

# Money! Money!

## Topic 3. Door-to-Door Sales



## Getting Started

Read then copy.

a) Francey signs up for a security system.

Francey signs up for a security system.

Francey signs up for a security system.

Francey

b) She learns about the 'cooling-off' period.

She learns about the 'cooling-off' period.

She learns about the 'cooling-off' period.

She

## Vocabulary 1 – quite

1. Read then copy.

Francey and Suzy haven't quite settled in yet.

Francey

2. Spelling – read, copy and learn.

quite

quick

quiet

question

## Vocabulary 2 – system

1. Read then copy.

He had a sprinkler system in his garden.

He had

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2. Spelling – read, copy and learn.

system

Sydney

sympathy

syrup

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## Vocabulary 3 – wonder

1. Read then copy.

I often wonder why they got married.

I often

2. Spelling – read, copy and learn.

wonder

teacher

employer

worker

## Vocabulary 4 – important

1. Read then copy.

Learning how to spell is important.

Learning

2. Spelling – read, copy and learn.

important      giant      restaurant      accountant

## Vocabulary 5 – facts and figures

1. Read then copy.

Here's a brochure with all the facts and figures.

Here's a

2. Spelling – read, copy and learn.

fact

contract

figure

furniture

## Vocabulary 6 – sign

1. Read then copy.

The policeman made a sign for the car to stop.

The policeman

2. Spelling – read, copy and learn.

sign

receipt

calm

half



## Vocabulary 7 – notice

1. Read then copy.

There was a notice in the paper about the power going off.

There was

2. Spelling – read, copy and learn.

notice

advice

ice

rice

## Vocabulary 8 – tired

1. Read then copy.

She was very tired after working all day.

She was

2. Spelling – read, copy and learn.

tired

hired

tried

fried

## Wrong Word 1

1. Cross out the wrong word in the sentence.
2. Choose the correct word from the box.
3. Write the sentence with the correct word.

firm	stranger ✓	understand
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a) Be cautious about letting a ~~stationery~~ into your home and always ask for their ID.

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b) Underground sales techniques and try to resist pressure.

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c) Be polite but firm.

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period

advice

contract

d) Never sign a contract unless you know exactly what's in it.

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e) Remember there is a 'cooling-off' person for door-to-door sales.

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f) Contact Consumer Affairs Victoria for notice.  
Ph 1300 55 81 81.

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## Spoken Language – Polite Refusal

In pairs, make an offer and refuse politely.

### Offers (examples)

- a) Can I interest you in a vacuum cleaner?
- b) Are you interested in having cable TV installed?
- c) Would you like to try this new dog shampoo?

### Refusals

- a) I'm sorry, but I'm busy.
- b) Not really, but thanks anyway.
- c) I'd rather not, thank you.
- d) Sorry, but I have to go.
- e) No thanks.
- f) Thanks anyway, but I'm not really interested.

## Numeracy 1

### Vocabulary

**Fraud** - a crime where a dishonest person tricks you out of your money.

1. Look at the Table of Fraud Crimes in Australia.
2. Put a tick (✓) next to the year that had the highest number of crimes.

Fraud Crimes in Australia 1995-1996 to 2002-2003*		
Year	Number	✓
1995-96	91,495	
1996-97	101,256	
1997-98	109,404	
1998-99	112,209	
1999-00	112,264	
2000-01	106,141	
2001-02	109,080	
2002-03	103,199	

\*<http://www.aic.gov.au/publications/facts/2004/tab04-fig037.html>

## Numeracy 2

3. Write out these numbers in words. The first one is done for you.

91,495 Ninety-one thousand, four hundred and ninety-five

101,256

109,404

112,209

112,264

## Numeracy 3

4. Now write down the numbers. The first one is done for you.

*106,141* One hundred and six  
thousand, one hundred and  
forty-one

\_\_\_\_\_ One hundred and nine  
thousand, and eighty

\_\_\_\_\_ One hundred and three  
thousand, one hundred and  
ninety-nine

5. In groups, take it in turns to say the different numbers.

6. Do you know anyone who has been tricked out of their money? Tell your group.



## Speed Copying - 1

1. Read the text below.
2. Copy as many words as possible in 2 minutes.
3. Count your total words. \_\_\_\_\_
4. For each mistake, subtract 1 from your total.
5. Record your final score. \_\_\_\_\_/54

Francey and Suzi have just moved into their new unit. A door-to-door salesman gets Francey to sign a contract for a security system. Later, Francey reads the fine print on the contract. She phones Consumer Affairs Victoria for advice. She can cancel the contract as there is a 10-day 'cooling-off' period for door-to-door sales.

(54 words)

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# Speed Copying - 2

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A large area of the page is filled with horizontal dotted lines, designed for handwriting practice. The lines are evenly spaced and extend across most of the width of the page.

## A Letter

1. Read the letter Francey wrote to the Security company to cancel the contract. She sent the letter registered mail.
2. Copy the letter, but write your own name, address, today's date, and your signature.

3/42 High St  
Springvale 3171  
24 October 2005

The Manager,  
Security-Is-Us  
37 Breakwood St  
Mentone 3194

Dear Manager,

I signed a contract with one of your door-to-door sellers on 23/10/05 to have a security system installed in my unit.

I am now notifying you within the 10-day 'cooling-off' period that I do not wish to go ahead with the contract.

Can you please advise me in writing that you have received this notification and that you have cancelled the contract. I would appreciate your reply within two weeks.

Yours sincerely

*Francey Bateman*

Francey Bateman

## Key Messages

What should you remember when a salesperson comes to your door?

- Be cautious about letting a stranger into your home
- Before you let anyone into your home, ask for their ID
- Understand sales techniques and try to resist pressure
- Be polite but firm
- Never sign a contract unless you know exactly what's in it
- Remember there is a 'cooling-off' period of 10 days for door-to-door sales
- Contact Consumer Affairs Victoria if you need advice.

Ph 1300 55 81 81

## Questions for Fair Trading Fact Sheet

1. Find Contact sales (door-to-door) in the Fact Sheet.
2. Answer the questions.

a) What are the only times a door-to-door seller can visit your home?

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b) What is the maximum time a door-to-door seller can stay in your home without your written consent?

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c) How long is the 'cooling-off' period for door-to-door sales?

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d) Where must the 'cooling-off' period be written down?

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# Fair Trading Act - information for consumers

Fact Sheet  
**Shopping & services**

“  
*Amendments to the Fair Trading Act 1999 change the way traders are required to deal with consumers in a number of different areas, including contracts, lay-by, product claims and contact sales. These changes affect all Victorian consumers, so you need to be aware of your rights and responsibilities.*  
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## Contact sales (door-to-door)

Door-to-door sellers can only visit you between the hours of 9am-8pm weekdays, 9am-5pm Saturdays, and not all on Sundays and Public Holidays.

The duration of a door-to-door visit is limited to one hour unless you, as the householder, give your written consent to half-hour extensions.

Your cooling-off right is extended to 10 ordinary days, which also applies to sales seminars where you rely on the trader for transport.

The cooling-off cancellation notice is required to be conspicuously displayed in the contract, and traders are prohibited from requiring payment for services before the expiry of the cooling-off period.

## Lay-by

Retailers are required to inform you of your cancellation right, to provide you with their name and address, and to provide you with the prescribed cancellation form, where they do not want to accept an oral cancellation of a lay-by.

It is an offence if the trader allows you to lay-by goods that they know, or should know, are unavailable.

## Unfair terms prohibited

Unfair terms in consumer contracts that cause a significant imbalance of rights and obligations against the consumer are banned.

Contracts must be clearly expressed, easily read and in a minimum 10-point type.

**Need more  
information?**  
Call Consumer  
Affairs Victoria  
Helpline on  
1300 55 81 81



[www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)  
1300 55 81 81

