

The Learn Hot English *Proficiency Pack*

Ready-to-go lessons for proficiency-level students!

Level: Proficiency, C2. April to June 2019



Introduction

The aim of these lessons is to get your proficiency-level students speaking and writing after reading or listening to authentic, native-level materials. The practical lessons will allow your students to use lots of useful language and apply all the essential skills: speaking, listening, reading and writing. The follow-up activities will help reinforce learning and give students opportunities to put any newly-acquired language into practice. This will ensure dynamic classes and rapid learning.

The video files consist of mostly English-speakers speaking naturally (they aren't scripted texts). The reading texts are from online native-level sources.

A lot of these activities come with video or listening files. You can download the compressed file from www.learnhotenglish.com/teachers and then load the audio or video files onto your smartphone, tablet computer, laptop, etc.

For students with a high listening level, you might just let them watch the videos once to challenge them a bit more. In most cases, this will mean skipping the “first viewing” activity and going straight to the “second viewing” one.

For additional material for your Proficiency-level students, check out the Advanced or Upper Intermediate Packs as there may be some audio-lessons you can use. Simply make the listenings more challenging by cutting out any Pre-listening, warm-up activities or First viewing activities.

Please e-mail us with any other ideas you may have, or any comments in general: andy@learnhotenglish.com
Good luck!

Index

1. Is the customer always right? [video 1]
2. Why being a coffee barista is the best job in the world? [video 2]
3. Shawn Mendes answers the web's most asked questions? [video 3]

1. Is the customer always right?

Warm up

Quotes

Read over the quotes and discuss them (what you think of them, which ones you like, which ones you agree with, etc.). Then, remove the quotes. Take turns reading them out or writing them up with gaps. Other students have to remember the missing words. For example:

Teacher: "Ease your customers' _____."

Student: "Pain!"

Etc.



- "Ease your customers' pain." Hazel Edwards
- "Your most unhappy customers are your greatest source of learning." Bill Gates
- "Treat the customer like you would want to be treated. Period!" Brad Schweig
- "Put yourself in their shoes." Anonymous
- "Always have an attitude of gratitude." Anonymous
- "Customer service should not be a department. It should be the entire company." Tony Hsieh

- “There is only one boss. The customer. And he/she can fire everybody in the company from the chairman on down, simply by spending his/her money somewhere else.” Sam Walton
- “Don’t try to tell the customer what he wants. If you want to be smart, be smart in the shower. Then get out, go to work, and serve the customer!” Gene Buckley
- “Just having satisfied customers isn’t good enough anymore. If you really want a booming business, you have to create raving fans.” Ken Blanchard
- “Excellent customer service is the number one job in any company! It is the personality of the company and the reason customers come back. Without customers there is no company!” Connie Elder
- “The key is when a customer walks away, thinking ‘Wow, I love doing business with them, and I want to tell others about the experience.’” Shep Hyken
- “People do not care how much you know until they know how much you care.” Teddy Roosevelt
- “People will forget what you said. They will forget what you did. But they will never forget how you made them feel.” Maya Angelou

First viewing [depending on your level, watch the video either once or twice]

You’re going to watch a debate about whether the customer is always right or not. Watch it once. Which points do you agree with?

Second viewing

Watch it again. Then answer these comprehension questions below.

1. What negative experience did Elizabeth (a florist) have with a customer? How did it end?
2. In what way does social media cause customers to act badly, according to Elizabeth?
3. Where does Lowri (a nutritionist and hypnotherapist) say she gets most of her business from?
4. How does Lowri explain the existence of bad reviews?
5. What is Lowri’s approach to dealing with bad reviews or unhappy customers? Why does she do this?
6. Why are bad reviews potentially so damaging, according to Elizabeth?
7. How does Elizabeth think businesses could defend themselves from unfair or unjustified attacks?

Answers

1. A customer demanded a full refund for all their wedding flowers but it later turned out that the complaint was a complete lie. When Elizabeth's florist exposed this on social media, the complaint soon disappeared.
2. Social media is unregulated and customers have the freedom to quickly and easily make complaints without much thought or contemplation.
3. Lowri says that 80% of her business comes from people recommending her.
4. She says that customers will inevitably give bad reviews if they receive bad service.
5. She says that the customer is always right and will give a refund no questions asked. She adopts this approach because it's more convenient to refund the money than to have the reputation of the business suffer as the result of an unhappy customer.
6. Elizabeth explains that she herself has avoided businesses that have a bad review, and given that 90% of UK businesses are small businesses, this impacts them severely.
7. She would like businesses to have the ability to respond to any unfair complaints on the customer's social media so that customers think before making a complaint.

4 Follow-up activities

Discussion Questions

Discuss these questions in pairs.

When was the last time you made a complaint as a customer? What happened?

What is the most effective way to complain: by phone, email, in person, on social media, to the very top...?

What do you think about companies that write fake positive reviews? How serious an issue is this?

How can businesses engage more directly with their customers?

What is the most amount of money you've ever been refunded?

How can businesses train employees to deal with difficult customers?

What would your motto in business be?

What have you complained about or been unhappy about as a customer? Use the words below to help you think of any ideas: slow service, damaged goods, lack of communication, misleading adverts or product descriptions, being charged the incorrect price, rude staff...

Dialogue

In pairs, students write up notes for a dialogue between a business owner and a customer. The customer could be making a complaint and the business owner has to deal with it. Tell your students to make the dialogue as funny, silly or serious as they like. When they're ready, ask for volunteers to act out their dialogues (from memory or by using notes, not reading it out word-for-word). Other students listen and vote on the best ones. Students could also film the dialogues on a smartphone then show it to the class.

2. Why being a coffee barista is the best job in the world!

Warm up

Fun facts game

You have 2 minutes to read over the facts about coffee. Then, play a game. Turn over the pages. Your teacher will ask you questions about it. You get a point for each correct answer. For example:

Teacher: When was coffee discovered in Ethiopia?

Student: Around 800AD!

Etc.



- Shepherds discovered coffee in Ethiopia circa 800 A.D.
- Espresso means "pressed out" in Italian.
- There are two main types of coffee beans: Arabica and Robusta. Arabica is the most popular variety. Robusta tastes slightly more bitter and has twice as much caffeine.
- Brazil grows the most coffee in the world.
- The world's most expensive coffee can cost more than \$600 for half a kilo.

- Some 16th-century Italian clergymen tried to ban coffee because they believed it to be “satanic”. However, Pope Clement VII loved coffee so much that he lifted the ban and had coffee “baptised” in 1600.
- Finland is the world's most caffeinated country. The average adult Finn drinks around 14 kilos of coffee a year.
- Decaf does not mean caffeine-free. An average-sized cup of coffee has two to 12 milligrams of caffeine; whereas a regular cup of coffee has between 95 to 200 milligrams.
- The word "coffee" comes from the Arabic word for “wine”, which was “Qahwah”. Later, this became “kahveh” in Turkish, and then “koffie” in Dutch, which is where we got the English word coffee.

First viewing [depending on your level, watch the video either once or twice]

You're going to watch a barista talk about why he loves his job so much and what it involves. Watch the video once. How does Ron summarise his work as a barista?

- a) He thinks it's the easiest job in the world
- b) He admits that although it's a lot of work it is worth it to see happy customers
- c) He says he isn't really interested in coffee but works as a barista anyway

Second viewing

Watch the video again and answer the following questions.

1. According to Ron, what are a barista's two most important tasks?
2. Why did his friend Ashley use to call him ‘coffee shop Ron’?
3. What was Ron's experience with coffee like before working in a coffee shop?
4. What happened 3 months into his first job in a coffee shop? How did he feel about this?
5. What did he find under the counter? What did this make him realise?
6. Where did he grow up? How does he describe his childhood?
7. What did he do at the age of 14?
8. What did he do when he was 19 years old?
9. What are the “a-ha” moments he refers to?

Answers

1. The two most important jobs for a barista are: providing great customer service to keep the customers happy, and keeping the place clean and neat and tidy so that the café can continue to operate like normal.

2. She gave him that nickname because he was always really outgoing and chatty (presumably as a barista should be!).
3. He admits that he knew nothing about coffee. Although he drank a lot of coffee, he only ever drank it with a lot of cream and sugar so knew very little about black coffee or specialty coffee.
4. He went full-time after a couple of weeks, then became the manager of the coffee shop after 3 months. This made him feel really good because it was the first time he'd been given more responsibility than he had when he was first hired.
5. He found an old barista magazine subscription that he then took home to read. He discovered that there were people who thought about coffee in a completely different, innovative way and this fascinated him.
6. He grew up in the small town of Petersburg in the state of New York. He said it had no sidewalk or stoplights and only one pizza place. He did a lot of hiking, fishing and playing outside.
7. He joined a punk band and started teaching snowboarding.
8. He went travelling, hitchhiking, squatting and sleeping under bridges. He also found himself getting heavily into drugs and alcohol. He sobered up at 23 and then started to work with coffee.
9. The “a-ha” moments he refers to are when a customer tries one of his coffees – something they’ve never had before – and they really like it and “the lights come on”.

4 Discussion Questions

Discuss these questions in pairs.

- What type of coffee do you like?
- How do you take your coffee?
- What do you like to eat while you're drinking coffee?
- Where do you enjoy having a coffee?
- What do you know about coffee production?
- When do you drink coffee? Is it the same time every day?
- What are the benefits of drinking coffee?
- Why do some people choose to buy FairTrade coffee?
- What's the most cups of coffee you've ever drunk in one day?
- At what age do you think parents should allow children to drink coffee? Why?
- What do you prefer: coffee or tea? Why?
- Where did you find the best coffee you've ever tasted?
- In what way can drinking coffee be a social event?

Have you been to any of the following cafes? What did you think of them?

Starbucks Coffee

Costa Coffee

Café Nero

Lavazza

PAUL

Tim Horton's

McCafé

Dunkin Donuts

Coffee Beanery

Dialogue

In pairs, write up notes for a dialogue between a customer and a barista. Make the dialogue as funny, silly or serious as you like. When you're ready, act out your dialogue (from memory or by using notes, not reading it out word-for-word). Other students listen and vote on the best ones. You could also film the dialogue on a smartphone then show it to the class.

Advert fun

Individually or in pairs, create a job advert for a barista position according to the information in the video. Try to make the advert as appealing as possible. When you're ready, present your job ads. Other students vote on the best ones.

Presentation

Write notes for a one- or two-minute presentation on a coffee-related topic: how to make the perfect cup of coffee, coffee-based desserts, how coffee is produced... During the presentation, you should try to answer the following questions: who, what, when, where, why, how... When you're ready, give your presentation (using notes, not reading it out word-for-word). Other students listen and ask questions, and vote on the most interesting ones.

3. Shawn Mendes answers the web's most asked questions!

Warm up

Most searched questions

Look at the list of the **most asked questions on Google**. What do you think the incomplete words are? Answers below.



1. What t _ _ _ is it?
2. How do I register to v _ _ _?
3. How to tie a t _ _?
4. What s _ _ _ is this?
5. How can I lose w _ _ _ _ _?
6. When is it mother's d _ _?
7. How many weeks in a y _ _ _?
8. How can I get p _ _ _ _ _ _?
9. How can I do a scr _ _ _ _ _ _ on a mac?
10. How old is Donald T _ _ _ _?

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11. What time is it in L _ _ _ _ _?
12. What is the w _ _ _ _ _ like today?
13. How can I make p _ _ _ _?
14. How many c _ _ _ _ _ are there in the world?

1. time; 2. vote; 3. tie; 4. song; 5. weight; 6. day; 7. year; 8. pregnant; 9. screenshot; 10. Trump; 11. London; 12. weather; 13. pizza; 14. countries

First viewing [depending on your level, watch the video either once or twice]

You're going to watch an interview with pop star Shawn Mendes. How do you think he might answer the questions below? (guess if you don't know) Make notes. Then, watch the video once to compare your ideas.

Second viewing

Watch the video again. Then, answer the questions.

1. What does Shawn's first tattoo show?
2. How does Shawn respond to the question of whether he has any siblings?
3. What can Shawn Mendes say in French? Why does he only know this one phrase?
4. What can he say in Spanish?
5. What does he say about different singing voice classifications?
6. What are his plans for touring?
7. What does he say about whether he's an actor?
8. What does he say about his nationality?
9. What answer does Shawn give to the question about his fans?
10. What was his first song and what does he feel about it?
11. What is the song "In my blood" about?
12. How does he feel about the experience of this interview format?



Answers

1. His first tattoo is of a guitar reflected on water with a sound wave and a depiction of the landscape of Toronto.
2. He reveals that he has a 14 year old sister called Aaliyah who is cooler and more intelligent than him.
3. He can only ask to go to the toilet in French. He knows this because he would use it to try get out of French class.
4. He can say “comemos”, which means “we eat”, and “gracias”, which means “thanks”.
5. He doesn’t believe that people are just naturally a tenor or a bass for example but that anyone can be trained to sing higher and possibly lower.
6. He won’t be going on tour in 2018 because he’s doing a lot of festival performances. However, in 2019 he will be doing a ‘proper’ solo tour.
7. He says that he tries to be an actor. Then laughs and says no, but that he might be one day.
8. He says that his surname is Portuguese, and that he’s Canadian and proud of it.
9. He says that he thinks they call themselves the Mendes Army, but that to be sure they should be asked.
10. It was “Life of the party” and he loves it.
11. It’s about overcoming fears of anxiety.
12. He says he loves it and wants to do it again in about 3 years.

4 Discussion Questions

Discuss these questions in pairs.

Which search engine do you use the most? Why?

How often do you “Google” something?

What was your last Google search?

What are your most asked questions on Google?

What unusual questions have you looked up on Google?

When was the last time you did a screenshot? What was it of? Why did you do it?

Have you ever made a screencast video? What was it of? Why did you do it?

How has the internet changed the way we live?

What words or phrases do you know how to say in other languages? (aside from English)

How would you describe your nationality?

How can the internet help you learn English?

What are some security issues to consider when using the internet?

What can parents do to protect their children from some of the dangers of the internet?

“Most asked question” solution

Choose one of the “most asked questions” from the warm-up activity (or find another one online – for example, “How to make a pizza”). Then, write a response for it. Write it in the form of an e-mail to a friend. Alternatively, record your response on a smartphone as a mini-presentation. Or, give a live 2-minute presentation explaining how to do it.

Dialogue

Write notes for a dialogue between a reporter and a famous person (invented, real or you). When you’re ready, act out your dialogue. Include any “most asked questions”. Other students listen and ask questions, or vote on the best one.

Interview

In pairs, take turns asking each other any of the biographical questions from below (or any others) Afterwards, report back to the class with any interesting answers or information you heard from your partner.

What are some of your earliest childhood memories?

Who was the most influential person to you as a child?

Did (or do) you have any nicknames? Why were you given these nicknames?

What were you most afraid of as a child?

Is there a teacher that you remember having been particularly influential? Who? Why?

How would you describe yourself as a student, both socially and academically?

What did you like most and least about school?

What sort of extracurricular activities did you participate in as a teen?

What would people you know find surprising about you?

What was your first job? What was your or worst best job?

In addition to being paid money, how else has your career created value in your life?

Who has the biggest influence been in your career?

What would your ideal job be?

What does the word “family” mean to you?

How would your children describe you as a parent?

How do you describe yourself as a parent?

In what ways have your parents influenced you?

What is your relationship with your parents like today?

Who are you closest to in your family?

Who do you admire most in your family and why?

What do you consider to be the most significant political event that has occurred during your life?

Which political figure do you most admire? And the least?

Other than the present, which historical era would you like to have lived in?

Have you ever fought or stood up for a political cause? Which one? Why?

What political or social changes would you like to see take place in the short or medium term?

If you could meet any historical figure, of the past or present, who would it be and why?

What is your definition of “happiness”?

What are some of your most memorable travel experiences?

What are some of the funniest things that have ever happened to you?

What are some of your happiest memories?

What accomplishments are you most proud of? Why?

Who is your biggest fan? Whose biggest fan are you?

What do you like to do in your spare time?

What is your greatest fear? What is your greatest hope?