Lead-in

1A Work in pairs. Match the words in the box with the photos.

bazaar | convenience store | covered market | magic mirror | self-service | try something on







B Have you ever shopped in places like these or used augmented reality?

2 3.02 Listen to three people talking about recent shopping experiences. Which person do you think had the best retail experience? Which person had the worst?

3 Choose the correct option. Listen again if necessary.

Extract 1

1 Who was in Istanbul for work?
a the man **b** the man's wife **c** both of them

2 What does the man say about their visit to the Grand Bazaar?
a They were there a long time. **b** They visited everything. **c** They didn't buy anything.

Extract 2

3 How does the woman feel about the magic mirror?
a She likes it. **b** She doesn't like it. **c** It doesn't work very well.

4 Why didn't she buy anything at the store?
a She didn't have any money. **b** She didn't like anything. **c** She couldn't decide.

Extract 3

5 What does the woman say about ordering food in restaurants in China?
a Her colleagues help her. **b** It's often difficult. **c** It's not hard.

6 How does she feel about the automated shop?
a It's a really useful shop. **b** She doesn't like the food it sells or the service. **c** It's too difficult to buy things with the codes

Past Simple

4A 3.03 Complete the extracts from the dialogues with the correct Past Simple form of the verbs in brackets. Then listen and check.

1 _____ you _____ (have) a nice holiday?
2 ... the carpet seller _____ (serve) us tea when we _____ (sit) down ...
3 I _____ (can) try on different styles and colours ...
4 ... when I _____ (leave) the store, they _____ (send) me a list ...
5 I _____ (not speak) much Chinese when I _____ (arrive) here ...
6 When I _____ (go) in, I _____ (choose) my food ...

B What word do we use to form negative sentences and questions in the Past Simple?

C Which verbs in Exercise 4A are regular and which are irregular?

LIVEWORKSHEETS

5 3.04 **Complete the dialogue with the correct Past Simple form of the verbs in the box. Then listen and check.**

be	get	meet	not come
not see	pay	ring	say
think	write		

Tony: So, how was work when I was away last week?

Sonia: We [1] _____ very busy without you. We [2] _____ another big order from Piotr.

Tony: Again? [3] _____ he _____ us for the last order?

Sonia: No, not the full amount. I [4] _____ him an email about it when I received the new order. He [5] _____ me immediately and [6] _____ he'll pay us this week.

Tony: That sounds good. And [7] _____ you _____ the new Marketing Manager when she started last week?

Sonia: No, I [8] _____ her. She definitely [9] _____ to the office. In fact, I think she starts this week.

Tony: Yes, you're right! I [10] _____ it was last week.

Past Continuous

6 **Look at these extracts from the dialogues. How do we form positive sentences, negative sentences and questions in the Past Continuous?**

*She **was working** Monday to Friday but she **wasn't working** at the weekend.*

*We **were browsing** for hours but we **weren't looking** for anything specific.*

*What **was** I **thinking**?*

*Sorry! Did I interrupt you? **Were** you **eating**?*

7 **Work in pairs. Ask and answer each other's questions.**

Student A: Ask your partner:

"What were you doing yesterday at ... ?"

7 o'clock in the morning
10 a.m.
2 p.m.
6 o'clock in the evening
midnight

Student B: Ask your partner:

"What were you doing on Saturday at ... ?"

2 o'clock in the morning
9 a.m.
midday
4 p.m.
7 p.m.

8 **Write three tweets for your followers on social media. You can invent any details you like. Use a maximum of 280 characters and the Past Simple and Past Continuous. Write about:**

1 a recent or memorable shopping experience.
2 what you did at work or college yesterday.
3 what you did last weekend.

I was #shopping @H&M when I saw the cool T-shirts from the new #summercollection. There was a great selection and I bought 3!
Then I went to @Vegan_Paradise for lunch with friends. I tried their special salad and had a banana cake for dessert. It was delicious.

LIVEWORKSHEETS

1 Choose the correct option in italics to complete the email.

Dear Sir/Madam,

I'm writing to complain about the bike I bought from your shop.

I [1]*rode / was riding* my new bike home when a car [2]*came / was coming* towards me. I [3]*tried / was trying* to stop, but when I [4]*pulled / was pulling* on the brake, I [5]*heard / was hearing* a strange noise. The brake cable [6]*snapped / was snapping*, and I had to jump off the bike. I [7]*phoned / was phoning* your company, but I [8]*waited / was waiting* for hours until someone [9]*answered / was answering*.

I would like my money back or a new bike.

Regards,

Michael Jones

2 Complete the reply email. Use the Past Simple or Past Continuous form of the verbs in brackets.

Dear Mr Jones,

I'm sorry you [1]_____ (have) problems with your new bike.

I [2]_____ (check) our records, and we [3]_____ (ask) you to give us your bank details for the refund when you called us. But you didn't give us that information. We [4]_____ (wait) for that information.

Please give me a call.

Best regards,

Rachel Watson
Customer Services Manager

LIVEWORKSHEETS