Department Store Listening: Consumer Decisions



Part 1

Listen to five conversations recorded in a department store. Match each conversation number (1 to 5) to the department where the conversation takes place. Write the conversation number in the correct box. There is one department you will not need.

Department	Conversation
Electronics	
Jewellery	
Sports & Leisure	
Health & Beauty	
Clothing	
Footwear	





Part 2

Listen to the dialogues again. For each conversation, choose the answer that best describes the purchasing decision and the reason for it.

1. What does the woman decide about the camera?

- ☐ A. She buys one because it can email pictures.
- ☐ B. She waits for digital cameras to go on sale.
- ☐ C. She buys a digital camera at full price.

2. What does the brother decide to buy for his mother?

- ☐ A. The silver ring, because it costs less.
- ☐ B. The gold ring, because his mother is special.
- ☐ C. Nothing, because neither ring will fit.

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3. What happens when the son asks for the item?



- ☐ A. His mother agrees because his friends have one.
- ☐ B. His mother says no because she thinks it is dangerous.
- ☐ C. His mother agrees if he rides it only to school.

4. What does the man decide about changing his look?



- ☐ A. He refuses to try the colour.
- ☐ B. He agrees to try the colour, considering a shorter haircut.
- ☐ C. He chooses a different colour to match his clothes.

5. Why does the woman leave without buying the item?



- ☐ A. The shop does not have the blue one in her size.
- ☐ B. She prefers the striped one but it is too expensive.
- ☐ C. She decides the brown one matches her skirt.

Part 3

Complete the reflections using the words in the box. Use each word once. There are four extra words.

Word bank: needs • price • sale • available • relatives • safe • friends • discount

1. In Dialogue 1, the shopper waits for a digital camera to go on _____. Waiting can help her choose an item that meets her _____.

2. In Dialogue 3, the boy says that all his _____ have the item. Before buying something, it is sensible to consider whether it is _____, rather than buying it just to fit in.



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