19.1 Match the item with the shop.

toy shop | butcher | ~~chemist~~ | baker | gift shop | newsagent

1 

aspirin

2 
beach ball

3 
sausages

4 

greeting cards

5 
souvenir T-shirt

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? *third floor*
2 lipstick? .....
3 a cup of tea? .....
4 a packet of tea? .....
5 a skirt? .....
6 some baby clothes? .....
7 a tie? .....
8 a TV? .....
9 a bed? .....
10 a doll? .....

19.4 Write the words for these definitions.

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

Now write definitions in English for these words/phrases.

6 a butcher's
7 the first floor
8 a newsagent's
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] .....

LIVEWORKSHEETS

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 apair 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?

LIVEWORKSHEETS