SHOPPING

Task 1. SHOPS. Choose the right answer.

1. Sales staff are often told that "the . . . . . is always right".

a) dealer b) employee c) customer d) stockist

2. Small shopkeepers are facing . . . . . competition from supermakets.

a) angry b) armed c) bloody d) fierce

3. A shop- . . . . . is someone who steals from shops and stores.

a) carrier b) lifter c) picker d) thief

4. A modem cash register keeps a record of every . . . . . .

a) contract b) deal c) purchaser d) transaction

5. If you are rude to customers they are . . . . . to come back.

a) impossible b) improbable c) incapable d) unlikely

6. Small shops will survive as they provide a personal . . . . . .

a) contact b) feel c) hold d) touch

7. Sorry to . . . . . you, but have you got the key to the storeroom?

a) annoy b) bother c) disrupt d) inconvenience

8. Remember the customer is always right. You must always be . . . . . .

a) discreet b) harsh c) polite d) rough

9. Mr Clever was . . . . . the packing department of the shop.

a) at charge of b) in charge of c) on charge from d) with charge to

10. I'm sorry, but the book is out of . . . . . .

a) order b) stock c) store d) supply

11. Mr Trustworthy has a very . . . . . job as sales manager.

a) careful b) dutiful c) ordered d) responsible

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12. The shop assistant . . . . . her shoulders indifferently.

a) flexed b) raised c) shrugged d) twitched

13. Under the existing laws, all shops selling alcoholic liquor must be . . . . .

a) authorised b) legalised c) licensed d) sanctioned

14. Complaints about goods should be made to the seller, not the . . . . . .

a) author b) creator c) shopkeeper d) wholesaler

15. Two hundred and fifty shops sell their products, but they want to increase the number of . . . . . for their goods to a thousand.

a) doors b) markets c) openings d) outlets

16. The notice says there is no admission except for . . . . . personnel.

a) approved b) authorised c) lawful d) legitimate

17. If you have any . . . . . concerning this product please call us.

a) investigations b) queries c) requests d) wishes

Task 2a. KINDS OF SHOPS. Choose the right answer.

1. The . . . . . was thronged with crowds of shoppers on Saturday.

a) tobacconist's b) kiosk c) stall d) shopping centre

2. What do you think of this old oil lamp? I got it cheap at a . . . . . sale.

a) deposit b) jumble c) refuse d) rubbish

3. The weekly market sells mainly fruit, vegetables and dairy . . . . .

a) manufactures b) output c) products d) stocks

4. You can buy an iron at any . . . . . shop.

a) electric b) electrical c) electrician d) electrifying

5. Her uncle has a big . . . . . store.

a) clothing b) dresses c) garments d) wearing

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6. The butcher's shop was an old-fashioned one; there was . . . . . on the floor.

a) powder b) soil c) stones d) sawdust

Task 2b. KINDS OF SHOPS. Put each of the following words and phrases into its correct place in the passage below.

advertising	***department***	***difficult***	***employ***
families	***financial***	***floors***	***goods***
handles	***jobs***	***located***	***merchandise***
needs	***occupies***	***optician's***	***personnel***
price	***purchases***	***records***	***roof***
sales promotion	***section***	***services***	***shopping***
staff	***store***	***travel agency***	***typical***

Department Store

A department store is a . . . . . which sells many . . . . . kinds of goods, each in a separ- ate . . . . . Modern department stores serve the . . . . . of entire . . . . . People enjoy . . . . . in such stores because they can make all their . . . . . under one . . . . . .

The . . . . . department store . . . . . one large building, with separate departments . . . . . on a number of . . . . . . A number provide special . . . . . , such as a . . . . . , ... or . . . . Department stores . . . . . hundreds of people for different . . . . . Employees buy, ... , and sell the . . . . . The . . . . . manager and his . . . . . promote the sale of . . . . . through . . . . . and other techniques. The comptroller heads the . . . . . that keeps . . . . . and manages the store's . . . . . affairs. The . . . . . staff hire employees and . . . . . other employment problems.

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