

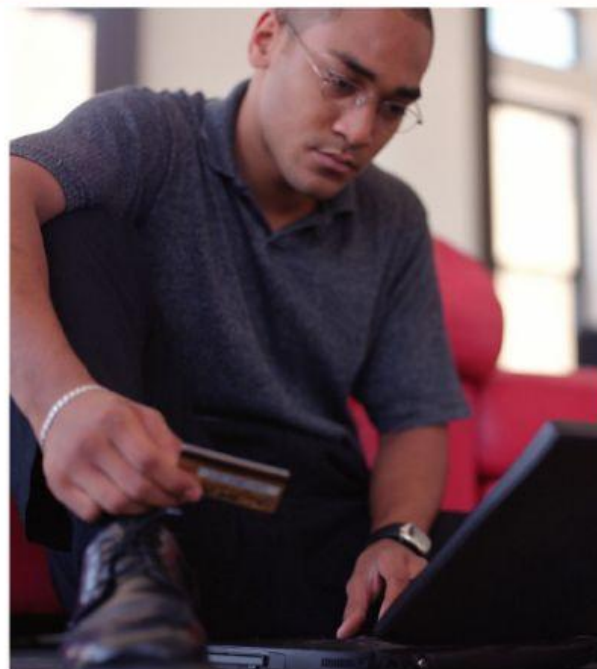
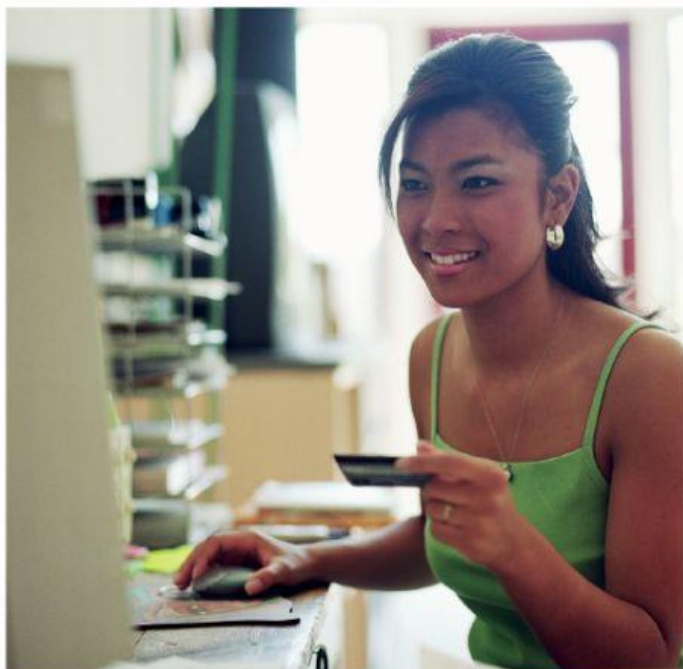
Language for ...

one stop english

MACMILLAN
DICTIONARY
www.macmillandictionary.com

online shopping

Worksheet



1 Warmer

Read the following statement. Do you agree? Why/Why not?

'Shopping online is much better than shopping on the high street.'

2 Video

a Watch the video and decide if the following sentences are true (T) or false (F).

- 1 Tim is the person who has shopped online the longest.
- 2 Pete decides what he's going to buy before he looks at a shopping website.
- 3 Sam only does his food shopping online.
- 4 Pete once ordered the wrong item.
- 5 Fauzia decided to return an order she wasn't happy with.
- 6 Derek has never had any problems with online shopping.
- 7 Eloise often shops for things she can wear.
- 8 Tim wasn't satisfied with the last thing he bought online.

b Watch the responses to the third question (2:00–4:18) and complete the sentences with the correct words.

- 1 When you _____ it _____, you have to be in your house to receive it.
- 2 Once I _____ quite a large _____ from an online sari shop.
- 3 When I ordered it, it didn't _____ anything _____ the picture.
- 4 It would have been too much of a hassle to _____ it _____.
- 5 For example the payment might not _____ properly.
- 6 Occasionally the _____ has been delivered.
- 7 Their customer _____ are quite good at helping you, and rectifying the _____.

Language for ...

one stop english

MACMILLAN
DICTIONARY
www.macmillandictionary.com

Worksheet

online shopping

3 Language in use

a. Read the sentences. Look at the words in bold and match them with their meanings a-h.

- | | |
|--|--|
| 1 Click 'confirm' to place an order . | a to type particular words so that you can start using a computer system |
| 2 You need to sign in to your account before you can buy anything. | b the amount of something |
| 3 Does it say whether they have that model in stock ? | c the money that you pay to have something you have bought sent to you |
| 4 You've accidentally added two of those to the basket ; you need to remove one. | d a part of a shopping website where you enter information to make a payment |
| 5 After you've clicked 'go to checkout ', you can enter your payment details. | e available to buy |
| 6 The price seems cheap but it doesn't include postage and packing . | f a part of a shopping website that contains information about what you have chosen to buy before you pay for it |
| 7 The estimated date for delivery is 28th September. | g when parcels, letters, goods, etc are taken to a place |
| 8 If you'd like to buy two copies, make sure you've selected the correct quantity . | h to make a request for a product to be delivered to you |

b. Complete the information on this online shopping website with words from the box below. There is one word you don't need.

basket checkout delivery order packing postage quantity sign stock

My account	Bestsellers	Help	Today's Deals	Returns
(1) _____ in 		Free (2) _____ on orders over £20		
		Our Price £7.99 ☒ In (3) _____. ☐ Gift-wrap available  (4) _____ 1  Add to (5) _____ 		
Subtotal	£7.99	 (6) _____ and (7) _____		£3.50
Order total:				£ 11.49
				Go to (8) _____

Language for ...

online shopping

c. Put the words in order to make sentences about online shopping.

- 1 basket / remove / from / item / the / your / .
- 2 create / account / you / first / need / to / an / .
- 3 your / order / review / checkout / to / go / and / .
- 4 the / payment / enter / details / and / confirmation / wait / for / .
- 5 delivery / free / is / spend / you / £50 / if / over.
- 6 this / out / currently / stock / is / of / item / .
- 7 out / shopping / sign / you / when / finished / have / always / .
- 8 remember / select / quantity / to / correct / the / .

4 Communicate

Your friend wants to buy two copies of a book from an online bookstore. He/She has never shopped online before. Help your friend by giving him/her some simple instructions.

Useful language

First, create an account.

click/go to ...

review/place your order

sign in/out ...

add/remove ... to/from basket

Enter your card/payment details.

5 Discussion

Discuss the following questions with a partner and share your answers with the class. Try to use the red words below in your discussion.

How long have you been shopping online?

Have you ever had any problems?

What was the last thing you bought?

Were you happy with it?

Red Words

account (noun) ***

order (noun) ***

delivery ***

stock (noun) ***

payment ***