





19.1 Match the item with the shop.


toy shop butcher chemist baker gift shop newsagent


1  **aspirin**

3  **sausages**

5  **souvenir T-shirt**

2  **beach ball**

4  **greeting cards**

6  **bread**

19.2 Where do you need to go?

- 1 I want to get a newspaper. *the newsagent*
- 2 I'd like to buy food for a week.
- 3 I need some stamps.
- 4 We must get Michael a present.
- 5 I'd like to buy a book.
- 6 I want to buy some clothes for myself and my children in one shop.

19.3 Look at the department store plan in B opposite. Which floor will you go to buy:

- | | |
|-----------------------------------|----------------------------|
| 1 an armchair? <i>third floor</i> | 6 some baby clothes? |
| 2 lipstick? | 7 a tie? |
| 3 a cup of tea? | 8 a TV? |
| 4 a packet of tea? | 9 a bed? |
| 5 a skirt? | 10 a doll? |

19.4 Write the words for these definitions.

- | | |
|---|------------------------|
| 1 a person who sells things in a shop <i>shop assistant</i> | 4 'plastic money' |
| 2 money (not a cheque or credit/debit card) | 5 coins or small notes |
| 3 a piece of paper that is worth £20 | |

Now write definitions in English for these words/phrases.

- | | |
|-------------------|-----------------|
| 6 a butcher's | 8 a newsagent's |
| 7 the first floor | 9 the basement |

19.5 Which sign tells you ...

- 1 that you can give the money for the things you are buying here? *Cash desk*
- 2 that you can't go into the shop?
- 3 that the door will open towards you?
- 4 that the door will open away from you?
- 5 that you can go into the shop?



19.6 Fill the gaps in the dialogue.

- CUSTOMER: How much does this jacket ¹
- SHOP ASSISTANT: £50.
- CUSTOMER: I'll take it, please. Can I ² by credit card?
- SHOP ASSISTANT: Certainly. I'll put your receipt in the ³

20.1 Match the words from A and B with the examples on the right.

- | | |
|--------------------|------------------------|
| 1 size | a MR12 6QA |
| 2 price | b MasterCard |
| 3 delivery address | c 8167990012 |
| 4 post code | d small |
| 5 credit card | e £12.89 |
| 6 order number | f 7 Park Lane, Bristol |

20.2 Choose the right word to complete these sentences.

- 1 When you shop online, you can search for / *collect* the best price.
- 2 You can read *sizes* / *reviews* from other people who bought the same thing.
- 3 If you want to buy something, *add* / *deliver* it to your basket.
- 4 If you don't want to buy something that is in your basket, you can *delete* / *order* it.
- 5 Don't forget to check how much you will pay for *delivery* / *order number*.
- 6 You can use your *credit card* / *post code* to pay for your shopping.

20.3 Complete the dialogue with the words below.

next day post code delivery order number

- TOM: I'm waiting for a ¹ *delivery* of a pair of shoes.
CUSTOMER CARE: What's your ²?
TOM: It's G99215540000Z.
CUSTOMER CARE: And what's your address and ³?
TOM: 31 Mill Road, WC2 5SN. I bought them yesterday and I paid £5 for ⁴ delivery. Will they be here today?
CUSTOMER CARE: I'm sorry. We're very busy. Your order will be delivered tomorrow.



20.4 Put these steps of buying a computer online in the correct order.

- 1 *F* 2 3 4 5 6
- A Wait at home for the delivery
B Add the computer to your basket
C Choose next day delivery
D Pay with a credit card
E Search for a website which sells the computer you want
F Read online reviews and choose which computer you want to buy

20.5 Over to you

Answer these questions.

- 1 Do people often shop online in your country?
- 2 Have you ever bought things online? If yes, what did you buy?
- 3 Do you usually read the reviews before you buy something?