

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



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?



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 _____.

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



Look and remember!



a bottle
of milk



a glass
of water



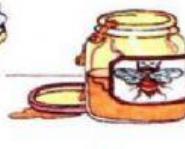
a jug
of water



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

Remember!!

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

Fantasyland

T _____ P _____

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

The Pacific

A _____

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

Las Vegas True Love

Wedding 'Ch _____

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

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.

Task 1

Watch the video and fill in the gaps.

Next page.

Task 2

Then watch the video again and act out.

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...



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

Customer:	1	Emm... These are white leather sneakers. They are too tight for me.
Shop assistant:	2	Excuse me, please!
Customer:	3	Can I help, Sir?
Shop assistant:	4	Ok then. Do you have a receipt?
Customer:	5	Yeah. I would like to exchange some items to the store.
Shop assistant:	6	Here you are. You may try them on.
Customer:	7	Oh! What size do you have?
Shop assistant:	8	I am afraid you can't make an exchange or get a refund without a receipt, Sir.
Customer:	9	Let me see... Oh no! I have left it at home.
Shop assistant:	10	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: