----------------------------|
| 1. retail | a. them feel dishonest |
| 2. people don't realize is that | b. and losing customers |
| 3. Bloomingdale's has risked annoying | c. balance |
| 4. the customer | d. stop sly shoppers |
| 5. Some customers believe the tags make | e. analyst |
| 6. a good idea to | f. handled very carefully |
| 7. It's a delicate | g. is always right |
| 8. this relationship has to be | h. it's an illegal process |

LISTEN AND FILL IN THE GAPS

From <http://www.breakingnewsenglish.com/1310/131009-wardrobing-5.html>

(1) _____ department stores is trying to stop people buying expensive clothes, wearing them once and then (2) _____. About 65 per cent of U.S. shops have been victims of this. It is known as "wardrobing". (3) _____ "return fraud" and costs stores an estimated \$8.8 billion a year. The store, Bloomingdale's, is putting large, black, (4) _____ on the bottom of dresses that cost over \$150. The dress cannot (5) _____ tag is missing. This means anyone who thinks they can have a "free dress rental" would advertise (6) _____ wardrobing.

(7) _____ explained how serious wardrobing was, saying: "What people (8) _____ it's an illegal process." Wardrobing is such a problem that Bloomingdale's has (9) _____ losing customers to stop it. They have let go of the saying that "the customer is always right". Some customers believe (10) _____ feel dishonest, while others think it's a good (11) _____ shoppers. The National Retail Federation said: "It's a delicate balance of loss prevention and good customer service". It added that this relationship has to be (12) _____.

CLOTHES SURVEY

From <http://www.breakingnewsenglish.com/1310/131009-wardrobing-5.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)

