Language for ...

one stop english

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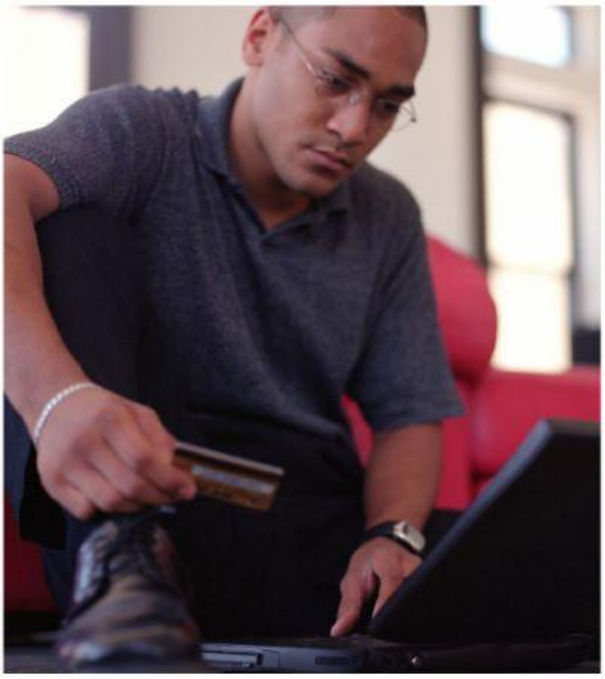
Worksheet

online shopping



1 Warmer

Read the following statement. Do you agree? Why/Why not?

'Shopping online is much better than shopping on the high street.'

2 Video

a **Watch the video and decide if the following sentences are true (T) or false (F).**

1 Tim is the person who has shopped online the longest.
2 Pete decides what he's going to buy before he looks at a shopping website.
3 Sam only does his food shopping online.
4 Pete once ordered the wrong item.
5 Fauzia decided to return an order she wasn't happy with.
6 Derek has never had any problems with online shopping.
7 Eloise often shops for things she can wear.
8 Tim wasn't satisfied with the last thing he bought online.

b **Watch the responses to the third question (2:00–4:18) and complete the sentences with the correct words.**

1 When you _____ it _____, you have to be in your house to receive it.
2 Once I _____ quite a large _____ from an online sari shop.
3 When I ordered it, it didn't _____ anything _____ the picture.
4 It would have been too much of a hassle to _____ it _____.
5 For example the payment might not _____ _____ properly.
6 Occasionally the _____ _____ has been delivered.
7 Their customer _____ are quite good at helping you, and rectifying the _____.

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3 Language in use

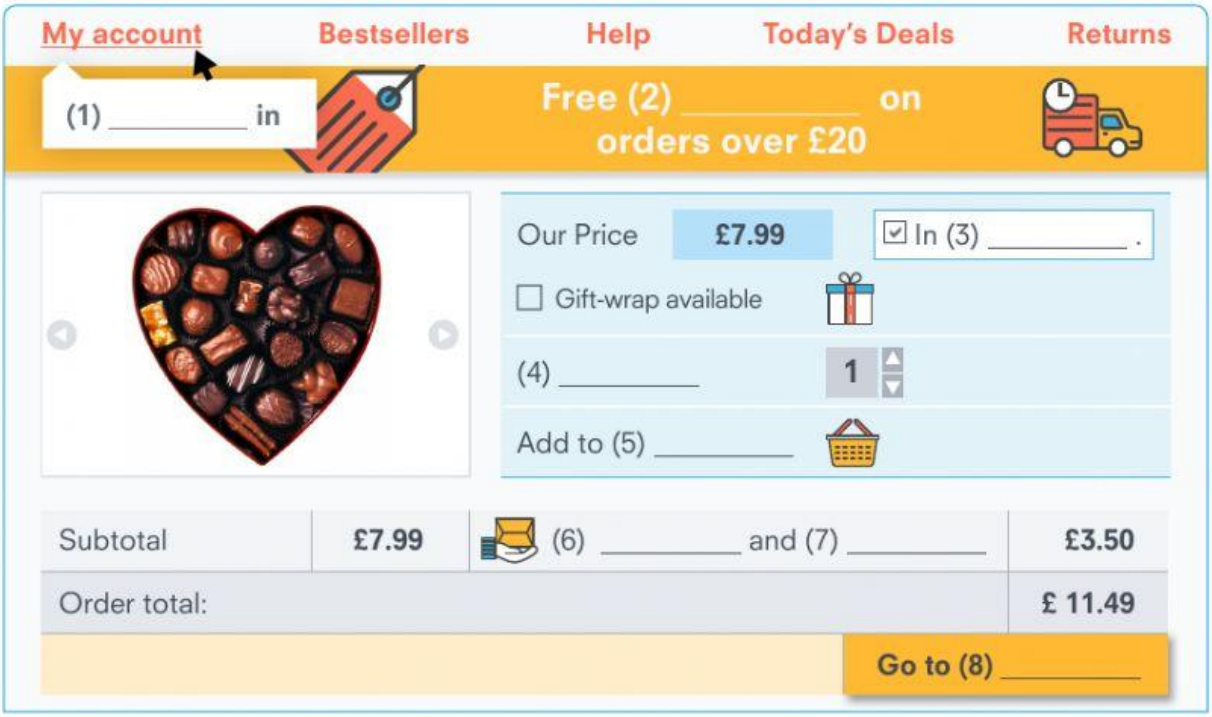
a. Read the sentences. Look at the words in bold and match them with their meanings a–h.

1 Click 'confirm' to **place an order**.
2 You need to **sign in** to your account before you can buy anything.
3 Does it say whether they have that model **in stock**?
4 You've accidentally added two of those to the **basket**; you need to remove one.
5 After you've clicked 'go to **checkout**', you can enter your payment details.
6 The price seems cheap but it doesn't include **postage and packing**.
7 The estimated date for **delivery** is 28th September.
8 If you'd like to buy two copies, make sure you've selected the correct **quantity**.

a to type particular words so that you can start using a computer system
b the amount of something
c the money that you pay to have something you have bought sent to you
d a part of a shopping website where you enter information to make a payment
e available to buy
f a part of a shopping website that contains information about what you have chosen to buy before you pay for it
g when parcels, letters, goods, etc are taken to a place
h to make a request for a product to be delivered to you

b. Complete the information on this online shopping website with words from the box below. There is one word you don't need.

basket checkout delivery order packing postage quantity sign stock



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c. Put the words in order to make sentences about online shopping.

1 basket / remove / from / item / the / your / .
2 create / account / you / first / need / to / an / .
3 your / order / review / checkout / to / go / and / .
4 the / payment / enter / details / and / confirmation / wait / for / .
5 delivery / free / is / spend / you / £50 / if / over.
6 this / out / currently / stock / is / of / item / .
7 out / shopping / sign / you / when / finished / have / always / .
8 remember / select / quantity / to / correct / the / .

4 Communicate

Your friend wants to buy two copies of a book from an online bookstore. He/She has never shopped online before. Help your friend by giving him/her some simple instructions.

Useful language

First, create an account.	*click/go to ...*	*review/place your order*
sign in/out ...	*add/remove ... to/from basket*	*Enter your card/payment details.*

5 Discussion

Discuss the following questions with a partner and share your answers with the class. Try to use the red words below in your discussion.

How long have you been shopping online?

_____

_____

Have you ever had any problems?

_____

_____

What was the last thing you bought?

_____

_____

Were you happy with it?

_____

_____

Red Words

account (noun) *** order (noun) *** delivery *** stock (noun) *** payment ***

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