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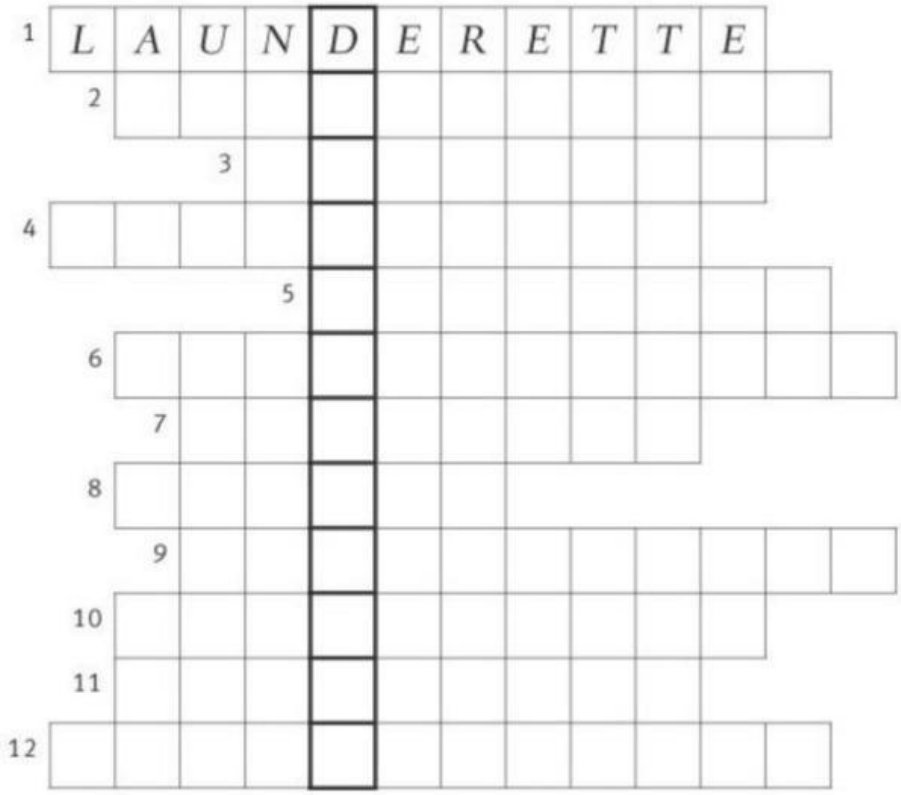
If I won the lottery, I'd start a charity that helped little family hardware shops and fruit shops to open in city centres.

Alexei Sayle, British comedian

2B Opening up or closing down?

1 VOCABULARY shops and services

a Read the clues. Complete the puzzle to find the hidden kind of shop. What does it sell?



LIVEWORKSHEETS

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1 A type of shop where you pay to wash and dry your clothes in machines is a l*aunderette*.
2 A very large shop outside a town that sells a variety of goods is a h_____.
3 A shop that sells flowers is a fl_____.
4 A shop that sells paper, pens, and pencils is a st_____.
5 A shop that sells medicine and toiletries is a ch_____.
6 The place where you go to look when you want to buy a house is an e_____ a_____.
7 A shop that sells meat is a b_____.
8 A shop that sells bread is a b_____.
9 A shop that sells fish is a f_____.
10 A shop that sells newspapers and magazines is a n_____.
11 A shop where jewellery and watches are sold and repaired is a j_____.
12 A shop that sells fruit and vegetables is a gr_____.

b Join a word from **A** with a word from **B** to form places on the high street. Then complete the sentences.

A	chain	craft	DIY	dry	health food	~~market~~	off-travel

B	agent's	cleaner's	fair	licence	~~stall~~	store (x3)

LIVEWORKSHEETS

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1 My cousin has a __*market stall*__ selling leather bags in Covent Garden.

2 Can you pick up my suit from the _____, please?

3 Tanya went to the _____ to buy some vitamins.

4 Did you book your flights online or at the _____?

5 We bought a beautiful hand-made wooden bowl at the _____.

6 *Zara* is a _____ that you find in many shopping centres all over the world.

7 They stopped at the _____ to buy a bottle of wine for dinner.

8 Our local _____ has a very good selection of gardening and carpentry tools.

LIVEWORKSHEETS

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c Rewrite the sentences, replacing the **bold** words with the correct form of the phrasal verbs in the list.

~~be out of~~ close down look for look round open up try on

1 I didn't buy any black trousers because they **didn't have my size in stock**.
I didn't buy any black trousers because they *were out of* my size.

2 **I've walked round to see what there is**, but I haven't seen anything I want to buy.
I _____ but I haven't seen anything I want.

3 A lot of new phone shops **are starting to do business** in the city centre.
A lot of new phone shops _____ in the city centre.

4 Excuse me, where can I **put on** these jeans **to see if they fit**?
Excuse me, where can I _____ these jeans?

LIVEWORKSHEETS

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5 The restaurant **stopped trading** after the health inspector's visit.
The restaurant _____ after the health inspector's visit.

6 Hannah **was trying to find** a bikini, but she ended up with a swimsuit.
Hannah _____ a bikini, but she ended up with a swimsuit.

2 READING

a Read the text and complete it with the missing headings. There is one extra heading you do not need to use.

A Customer service
B The building
C Prices
D Online shopping
E The shopping experience
~~F The location~~

LONDON'S FINEST BOOKSHOP

Book stores have suffered a lot on the high street recently, due to the massive growth of online book sellers, such as Amazon. One of the few book stores to survive and, indeed, prosper over the last decade is *Daunt Books* in London, more commonly known as *Daunt's*. Read on to find out the secrets of its success.

LIVEWORKSHEETS

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1 *F*

There are six stores in the chain, but the original and most famous of them is the main store in Marylebone High Street. Marylebone is an affluent area of inner-city London which is very popular with shoppers. *Daunt's* is a favourite because of its reputation as 'the most beautiful bookshop in London'.

2 __

The shop itself is housed in an old antique bookshop, which was built for the purpose in 1912. The shop front is full of character because of its large, historic windows. Inside the store itself, *Daunt's* maintains its original appearance. The walls are lined with wooden bookshelves, which extend right to the back of the long, narrow shop. There is a second level upstairs reached by a wooden staircase, and another staircase leads downstairs to the basement. The shop has a stained-glass window and a number of beautiful skylights in the ceiling which bathe both books and customers in natural light.

LIVEWORKSHEETS

RMIT Classification: Trusted

3 __

Daunt's started life over 20 years ago when the shop was purchased by former banker James Daunt. At first, the store specialized in travel writing and the books were arranged by country. Later, the owner decided to expand without changing the organization of the store. Today you can still find travel guides and maps of Moscow in the section dedicated to Russia, but you can also find novels and poetry by Russian authors there, too. There are also sections dedicated to more unusual places, such as Ethiopia, Tibet, and the polar regions. At the front of the shop, there is a fantastic selection of newly published fiction and non-fiction, and a superb children's section full of weird and wonderful picture books.

4 __

The staff at *Daunt's* have a reputation for being friendly, helpful, and knowledgeable, which makes it difficult for booklovers to stay away. Each customer is greeted when they enter the shop because they have to walk past the service desk. The assistants allow visitors to take their time looking round, yet they are always on hand to give advice when necessary.

LIVEWORKSHEETS

RMIT Classification: Trusted

5 __

Unlike its competitors, *Daunt's* hasn't invested heavily in technology, because it hasn't needed to. Its website is basic, but charming. It contains a virtual tour of the Marylebone store, which is well worth exploring, and there are also reading lists and 'books of the week'. *Daunt's* competes on specialism and quality of selection rather than price, offering customers a breath of fresh air when they are looking for a particular book.

b Read the text again and mark the sentences **T** (true) or **F** (false).

1 *Daunt's* is making a profit despite competition from the internet. *T*
2 The Marylebone High Street branch is the newest store in the chain. __
3 The building was originally built to be a bookshop. __
4 *Daunt's* in Marylebone has been completely renovated. __

LIVEWORKSHEETS

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5 There are only two floors in the store. ___

6 In the beginning, *Daunt's* only sold books about travel. ___

7 Books by French authors will be found in the same section as travel books on France. ___

8 People of all ages are welcome in the store. ___

9 *Daunt's* places a lot of importance on customer service. ___

10 Customers can buy books cheaper on the website. ___

3 GRAMMAR possessives

a Reorder the words to make sentences.

1 boyfriend's / with / doesn't / her / on / Beth / get / parents
Beth doesn't get on with her boyfriend's parents.

2 saw / car / James's / yesterday / new / We
_____.

3 a / at / barbecue / Saturday / John's / There's / on
_____.

4 is / of / very / mine / good / a / Karen / friend
_____.

5 a / a / of / beautiful / That's / painting / sunset
_____.

LIVEWORKSHEETS

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b Circle the correct answer. Tick (✓) if both are correct.

1 This is *Debbie's book* | *the Debbie's book*.
2 That girl is *James' new girlfriend* | *James's new girlfriend*. ✓
3 *The boy's bikes* | *The boys' bikes* need cleaning before they put them away.
4 *The house's door* | *The door of the house* is locked.
5 One day, we'd like to have *ours own shop* | *our own shop*.
6 I thought Alice was *a friend of you* | *a friend of yours*.
7 Where's *my old shirt* | *that old shirt of mine*?

c Complete the sentences. Use the words in brackets with *'s* or *of*.

1 Charlotte is wearing *her mother's earrings*.
(earrings / her mother)
2 We climbed to *the top of the mountain*.
(top / the mountain)
3 It's _____ next week.
(wedding anniversary / my parents)
4 _____ has broken down.
(car / Linda and Dave)
5 He's never been in _____ before.
(office / his boss)
6 Can you see the _____? (lid / my pen)

LIVEWORKSHEETS

RMIT Classification: Trusted

5 LISTENING

a iChecker Listen to a representative from a British newspaper giving a talk about a new campaign. What is the main aim of the campaign?

A To promote a new kind of store.

B To choose the most successful high street.

C To make residents want to shop in their high street.

b Listen again and answer the questions.

1 How many high streets are there in the UK today?
About _____.

2 How often do British people use the high street?
They _____ _____ use it.

3 What is the name of the new campaign?
It's called _____ the _____
_____.

4 Who do the campaigners hope will be able to use the high street in the future?
They hope their _____ _____
will be able to use it.

5 Apart from politicians, who will be involved in the discussions?
_____ and _____ will be involved.

LIVEWORKSHEETS

RMIT Classification: Trusted

6 Which kind of store is new on the high street?
The _____-and-_____ store is new.

7 What kind of people will be interviewed during the campaign?
_____ will be interviewed.

8 Which title will the best high street receive?
It will be called _____ _____ of the _____.

9 According to the speaker, who has conflicting opinions about the high street?
The _____ have conflicting opinions.

LIVEWORKSHEETS