

# MATT MURPHY, MYSTERY SHOPPER

## 1. Поєднайте слова з їх означеннями

customer   shop assistant   changing room   queue   checkout   chain store   shopping mall  
department store   service   discount

1. Help that you get in place such as a shop, restaurant or hotel. service

2. One of a group of shops owned by the same company.

3. A large shop with different parts that sell different types of things.

4. A place in a shop where you can try on clothes.

5. A person who buys goods from a shop.

6. A large building with lots of different shops.

7. A reduction in price.

8. A line of people waiting for something.

9. A place in a large shop where you pay.

10. Someone whose job is selling things in a shop.

## 2. Доповніть речення словами з довідки

customer   shop assistants   changing rooms   queue   checkout  
chain stores   shopping malls   department stores   service  
discount

1. I get a twenty percent discount at the bookshop because I'm a student.

2. There were really long (a)  at the supermarket today – there were only three (b)  open. Perhaps a lot of the (c)  are ill.

3. Excuse me, where's the ? I'm not sure if these trousers are the right size.

4. The shops on the High Street are really quiet on cold days. Everyone prefers to drive out to the .

5. Taylors is the biggest  in town. You can buy almost everything in one big shop.

3. Watch the video "Round-the-clock shop". Do some tasks after watching

3.1 False (неправда) or true (правда)

	True	False
1. There are several similar shops to Robert's in Viken.	<input type="radio"/>	<input type="radio"/>
2. You need an app for your phone to get into Robert's shop.	<input type="radio"/>	<input type="radio"/>
3. Robert had the idea for his shop while he was living in a big city.	<input type="radio"/>	<input type="radio"/>
4. Customers in Robert's shop cannot use cash to pay for products they buy.	<input type="radio"/>	<input type="radio"/>
5. Robert knows exactly what people take from his shop.	<input type="radio"/>	<input type="radio"/>
6. There aren't enough customers for Robert to make a profit.	<input type="radio"/>	<input type="radio"/>

3.2. Поєднайте слова з їх значеннями

1. round-the-clock	<input type="checkbox"/>	a. Designed to make life easier for the people who use it.
2. self-service	<input type="checkbox"/>	b. Pass your finger across a screen.
3. customer friendly	<input type="checkbox"/>	c. Without any staff working there.
4. high-tech	<input type="checkbox"/>	d. Open all day and night.
5. swipe	<input type="checkbox"/>	e. Using advanced technology.
6. unmanned	<input type="checkbox"/>	f. Where customers take the products they want from the shelves.

4. Вивчить слова

chain store (n)	/ˈtʃeɪn stɔː/	мережа магазинів (n)
changing room (n)	/ˈtʃeɪndʒɪŋ ru:m/	роздягальня (n)
checkout (n)	/ˈtʃekɑʊt/	перевірка (n)
customer (n)	/ˈkʌstəmə/	клієнт (n)
department store (n)	/dɪˈpɑːtmənt stɔː/	універмаг (n)
discount (n)	/ˈdɪskaʊnt/	знижка (n)
discreet (adj)	/dɪˈskri:t/	стриманий (присл.)
electronic (adj)	/ˌelɪkˈtrɒnɪk/	електронний (присл.)
gadget (n)	/ˈgædʒɪt/	гаджет (n)

market research (n)	/,mɑ:kət rɪ'sɜ:tʃ/	дослідження ринку (n)
mystery shopper (n)	/,mɪstəri 'ʃɒpə/	таємний покупець (n)
offer (n, v)	/'ɒfə/	Пропозиція, пропонувати(n, v)
queue (n)	/kju:/	черга (n)
shop assistant (n)	/'ʃɒp ə,sɪstənt/ ekspedient/	продавець (n)
shopping (n)	/'ʃɒpɪŋ/	шопінг (
shopping mall (n)	/'ʃɒpɪŋ mə:l/	Великий торговельний центр (n)
skill (n)	/skɪl/	навик (n)
supermarket (n)	/'su:pə,mɑ:kɪt/	супермаркет (n)
toiletries (n)	/'tɔɪlɪtrɪz/	предмети туалету (n)
travel agency (n)	/'trævəl eɪdʒənsi/	туристичне агентство (n)
variety (n)	/və'reɪəti/	різноманітність (n)