Stores and services

electrical goods

1 _____

2 vacuum cleaners

entertainment

3 _____

4 _____

5 _____

health and beauty

6 _____

7 _____

home and garden

8 carpets

9 _____

services

10 post office

11 _____

sport and leisurewear

12 swimwear

13 _____

Read and match letters A-I with the pictures

aquarium	A
Theme park	B
wedding chapel	C
movie theatre/cinema	D
manicure	E
light bulbs	F
plants	G
fragrance/toiletries	H
sneakers	I













Listen and fill in the gaps

LIVEWORKSHEETS

Complete with the underlined phrases in the questions. Then listen, check and repeat.

1 Do you ever go window shopping? How often?
2 When do shops usually have a sale in your country?
3 When did you last buy something on special offer?
4 Where can you pick up a bargain? Name shops.
5 When was the last time you thought 'I'd love to buy that but I just can't afford it'?
6 If you don't keep your receipt, is it still possible to take something back to a shop and get a refund?

Useful phrases – shopping

1 can't afford it = not have enough money
2 get a refund = get your money back
3 go window shopping = look at things in store windows but not buy anything
4 have a sale = offer big price reductions on everything
5 keep the receipt = save the piece of paper that shows you bought something
6 on special offer = on promotion at a low price
7 pick up a bargain = find things that cost much less than normal









Listen and fill in the gaps

The problem with_____ is that they are all the same. And the shops are_____. There are too many_____. Who pays 700 pounds for a handbag?! Not me! I_____!

The only time I_____ is when there is_____ or something`s _____.

Then I am happy because _____. But most of the time I just_____

LIVEWORKSHEETS

Look and remember!

Remember!!



a bottle of milk



a glass of water



a jug of water



a cup of tea



a packet of tea



a jar of honey



a loaf of bread



a slice of bread



a carton of milk



a can of Coke



a bottle of Coke



a bowl of sugar



a kilo of meat



a bar of soap



a bar of chocolate



a piece of chocolate



a piece of cheese



a piece of furniture

LIVEWORKSHEETS

Complete the words in the adverts. The first letter of each word isgiven.

Fantasyland
⁶T_____ P____

Try our amazing new roller coaster **The Monster!** All-day-all-rides ticket only £20 per person

Las Vegas True Love Wedding ¹Ch_____

For those who just can't wait to get married. Ceremonies every fifteen minutes. *Elvis*, *Harry Potter* and *Star Wars* themes available.

The Pacific
²A_____

Come and shake hands (eight of them!) with our newest arrival – Ollie, the giant octopus. Also, don't miss 'Meet the Sharks'.

Natalie's Natural Nails

Are you a nervous nail-biter who needs nice new natural nails? Pedicures (feet) and ³m_____ (hands). At Natalie's Natural Nails we know nails.

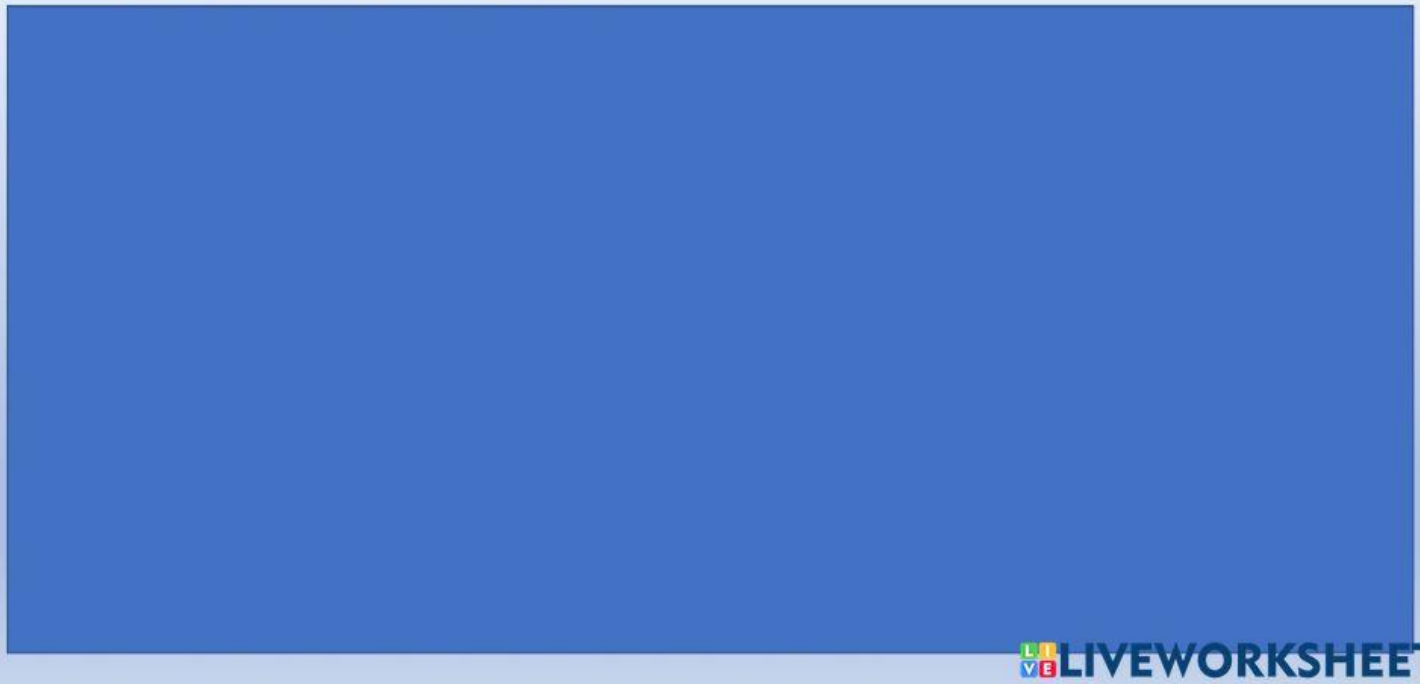
Choose the correct options.

1 I need some new *swimwear* / *trainers* / *fragrance* The old ones have got holes and I get wet and dirty feet when I go running.
2 Ann's little brother cried at the *shoe shop* / *post office* / *theme park* because he wasn't tall enough to go on the rides.
3 Who will water the *plants* / *carpets* / *pets* while we are away on holiday? We don't want them to die.
4 We need some more fruit. How about a nice *pair* / *can* / *bunch* of grapes?
5 Please save the empty *bottles* / *jars* / *packets* for Grandma. She's going to make jam again this year.
6 If you can't *afford* / *have* / *offer* it, you'll have to get a cheaper one.
7 Paula never *goes* / *picks* / *keeps* her receipts. What will she do if she wants to take something back to the shop?
8 I'm not happy with these shoes. I don't want a new pair, I want to get a *refund* / *bargain* / *sale*, please.
9 The sign says there are no spaces in the *theme park* / *museum* / *car park*. We'll have to leave the car somewhere else.
10 Most people shop at the *post office* / *supermarket* / *jeweller's* now, so a lot of the little shops in our area have closed.

LIVEWORKSHEETS

Task 1 Watch the video and fill in the gaps.
Next page.

Task 2 Then watch the video again and act out.



LIVEWORKSHEETS



Customer: Excuse me! I am looking for_____for a friend.

Shop assistant: Emm... What_____is she?

Customer: Well, we are about the _____size. Do you have a purple top in a size ten, please?

Shop assistant: Sure! Here you are! Would you like_____?

The_____room is over there.



Customer: No, that`s alright. How much is it?

Shop assistant: That`s _____.

Customer: It`s a present. So, if it_____, can I_____?



Shop assistant: You have twenty-eight days for_____or an exchange



Make sure you_____.



How would you like to_____?

Customer: Cash, please.

Shop assistant: This way...

LIVEWORKSHEETS

Look at the picture. Make a dialogue according to it. There are some extra sentences.

Customer:	1
Shop assistant:	2
Customer:	3
Shop assistant:	4
Customer:	5
Shop assistant:	6
Customer:	7
Shop assistant:	8
Customer:	9
Shop assistant:	10

Emm... These are white leather sneakers. They are too tight for me.

Excuse me, please!

Can I help, Sir?

Ok then. Do you have a receipt?

Yeah. I would like to exchange some items to the store.

Here you are. You may try them on.

Oh! What size do you have?

I am afraid you can`t make an exchange or get a refund without a receipt, Sir.

Let me see... Oh no! I have left it at home.

I would like to try it on. Where is the changing room?

Actually, I have 10.5 But these sneakers don`t fit.

What are these? What`s wrong with them?



LIVEWORKSHEETS

Speak out. Listen to the shop assistant and choose customer's answer which is the most suitable.



Shop assistant:

Customer:

A. Yes, please. I need two bottles of milk. Where can I find them?
B. I need two jars of honey, please.

Shop assistant:

Customer:

A. Is there a dressing room?
B. Now where is the dairy store then?

Shop assistant:

Customer:

A. Oh, I also need to buy a bunch of bananas.
B. No, thank you.

Shop assistant:

Customer:

A. Thanks. And where is a cash register?
B. This way, please.

Shop assistant:

Customer:

A. Can I pay in cash?
B. How much is it?

Shop assistant:

LIVEWORKSHEETS