4.3)) CAN I HELP YOU?

VOCABULARY

THINGS TO BUY

1 Do you enjoy shopping? Why/Why not?
2 Is there a big shopping centre in your town/city? Do you like it? Why/Why not?
3 Where do you usually buy these things in your town/city? Do you buy any of these things online?
- food and drink
- clothes
- magazines, newspapers or books
- headphones or a charger for your mobile
- shampoo or medicine
- music or DVDs
- things for the home

A Where can you buy the things in the box? Complete the table.

> a swimming costume   a sweater   a printer
> jeans   a football shirt   a SIM card
> a tablet (computer)   trainers   a jacket
> a memory stick   walking boots   a T-shirt

Shop	Item
a sports shop	*a swimming costume*
an electronics shop	
a clothes shop	

What other things you can buy in these shops?

LIVEWORKSHEETS

1 A Write the shop names under pictures 1–10.

1 _sports shop_

2 _____

3 _____

4 _____

5 _____

6 _____
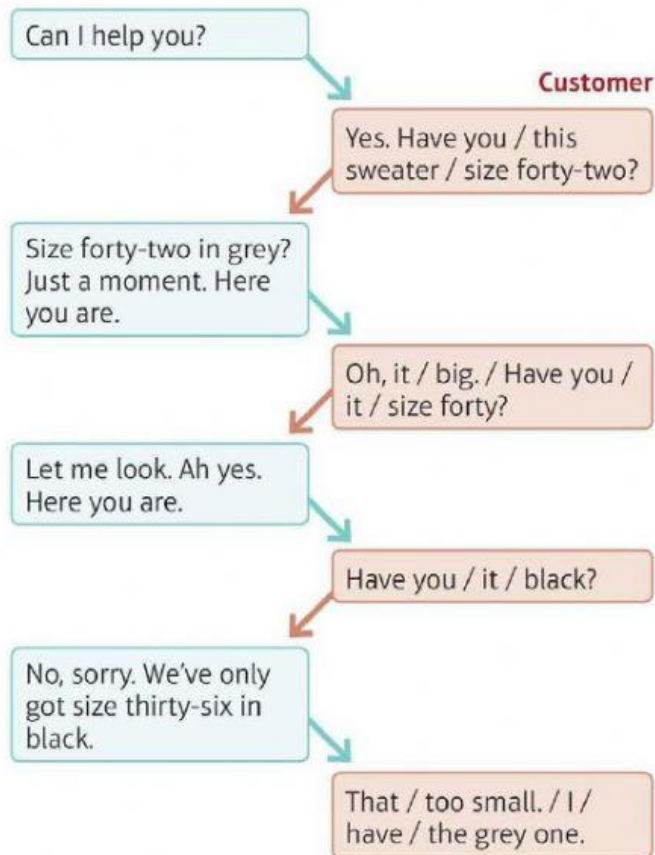
7 _____

8 _____

9 _____

10 _____

3 A ▶ 4.9   Listen to the customers and complete A and B in the table.

Customer	A: Item	B: Does the customer buy it/them?	C: Price
1	sweater		
2			
3			
4			

A Look at the flowchart. Use the prompts to complete the customer's sentences.

Shop assistant

Can I help you?

Customer

Yes. Have you / this sweater / size forty-two?

Size forty-two in grey? Just a moment. Here you are.

Oh, it / big. / Have you / it / size forty?

Let me look. Ah yes. Here you are.

Have you / it / black?

No, sorry. We've only got size thirty-six in black.

That / too small. / I / have / the grey one.

LEARN TO

SAY *NO* POLITELY IN A SHOP

5 A Look at the three conversation extracts. How does B say *no* politely? Underline six expressions.

1 **A:** Can I help you?
   B: No, thanks. I'm just looking.
2 **B:** Have you got it in large?
   A: Sorry, no. Only in medium.
   B: Mmm. No, it isn't right. Thanks anyway.
   A: No problem.
3 **B:** How much are they?
   A: One hundred and twenty euros. Would you like to buy them?
   B: One hundred and twenty euros! I'm not sure. I need to think about it.
   A: Fine. No problem.

B ▶ 4.10 **POLITE INTONATION** Listen and check. Then listen and repeat. Copy the intonation to sound polite.

SAY NO POLITELY IN A SHOP

3 Put the words in the correct order to complete the conversation.

Assistant: help / I / can / you

[1]*Can I help you* _____ ?

Customer: thanks / looking, / just / I'm

2 _____ .

you / have / small / in / this / T-shirt / got

3 _____ ?

Assistant: no, / medium / only / sorry. / in

4 _____ .

Customer: no, / isn't / right. / it / anyway / thanks

5 _____ .

Assistant: red / we've / in / it / got

6 _____ .

Customer: not / mmm, I'm / think / I / sure. / to / need / it / about

7 _____ .