

Reading Lesson

B1+ Services: Mystery Shopping

Summary: The reading is about mystery shoppers and how businesses use them to assess the services they provide.

Time: Approximately 30 minutes

Skills: Reading, Writing / Speaking

Language focus: Vocabulary

Materials needed: One worksheet per student

Reading

Have students read the text and explain why mystery shoppers can be beneficial to businesses, have them discuss the pros and cons of the shoppers.

Key:

Mystery shoppers are beneficial but their work need to be communicated to employees.

Vocabulary

Key:

1 b 2 d 3 e 4 a 5 c

Comprehension

Key:

1 c 2 c 3 a 4 b 5 a

Thinking

Have students respond to the question in small group discussion or in writing.