

## VOCABULARY

### Shopping

#### 1 Match the words to their meanings.

1 charge	_____
2 customer service	_____
3 discount	_____
4 exchange	_____
5 online shopping	_____
6 promotion	_____
7 purchase	_____
8 receipt	_____
9 refund	_____
10 send something back	_____

a a piece of paper you receive when you buy something  
b money given back to you if you return something  
c take something back to a shop and replace it with something else  
d something that you buy  
e helping customers in a polite way  
f ask for money for a service or activity  
g a special offer on a product  
h shopping on the internet  
i return an item that you bought online  
j a lower price than usual for something

#### 2 Choose the correct answer.

- 1 The *customer service / online shopping* is excellent in this shop. They're really helpful to customers.
- 2 I saw an advertisement yesterday about a 20% *refund / discount* on all electrical items.
- 3 If the shorts don't fit, you can always *send them back / refund them*.
- 4 How much did you *shop / spend* on that new game?
- 5 I've lost the *refund / receipt*, but perhaps you have the information on your computer system.
- 6 When you work in a shop, you have to do more than just *serve / charge* customers.
- 7 There are some great *exchanges / promotions* at M&F – you can buy one item and get one free!
- 8 The watch shop doesn't *charge / spend* you if you need a new battery.
- 9 The sales assistant said that I could get a *receipt / refund* if I brought the jumper back within 30 days.
- 10 You don't always have to pay *delivery charges / receipts* when you shop online.

#### 3 Complete the sentences with the words in the box. There are **10** liveworksheets.

**LIVEWORKSHEETS**