UNIT 14

Shopping Problems

Getting Ready

Have you ever had these problems? Check (✓) your answers and compare them with a partner.

You bought something that _____.

- ☐ shrank when you washed it
- ☐ had a missing part
- ☐ was the wrong size
- ☐ didn't work
- ☐ changed color when you washed it
- ☐ was damaged
- ☐ was poorly made
- ☐ other: _____



CD 2-28 Listening 1

Which item did each person receive? Listen and check (✓) the correct picture.

1.



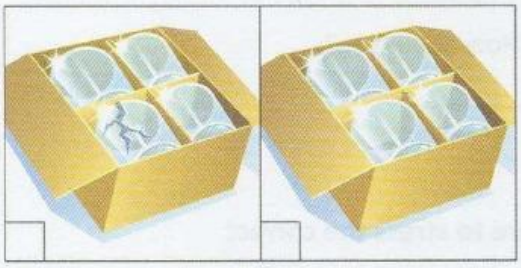
a. b.

2.



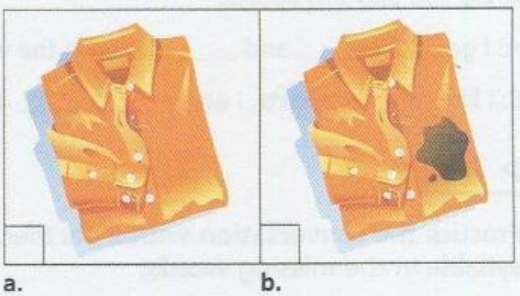
a. b.

3.



a. b.

4.



a. b.

www.irlanguage.com

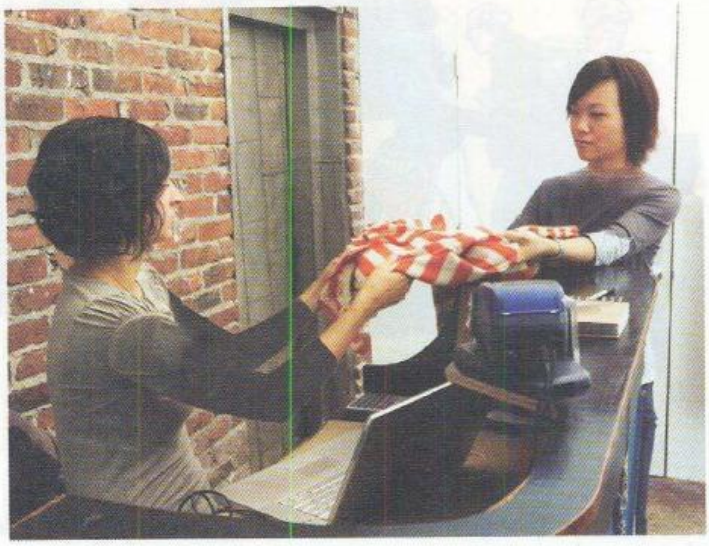
LIVEWORKSHEETS

Listening 2

CD 2-29 ▶ Task 1

Customers are describing a problem. Listen and circle the correct answer.

1. (a.) She needs a bigger size.
   b. She needs a smaller size.
2. a. The shoes are too small.
   b. The shoes are damaged.
3. a. The lock is missing.
   b. The lock isn't working.
4. a. The band is too big.
   b. The band is broken.
5. a. The shirt has shrunk.
   b. The buttons have come off the shirt.
6. a. The back doesn't close.
   b. The shutter is broken.



CD 2-29 ▶ Task 2

Listen again. Are these statements true or false?
Check (✓) the correct answer.

	True	False
1. The clerk asks the customer to come back tomorrow.	☐	☑
2. The clerk asks for the receipt.	☐	☐
3. The customer has to bring the briefcase back in a few days.	☐	☐
4. The customer should call the clerk by tonight.	☐	☐
5. The clerk asks the customer to fill out a form.	☐	☐
6. The customer needs to show the clerk the guarantee.	☐	☐

www.irlanguage.com

LIVEWORKSHEETS

Listening 3

CD 2-30 ▶ Task 1



People are talking about shopping. Listen and circle the correct information about each person.

1. a. She enjoyed going to the store.
   b. There were good bargains.
   c. She bought many things.

2. a. He didn't like the clothes he bought.
   b. He didn't buy much.
   c. Most of the things he bought were good.

3. a. The camera cost nearly $250.
   b. The camera doesn't work well.
   c. The camera cost more at an online store.

4. a. She thought the prices were reasonable.
   b. She bargained when she bought them.
   c. Her friend got things for a higher price.

CD 2-30 ▶ Task 2

Listen again. What phrase completes each statement? Write the correct letter.

1. Next time, she won't b
2. Next time, he'll save his money and ___
3. Next time, he'll spend more time ___
4. Next time, she'll be sure to ___

a. comparing prices before buying something.
b. go shopping during a big sale.
c. bargain.
d. wait for the sales at home.

www.irlanguage.com

LIVEWORKSHEETS

Conversation Corner — Returning an item

Pronunciation

Reduction of *need to* and *like to*

Pronunciation Help	
How we spell it	**How we say it**
need to	needta
like to	liketa

CD 2-31 ▶ Task 1

Listen and repeat.

1. I *need to* return this.
2. You *need to* show me the guarantee.
3. He *needs to* get another size.
4. I'd *like to* exchange these shoes.
5. She'd *like to* get a refund.
6. We'd *like to* get another one.

▶ Task 2

Read the sentences to a partner. Be sure to reduce *need to* and *like to*.

Dictation

CD 2-32 ▶ Task 1

Listen to the conversation. Write the missing words.

A: Can I help you?

B: Yes, I'd _____ _____ _____ this shirt. I need to get a larger one.

A: No problem.

B: And the color is wrong. I'd like to find a _____ _____.

A: That's fine. Oh, and do you have your receipt?

B: Uh-oh, I think I forgot it. I _____ _____ go home and get it.

A: Yes, I _____ _____ _____ your receipt.

B: Okay, I'll be right back.

▶ Task 2

Practice the conversation with a partner. Be sure to reduce *need to* and *like to*.

Conversation

Work in pairs. Think of something you recently bought. Imagine it has a problem. Take turns being a salesperson and a customer, and return the item to the store.

www.irlanguage.com

LIVEWORKSHEETS