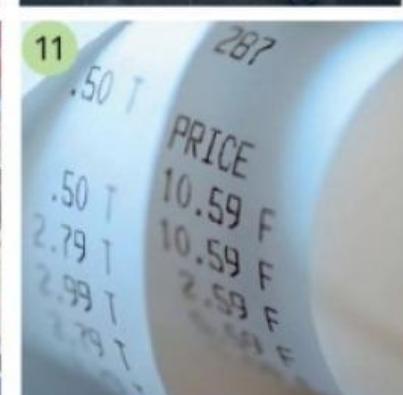


## IN A SHOP OR STORE

**1 Instructions** Match the photos and their names  
Now listen and check



## 2 Instructions Match the parts of sentences

1 Can I **help** you?

Reply:

2 What **size** are you?

R

3 Can I **try on** this shirt?

R

4 This shirt doesn't **fit** me

R

5 That jacket really **suits** you.

R

6 I'm going to **take** these trousers **back**.

R

A Yes, the changing rooms are over there.

B It's too big for me.

C You always look good in red.

D I'm just looking, thank you.

E I'm a medium.

F They're too short.

## SHOPPING ONLINE

**3 Instructions** Read the text about shopping online. Then complete the phrases with words from the list.

---

account auction basket checkout debit  
delivery item next-day payment website

---

Search our help pages

Go

All major chain stores and many other shops sell online, and a lot of people prefer **1going to their** \_\_\_\_\_ than the actual shop. The first time you use a site, you usually have to **2create an** \_\_\_\_\_ where you give your personal details. Then you choose what you want to buy, and **3click on each** \_\_\_\_\_. Everything you buy goes **4in your** \_\_\_\_\_, usually at the top right of the page. When you are ready to pay you click on **5proceed to** \_\_\_\_\_. You then have to give the **6** \_\_\_\_\_ **address** where you want them to send your things. You can usually pay extra for **7** \_\_\_\_\_ **delivery** — standard delivery is sometimes free. Then you choose how you want to pay, for example **8with a credit or** \_\_\_\_\_ card or with PayPal, and **9give your** \_\_\_\_\_ **details**, for example your credit card number and expiry date. Finally, you confirm your payment and receive a reference number and a confirmation email. And then you wait! Many people also buy and sell things online at **10** \_\_\_\_\_ **sites** like eBay.

*Listen and check*