

**1 Write the terms for the definitions.**

- 1 dealing with customers in a polite, helpful way: ..... *customer service*.....
- 2 advertising something: p.....
- 3 things that you buy: p.....
- 4 a reduction in price: d.....
- 5 a piece of paper that shows you bought something: r.....
- 6 the money a shop gives you back because you aren't happy with what you bought: r.....
- 7 to change one thing for another thing: e.....
- 8 buying on the internet: o..... s.....

**2 Complete the sentences. You do not need all the words.**

charge exchange discount **promotion**  
purchase refund send it back serve shop

- 1 The department store has a ..... *promotion*..... on at the moment.
- 2 The market is my favourite place to .....
- 3 There's no one to ..... me in this shop!
- 4 Don't go to that restaurant. They ..... too much for their food.
- 5 I don't like this computer, so I want to .....
- 6 They couldn't repair my tablet, so I asked for a .....

**3 Complete the dialogue with words or phrases from Exercises 1 and 2.**

A: That's a nice laptop. Did you spend a lot of money on it?  
B: No, there was a 1..... *promotion*..... on the internet. I know some websites which 2..... less money than the usual shops, and I also got a 10% 3..... on this laptop.

A: I don't like 4..... If you have a problem, you can't 5..... easily.

B: That's not always true. With this laptop, if there's a problem, I don't get a 6....., but I can 7..... it for another one.

**4 Complete the sentences with words or phrases with any.**

- 1 I didn't feel well yesterday, and today I still don't feel ..... *any better*.....
- 2 I don't go to the market, because there isn't one in this town .....
- 3 I've looked, but I can't find the shop .....
- 4 The shop was empty – there wasn't ..... there.
- 5 I'm tired. I don't want to shop ..... I want to go home.
- 6 I sent the bag back because it wasn't ..... I didn't like it.

7 I didn't spend any money. There wasn't ..... I wanted.

5 **Find and correct the mistake in each sentence.**

1 I don't shop in the centre any better. ..... *any longer*.....

2 I haven't got anyone nice to wear! .....

3 Have you got any better money? .....

4 I bought a new computer, but it isn't any than the old one.

.....

5 How is the new clothes shop? Is it good any? .....

6 I don't know anywhere who likes shopping on busy weekends.

.....

7 Do you know anything that I can buy some good trainers?

.....

6 **Choose the correct options.**

A: I don't have 1..... to wear for the party at the weekend.

B: Don't worry! There won't be 2..... important there!

A: Yes, but I don't want to wear the same old clothes 3.....

B: Well, do you know that store in the city centre, in the square? They're having a 4..... at the moment. You can get a 10% 5..... on clothes.

A: But they always 6..... a lot – 10% isn't 7..... when the original price is so high.

B: How about the market on Saturday morning? It's a great place to 8..... for unusual old things.

A: Great idea!

1 A anything B any more C any good

2 A any B anyone C anything

3 A any more B any better C anything

4 A refund B discount C promotion

5 A refund B discount C receipt

6 A charge B serve C exchange

7 A any more B any longer C any good

8 A shop B serve C purchase