

1- Listen to the recording and fill in the blanks.

Tom: I'm thinking about shopping online, but I have no idea how to go about it.

Charlie: No worries! What exactly is confusing you?

Tom: I mean, I've never done it before. Can you guide me through the steps?

Charlie: Absolutely! First, you need to pick an online store. Any preferences?

Tom: Not really.

Charlie: An online store is like a digital shop on the internet where you can buy things. So, second, once you have chosen a store, you usually need to create an account. That involves sharing your name, address, and email.

Tom:

Charlie: I mean you provide your personal details to set up an account, so the store knows where to send your purchases and how to contact you.

Tom: Oh, I see. So, after creating an account?

Charlie: Next, you start searching for what you want to buy. Most websites have categories or a search bar to help you find things.

Tom: What does "categories" mean?

Charlie:, categories are like sections that group similar items together. For example, you might find categories for clothes, electronics, or books.

Tom: Okay. And then?

Charlie: Then, when you find something you like, you add it to your virtual shopping cart.

Tom: What does that involve exactly?

Charlie:, you collect all the items you want to buy in a digital basket. You'll find it on the website.

Tom: Ah, I see. And what's the final step?

Charlie: Finally, when you're ready to buy, you go to your cart, review your items, and proceed to checkout. That's where you enter your payment details.

Tom:, please?

Charlie: I mean, you confirm your order and pay for the items in your cart. It's the last step of the process.

Tom: I understand. So, that's how it works?

Charlie: Exactly! Once you, you'll get an email confirming your order, and your items will be on their way.

Tom: Thanks for explaining! It sounds less confusing now.

Charlie: No problem at all! Let me know if there's anything else you're curious about.

1.1 Answer the questions about the dialogue above.

1. What are the key steps involved in the checkout process?

2. What is the purpose of creating an account on an online store?

3. How do categories effect the online shopping experience?

