

5. My mother doesn't like spicy food, so she never buys hot chili sauce at the supermarket.

- A. salty B. mild C. sour D. bitter

Exercise 5: Choose the letter A, B, C, or D to indicate the word(s) CLOSEST in meaning to the underlined word(s) in each of the following sentences

1. I spent the whole afternoon shopping for a birthday gift at the mall.

- A. half B. some C. entire D. little

2. Customers can touch the fabric to feel its quality before buying clothes.

- A. see B. smell C. hear D. feel

3. I like to wander around the night market looking at different items.

- A. walk around B. run quickly C. sit down D. stand still

4. The popularity of online shopping has increased significantly among young people.

- A. price B. fame C. quality D. size

5. The customer service at this store is excellent; they always help customers politely.

- A. product B. assistance C. payment D. location

Exercise 6: Fill in each blank with the appropriate form of the word in brackets.

1. The new shopping mall has many colorful _____ on billboards to attract customers. (ADVERTISE)
2. The customer _____ at this supermarket is excellent; the staff are always helpful and polite. (SERVE)
3. This online store is easily _____ from any device with internet connection. (ACCESS)
4. The window display is very _____ with bright lights and beautiful decorations. (ATTRACT)
5. Online shopping has become increasingly _____ among teenagers in recent years. (POPULAR)
6. Shopping online has many _____, such as saving time and comparing prices easily. (ADVANTAGE)
7. Please _____ the size and color of the shoes you want to order. (SPECIFIC)
8. The shop _____ helped me find the perfect gift for my mother's birthday. (ASSIST)
9. If you have any _____ about the product quality, please contact our customer service. (COMPLAIN)
10. All winter clothes are _____ by 50% during the end-of-season sale. (DISCOUNT)

• **COMMUNICATION**

Exercise 1: Choose the word or phrase (A, B, C, or D) that best completes each of the following exchanges.

1. Shop assistant: "Can I help you with anything?"

Customer: " _____ "

- A. Yes, I'm looking for a blue T-shirt. B. No, you can't.
C. I don't like you. D. That's very expensive.

2. Anna: "How much is this dress?"

Shop assistant: " _____ "

- A. It's beautiful. B. It's 500,000 VND.

- C. It's too small. D. I don't know anything.
3. Customer: "Do you have this shirt in size M?"
Shop assistant: " _____ "
- A. We don't sell shirts. B. The shirt is red.
C. Let me check for you. D. Size M is too big.
4. Tom: "The shoes I bought yesterday don't fit. Can I exchange them?"
Shop assistant: " _____ "
- A. That's your problem. B. Of course, if you have the receipt.
C. We never exchange anything. D. You should buy new ones.
5. Lisa: "This jacket is really nice but quite expensive."
Her friend: " _____ "
- A. You should wait for the sale next week. B. Don't buy any jacket.
C. I hate shopping. D. Expensive things are bad.
6. Customer: "Can I pay by credit card?"
Cashier: " _____ "
- A. We only accept cash. B. Credit cards are dangerous.
C. I don't have a credit card. D. You must pay now.
7. Mom: "Let's go to the supermarket to buy some groceries."
Son: " _____ "
- A. I never eat anything. B. OK, I'll help you carry the bags.
C. Supermarkets are boring. D. We don't need food.
8. Shop assistant: "Would you like to try it on?"
Customer: " _____ "
- A. I don't like trying. B. Yes, where is the fitting room?
C. No, I hate this store. D. Trying is difficult.
9. Jane: "Look! Everything is 30% off today!"
Mary: " _____ "
- A. That's terrible news. B. I don't believe in sales.
C. Great! Let's buy something. D. 30% is too little.
10. Customer: "Thank you for your help."
Shop assistant: " _____ "
- A. Don't thank me. B. I don't care.
C. That's not necessary. D. You're welcome. Have a nice day!

Exercise 2: Choose the correct answer (A, B, C, or D) to arrange the following sentences into a meaningful conversation.

1.

- a. Lisa: I prefer online shopping. It's convenient and saves time.
- b. Tom: Where do you usually go shopping?
- c. Tom: Do you ever worry about the quality of products?
- d. Lisa: Sometimes, but I always read reviews before buying anything.

A. a-b-c-d B. b-a-c-d C. c-d-a-b D. b-c-a-d

2.

- a. Mom: We need milk, bread, eggs, and some vegetables.
- b. Son: Should we go to the supermarket or the local market?
- c. Mom: Let's go to the supermarket. They have a sale today.
- d. Son: What do we need to buy for dinner?
- e. Son: Great! I'll bring the shopping bags.

A. d-a-b-c-e B. a-b-c-d-e C. b-a-d-c-e D. a-d-b-c-e

3.

- a. Customer: Yes, but do you have it in black?
- b. Shop assistant: Good morning! Can I help you?
- c. Shop assistant: Let me check our stock. Yes, we have black in your size.
- d. Customer: I'm looking for a winter jacket, size L.
- e. Shop assistant: This one is very popular. Would you like to try it?
- f. Customer: Perfect! I'll take it.

A. b-d-e-a-c-f B. d-b-e-a-c-f C. b-e-d-a-c-f D. a-b-c-d-e-f

• **READING**

Exercise 1: Look at the sign or the notice. Choose the best answer (A, B, C or D) for these questions.



1. What does the sign tell shoppers?

- A. Prices are higher today.
- B. Items are discounted by 50 percent.
- C. Buy one, get one free.
- D. The shop is closed.



2. What does the notice ask customers to do?

- A. Pay with cash only.
- B. Pay with any credit card.
- C. Get free cash at the counter.
- D. Pay online only.



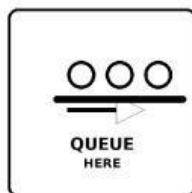
3. What does the sign mean?

- A. You can return items anytime.
- B. You must exchange every item.
- C. You cannot return items after purchase.
- D. Returns are free for all items.



4. What does the sign advise you to do?

- A. Try the clothes on before paying.
- B. Do not use the fitting room.
- C. Buy the item online.
- D. Do not touch any products.



5. What should you do when you see this sign?

- A. Enter through the back door.
- B. Stand in line here.
- C. Leave the store quickly.
- D. Skip the line.