# Vocabulary Practice

## A Read the text and complete the gaps with the words in the box.

window purchase department faulty wide shopaholic bargains toiletries

## A shopping spree with mum



Once a month I go shopping with my mum. However, it isn't easy because we almost always go on a Saturday and the shops are usually crowded. My mum thinks I'm a (1) _____, but I just can't help it: when I see something that I fancy, I just have to make the (2) _____.

I particularly like browsing for hours in (3) _____ stores, as they are easily accessible and you can get a (4) _____ range of products without much effort, from clothes to (5) _____. One thing I've learnt from my mum is to get value for my money. Of course I look for (6) _____ and sometimes I manage to get things dirt cheap, but at other times, there are reductions on (7) _____ products. I definitely avoid those. Today we are just going (8) _____ shopping, at least that's what my mum thinks.



## B Complete the dialogue with the words in the box.

replacement helpline guarantee faulty product complain

**A:** Hello. You have reached the Paxman (1) _____. How can I be of assistance?

**B:** Hello. I'm ringing to (2) _____ about a video game that I purchased from your shop yesterday. It doesn't work properly.

**A:** I'm sorry to hear that, sir. All our products have a two-year (3) _____, so we can have our technicians look at it, and if it is indeed a (4) _____, then we can offer you a (5) _____.

**B:** Thank you very much. I'll call by later.

## C Match the words and phrases (1-12) to their definitions (a-l).

| | | |
|---|---|---|
| 1. get into debt | ☐ | a. to manage and be in control of a place that sells things |
| 2. means of payment | ☐ | b. to wait in a line of people |
| 3. dirt cheap | ☐ | c. to purchase products in large quantities |
| 4. pay in instalments | ☐ | d. to purchase something by making a number of payments |
| 5. queue | ☐ | e. at a lower price than usual |
| 6. run a shop | ☐ | f. at an extremely low price |
| 7. shopaholic | ☐ | g. a product that is worth the money spent on it |
| 8. value for money | ☐ | h. a group of shops that are owned by one company |
| 9. window shopping | ☐ | i. to enter a state of owing money |
| 10. buy in bulk | ☐ | j. looking at clothes and products in shop windows without intending to buy them |
| 11. on special offer | ☐ | k. someone who enjoys shopping very much and spends large amounts of money on it |
| 12. chain of shops | ☐ | l. a method of paying for something |

LIVEWORKSHEETS

# Reading Comprehension Practice

## POINTS FOR DISCUSSION

- What kind of shopping do you enjoy?
- Do you like shopping alone or with somebody else? Why?

## A

Read the texts below. Match choices (A-H) to (1-5). There are three choices you do not need to use.

**1**

**Discover Ukraine** with up to **30% OFF**!

*Present this voucher to get a*
***30% DISCOUNT***
*on a wide variety of activities and make your next holiday an adventure!!!*

We provide accommodation, transport and more!

**JULY OFFER!**

* Visit Optymistychna Cave, one of the world's longest caves!

Discover Ukraine - 98 Instytutska Street - 380-395-5553-12

**2**

**Shop at amazing prices**

Help the planet

Buy used goods in excellent condition: clothes, electronic devices, furniture, household items, toys and stationery.

GRACE SELLS
21 Passage Avenue, Ellistown - 08754-85371
www.gracesell.com

**3**

*Treat yourself with the best pastries and your favourite coffee at*

Michelle's!

**This week's offer:**
**French macarons - buy one, get one free!**

214 Mountain View Avenue
604-857-8828
info@michelles.com - www.michelles.com

**• Open from Monday to Saturday, 8 a.m. - 8 p.m. •**

**4**

**KING'S DEPARTMENT STORES *gift card***

***It's simple!***

Load the card with anything from £10 to £1000.

Add a personalised message.

Give your loved ones the chance to buy the gifts of their choice from any of our department stores.

☎07440-270773 www.kingsdept.com/giftcards

**5**

GET A **10%** STUDENT DISCOUNT AT **EVACLOTHES.COM.**

**How?**

- Click here to fill out our student discount form.
- Download the discount code you will receive from us.
- Shop at evaclothes.com.
- Enter your discount code at checkout and get 10% off your order.

** The discount is not valid for in-store purchases.*

**Which of the advertisements is about _____?**

A. a DIY class ☐
B. a special online offer ☐
C. a present paid in advance ☐
D. textbook rental ☐
E. tourism services ☐
F. sports equipment ☐
G. beverages and baked goods ☐
H. second-hand items ☐

LIVEWORKSHEETS

**B** Read the text below. For questions (1-5) choose the correct answer (A, B, C or D).

# USING A SAFETY NET



It wasn't so long ago that the majority of consumers did their shopping in local shops, despite parking and weather problems, long queues and wobbly shopping trolleys. Even when online shopping became available, people felt uncomfortable shopping in the comfort of their own home because they hesitated to use their credit cards and give their personal details to e-shops. Those worries are quite rightly a thing of the past, but some guidelines should be followed to ensure you don't get more than you bargained for whilst filling your cart.

Initially, a virtual protection wall should be built for the computer which is to be used for online purchases. This will include installing antivirus software that will guard against identity theft. It is also imperative that you have a unique password for each website used. The same password should never be used for more than one site because if someone cracks the password for one site, then they will have access to a number of your favoured sites. Choose a password that is not common and then make it stronger by spelling it backwards, making some of the letters capitals, adding some numbers and then some special symbols such as £!*. By all means make a note of the different passwords, but make sure they are well hidden away.



Online shoppers should stick to trusted sites in order to browse or find a particular product. The use of search engines should be avoided at all costs because the results which are presented could lead you to a disreputable site whose main aim is to trick you out of money or to sell you inferior quality products which are a rip-off. The spelling of the website should also be checked carefully to make sure that it is indeed the site which you intend to visit.

Before proceeding with any purchase, have a look for the lock. If the site is properly secured, an icon of a locked padlock will appear, typically in the status bar at the bottom of the web browser or right next to the address bar. The security of the site can also be proven by checking that the URL starts with HTTPS:// as opposed to HTTP://.

When you actually get down to making your first online purchase, don't throw money down the drain. Keep a record of all transactions you make with your credit or debit card. This can be done by printing out each transaction and then checking them against your monthly credit card or bank statement. That said, it's a good idea to check your statements online regularly so that any inaccuracies can be caught as soon as possible. The majority of credit cards provide insurance against theft or unauthorised use, so remember to contact the credit card company if you notice anything suspicious.

Last but not least, after you've finished your shopping spree, don't forget to sign out of your account and turn the computer off. The longer the computer is left on, the more possibility there is for someone to hack into it and steal your personal and banking details. The fact of the matter is that while hackers may be incredibly skilled at obtaining information from computers, human error is the most probable reason you will get hacked.

1. Why wasn't online shopping so popular in the past?
   A. Consumers didn't feel comfortable sitting down while shopping.
   B. There was a lack of trust between consumers and online shops.
   C. There were no guidelines for potential consumers to follow.
   D. Consumers could find more bargains if they visited the shops.
2. What advice is given about passwords?
   A. Only capital letters should be used.
   B. Antivirus software should be used to make a strong password.
   C. Special symbols should be used instead of letters.
   D. Different passwords should be used for different sites.
3. Which sites should consumers shop from?
   A. Sites which have a padlock symbol.
   B. Sites which appear on a search engine.
   C. Sites which do not have spelling mistakes.
   D. Sites which start with either HTTPS:// or HTTP://.
4. What should consumers do when they shop online?
   A. only use debit cards
   B. inform their banks of their activities
   C. compare their purchases and their financial statements
   D. print out their monthly statements
5. When is information most likely to be stolen by a hacker?
   A. when the same computer is used regularly
   B. when the hacker is highly skilled
   C. when certain measures are not taken by the consumer
   D. when a shopping session lasts too long

## POINTS FOR DISCUSSION

- Which of the above-mentioned tips do you already follow?
- What additional advice would you give people who shop online?

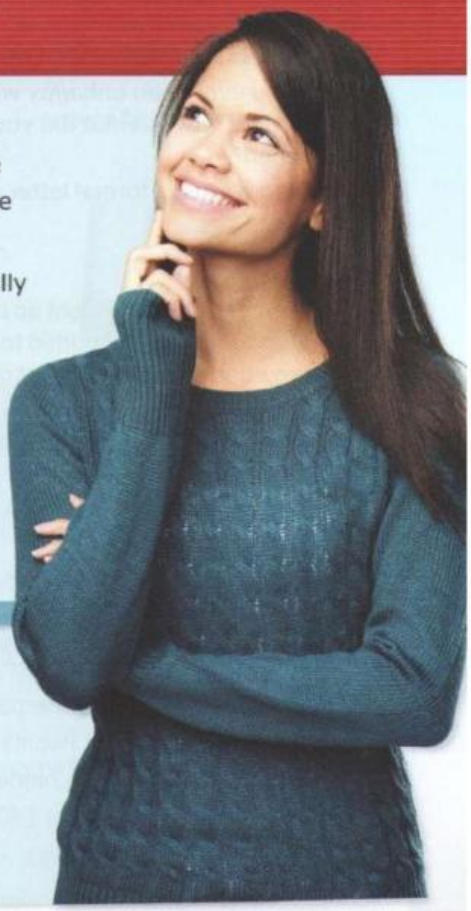
LIVEWORKSHEETS

# Use of English



Read the texts below. For questions (1-10) choose the correct answer (A, B, C or D).

## HABITUAL CONSUMERS



A recent survey has stated that the majority of women buy clothes and accessories simply for the emotional excitement of the (1) _____. If you are among those people who cannot (2) _____ the emotional draw of shopping, hopefully you will think twice the next time you buy something after reading the survey results.

The survey found that, for women, purchasing clothes is more satisfying than actually wearing them. The chances are that a number of the items purchased will remain hanging in the wardrobe with little hope (3) _____ being worn in the immediate future.

In contrast to women, the largest proportion of men that took part in the survey said that they rarely buy clothes to give their mood a lift. They are more easily attracted by specific (4) _____ products than by fashionable items, and on most occasions they (5) _____ more out of necessity than by choice.

| | | | |
|---|---|---|---|
| 1. A. queue | B. investment | C. transaction | D. purchase |
| 2. A. afford | B. resist | C. withdraw | D. allow |
| 3. A. of | B. for | C. in | D. at |
| 4. A. target group | B. word of mouth | C. customer-friendly | D. brand name |
| 5. A. cost | B. pay | C. shop | D. stock |

## Ocean Plaza



At this time tomorrow, I (6) _____ at Ocean Plaza. Exciting, huh? You see, my family and I (7) _____ visit Kyiv this weekend. My cousin Oksana, who lives there, suggested visiting Ocean Plaza, a shopping centre with more than 400 shops. It has cafés and restaurants, a cinema, and even an aquarium! I read that it is a huge aquarium with sharks, eels, tropical fish and starfish. Oksana, who is a professional photographer, has promised that she (8) _____ me how to take better pictures – and maybe I can get some practice with the magnificent modern building of this ocean-themed mall. It is open daily from 10 a.m., so we (9) _____ probably have to start the day early in order to have time for everything. Let's just hope that we (10) _____ shopping by 10 p.m., when Ocean Plaza closes!

| | | | |
|---|---|---|---|
| 6. A. will shop | B. am going to shop | C. shop | D. will be shopping |
| 7. A. will have | B. are going to | C. will be | D. going to |
| 8. A. will teach | B. going to teach | C. will have taught | D. teaches |
| 9. A. will have to | B. will | C. will be | D. won't |
| 10. A. would finish | B. have finished | C. will have finished | D. will be finishing |

LIVEWORKSHEETS