

# SHOPPING

## Useful phrases

<p>(What/ How) Can I help you?          What can I do for you?          I'm just looking, thank you.          I'm looking for a .....          How much is it / are they?          Here you are.          Will you pay cash or credit card?          It's / They're awful / very nice / trendy / formal...          Not really. They are not practical enough.          I'd like to return this please.          Can I have a refund?</p>	<p>What colour / size are you looking for?          What size are you?          Have you got anything in red /green?          'Is this available in a different colour?'          'It's too long / short /tight /loose for me...'          Well, black doesn't really suit me.          I'm afraid I haven't.          Medium/Large/Small, I suppose/think.          It's all right.          Have a nice day.          Do you have a loyalty card?</p>
<p>Would you like to try it on?          Where are the changing/fitting rooms?          Over there, (on the left/right.)          It's too small/big. It doesn't really fit me.          I'll take it.          How much is it?          You're welcome. Bye.          Here is your change.</p>	

## Exercises

### 1. Match the halves.

- |                                |                     |
|--------------------------------|---------------------|
| 1. I'm looking .....           | a. by credit card?  |
| 2. How would you .....         | b. suit you?        |
| 3. I'm just .....              | c. I help you?      |
| 4. Can I try.....              | d. in red?          |
| 5. Does it .....               | e. for a skirt.     |
| 6. Have you got                | f. is this T-shirt? |
| 7. What can .....              | g. looking round.   |
| 8. Have you got anything ..... | h. like to pay?     |
| 9. How much .....              | i. a bigger size?   |
| 10. Can I pay .....            | j. it on?           |

### 2. Match the questions with the answers.

- |                                     |  |
|-------------------------------------|--|
| 1. What size are you?               | a. Have you got anything in dark blue? |
| 2. Would you like to try it on?     | b. Yes, please.                        |
| 3. How do you like it?              | c. Cash.                               |
| 4. What colour are you looking for? | d. Downstairs, on the right.           |
| 5. Can I help you?                  | e. I'm afraid it's too small.          |
| 6. How would you like to pay?       | f. Yes, of course.                     |
| 7. Where are the fitting rooms?     | g. I'll take it. How much is it?       |
| 8. Does the dress fit you?          | h. I'm looking for a sweater.          |
| 9. How much is this t-shirt?        | i. £ 23                                |
| 10. Can I try this sweater on?      | j. Medium, I suppose.                  |

### 3. Read the dialogue and fill in the missing words.

Customer: Can I (1) \_\_\_\_\_ you?

Shop assistant: I'm just (2) \_\_\_\_\_ thank you.

(After a while)

Customer: Excuse me.

Shop assistant: Yes, what can I (3) \_\_\_\_\_ for you?

4th task: Shopping

Customer: I'm (4) \_\_\_\_\_ for a sweater.

Shop assistant: We've got some sweaters over there. That one is lovely.

Customer: Well, green doesn't really (5) \_\_\_\_\_ me.

Shop assistant: What colour are you looking for?

Customer: (6) \_\_\_\_\_ you got anything in dark blue?

Shop assistant: I'll see. Oh, I'm afraid I haven't. What about that grey one?

Customer: I think it's nice.

Shop assistant: What (7) \_\_\_\_\_ are you?

Customer: (8) \_\_\_\_\_ I suppose.

Shop assistant: OK. Here you are. Would you like to (9) \_\_\_\_\_ it on?

Customer: Where are the (10) \_\_\_\_\_ rooms?

Shop assistant: Over there, on the (11) \_\_\_\_\_

Customer: Thank you.

*(After a while)*

Customer: It's too (12) \_\_\_\_\_ small. It doesn't really (13) \_\_\_\_\_ me.

Have you got one in a bigger (14) \_\_\_\_\_?

Shop assistant: Yes, that one is bigger.

Customer: I'll take it. How (15) \_\_\_\_\_ is it?

Shop assistant: £23.

Customer: Here you are.

Shop assistant: Thank you. £7 (16) \_\_\_\_\_.

Customer: Thanks.

## Shopping for the Day

**4. LISTENING 1. Listen to the dialogue and choose the correct answer.**

1. What is the girl shopping for?

- A. a present for her mother
- B. a present for a friend
- C. a present for her father

2. How much is the black wallet?

- A. \$49.95
- B. \$40.95
- C. \$44.95

3. Why doesn't the girl like the brown wallet?

- A. There isn't a place to put pictures.
- B. It's too big and heavy.
- C. She doesn't like the colour.

4. About how much does the girl have to spend?

- A. \$5.00
- B. \$10.00
- C. \$13.00

5. What does the girl decide to buy?

- A. a black wallet
- B. a brown belt
- C. a tie

4th task: Shopping

2. Listen to the dialogue and fill in the gaps with the words in the box below.

 sale - place - black - house - getting - much - design - tie - expensive  
 looking - lady - tag

**Man:** Hi young (1) \_\_\_\_\_. How may I help you?

**Girl:** Well, . . . yeah. I'm (2) \_\_\_\_\_ for a Father's Day's gift.

**Man:** Okay. How about (3) \_\_\_\_\_ your father a new wallet?

**Girl:** Hmm. How much is that wallet?

**Man:** Huh . . . which one?

**Girl:** The (4) \_\_\_\_\_ one.

**Man:** Oh. It's only \$40.95.

**Girl:** Huh? That's too (5) \_\_\_\_\_ for me. Do you have a cheaper one?

**Man:** Hmm. How about this brown leather one?

**Girl:** Umm. . . I don't think my father will like the (6) \_\_\_\_\_ on the outside, and it doesn't have a (7) \_\_\_\_\_ to put pictures. How much is it anyway?

**Man:** It's \$25.99.

**Girl:** Humm. I don't have that (8) \_\_\_\_\_ money.

**Man:** Okay. How much do you have to spend?

**Girl:** I'm not sure [money falling on the table]. Probably about ten dollars or so. I've been helping my mom around the (9) \_\_\_\_\_ for the past week to earn some money. This is all I have.

**Man:** Hmm. How about this (10) \_\_\_\_\_?

**Girl:** That's real pretty, but the price (11) \_\_\_\_\_ says \$13.99, and I know I don't have that much money.

**Man:** Well, let's just say the tie just went on (12) \_\_\_\_\_. How about \$5.00. What do you say?

**Girl:** Oh, thanks. I'll take it.

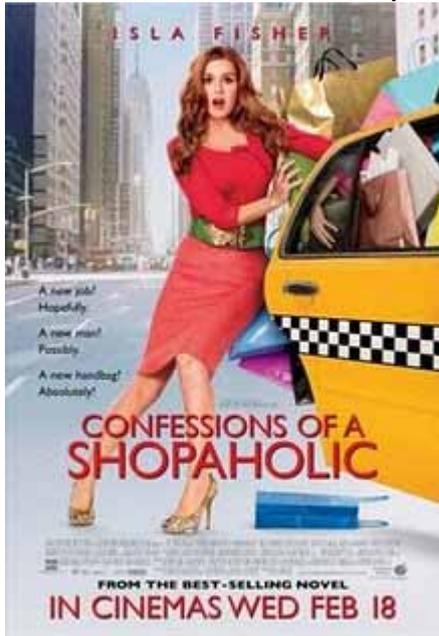
## Flower Shop

### LISTENING 2.

- **Discuss:** On what occasions do people buy flowers for others (e.g., marriages, funerals, etc.)? Where can you buy flowers in your area? What types of flowers (and colours) are given for different life events?
- **Listen to the dialogue and choose the correct answer.**
  1. Why does the man want to buy flowers for his wife?
    - A. He wants to surprise his wife for her birthday.
    - B. His wife has just received a nice job promotion.
    - C. The man didn't remember the day they got married.
  2. The florist summarizes her thoughts on men by saying that they are:
    - A. neglectful and cheap
    - B. serious and thrifty
    - C. conservative and cautious
  3. Near the beginning of the conversation, what is one thing that the woman suggests the man do for his wife?

## 4th task: Shopping

- A. take his wife to an elegant restaurant
  - B. purchase a couple of beautiful balloons
  - C. buy twelve gorgeous roses
4. Why does the man panic when seeing his wife outside the store?
- A. She will realize he spaced their important day.
  - B. Her finding him in the flower shop will spoil the surprise.
  - C. His wife will think he is buying the flowers for someone else.
5. What is the most plausible ending to the conversation?
- A. The man's wife graciously accepts the dozen roses the man buys for her.
  - B. The man begs his wife to forgive him when he comes out of the shop.
  - C. The florist delivers the flowers for the man because he is embarrassed.

**VIDEO 1. Confessions of a Shopaholic.**

**Watch the video and answer the questions.**

- 1) What are real prices and mom prices, according to Rebecca?
- 2) What does she see when she goes window shopping?
- 3) How did she call credit cards? Why?
- 4) How does she compare her excitement of seeing a store?

**Discuss the following questions with your partner.**

1. Who prefer shopping? Men or Women? Why?
2. Do you buy unnecessary things? How do you deal with it?
3. What advice would you give Rebecca, the main character of the movie?
4. Do you know anyone like Rebecca? Tell your partner about this person.
5. What are the best places for shopping in your city?
6. Do you prefer department stores or smaller ones? Why?
7. Do you prefer malls or shopping on the streets? Why?
8. What was the last thing you bought for yourself? Why did you buy it?



**Use the following expressions**

4th task: Shopping

**Giving your opinion neutrally**

"I think..."  
 "I feel that..."  
 "In my opinion..."  
 "As far as I'm concerned..."  
 "As I see it..."  
 "In my view..."  
 "I tend to think that..."

**Giving a strong opinion**

"I'm absolutely convinced that..."  
 "I'm sure that..."  
 "I strongly believe that..."  
 "I have no doubt that..."

**Asking someone's opinion**

"What do you think?"  
 "What's your view?"  
 "How do you see the situation?"

**Agreeing in English**

"I think you're right."  
 "I agree with you."

**Strong agreement**

"I couldn't agree with you more."  
 "You're absolutely right."  
 "I agree entirely."  
 "I totally agree."

**Partly agreeing**

"I agree with you up to a point, but..."  
 "That's quite true, but..."  
 "I agree with you in principle, but..."

**Disagreeing**

"I'm not sure I agree with you."  
 "(I'm afraid) I don't agree."  
 "(I'm afraid) I disagree."  
 "(I'm afraid) I can't agree with you."  
 "(I'm afraid) I don't share your opinion."

**Other useful expressions**

"Me too" / "Me neither"  
 "So do I" / "Neither do I"  
 Absolutely no / Not at all  
 Certainly / Of course / Sure / Undoubtedly /  
 Totally

**VIDEO 2. Pretty Woman****1. Watch again and fill in.****SCRIPT PART 1**

- May I help you? - I'm just checkin' things out.  
 - Are you looking for something in particular?  
 - No. Well, yeah. Something (1) \_\_\_\_\_  
 - Yes. - You got nice (2) \_\_\_\_\_  
 - Thank you. - How much is this? - I don't think this would fit you.  
 - Well, I didn't ask if it would fit. I asked how much it was.  
 - How much is this, Marie? - It's very (3) \_\_\_\_\_  
 - It's very expensive.  
 - Look, I got money to spend in here.  
 - I don't think we have anything for you.  
 - You're (4) \_\_\_\_\_ in the wrong place.  
 - Please leave.

-----

- Hello. You must be Vivian. My name's Bridget.  
 - Yeah, hi. Barney said you'd be nice to me.  
 - He's very sweet. What are your plans while you're in town?  
 - We're gonna have dinner.  
 - Oh, don't sit on there, dear!  
 - You're gonna go out? - Dinner? - Mm-hmm.  
 - Well, you'll need a (5) \_\_\_\_\_ dress then. Come with me. - Now, I'm sure we're  
 gonna find something here that your (6) \_\_\_\_\_ will love.  
 - You're a size six, right?  
 - Yeah. How'd you know that?  
 - Oh, that's my job.  
 - Bridg, he's not really my uncle.  
 - They never are, dear.

-----

- People are looking at me.

4th task: Shopping

- They're not looking at you; they're looking at me.
- The (7) \_\_\_\_\_ are not nice to people. I don't like it.
- Stores are never nice to people; they're nice to (8) \_\_\_\_\_.
- Okay, stop fidgeting. Get rid of your gum.
- I don't believe you did that.
- Yes.
- I am Mr. Hollister, the manager. May I help you?
- Edward Lewis.
- Ah, yes, sir.
- You see this young lady over here.
- Yes.
- Anything you see here, we can do, by the way. Get ready to have some fun.
- Mary Pat, Mary Kate, Mary Francis, Tovah, let's see it!
- Come on. Bring it out, girls.
- Oh, this is absolutely divine.
- Excuse me, sir, uh,
- Yeah?
- Exactly how (9) \_\_\_\_\_ an amount of money were you talking about?
- Just profane or really offensive?
- Really (10) \_\_\_\_\_.
- I like him so much!
- Mr. Lewis, sir. Mr. Lewis, how's it going so far?
- Pretty well, I think.
- I think we need some major sucking up.
- Very well, sir. You're not only (1) \_\_\_\_\_, but a powerful man.
- I could see the second you walked in here, you were someone to (11) \_\_\_\_\_.
- Hollister.
- Yes, sir.
- Not me. Her.
- I'm sorry, sir. I'm sorry.
  
- Pretty woman walking down the street
- Pretty woman the kind I like to meet
- Pretty woman
- I don't believe you
- You're not the (12) \_\_\_\_\_
- No one could look as good as you Mercy!
  
- Edward would love that (13) \_\_\_\_\_.
- Would you give her the tie?
- The tie?
- Take off the tie. Give her the tie.
- He wants to do this, by the way.
- He would go crazy about this tie.
- Who ordered pizza?
  
- Pretty woman, stop a while
- Pretty woman, talk a while
- Pretty woman give your smile to me
- Pretty woman Yeah, yeah, yeah
- Pretty woman, look my way
- Pretty woman

- 
- May I help you?
  - No, thank you. Hi.
  - Hello.
  - Do you remember me?

4th task: Shopping

- No, I'm sorry.
- I was in here yesterday. You wouldn't wait on me.
- Oh.
- You work on (14) \_\_\_\_\_, right?
- Uh, yes.
- Big mistake. Big. Huge!
- I have to go shopping now.

- Pretty woman don't (15) \_\_\_\_\_
- Pretty woman don't make me cry
- Pretty woman
- Don't walk away, hey
- Oh, oh, pretty woman

### VIDEO 3. Shopping in London

Watch the video and chose the correct answer.

**1. Oxford Street is the largest shopping street\_**  
in the world.  
in Europe.  
In the UK.

**2. Oxford Street is the best place to come if you want\_**  
to meet local people.  
to buy everything in one place.  
to avoid hectic crowds and traffic.

**3. Where on Oxford Street is Selridges?**  
At the eastern end.  
In the middle.  
At the western end.

**4. Where can you find designer clothes shops?**  
Oxford Street.  
Bond Street.  
St. Christopher's place

**5. Where can you see fountains?**  
St. Christopher's place.  
Oxford Street.  
Bond Street.

**6. When was Oxford Circus designed?**  
17th century.  
19th century.  
20th century.

**7. What does Topshop claim?**  
To be the world's largest store.  
To be the world's largest fashion store.  
To be Europe's largest fashion store.

**8. What can you buy at the eastern end of Oxford Street?**  
Records, souvenirs and electronic goods.  
Clothes, cars and books.  
Food, computer games and records.

**9. How many underground stations are there?**  
4  
5  
20

**10. Knightsbridge is**  
close to Hyde Park.  
Far from Hyde Park.  
in Hyde Park.

**11. When did Harrods start trading here?**  
1859  
1889  
1849

**12. How many floors does Harrods have?**  
6  
7  
8

**13. What did the owner say you can buy there?**  
Anything with a pin and an elephant.  
Anything from a pin to an elephant.  
Anything but a pin and an elephant.

**14. How many floors does Harvey Nichols have?**  
6  
7  
8

**15. Where can you find Armani and Gucci?**  
Sloane Street  
Harvey Nichols  
Harrods

**16. Camden Town is a popular destination for**  
\_\_\_\_\_  
locals  
tourists  
students

---

4th task: Shopping

**17. What does Camden offer?**

Cheap antiques.  
Variety and bargains.  
Designer products.

**18. Where are the best shops?**

In the North.  
In the West.  
In the South.

**19. How long has there been a market in Borough?**

200 years  
2000 years  
1200 years

**20. How often is the food delivered?**

Every week.  
Every Day.  
Twice a day.

**21. When can the public visit?**

Thursday and Saturday.  
Friday and Sunday.  
Thursday to Saturday.

**22. Portobello Road**

is an expensive place to live.  
was an expensive place to live.  
is an expensive place to shop.

**23. The antiques are only for specialists.**

True  
False

**24. The best day to visit is Saturday.**

True.  
False.

# Shopping role play

Shop  
assistant

Customer

## Offering and asking



Can I help you?  
What can I do for you?  
Are you being served?  
Anything else?  
Do you need some help?  
We're having a sale on sports shoes.  
Are you looking for anything in particular?  
They're on the second shelf.

I'm looking for...  
I need...  
I'd like...  
I wonder if you could help me...?  
Have you got...?  
Do you sell...?  
Where can I buy / get / find...?  
What do you have on sale?  
Have you got brand clothes?  
Thank you, I'm just looking.  
Do you sell only own brand goods?  
What do you recommend?

## Size



What size do you take?  
What is your (shoe) size?  
Do you need a bigger / smaller one / pair?

I'm size (12).  
Does it fit me?  
It doesn't fit me.  
It's too (big, small, tight, loose...).  
It's not (big, small, tight, loose...) enough.  
Have you got this in another size?  
Do you have a bigger size?  
It fits perfectly.

## Colour



What colour would you like?  
What colour did you have in mind?  
Would another color do?

I'm looking for (blue).  
Do you have this in (blue)?  
What colours do you have?  
Do you have a lighter / darker shade?  
Have you got this in another colour?

## Problems



Sorry, we are out of (socks).  
Sorry, we don't sell (jeans).  
The (jeans) sold out yesterday.  
We don't have it in (dark blue).  
What seems to be the problem?  
Would you like to exchange it for a bigger one?  
Would you like a refund?

Does it suit me?  
It doesn't suit me.  
It's too expensive.  
I don't like it.  
I'd like a refund for this.  
Can I exchange this (skirt)?  
I bought a lemon. (something that is worthless)  
Is this made of cotton / leather / silk...?

## Trying on



Would you like to try it on?  
The changing room is over there.  
The dress suits you very well.  
The changing rooms are over there.  
Take the escalator up.

May I try this on, please?  
I would like to try it on.  
Where can I try this on, please?  
Where are the changing rooms?  
Where's the mirror?  
Can I bring this back if it doesn't fit?

## Price



That's £ 17.  
The price is on the tag.  
Look at the price tag.  
It's on discount.  
You get 20% off the price.

What's the price?  
Where's the price tag?  
It's a good bargain.  
Do I get a discount on this?  
How much is it?  
How much does it cost?  
Is this on sale?"

## Paying



Will that be all?  
That's (19 euros) altogether.  
That would be (€ 50).  
How would you like to pay? In cash or by credit card?  
You don't happen to have any change, do you?  
Here you are.  
You're welcome.  
Here's your change.  
Here's your receipt.

I'll take...  
That would be all.  
What's the price?  
Where is the cash desk?  
Where's the cashier?  
How much do I owe you?  
Where is the cash desk?  
Could I get a receipt, please?  
Could I get a (plastic) bag, please?  
(I'm afraid/ Sorry) I don't have any change.  
Do you accept credit cards?  
Can I pay in cash / by credit card?



# Let's talk about SHOPPING



## Conversation cards

Do you enjoy shopping? How often do you go shopping?	What's your favourite place to shop? Why?	What was the last thing you bought for someone else? Why did you buy it?
What was the last thing you bought for yourself? Where did you buy it?	Do you compare prices at different stores when you go shopping?	How important is customer service when you are shopping?
Can you name a few supermarkets? Which one do you like best? Why?	Where do you usually buy your clothes? Why?	Are brand names important to you? Why (or why not)?
Where would you go to buy toys? Why?	What's the best place to buy computers and electronics? Why?	What's the best place to buy sport clothes? Why?
Do you like to go shopping alone or with friends? Why?	Who <i>does the shopping</i> in your family? (= buy household items)	Small local shops or big supermarkets? Which do you prefer? Why?
Where do you buy fruit and vegetables? Why?	How do you usually pay when you buy something?	Cash, ATM card or credit card. Which is the easiest? The most dangerous? Why?

### Individual task

- Interview another student (choose 4 - 5 questions).
- Write down the answers.
- Now tell the whole class about the person you interviewed.
  - Example: Sara loves shopping. She likes to go shopping with friends. She always pays cash because she doesn't have a credit card...
- Think on one or two questions to find out about shopping in New York. Ask Kati about it.



# Let's talk about ADDICTIONS



Addicted (adj.): unable to stop doing something

What are some things that people are addicted to? Brainstorm.	Are you addicted to anything? Talk about it. Is it dangerous?	Is TV important to you? How many hours do you watch every week?
Which addictions are dangerous? Which aren't?	Do you know anyone who is addicted? Talk about it. (don't use real names)	Do you have a game console? (e.g. Playstation, Gameboy) How often do you play?
Have you ever played cards (or any other game) for money? Talk about it.	Do you ever buy things on the Internet or from a catalogue? How often do you do this?	What's your favourite restaurant? How often do you eat pizza or hamburgers?
How often do you buy lottery tickets or play the lotto? Have you ever won?	How can you stop being addicted to something? Are there cures for addictions?	How often do you drink coffee? Could you live without it?
Do you ever drink alcohol? How much do you usually drink?	Are you a <i>workaholic</i> ? How many hours a week do you work? Do you take work home?	Do you have a mobile phone? How often do you use it? What do you use it for?
Do you smoke? If not, why not? If so, could you stop if you wanted to?	Are you a <i>shopaholic</i> ? How often do you go shopping? Is it dangerous? Explain.	Is gambling popular in your country? Is it legal? What do people gamble on?



## Interview a friend

Are you addicted to ... ? (✓ or x)

	yes	no	a little
chatting			
chocolate			
reading comics			
fast food			
gossiping			
soap operas			
shopping			
texting			
TV			
the Internet			

## Match

alcohol	
coffee	
video games	
drugs	
gambling	
junk food	
smoking	
texting	
online chatting	