

3 LISTENING

- a Look at a list of things people love and hate about online shopping. Tick (✓) the things from each section that you strongly agree with. Compare with a partner.

Online shopping is here to stay

Do you love it or hate it – or both?

THINGS WE LOVE

- ☐ You don't have to carry heavy bags any more.
- ☐ It's easy to send presents to people.
- ☐ You can do your shopping from work without anyone noticing.
- ☐ You can buy things from shops that aren't near you.
- ☐ You can do your shopping in your pyjamas, when it's cold and raining outside.
- ☐ Things are often cheaper than if you buy them in a shop.
- ☐ You don't have to push your way through crowds of people.
- ☐ Online shops are open 24/7.

THINGS WE HATE

- ☐ You do less exercise and interact less with other people.
- ☐ You can't get advice from a specialist shop assistant.
- ☐ You can't feel things or see exactly what they look like.
- ☐ Your shopping is always delivered when you're out.
- ☐ Supermarkets often substitute an item you ordered for something you don't want.
- ☐ Things are often bigger or smaller than you wanted because you didn't read the detailed description.
- ☐ Clothes or shoes often don't fit, or don't suit you because you weren't able to try them on.
- ☐ If something isn't right, it can be a problem sending it back or getting it changed.



- b **2.20** You're going to listen to five people talking about what they love or hate about online shopping. First, listen and complete some extracts. Are the phrases positive or negative?

- 1 It's just a huge _____.
- 2 It's so _____.
- 3 That's a real _____.
- 4 It was a real _____.
- 5 I _____ the fact that...
- 6 It's _____ being able to...
- 7 That's so _____.

- c **2.21** Now listen to the people talking. Which 'loves' and 'hates' from the list in a does each speaker refer to? Write the speaker's number next to the things they mention.
- d Listen again and answer the questions with the speaker's number.

Who...?

- ☐ likes knowing exactly when things he or she has bought are going to arrive
- ☐ once bought a large quantity of something by mistake
- ☐ has one particular item he or she often has to return
- ☐ enjoys looking on shopping websites
- ☐ thinks it's easier to deal with problems in real shops

- e Are there any other things you love or hate about online shopping?

4 SPEAKING

Choose three of the topics and tell a partner about them. Give as much information as you can.

Talk about a time when you...	made a mistake and bought the wrong thing online	bought a present for someone online
had to wait a long time for something to be delivered	ordered something that didn't fit and had to send it back	bought something online much more cheaply than in a shop
found that something you bought online was very different from what you were expecting	ordered something online that never arrived	

Showing interest

Ask questions about what people say to show interest and keep the conversation going, or react to what they're saying.

Really? Then what happened?
 What was it like? That's amazing!
 What did you do? How annoying!