

7.8

SPEAKING

Shopping

*I can make a complaint.*1 **SPEAKING** Think about shopping in your city. Discuss which shop is ...

- 1 the cheapest and the most expensive.
- 2 the most and least fashionable for clothes.
- 3 the one with the most and least helpful shop assistants.

2 **Match customer comments 1–7 with situations a–e.**

- 1 Get it. It really suits you.
- 2 Oh no! They've sold out.
- 3 They're on offer – buy one and get one free.
- 4 I'm just looking, thanks.
- 5 Look, it's half price!
- 6 It's not exactly what I'm looking for.
- 7 It's reduced from £50 to £19.99.

- a The item is on special offer. ☐
- b The colour and style are perfect. ☐
- c The item is not quite right for you. ☐
- d The item is out of stock. ☐
- e You don't want the shop assistant to bother you. ☐

3 **3.28** Look at the pictures and listen to two dialogues. Which dialogue are words a–h linked to?

- | | |
|-------------------------------------|------------------------------------|
| a complain ☐ | e ripped ☐ |
| b dress ☐ | f size 12 ☐ |
| c receipt ☐ | g top ☐ |
| d present ☐ | h zip ☐ |

4 **Summarise what happens in each dialogue using the words in Exercise 3.**5 **3.28** Complete the SPEAKING FOCUS with the words in the box. Then listen to the dialogues again and check.

changing help How looking
receipt refund size fit

SPEAKING FOCUS

Shopping for clothes

Shop assistant

Can I ¹ *help* you?
Would you like to try it on?
The ² _____ rooms
are over there.
³ _____ would you
like to pay?
Make sure you keep your
receipt.

Customer

Excuse me, I'm ⁴ _____ for
a top.
I'm a ⁵ _____ 10.
Do you have this in a size 12,
please?
I'll take it.
Cash, please./By credit card.
If it doesn't ⁶ _____, can we
get a refund?

Making complaints

Shop assistant

What's wrong with it?
Do you have your
⁷ _____?
We can exchange it for
a new one.

Customer

I bought this dress last week but
the zip doesn't work.
I think it's faulty./It shrank./There's
a hole in it./The colour ran.
I'd like a ⁸ _____ please.

6 **SPEAKING** Follow the instructions below to prepare a dialogue. Use the SPEAKING FOCUS to help you.

Student A: You are a customer returning a faulty pair of jeans. Say when you bought the jeans and explain what is wrong with them (colour ran/they shrank).

Student B: You are a shop assistant. Ask Student A if he/she has a receipt. Suggest a solution to the problem (refund/repair/new pair of jeans).

7 **SPEAKING** Practise your dialogue. Then act it out to the class.

ROLE-PLAY 34 35 Shopping

34 35 Watch the video and practise. Then role-play your dialogue.

