

3 a. Here is a floor plan of the Lewston Shopping Centre. Listen and fill in the spaces.

## Lewston Shopping Centre

### Ground Floor

- ◆ W H Smith – newsagent's
- ◆ Boots – 1)
- ◆ Tesco – 2)
- ◆ Starbucks – coffee shop
- ◆ McDonald's – fast food restaurant
- ◆ Next – clothing

### First Floor

- ◆ Debenhams – 3)
- ◆ Habitat – 4)
- ◆ Dixons – electrical goods
- ◆ Homebase – DIY
- ◆ HMV – CDs
- ◆ Payne and Son – jeweller's

b. In pairs, use words from Exs 2 & 3 to act out dialogues, as in the example.

A: I've got to buy a **birthday card** for my aunt. Any ideas where to go?  
 B: Try the stationery department at W H Smith. It has a great selection of **cards**.  
 A: Where's that?  
 B: On the **ground floor**.

### Clothes

4 a. Look at the pictures. Say who is wearing something:



- striped .....
- polka-dot .....
- denim .....
- loose/baggy .....
- plaid .....
- flowery .....
- tight .....

b. Using the prompts, describe the clothes in the pictures.

#### STYLE/ PATTERN

- straight • flared • baggy/loose
- tight • long sleeved • plaid
- short sleeved • plain • pinstriped
- flowery • checked • polka-dot

#### MATERIAL

- leather • cotton
- suede • wool
- nylon • denim

#### FOOTWEAR

- boots • sandals
- trainers
- flat shoes
- high-heeled shoes

#### TYPE OF CLOTHING

- jacket • sweater • blouse • anorak
- evening dress • tuxedo • waistcoat
- T-shirt • skirt • jeans • shirt • suit
- dress • jumper • socks • leggings
- shorts • tights • trousers

Gloria is wearing a black and yellow nylon anorak, a white T-shirt, tight black trousers and black leather boots.

c. Write down five items of clothing that only women wear, then compare your list with your partner's.

d. Which clothes would you wear to:

- go skiing • a wedding
- the beach
- a friend's birthday party

I'd wear a sweater, jeans, a jacket and boots to go skiing.

### Writing Project

Design your own fashion section for a women's magazine. Cut out pictures from fashion magazines and write a description of the clothes. Write about: *the material; if it is formal/casual; occasion; suitable for; price; where you can buy it*.

### Shopping Complaints

5 a. Listen to the dialogue and tick (✓) the problems that the man has with his new jacket. How does he sound?

- 1 broken zip .....
- 2 missing buttons .....
- 3 torn lining .....
- 4 loose stitching .....
- 5 loose buttons .....
- 6 stained sleeve .....
- 7 uneven sleeves .....
- 8 uneven pockets .....

b. Listen and match the objects to the problems. How does the woman sound? In pairs, act out dialogues, as in the example.

1 table	A cracked
2 mirror	B stained
3 carpet	C scratched
4 cushions	D broken
5 TV	E torn

1 A: Good afternoon, Madam. How can I help you?

B: I want to return this table. When it was delivered this morning, I found that it was scratched.

A: Oh I'm terribly sorry, Madam. Would you like us to repair it for you?

B: No, I would prefer to have a refund.

1  You will hear an advertisement for Gibson's Mall. For questions 1-10, complete the sentences.

Facilities at Gibson's Mall include 100 free parking [1], a roof garden coffee shop and a gas station.

Children can enjoy themselves in an indoor play [2].

Kay's Supermarket is situated on the right hand side of the [3].

Their food is guaranteed for its value and [4].

Kay's Supermarket also sells organic [5].

You can buy fresh bread and cakes in its [6].

Baxter's Hardware Store caters for your household [7].

In addition to house wares and hardware, you can also buy power [8] there.

At Carter's Chemist's, staff are available to give you [9].

At Gibson's, the staff will help you have a pleasant shopping [10].

2 You are new to the area and you want your neighbour to tell you where to do your shopping. In pairs discuss:

- where you should do your daily grocery shopping and why,
- where it is and how to get there,
- where the best places to buy specific items e.g. newspapers, milk, medicine, etc. are.

3 Look at the advertisements. In pairs, say what each one promotes. Then decide which of the ads is most appealing and why.



- On the whole, I like/dislike ...
- I prefer ...
- Generally speaking, I'd say ...
- If I had to choose, I'd say ...

A: Clearly, the first ad promotes a youthful sport. On the whole, I like the high-powered image the skateboarder gets across. How about you?

B: Well, actually, I think I prefer ...

**Portfolio: Discuss the following:**

- How do you think advertising can benefit/harm the consumer?

Think about: *positive/negative images, how ads influence us*

Record yourselves.

4  Listen to the people talking and choose the best answer A, B or C.

1 You are in a shop and you hear a conversation between a customer and a sales assistant. How does the customer pay for the jumper?

- A by cheque
- B by credit card
- C in cash

2 You hear someone talking about his shopping habits. Why does he shop in his own neighbourhood rather than in a supermarket?

- A Because neighbourhood shopkeepers are friendlier.
- B Because supermarkets are more expensive.
- C Because neighbourhood shops are cheaper.

3 You hear a conversation between two girls in a clothing shop. One of them is trying on a pair of jeans. Why does she decide to buy them?

- A Because they are a good price.
- B Because they suit her well.
- C Because they are tight.

4 You hear an advertisement on the radio for a new mobile phone. What features does it have?

- A It comes in six colours.
- B It has five computer games and six different ring tones.
- C It has caller ID and a voice dialling feature.

## Buying Clothes

5

a. Listen to the dialogue. What did the woman buy?  
b. Complete the dialogue.

A: Hello. 1) .....?  
B: Yes, can I try these on, please?  
A: Of course. The fitting rooms are over there.  
B: Thank you.  
A: What do you think?  
B: Actually, they're a bit short. 2) .....  
the next size up, please?  
A: Certainly. Here you are. 3) Are they any better?  
B: Yes, they fit nicely. 4) .....?  
A: They're £35.  
B: Okay. I'll take them.  
A: Thank you. 4) .....?  
B: In cash. Here you are.  
A: Thank you very much. Your receipt is in the bag.

c. Use the pictures to make up similar dialogues.

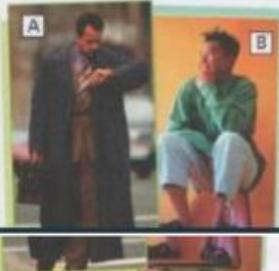


6 Look at the pictures of people wearing different kinds of clothes and compare them, saying in what situations it would be suitable to wear them.

Picture A shows a smartly dressed businessman wearing a suit and a raincoat, etc

Discuss the following:

- Do you feel more comfortable in smart or casual clothes?  
Why?
- How often do you go clothes shopping? Where?
- Do you agree that you can tell a person's character by the way they dress?



## Expressing Opinions

7

a. Listen and tick (✓) the phrases the speakers use to express their opinion.

1 You should ..... 3 Trouble is .....  
2 How about ..... 4 Anyway .....  
.....

b. Read the dialogues, then in pairs act out similar dialogues using the prompts.

- 1 A: Where do you think we should go to eat tonight?  
B: How about Marco's? We haven't been there for ages.
- 2 A: When I got home I noticed that the CD was scratched.  
B: You should take it back and exchange it.
- 3 A: I think I'll wear my new T-shirt to the party tonight.  
B: Trouble is, I think it's going to be quite formal. Maybe you should wear a shirt and tie instead.
  - go to new Italian restaurant for dinner? / Chinese / instead?
  - go to Italy on holiday this year? / expensive / stay home

## Making Complaints

8

a. Listen to the dialogues. Which is a mild complaint? Which is a strong complaint?

b. Read the dialogues. Then, use the prompts to make either a mild or a strong complaint.

- 1 A: Excuse me.  
B: Yes.  
A: I'm afraid this T-shirt is the wrong size.  
B: Oh I'm sorry. I'll get you another one right away.
- 2 A: I would like to return this radio.  
B: I'm sorry, but we don't give refunds.  
A: Well, then I want to speak to the manager. It doesn't work and I want my money back.

- given wrong change
- food/cold

### Useful language for Complaints

Mild	Strong
I may be mistaken but ...	This just won't do ...
I think there may be a problem with ...	I demand a refund ...
There seems to be something wrong with ...	This is just unacceptable.

## Question Intonation

### Question Intonation

9

a. Listen and say which sentences have got falling intonation and which have rising intonation. How does this intonation pattern match question intonation in your language?

- What time does the bank open?
- Can you tell me what time the bank opens?
- Do you know where the butcher's is?
- Where is the butcher's?

b. Practise the intonation asking about:

- post office • supermarket

# In the Market for a Bargain

1 a. Listen to the sentences. Where do you think you might hear them?

b. Match the speakers to what they are selling.

A seafood/fish	Speaker 1 <input type="checkbox"/>
B flowers	Speaker 2 <input type="checkbox"/>
C glassware/ornaments	Speaker 3 <input type="checkbox"/>
D baked goods	Speaker 4 <input type="checkbox"/>



c. Look at the pictures on pp. 112-113. In pairs, decide what you might find in each place. Choose from the list. Skim the texts to see if you have guessed correctly.

- antiques • coffee • pasta • seafood • cakes
- jewellery • bedding • household items
- clothes • flowers • souvenirs • bread
- rare records • furniture • specialities
- leather goods • handicrafts

*I think we can buy antiques in Portobello Road Market.*

## Portobello Road Market

London has some of the biggest and oldest street markets in the world and Portobello Road in Notting Hill is no exception. **1 B** It has over 1500 **stalls** which sell all kinds of antiques and **collectibles** ranging in price from one or two pounds to several thousand pounds. People come from all over the world to visit Portobello Road because they know there is no other place like it.

Portobello Market is several markets **rolled** into one. From Monday to Friday the market sells fruit and vegetables. The air is filled with the voices of **traders** shouting and **hawking** their goods. The antique stall holders open on Saturdays. There are many antique and specialist shops along Portobello Road as well as a large number of cafes and restaurants. **2 C** The market opens at 5.30 am and the **hustle and bustle** of shoppers, traders and tourists continues all day. As well as antiques, you can find clothes, household items, rare records and furniture. There are many talented street performers to **keep an eye out for**, too.

So, next time you are in London, make sure you visit Portobello Market. It's an experience not to be missed.

2 Read the texts. Fill the gaps with one of the missing sentences below. Then, explain the words in bold.

- a Here you can also find many different types of cheese and a variety of game meats, including crocodile and kangaroo.
- b It is known as the world's largest antique market and has been around since the 1870s.
- c There is so much competition that you are guaranteed the widest range, the highest quality and the most competitive prices that you will find anywhere.
- d Saturday is, of course, the busiest day of the week.
- e Dating from 1878, it is spread out over two main sites; the lower market and the upper market.

