

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?

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

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

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

**Sonia:** We<sup>1</sup> \_\_\_\_\_ very busy without you. We<sup>2</sup> \_\_\_\_\_ another big order from Piotr.

**Tony:** Again? <sup>3</sup> \_\_\_\_\_ he \_\_\_\_\_ us for the last order?

**Sonia:** No, not the full amount. I <sup>4</sup> \_\_\_\_\_ him an email about it when I received the new order. He <sup>5</sup> \_\_\_\_\_ me immediately and <sup>6</sup> \_\_\_\_\_ he'll pay us this week.

**Tony:** That sounds good. And <sup>7</sup> \_\_\_\_\_ you \_\_\_\_\_ the new Marketing Manager when she started last week?

**Sonia:** No, I <sup>8</sup> \_\_\_\_\_ her. She definitely <sup>9</sup> \_\_\_\_\_ to the office. In fact, I think she starts this week.

**Tony:** Yes, you're right! I <sup>10</sup> \_\_\_\_\_ 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.

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

I <sup>2</sup>\_\_\_\_\_ (check) our records, and we <sup>3</sup>\_\_\_\_\_ (ask) you to give us your bank details for the refund when you called us. But you didn't give us that information.

We <sup>4</sup>\_\_\_\_\_ (wait) for that information.

Please give me a call.

Best regards,

Rachel Watson

Customer Services Manager