

MATT MURPHY, MYSTERY SHOPPER

1. Поєднайте слова з їх означеннями

customer shop assistant changing room queue checkout chain store shopping mall
department store service discount

1. Help that you get in place such as a shop, restaurant or hotel. service
2. One of a group of shops owned by the same company.
3. A large shop with different parts that sell different types of things.
4. A place in a shop where you can try on clothes.
5. A person who buys goods from a shop.
6. A large building with lots of different shops.
7. A reduction in price.
8. A line of people waiting for something.
9. A place in a large shop where you pay.
10. Someone whose job is selling things in a shop.

2. Доповніть речення словами з довідки

customer shop assistants changing rooms queue checkout
chain stores shopping malls department stores service
discount

1. I get a twenty percent discount at the bookshop because I'm a student.
2. There were really long (a) at the supermarket today – there were only three (b) open. Perhaps a lot of the (c) are ill.
3. Excuse me, where's the ? I'm not sure if these trousers are the right size.
4. The shops on the High Street are really quiet on cold days. Everyone prefers to drive out to the .
5. Taylors is the biggest in town. You can buy almost everything in one big shop.

3. Watch the video "Round-the-clock shop". Do some tasks after watching

3.1 False (неправда) or true (правда)

	True	False
1. There are several similar shops to Robert's in Viken.	☐	☐
2. You need an app for your phone to get into Robert's shop.	☐	☐
3. Robert had the idea for his shop while he was living in a big city.	☐	☐
4. Customers in Robert's shop cannot use cash to pay for products they buy.	☐	☐
5. Robert knows exactly what people take from his shop.	☐	☐
6. There aren't enough customers for Robert to make a profit.	☐	☐

3.2. Поєднайте слова з їх значеннями

1. round-the-clock	☐	a. Designed to make life easier for the people who use it.
2. self-service	☐	b. Pass your finger across a screen.
3. customer friendly	☐	c. Without any staff working there.
4. high-tech	☐	d. Open all day and night.
5. swipe	☐	e. Using advanced technology.
6. unmanned	☐	f. Where customers take the products they want from the shelves.

4. Вивчить слова

chain store (n)	/ˈtʃeɪn stɔː/	мережа магазинів (n)
changing room (n)	/ˈtʃeɪndʒɪŋ ruːm/	роздягальня (n)
checkout (n)	/ˈtʃekʌʊt/	перевірка (n)
customer (n)	/ˈkʌstəmə/	клієнт (n)
department store (n)	/dɪˈpɑːtmənt stɔː/	універмаг (n)
discount (n)	/ˈdɪskaʊnt/	знижка (n)
discreet (adj)	/dɪˈskriːt/	стриманий (присл.)
electronic (adj)	/ˌelɪkˈtrɒnɪk/	електронний (присл.)
gadget (n)	/ˈɡædʒɪt/	гаджет (n)

market research (n)	/ˌmɑːkət rɪˈsɜːtʃ/	дослідження ринку (n)
mystery shopper (n)	/ˌmɪstəri ˈʃɒpə/	таємний покупець (n)
offer (n, v)	/ˈɒfə/	Пропозиція, пропонувати(n, v)
queue (n)	/kjuː/	черга (n)
shop assistant (n)	/ˈʃɒp əˌsɪstənt/ ˈekspeɪdɪənt/	продавець (n)
shopping (n)	/ˈʃɒpɪŋ/	шопінг (n)
shopping mall (n)	/ˈʃɒpɪŋ məːl/	Великий торговельний центр (n)
skill (n)	/skɪl/	навичка (n)
supermarket (n)	/ˈsuːpəˌmɑːkɪt/	супермаркет (n)
toiletries (n)	/ˈtɔɪlɪtrɪz/	предмети туалету (n)
travel agency (n)	/ˈtrævəl ˌeɪdʒənsi/	туристичне агентство (n)
variety (n)	/vəˈraɪəti/	різноманітність (n)