

IN A SHOP OR STORE

1 Instructions Match the photos and their names
Now listen and check



2 Instructions Match the parts of sentences

1 Can I **help** you?

Reply:

2 What **size** are you?

R

3 Can I **try on** this shirt?

R

4 This shirt doesn't **fit** me

R

5 That jacket really **suits** you.

R

6 I'm going to **take** these trousers **back**.

R

A Yes, the changing rooms are over there.

B It's too big for me.

C You always look good in red.

D I'm just looking, thank you.

E I'm a medium.

F They're too short.

SHOPPING ONLINE

3 Instructions Read the text about shopping online. Then complete the phrases with words from the list.

account auction basket checkout debit
delivery item next-day payment website



Search our help pages Go

All major chain stores and many other shops sell online, and a lot of people prefer ¹**going to their** _____ than the actual shop. The first time you use a site, you usually have to ²**create an** _____ where you give your personal details. Then you choose what you want to buy, and ³**click on each** _____. Everything you buy goes ⁴**in your** _____, usually at the top right of the page. When you are ready to pay you click on ⁵**proceed to** _____. You then have to give the ⁶ _____ **address** where you want them to send your things. You can usually pay extra for ⁷ _____ **delivery** — standard delivery is sometimes free. Then you choose how you want to pay, for example ⁸**with a credit or** _____ **card** or with PayPal, and ⁹**give your** _____ **details**, for example your credit card number and expiry date. Finally, you confirm your payment and receive a reference number and a confirmation email. And then you wait! Many people also buy and sell things online at ¹⁰ _____ **sites** like eBay.

Listen and check