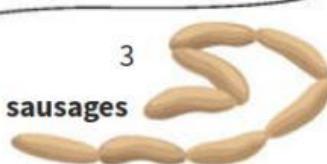


## 19.1 Match the item with the shop.

toy shop    butcher    chemist    baker    gift shop    newsagent



## 19.2 Where do you need to go?

- I want to get a newspaper. *the newsagent*
- I'd like to buy food for a week.
- I need some stamps.
- We must get Michael a present.
- I'd like to buy a book.
- 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 ...

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



## 19.6 Fill the gaps in the dialogue.

CUSTOMER: How much does this jacket <sup>1</sup> ..... ?

SHOP ASSISTANT: £50.

CUSTOMER: I'll take it, please. Can I <sup>2</sup> ..... by credit card?

SHOP ASSISTANT: Certainly. I'll put your receipt in the <sup>3</sup> ..... \*

## 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 <sup>1</sup> *delivery* ..... of a pair of shoes.
- CUSTOMER CARE: What's your <sup>2</sup> .....?
- TOM: It's G99215540000Z.
- CUSTOMER CARE: And what's your address and <sup>3</sup> .....?
- TOM: 31 Mill Road, WC2 5SN. I bought them yesterday and I paid £5 for <sup>4</sup> ..... 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?