**LEAD-IN**

1. **Read the following facts about digital services then discuss the questions with your friends and your teacher.**
2. Answer may vary depending on student’s discussion. For example: *Yes, there are Gojek, Grab, Shopee, and Tokopedia.*
3. Answer may vary depending on student’s discussion. For example: *It is Gojek. Because I can buy food by online and just wait at home.*
4. Answer may vary depending on student’s discussion. For example: *I think teachers migh have the problems. Because they don’t really familiar with the advancement of technology.*
5. Answer may vary depending on student’s discussion. For example: *No, because It already becomes our habit that we are depending on it.*
6. Answer may vary depending on student’s discussion. For example: *I have joined two, those are Zenly and Ruang Guru. Both online services provide some materials for school, therefore I joined those two.*
7. Answer may vary depending on student’s discussion. For example: *Yes. Because online service provides everything that we need and so easy.*
8. **Compare the following information by answering the questions.**
9. Answer may vary depending on student’s discussion. For example: *Yes, I do.*
10. Answer may vary depending on student’s discussion. For example: *I think we can find it on browser or App Store. I don’t know because I only have Gmail.*
11. Answer may vary depending on student’s discussion. For example: *I think the problem is there will be some difficulties in complex information. It also has paid features which we have to pay first.*
12. Answer may vary depending on student’s discussion. For example: *It is similar because both the sentences give information about online services.*
13. Answer may vary depending on student’s discussion. For example: *I think no. Because nowadays, digital services are needed on every aspect.*

**LET’S BEGIN**

**PRE-LISTENING**

1. **Let’s check some famous phrases in online services. What does it stand for?**
2. ETA = Estimated Time of Arrival
3. EPOD =Electronic Proof of Delivery
4. POD = Proof of Delivery
5. COD = Cash on Delivery
6. AQ = Aqueous Solution
7. FAQ = Frequently Asked Questions
8. MMO = Massively Multiplayer Online Game
9. FF = Follow Friday
10. **In pairs, match up frequently asked questions with the answers.**

|  |  |  |
| --- | --- | --- |
| 1. | Is there a minimum order? | d. No, you may order as few as one bottle! For purchases under IDR1,000,000, there is a shipping fee. |
| 2. | Am I allowed to change or cancel my order or item before it is shipped? | e. Please notify us as soon as possible if you want to change or cancel your order. We may have to charge an administrative fee after you have received your confirmation email. |
| 3. | How can I track my order? | a. You cannot trace your purchase online at this time. If you provide your phone number in the delivery instructions, the driver will be able to call you to provide an estimated arrival time. |
| 4. | My order arrived damaged. What do I do? | c. If any items arrive damaged, please either refuse the delivery or note the damage with the driver before signing the EPOD on his electronic device. Kindly contact us right away in order to arrange for a refund or resend the order or the item. |
| 5. | Can I add a message to my order as a gift? | b. If you wish to send your item as a present, please include a message in the order notes' box. If you want to include a message, please put it in the order comments box, and it will be printed on a card with an envelope and sent with the delivery. |

**WHILST-LISTENING**

1. **Listen to a dialogue about teenagers who are going to use an online service.**
2. **After listening to the recording, read these materials or requirements from the recording. Match them with the right headings by giving a tick in the right column.**

|  |  |  |
| --- | --- | --- |
| **No.** | **Materials of requirements** | **Number** |
| a. | Enough balance | 3 |
| b. | Stable internet connection | 1 |
| c. | Zip lock bags | 2 |
| d. | Socks | 2 |
| e. | Laptop/smartphone | 1 |
| f. | Toothbrushes | 2 |
| g. | Updated application | 1 |
| h. | Credit card | 3 |

1. **Match the following steps with the right headings by giving a tick in the column.**

|  |  |  |
| --- | --- | --- |
| **No.** | **Materials of requirements** | **Number** |
| a. | Help someone who is in need. | 2 |
| b. | Enter a shipping address. | 3 |
| c. | Fill the bags with everyday items. | 2 |
| d. | Find an item needed using Google shopping. | 1 |
| e. | Search for a product you need using Google shopping. | 1 |
| f. | Verify your information. | 3 |
| g. | Keep them in a car. | 2 |
| h. | Type a correct address. | 3 |
| i. | Compare the prices for the same items. | 1 |
| j. | Choose a credit card and enter your info as it appears on your credit card. | 3 |

1. **Compare your answer with a classmate.**

**Tough Challenge**

1. **Work in a group of three or four. Ask your partners:**
2. Answer may vary depending on student’s discussion. For example: *For 5 years.*
3. Answer may vary depending on student’s discussion. For example: *I think it is the random act of happiness. Because we can share happiness with someone who needs it even if it is only a small thing.*
4. Answer may vary depending on student’s discussion. For example: *I have done every activity, and it has the same steps. It is because mostly all of the online services have the same steps to be followed by the users.*
5. Answer may vary depending on student’s discussion. For example: *No. because if every activity is being digital there will be fewer job for people because their roles is altered by the system.*
6. Answer may vary depending on student’s discussion. For example: *Yes, the random act of happiness. Because they do it directly to a person whom they want to give the daily needs. Therefore, it is an offline activity, not an online activity.*

**POST-LISTENING**

1. **Do you know what spam is? Have you ever received a spam?**

|  |  |
| --- | --- |
| **Write down spams you have received** | **Steps you did when you received the spam** |
| Online credit | Don’t respond the spam. |
| You’ve won a prize | Block the numbers. |
| Bitcoin | Don’t click links in a spam. |
| Online gambling | Install a spam-blocking app. |
| A new billing statement | Report it. |

**Speaking 1**

**Ways of clarifying in our conversation**

1. **In pairs, practice the dialogue with your friend. Then answer the questions.**
2. Answer may vary depending on student’s discussion. For example: *It is about sending gift overseas to someone.*
3. Answer may vary depending on student’s discussion. For example: *Because they never do thing such as sending a gift overseas, and it is their first time.*
4. Answer may vary depending on student’s discussion. For example: *They plan to send a gift to their friends in South Korea. It can be seen in the sentences “She is in South Korea. Is it possible to send gifts cards from Indonesia? I've never done it.”*
5. Write the two idioms used in the dialogue?

|  |  |
| --- | --- |
| **Idioms used in the dialogue** | **Meaning** |
| Give someone the benefit of the doubt. | Sometimes we have to trust what someone say. |
| It’s a piece of cake. | It’s very easy. |

1. **Complete the following dialogue using the guidance. The situation given may help you arrange the dialogue.**

Answer may vary depending on student’s creativity. For example:

*Situation : Your mother looks confused. She wants to send some important documents to her boss. She only has an hour to send those documents.*

*Mother : Could you help me? (asking her son to help her)*

*Son : What is it? (asking his mother what he could do)*

*Mother : Please send these documents to my boss. My boss needs these important*

*documents in an hour. (telling her son that her boss needs some important documents in an hour. She wants him to send those documents to her boss)*

*Son : Do you want to use an online service to send these documents? (offering his mother to use an online service)*

*Mother: When you said an online service, what did you mean? (asking her son to clarify what he said)*

*Son : Sorry, if I was unclear. What I mean is an online service, which you can order an online service to send these documents to someone. It is an effective way if sending documents faster and safer by online service. (explaining the effective way of sending documents faster and safer by an online service)*

*Mother: Now, I understand. Thank you, let’s order an online service. (agreeing to send the documents by an online service)*

1. **Create a short dialogue with your friend to practice using clarification in any kind of online services in your conversations. You can choose any topics and any situations of your own.**

Answer may vary depending on student’s creativity. For example:

*Dina : You look so frustrated. What is going on?*

*Kevin : My mother just went to Singapore, but she forgot to bring her medicine with her. I am so worried about her.*

*Dina : Do you know where she lives in Singapore?*

*Kevin : Yes, she just sends me her address.*

*Dina : OK then, don’t be panic. You can send her medicine through online service, I’ve done it before.*

*Kevin : Sorry, but I don’t get it.*

*Dina : Sorry if I was unclear. What I mean is I’ve sent several packages for my sister in Japan. Let me tell you how to send it.*

*Kevin : Thanks, Dina! Now, I understand. You are my savior.*

*Dina : My pleasure.*

**Speaking 2**

**Proverbs used in our daily conversation.**

1. **In pairs, practice these dialogues with your friend.**
2. **Analyze the dialogues in Task 14 by answering the following questions.**
3. They are friends.
4. Answer may vary depending on student’s understanding. For example: *It is about helping someone who is in trouble.*
5. Answer may vary depending on student’s understanding. For example: *They want to help someone who is in trouble because that is what friends are for.*
6. The meaning of the followings:

|  |  |  |
| --- | --- | --- |
| **Ignorance is bliss** | **A friend is need is a friend indeed** | **Out of sight, out of mind** |
| Someone who knows nothing about a problem does not worry about it. | A true friend is someone who helps you when you are in trouble rather than leaving you to fend for yourself. | A person stops thinking about something or someone if he or she does not see that thing or person for a period of time. |

1. Answer may vary depending on student’s understanding. For example: *We have to help our friends who have a trouble and be there for them.*
2. **In groups, do the following activities.**
3. Surf the internet. Find 5 famous idioms used in our daily activities.
4. Surf the internet. Find 5 proverbs from other countries (Arabic, Japanese, Vietnam, Greece proverbs).
5. Write the idioms and proverbs you have found. Then write the meanings of them.

Answer may vary depending on student’s discussion. For example:

***Idioms***

* *You can’t judge a book by its cover.*

*(It means “Don’t assume you know something based solely on its outward appearance”)*

* *Once in a blue moon.*

*(It means “very rarely”)*

* *Over the moon.*

*(It means “very happy”)*

* *A white lie.*

*(It means “To tell a lie that is not very serious”)*

* *Drop out.*

*(It means “To leave without finishing”)*

***Proverbs***

* *You are the apple of my eye (Arabic)*

*(It means “You are the light of my eyes.”)*

* *The road to success is paved with hard work (Arabic)*

*(It means “He who desires the top must sit up many nights”*

* *If a son is uneducated, his dad is to blame. (Chinese)*

*(It means “Fathers are responsible for their children's education.)*

* *Bad things never walk alone. (Chinese)*

*(It means “Troubles always come with other troubles.)*

* *Foals are eager to kick.*

*(It means “Don’t jump straight in but take a moment to ponder ones actions”)*

1. **Create a dialogue involving the expressions of advice using proverbs or idioms and their responses. You can use a clarification strategy to create an interactive dialogue.**

Answer may vary depending on student’s creativity. For example:

Widya : Hi, Mom. What are you doing?

Mother : I just take a look at your album. Oh, time flies so fast.

Widya : That’s right. Now, I am 17 years old.

Mother : Yes. You are the apple of my eye**,** and it always be like that.

Widya : Sorry Mom, but I don’t get it.

Mother : Sorry if I was unclear. What I meant is you are the light of my eyes, and I love you so much.

Widya : Ah, I see. Thank you, Mom. I love you too. I am over the moon now.

Mother: What do you mean?

Widya : What I mean is I am very happy.

Mother: Now, I understand. Thanks a lot.

**LET’S ANALYZE**

**Critical Thinking**

* Answer may vary depending on student’s understanding. For example: *For me, it is the advancement of technology that makes me cannot keep up with the phase. Besides, sometimes the internet is unstable that makes the online service cannot be reached.*
* Answer may vary depending on student’s discussion. For example: *I usually learn the updated technology or the system first so I can keep up with the advancement. For the unstable connection, I usually change the provider so that the internet can be stable again.*

**VOCABULARY: NOUNS RELATED TO ONLINE SERVICES**

1. **Give one sentence definition of the following. One is done for you**

|  |  |
| --- | --- |
| **Nouns related to online services** | **Definition** |
| Delivery | *a service when goods, parcels, etc. are taken to someone’s house or place of work.* |
| Message | *a piece of information or a request that you send to someone or leave for them when you cannot speak to them directly.* |
| Notes | *a short piece of writing.* |
| Cost | *the amount of money needed to buy, do, or make something.* |
| Charge | *to ask an amount of money for something, especially a service or activity.* |
| Confirmation | *a statement, often written, that an arrangement or meeting is certain.* |
| Online | *online products, services, or information can be bought or used on the internet.* |
| Payment | *an amount of money paid.* |
| Account | *an arrangement to use a social media website or internet service by a particular person who gives their name and some personal details.* |
| Billing | *the process of sending people bills asking them to pay money owed.* |

1. **Use nouns in Task 18 to complete the following sentences.**
2. You may not cancel your order if your delivery partner has already picked up your order from the restaurant.
3. Your billing will be credited to the registered bank account depending on the contract that you sign.
4. Do you know how to send free text message to cell phones?
5. If you want to recover your deleted notes, just open a note out of the trash, tap action to restore your notes.
6. Nowadays, it is possible to cash a check without a bank account by cashing it at the issuing bank.
7. One of the most popular activities that uses the world wide web is watching online videos.

**PRE-READING**

1. **Answer the following questions.**
2. Answer may vary depending on student’s creativity. For example: *Yes. My mother took me to my high school one year ago. She was very excited because it was a popular high school in my town. Then, she accompanied me to register by giving the required documents. While waiting for the staff to verify the document, I met Siska. She was my first friend in senior high school. We talked a lot about our junior high school, and how excited we are to be a senior high school student. It was a best day for me.*
3. Answer may vary depending on student’s creativity. For example: *there are several documents, such aas Kartu Keluarga, SKHUN, and Ijazah.*
4. Answer may vary depending on student’s creativity. For example: *They announced it by school website.*
5. Answer may vary depending on student’s creativity. For example: *Yes. I have to adapt with new environment and new friends in school.*

**WHILST-READING**

1. **Read these texts carefully. Which one is the most interesting text for you? Why?**

Answer may vary depending on student’s creativity. For example: *For me, it is the second text because it is very interesting that online service is available for buying food.*

1. **After reading the texts in Task 21, decide whether these statements are TRUE or FALSE.**

**Text 1 and 2**

|  |  |  |
| --- | --- | --- |
| **No.** | **Statements** | **True/False** |
| 1. | You should have an email before joining Educated Smg. | True |
| 2. | You can join Educated Smg even though you forget the password of your email. | True |
| 3. | One of the benefits of ordering food online is you can get cheaper prices from some restaurants. | True |
| 4. | There are many applications offering food delivery. You must choose one of them before ordering food online. | True |
| 5. | You must have a debit card to order food online. | False |

**Text 3**

|  |  |  |
| --- | --- | --- |
| **No.** | **Statements** | **True/False** |
| 1. | There are many documents you must prepare before applying for a passport. | True |
| 2. | A passport is a kind of personal identification to travel inside and outside a country. | False |
| 3. | If you change your name, you must do it legally by asking a letter of stipulation for changing your name. | True |
| 4. | To apply a fresh or reissued passport, you must follow the same procedure. | True |
| 5. | After uploading the form, you can pay for the service face to face without an appointment. | False |

**Tough Challenge**

1. **Find the differences of the three texts.**
2. Text 1 is for students.

Text 2 is for online customers.

Text 3 is for people who want to make passport.

1. What is the text organization of the texts?

Answer may vary depending on student’s understanding. For example:

|  |  |  |
| --- | --- | --- |
| **Text 1** | **Text 2** | **Text 3** |
| Things to prepare  Email/phone number, gadget, internet connection | Things to prepare  Phone, internet connection, money | Documents needed  It is explained in the text |
| Steps to follow   * Type your email/phone number * Enter your password * Tick the Agree & Join * Click the Agree and Join below | Steps to follow  It is mentioned in the text | Steps to follow  It is mentioned in the text |

1. Text 1 talks about steps to sign in to Educated Smg.

Text 2 talks about steps to order food online.

Text 3 talks about steps to get a passport.

1. Text 1: To explain how to sign in to Educated Smg.

Text 2: To explain how to order food online.

Text 3: To explain how to get a passport.

1. **Find the similarities of the texts.**
2. Procedure texts.
3. How are the texts organized?

B. One writer advises us to prepare required documents before following the next step.

D. The writers show a sequence of steps in the order they need to be done.

1. **Answer these questions.**

**Text 1:**

1. We have to have an email or phone number.
2. By explaining what Education Smg is.
3. fail to sign in to Education Smg.
4. Answers may vary depending on student’s creativity. For example:

*First, you need to have an email or phone number.*

*Second, choose your password with the require rules.*

*Third, give a tick the Agree & Join.*

*Fourth, click the Agree & Join.*

*Finally, your account is ready to be used.*

1. Answers may vary depending on student’s understanding. For example: *I think it uses simple sentences because all of the sentences are in a simple tense.*

**Text 2**

1. By mentioning the advantages of ordering food online.
2. Choose an application and open the application from smartphone or tablet.
3. cannot order food online.
4. Answer may vary depending on student’s creativity. For example:

*First, open the application.*

*Second, choose the restaurant and the menu that you want.*

*After that, choose the payment method and click order.*

1. Answer may vary depending on student’s understanding. For example: *It is a simple text because there are only several easy steps to follow.*

**Text 3**

1. They show the aim of the text by explaining the utility of passport.
2. You have to prepare the required documents.
3. prepare the required documents.
4. Answer may vary depending on student’s creativity. For example:

*First, prepare the required documents.*

*Second, register to M-Passport and get the e-form*

*After that, fill the e-form and book an appointment*.

1. Answer may vary depending on student’s understanding. For example: *It is a complicated text because there are many things to prepare and many steps to follow.*
2. Answer may vary depending on student’s understanding. For example: *It is the text 3 because it is the longest text and have many steps.*

**POST-READING**

1. **Write some questions you want to know and then discuss them to find the answer. One has been done for you.**

Answer may vary depending on student’s discussion. For example:

|  |  |  |
| --- | --- | --- |
| **No.** | **Questions you want to ask** | **Answer after discussion with friends and the teacher** |
| 1. | How can we know if we were fooled by a business interest, for example, the use of messaging systems to send many unsolicited messages to a large number of recipients for commercial advertising purposes? | *Well, that is spamming. When I knew it for the first time, I thought I had been fooled but then I saw the creative part of advertising by providing a certain amount of money as a reward for completing a set of tasks to obtain the reward. Finally, I recognized it was a strategy to promote a product. It was a great strategy. I think it is your own decision whether you will win the reward by doing a series of steps. Nobody forces you, I think.* |
| 2. | Is it necessary to keep up with the online services around us? Why? | *I think it is necessary. It is because we live in the digital era, which we need to change the way we live in a better way. However, it is still okay if sometimes we do the traditional way, for example buying things on the offline store directly.* |
| 3. | What can we do we get a spam message? | *You have to block the contact. Remember not to click any links on the message because it could be a serious problem to you. Moreover, you can report it to Kominfo.* |

1. **Watch an advertisement about an online service from one of famous brands in Indonesia on streaming platforms together with your friends and your teacher in the class. Then do the following tasks.**

Answer may vary depending on student’s discussion. For example: *Source:* [*https://www.youtube.com/watch?v=VJH5FJ5kaJA*](https://www.youtube.com/watch?v=VJH5FJ5kaJA)

**Before You Watch**

1. Answer may vary depending on student’s discussion. For example:

* *Brand : Gojek*
* *The service offered: GoFood, GoRide, GoCar, GoSend, GoMart, GoPulsa, GoClub, GoMed, GoShop, GoBlueBird, GoBox, GoTransit, GoNearby, GoTagihan, GoGive, GoSure, GoInvestasi, GoTix, GoPlay, GoGreener.*
* *A series of steps to join the service:*
* *Download the Gojek App*
* *Register yourself,*
* *Verify the account*
* *Choose the online service*

**While You Watch**

1. Answer may vary depending on student’s discussion. For example: *The advertisement of Gojek introduce the feature that they have. They persuade the viewer to use online services on Gojek because it is easy and convenient.*

**After You Watch**

1. Answer may vary depending on student’s discussion. For example: *The fact the Gojek has many online services to offer to the customers. I am surprised because I think there are only GoJek, GoCar, and GoFood.*
2. Answer may vary depending on student’s discussion. For example: *Yes. What I learn is nowadays, in this digital era, everything becomes easier only by one click away.*
3. Answer may vary depending on student’s discussion. For example: *Surprised.*

**LET’S PRACTICE**

1. **Study the verbs found in online services and pay attention to the missing vowels. Fill the word with the correct vowels.**

change cancel track order

submit damage contact search

skip verify enter check out

type select book apply

register download upload login

1. **Read the texts. Complete the blank spaces using the verbs used in online services.**

**Text 1**

1. b. verify
2. d. apply

**Text 2**

1. d. Log in
2. c. Submit
3. a. book

**Text 3**

1. c. proceed
2. d. present
3. b. bring

**Text 4**

1. d. bring
2. a. submit
3. cb. Complete
4. c. apply

**Text 5**

1. d. prevents
2. c. request
3. a. Confirm
4. **Study the underlined words.**
5. **After studying the text in Task 30, discuss the following questions!**
6. Yes. It is because you can use tablet*.*
7. It is possible, because you need an internet connection.
8. It is because the text above is a procedure text.
9. No. If you skip step 2, you cannot add people to your event.
10. Imperative.
11. **Complete the blank spaces with correct imperative verbs.**

**Text 1**

1. Call
2. Ask
3. Ask
4. Send
5. Wait

**Text 2**

1. Do not
2. Search
3. Submit
4. Attach
5. Send
6. Ask
7. Ask
8. **Study the following words. Give a tick to the words you have known very well.**

Answer may vary depending on student’s understanding. For example:

android

apps/application

attachment

bluetooh

speaker

email

browser

tabet

log in

smartphone

1. **Fill in the headline with the words from Task 33.**
   * + 1. smartphone
       2. Android
       3. Attachment
       4. Google
       5. Upload
       6. Facebook
       7. Browser
       8. https
2. **Do the following instructions.**

**LET’S CREATE AND PRESENT**

1. **Write a procedure text through guided activities, plan, write, review, and redraft the text. Follow the steps of writing process.**

**LET’S COLLABORATE**

**Project**

**CRITICAL THINKING TASKS**

* + - 1. **Answer the following questions by giving a tick to the correct answers. You can choose more than one.**

1. A. steps to apply for an international program for Indonesian students

B. a procedure done if someone wants to apply for an international program

1. A. examining with a great attention

D. carefully checking

3) D. a member from RocApply will help you and guide you until the end of the process.

E. you can’t miss any single document during the process of applying

* + - 1. **Read the text once again. Give numbers to each step according to the sequence.**

**Steps to apply for an international student program**

Download the application.

Fill an online application.

Load up the necessary documents and images.

Submit the application.

Wait for the vetting process.

* + - 1. **Read the text once again. Decide whether these statements are TRUE or FALSE.**

|  |  |  |
| --- | --- | --- |
| **No.** | **Statements** | **True/False** |
| 1) | According to the text, there are two ways of sending the required documents. | False |
| 2) | According to the text, a member of RocApply will guide you to select the most important documents to send. | True |

* + - 1. **Answer briefly.**

Answer may vary depending on student’s understanding. For example: *I will tell my friends about the advantages of being an international student. I will also help on researching a little about the public university, that they will have some new experiences there.*

Answer may vary depending on student’s understanding. For example:

* *To get a better university education.*
* *To expand carrier opportunities.*
* *To get in contact with people from other countries.*

**LET’S REFLECT**