PRACTICAL ENGLISH

EPISODE 3

THE WRONG SHOES

TAKING SOMETHING BACK TO A STORE • SHOPPING

Let's learn English together!

1 GET READY!

Vocabulary 1 – Before you watch

Drag the words to the correct picture.










eat out | keep fit | go running | play basketball

cycle | bike | sneakers / trainers | large portions

2 SHOPPING CHALLENGE!

Vocabulary 2 – Shopping Quiz

2.1 READ THE LABELS

What do these size labels mean? Write the meaning of each size.



Label	XS	S	M	L	XL
Meaning	.....	.....	.....	.....	.....

2.2 WHERE DO YOU TRY ON CLOTHES?

Choose the correct answer.



○ checkout



○ changing room



○ receipt





2.3 WHAT DO YOU GET AFTER PAYING?

Choose the correct answer.



○ menu



○ price tag



○ receipt

2.4 HOW DO WE READ THESE PRICES?

Drag each price to the correct way to read it.

75p	forty-five dollars
$45	seventy-five pence
£25.99	twenty-five pounds ninety-nine
€12.50	twelve euros fifty

3 WATCH

Watch the video.

LANGUAGE TIP

American English: **sneakers**

British English: **trainers**



4 CHECK YOUR UNDERSTANDING

Choose the correct answer.

1 Why isn't Rob in shape?

- ○ a) He doesn't exercise.
- ○ b) He eats too much.
- ○ c) He works too much.

2 Why does Rob find it difficult to eat less?

- ○ a) He cooks every day.
- ○ b) He eats out all the time and the portions are enormous.
- ○ c) He doesn't like vegetables.

3 How does Rob keep fit in London?

- ○ a) He goes running.
- ○ b) He cycles.
- ○ c) He swims.

4 Why doesn't he do the same in New York?

- ○ a) He doesn't like cycling.
- ○ b) He doesn't have a bike.
- ○ c) He doesn't have time.

5 How does Jenny keep fit?

- ○ a) She cycles.
- ○ b) She plays basketball.
- ○ c) She goes running before and after work.

6 What does Holly think about this?

- ○ a) She thinks it's easy.
- ○ b) She thinks running is very boring.
- ○ c) She thinks it's dangerous.

7 What does Holly suggest that Rob could do?

- ○ a) Go running with her.
- ○ b) Play basketball with her and her friends.
- ○ c) Join the gym.

8 What does Rob need to do first?

- ○ a) Buy some sneakers (trainers).
- ○ b) Eat less.
- ○ c) Ride more.

LIVEWORKSHEETS

PRACTICAL ENGLISH

EPISODE 3

The Wrong Shoes

TAKING SOMETHING BACK TO A STORE

Let's learn English together!

1 LOOK & PREDICT

Look at the picture.
What do you think is happening?



- ◯ Rob wants to buy new shoes.
- ◯ Rob wants to return his shoes.
- ◯ Rob is looking for a jacket.

2 WATCH THE VIDEO

Watch the video.

3 COMPLETE THE DIALOGUE

Watch or listen and complete the conversation.

Can I help you? | I'd like to... | Do you have...? | Here you are.

CONVERSATION 1

You hear	You say
Can I help you, sir?	Yes. Do you have these in an eight?
Just a (1) _____, I'll go and check.	Sure.
Here you are, these are an eight. Do you want to (2) _____ them on?	No, thanks. I'm sure they'll be fine. How much are they?
They're $83.94.	Oh, it says $72.99.
Yes, but there's an added sales tax of (3) _____ %.	Oh, OK. Do you take Mastercard?
Sure.	
Can I help you?	Yes, I bought these about half an hour ago.
Yes, I remember. Is there a (4) _____ ?	Yes, I'm afraid they're too small.

CONVERSATION 2

You hear	You say
What (5) _____ are they?	They're an eight. But I take a UK eight.
Oh, right. Yes, a UK eight is a US nine.	Do you have a pair?
I'll go and check. Just a minute.	
I'm (6) _____, but we don't have these in a nine. But we do have these and they're the (7) _____ price. Or you can have a refund.	Uh... I'll take this pair then, please.
No problem. Do you have the (8) _____ ?	Yes, here you are.
Brilliant.	

4a WATCH AGAIN

Watch or listen and choose the correct answer.

1 What's the problem with Rob's sneakers?

- ◯ They are the wrong color.
- ◯ They are too small.
- ◯ They are too expensive.



2 What does Rob do in the end?

- ◯ He gets a refund.
- ◯ He exchanges them.
- ◯ He buys a smaller size.



4b YOU HEAR...

Listen again and match.

1 Can I help you?	• A The employee asks for the proof of purchase.
2 I'd like to return these shoes.	• B The employee offers help.
3 Do you have the receipt?	• C The customer returns the receipt.
4 Would you like a refund or an exchange?	• D The employee gives two options.
5 Here you are.	• E The customer wants to return a product.

LIVEWORKSHEETS

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ROB DECIDES TO EXERCISE

Let's learn English together!

1 WATCH THE VIDEO

Watch the video.

2 WATCH AGAIN

Watch or listen and circle the correct answer.

1. Rob went to _____.
   a) Boston.
   b) Brooklyn.
2. He _____ Jenny his new sneakers.
   a) shows
   b) doesn't show
3. Jenny goes running every _____ in Central Park.
   a) morning
   b) evening
4. She wants to go running with him at _____.
   a) 6:45.
   b) 7:45.
5. Rob thinks it's too _____.
   a) early
   b) late
6. They agree to meet at _____.
   a) 6:45.
   b) 7:15.
7. Holly thinks Rob _____ a lot of energy.
   a) has
   b) doesn't have

3 SOCIAL ENGLISH PHRASES

Read the conversation and drag the correct phrases to the blanks.



don't | Let's | had | know | make

LIVEWORKSHEETS