

- OBJECTIVES:** For youth to:
- demonstrate good consumer etiquette.
 - identify good and bad consumer etiquette.
 - list consumer rights and responsibilities.
- LIFE SKILLS:** ○ Self-responsibility and responsible citizenship
- MATERIALS:** DO'S AND DON'TS game board
Game pieces (spools of thread, bobbins, buttons)
SHOPPING ETIQUETTE, Workbook page 24
BE A SUPER SHOPPER, Workbook page 21
DO'S AND DON'TS game cards
Pencils
- TIME:** 1 Hour
- SETTING:** A comfortable room with tables and chairs.
- ADVANCE PREPARATION:**
Prepare game board and cards.

INTRODUCTION

Consumers have rights, but we have responsibilities too. There are many shopping situations where we can demonstrate these. Our actions and choices show our knowledge of consumer etiquette. Let's learn good etiquette.

Do

Play DO'S AND DON'TS!

- ◆ Play the DO'S AND DON'TS card game. Each player gets four identical game pieces. The object is to move all of the pieces from START to HOME. The first player turns one card over, reads the card, and moves their piece according to the number on the card. The next player turns over the next card. At the end of the deck, shuffle the cards and begin again. Continue until all four persons have moved their game pieces to HOME.
- ◆ **SPECIAL NOTES:**
 - ▷ Only cards with the numbers 1 or 2 can be used to remove a player from START. If a 2 is drawn, then the player can move one piece from START and then draws a free card.

- ▷ A card with the number 4 requires a player to move 4 spaces backwards.
 - ▷ A card with the number 10 has two options: you can move forward 10 spaces or you can move backwards 1 space.
 - ▷ A card with the number 11 has two options: you can move forward 11 spaces or you can switch spaces on the board with anyone else's piece not in START or SAFETY ZONE.
 - ▷ All other cards require the player to move the said number of spaces.
-
- ◆ If a player lands on a space occupied by another piece, that piece is sent back to START. Also, pieces are returned to START if it is knocked by a player moving on a slide. (SLIDE (Noted by arrows): A player may land on the beginning space of a slide and move to the end of the slide. If in doing so the player travels over another piece, that piece must be returned to START.)
 - ◆ SAFETY ZONE: A player cannot be forced to return to START once within the SAFETY ZONE.

REFLECT

- ◆ How can you practice good consumer etiquette?
by following the tips on the game cards
- ◆ What are some consumer responsibilities?
to be informed, select carefully, follow directions, report complaints
- ◆ Why are these things important to know when you are shopping?

APPLY

- ◆ Know your RIGHTS AND RESPONSIBILITIES to be a SUPER SHOPPER! Mark your answers on page 21 in your workbook.
- ◆ Practice good consumer etiquette when shopping.
- ◆ Go to a store and observe others' consumer etiquette. Using your list of "Do's & Don'ts" from SHOPPING ETIQUETTE, page 24 of your workbook, how many examples did you see? Place a check by the ones you saw. Are the customers generally polite? What do they complain about? Which of the behaviors did you observe most often? What were the consequences of their actions?

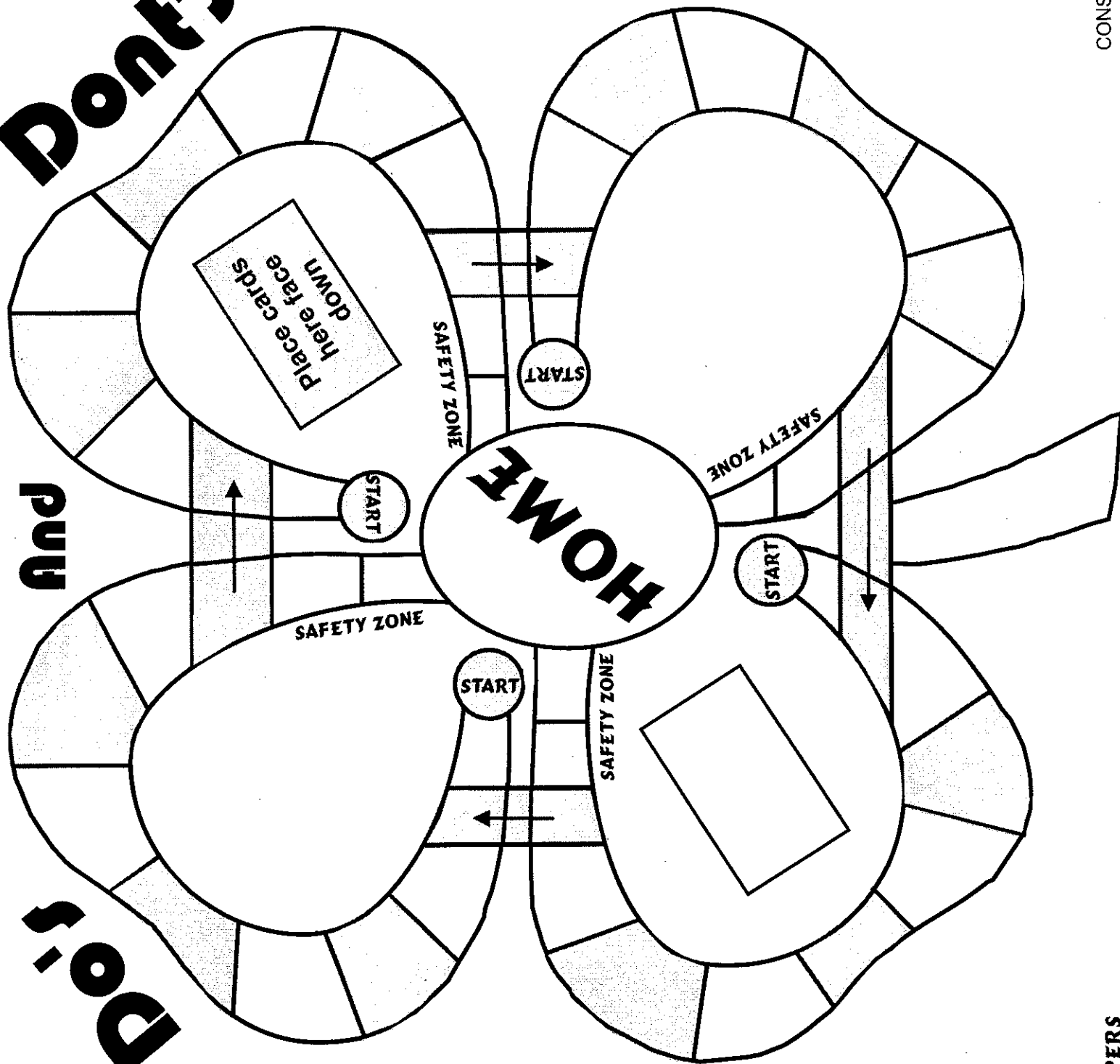
Don'ts

And

Do's

S H O P P E R S

S U P E R



DO'S & DON'TS GAME CARDS

Bought a garment with a snag or a rip without realizing this flaw.

MOVE 4

Looked at the items on the sale rack before looking at the newest items.

MOVE 5

Kept the receipt to a purchase.

MOVE 3

Washed a dry-clean only wool jacket in the washing machine instead of taking it to the dry cleaners.

MOVE 4

Played football while wearing a silk shirt.

MOVE 4

Tried on a garment for fit.

MOVE 8

Went to the flea market and looked for a costume for a Halloween Party.

MOVE 2

Took clothes that are rarely worn to the second-hand shop.

MOVE 10

Bought summer clothes at end of summer (for next year) when they were on sale.

MOVE 6

Started Christmas shopping before December 20th.

MOVE 2

Compared prices on jeans at several stores before purchasing.

MOVE 11

Read fashion information.

MOVE 2

Went to a clothing store's "going out of business" sale.

MOVE 1

Looked for clothing bargains at garage and yard sales.

MOVE 3

Properly hand washed a delicate item.

MOVE 9

Asked store policy on returns before purchasing item.

MOVE 2

Read care label before purchasing.

MOVE 7

Kept hangtags with the manufacturer's name until after the garment had been worn and cleaned several times.

MOVE 1

Was careful not to stain garments while trying them on.

MOVE 9

Mended a rip in a shirt.

MOVE 11

Bought something made in the U.S.A.

MOVE 1

Looked in advertisements for something you needed, not just something to buy on an impulse.

MOVE 8

Sewed on a button.

MOVE 7

Bought a pair of shoes on sale even though I did not need them.

MOVE 4

Took a shirt shopping to find a matching vest.

MOVE 5

Tried garments on and left them on the floor of the dressing room.

MOVE 4

Shopped for school clothes using a budget.

MOVE 10

Bought by name brand rather than by quality.

MOVE 1

Bought something without trying it on.

MOVE 1

Bought a cap because a friend had the same one.

MOVE 4

Had a problem with a garment but did not return it.

MOVE 1

Wrote the manufacturer about a defect in a garment.

MOVE 6

Shopped from a clothing needs list.

MOVE 3

Planned a clothing purchase.

MOVE 11

Shopped from a catalog.

MOVE 2

Repaired a hem.

MOVE 10

OBJECTIVES: For youth to:

- determine proper etiquette when shopping.
- discuss consumer rights and responsibilities.

LIFE SKILLS:

- Strengthen decision-making skills.
- Strengthen social skills.

MATERIALS: CONSUMER ETIQUETTE role playing scenarios

TIME: 30 - 45 minutes

SETTING: Large area with tables and chairs for role playing and follow-up activity.

ADVANCE PREPARATION:

Cut apart role playing scenarios for use.

INTRODUCTION

When shopping for clothes, it is important to know your rights and responsibilities as a consumer. Your rights are to choose, to know, to be safe, and to be heard. Your responsibilities are to be informed, to select carefully, to follow directions, and report complaints. All of these things can be done in a polite and intelligent manner.

Do

- ◆ Discuss the rights and responsibilities of a consumer, and what each means to the group using SHOPPING ETIQUETTE Workbook page 24.
- ◆ Have youth role play the shopping scenarios.
- ◆ Allow youth to identify what is being done wrong, and how it could be corrected. Also, identify the rights and responsibilities that are being exercised.

REFLECT

- ◆ In each scenario, which person did the right thing? What was some of the poor behavior demonstrated?
- ◆ Why should we be polite and courteous when shopping?
- ◆ What do you think the consequences of poor behavior should be?
- ◆ How would you feel if you were the salesperson in the store? How would you

want shoppers to act when looking at clothing?

- ◆ What are the rights of a consumer?
to choose, to know, to be safe, to be heard
- ◆ What are the responsibilities of a consumer?
to be informed, select carefully, follow directions, report complaints, return items to shelf or rack after trying on, handle merchandise carefully without soiling or staining

APPLY

- ◆ Practice good etiquette when shopping.
- ◆ Write a complaint appropriate to this scenario:

You bought a T-Shirt at the mall. Before you washed it you read the label and followed the suggested instructions. Even though you followed the care instructions it shrank and the seams twisted. You know that if you take the shirt back to the store where you bought it, the manufacturer will probably never know of the problem with their product. So instead you write a complaint directly to the manufacturer. The manufacturer is:

T-SHIRTS AND MORE
Public Relations Department
1234 99th Street
New York, NY, 09876

Steps to Writing a complaint:

1. Start the letter on a positive note, telling how you came to purchase the product and what you like about it.
2. State what you did.
3. What happened.
4. End in a pleasant manner, expressing hope that the problem can be resolved.

SHOPPING ETIQUETTE SCENARIOS

Returning a garment with a complaint

- #1 There is a hole in the pocket of these shorts! I didn't find it until I got home, and I didn't do it! I guess this store is too cheap to have someone to inspect the clothes before you sell them. I want my money back NOW, and I will never shop at this stupid store again.
- #2 When I got home, I noticed that there is a hole in the pocket of these shorts. I forgot to check the pockets before buying these shorts. This must be a mistake by the manufacturer. Could I please exchange these shorts for another pair without a rip? Here is the receipt.

Etiquette in the dressing room

- #1 Stephanie went into the dressing room to try on a pair of white pants. She forgot to take off her shoes when trying on the pants. She stepped into the pants and got dirt all over them. Since the pants fit, she did not want the dirty pair. So she found another pair on the rack that was the same size and hung the dirty ones back on the rack.
- #2 Anna found a nice pair of tan pants that she liked. She went into the dressing room to try on the pants. She took off her shoes and put them to the side so as not to get the new pair of pants dirty. After trying on the pants, she decided that she did not like them. She put the pants back on the hanger and gave them to the salesperson to rehang them on the rack in the proper place.

Etiquette in the store area

- #1 Tyrone went shopping for a new shirt. He looked through the racks and found several shirts that he liked. As he found a shirt that he liked, he took it off the rack and carried it with him. Since he could only afford to buy one shirt, he carefully looked over the shirts to see how well they were made and to see how much they cost. After deciding on the one shirt that he wanted, he went back to the other racks and hung the shirts in the proper place.
- #2 Robbie wanted a new shirt, too, so he went shopping. As he looked through the racks he found a shirt that he liked. As he looked further he found a shirt he liked better on a different rack. So he took that shirt off the rack and hung the other one in its place. As he was walking to pay for the shirt, he knocked a pair of pants off the hanger onto the floor. He turned around to see what he had done, and kept on walking.