

Shopping

In an electrical shop

1. Listen to five short conversations in an electrical shop. For each conversation, decide which item (a-e) above the people are talking about.

a.

b.

c.

d.

e.

2. Listen again. Make a list of the words and expressions that help identify each item.

a.

b.

c.

d.

e.

Asking for information

1. Paola is an Italian teacher working in London. She's thinking of buying a smart phone. Listen to her talk to an assistant and complete the expressions she uses below.



a I'm _____ a smart phone.

b I'm _____ this one.

c Can _____ wireless internet is?

d Sorry, _____ 'hotspot' mean?

e Could you _____ that?

f I'd _____ more about that, please.

g _____ the battery life _____?

2. Match each expression from Exercise 1 (a-g) with a function (1-3)

1 Asking for an explanation _____

2 Asking for information _____

3 Saying what product you want _____

LIVEWORKSHEETS

3. Look at these things you can do with a smart phone. Listen again and number each one in the order it is mentioned (1-10)

organize appointments .....
take notes and write documents .....
store addresses and contacts .....
surf the Internet .....
read and send email .....
listen to music .....
take photos and videos .....
watch TV .....
download video games .....
transfer files to your computer .....

4. Answer these questions, then listen once more and check.

a What is the advantage of wireless internet?

b What is a 'hotspot'?



Making a purchase

1. James is buying a DVD recorder. Listen and tick which extra services the assistant mentions.

Special payment terms ☐
An extended warranty ☐
After-sales technical support ☐
An accessory at a reduced price ☐
Delivery ☐
Installation and demonstration ☐

2. Listen again and write the cost of each additional service the assistant offers.

3. Listen once more. Which service does James decide to buy? What does he not have to pay for?

Returning an item to a shop

1. Listen to four people each take an item back to a shop. Match each person with the item they are returning.

an all-in-one printer .....
a computer game .....
a mobile phone .....
an MP4 player .....

2. Listen again and complete the reasons for returning each item.

LIVEWORKSHEETS

Jane She never _____

Henri He _____ has _____

Pete It's faulty. The _____ gets stuck and the _____ doesn't work.

Karen It _____ while on the Internet, and sometimes when she makes a call she can't _____ .

LIVEWORKSHEETS