

SHOPPING

Useful words



Aisle



Toilets / bathroom



Shelf



Credit/debit card



Receipt



Scales



(Shopping) trolley



Escalator



Exit



Plastic bag / carrier bag



(Shopping) basket



Coins



Notes / banknotes



(Shop/store) manager



Checkout assistant



Checkout till / cash till



Self-checkout / self-service checkout



Sales assistant / shop assistant

VOCABULARY PRACTICE

1. Match the words in **bold** on the left with the definitions on the right.

DEPARTMENT STORE

a little piece of paper with a discount on a particular product.

SHOPPING CENTRE

money you receive for a product you return to a shop.

CHANGING ROOMS

a very large shop with different sections: toys, food, etc.

REFUND

a little room where you can try on clothes.

DISCOUNT

a large building with many separate shops. (AmE: shopping mall)

COUPON

when a product costs less than normal

LISTENING

2. Bob is in a department store. He needs some help so he's speaking to a shop assistant. Listen once and answer:

- a. What food does he need?
- b. Where are the changing rooms?
- c. Is the shop assistant helpful?

3. Listen again and fill in the blanks with the correct words.

A= Assistant

C= Customer

F= Frank

C: Excuse me, do you know where the cereal is, please?

A: Yes, it's down there on the right – three (1) _____ down.

C: Oh, and do you know where the (2) _____ are, please?

A: They're on the third floor.

C: And the fruit and (3) _____ section?

A: It's at the back of the supermarket – just over there.

C: Oh, and where's the sports (4) _____ ?

A: It's on the second floor.

C: And the (5) _____ ?

A: It's on the 6th floor.

C: Great. Sorry, but where's the (6) _____ ?

A: It's just over there.

C: Are you open on (7) _____ ?

A: Yes, we are.

C: Oh, I wanted to try this shirt on. Do you know where the changing rooms are?



A: You'll have to go back to the (8) _____ department on the 4th floor and try it on there.

This is the supermarket – there aren't any changing rooms here.

C: OK. Great. Thanks a lot.

A: My pleasure.

C: Oh, and just on other (9) _____ ...

A: Excuse me. [to a colleague] Frank! Frank!

F: Yeah, what?

A: Could you deal with this gentleman, please? [to the customer] I'm sorry, but there's been an emergency and I've got to stack some (10) _____.

C: Oh, right, well, then, erm, Frank, I was just wondering whether you could tell me...

WHAT YOU ASK

- Where's the sports department, please?
- I'd like to return this skirt, please.
- Is the café on the second floor?
- Where can I get toothpaste, please?
- What time do you close?
- Are you open on Sundays?
- Is there somewhere I can try this on, please?
- Do you have this in a large/small size, please?

WHAT YOU HEAR

- Have you got a store card?
- Shall I wrap it for you?
- Will you be paying by cash or with credit card?
- We're open from 9am till 6pm, all through the week.
- The changing rooms are just over there.
- You can bring it back and get a refund if you keep the receipt.

AT THE RESTAURANT

4. How do you call these things? Read the definitions and write the words.

- a. A piece of paper with the prices and list of things you can eat in the restaurant. _____
- b. Food you eat at the beginning of your meal, like soup, a salad, etc. _____
- c. The large plate of food you order, for example: fish and chips or pasta and sauce. _____
- d. A sweet dish you eat at the end of the meal, like a cake, fruit salad, etc. _____
- e. A piece of paper that tells you how much you have to pay for your meal. _____
- f. A fixed price for a starter, main course, and dessert. There are limited options. _____
- g. Something you can have "rare", "medium", or "well done" _____

5. Read the following phrases and complete them with a word from the box.

TABLE	VINEGAR	SOUP	BILL
MAIN	RESERVATION	BATHROOM	

- a. We'd like a _____ for two please.
- b. We have a _____ under the name of Jones.
- c. Could you bring us oil and _____ for the salad, please?
- d. I'll have the _____ as a starter, please.
- e. I'll have the steak for the _____ course.
- f. Excuse me, where's the _____?
- g. Could we have the _____, please?

6. Megan and her husband Bob are in a restaurant. Listen once and write down what they order.

7. Listen again and choose the correct option to complete the conversation.

W: Good evening

M: Good evening. We'd like a **RESERVATION / TABLE** for two, please.

W: Certainly. This way, please. Can I get you a **STARTER / DRINK** ?

M: Yes, I'll have a **BOTTLE / GLASS** of white wine, please.

B: And I'll have a **BOTTLE / GLASS** of Heineken, please.

W: OK [*He gives them the menu.*] Our special of the day is mushroom soup and a fillet of **DISH / FISH** with sautéed potatoes.

M: OK. Thanks.

W: (*After a few minutes the waiter returns*) Here are your drinks. Are you ready to **EAT / ORDER** ?

M: Yes, I'll have the special, please.

B: And I'll have the **SALAD / SOUP** as a starter, and I'd like the steak for the main course, please.

W: And **HOW / WHO** would like your steak?

B: Well done, please.

W: OK, so that's one special, and one salad and a well done steak.

M: That's right.

W: Perfect.

(an hour later)

W: Was everything all tight?

M: Yes, very **WELL / NICE** thank you.

W: Would you like any coffee or **TEA / DESSERT** ?

M: No, just the **BILL / CHECK** please.

W: Will you be paying by **CASH / CREDIT CARD** ?

M: Yes.

W: OK. I'll just go and get the...