Module: Oral Expression

Level: First year, groups: 01,02,03,04,05&06

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Task One: Extra Vocabulary Activities (Shopping and Service)

1 **Complete the gaps to form names of places where you can buy the following products or services. The first letter is given.**

1 two tuna steaks - **f**_____
2 get your hair cut - **h**_____
3 a dozen red roses - **f**_____
4 a packet of aspirin - **c**_____
5 a coffee table - **f**_____ shop
6 a tennis racket - **s**_____ shop
7 a loaf of fresh bread - **b**_____
8 get your car repaired - **g**_____
9 half a kilo of sausages - **b**_____
10 a pencil and a notebook - **s**_____
11 your favourite magazine - **n** _____
12 a pineapple and two kilos of onions - **g** _____
13 withdraw some money from your account - **b**_____
14 fine Italian salami and expensive French wine - **d**_____

2 **Complete the gaps to create collocations. One of the words is UP be used twice.**

assistant centre court label licence market
name number room office products station store

_____

1 brand _____
2 chain _____
3 checkout _____
4 department _____
5 farmers' _____
6 fashion _____
7 fitting _____
8 food _____
9 off- _____
10 petrol _____
11 PIN _____
12 post _____
13 range of _____
14 shopping _____

3 **Complete the dialogues by filling in each gap with one word. You are given its first letter.**

① 1

CUSTOMER: I want to ¹r   this computer.
I bought it here yesterday, but it's ²**f** _____. It doesn't ³**w** _____ properly. You can switch it on alright, but then it ⁴**k** _____ crashing every five minutes. And the screen has been scratched. Look!
ASSISTANT: Oh, yes.
CUSTOMER: The instruction manual was ⁵**m**_____ too! I want to ⁶**e**_____ it for another one or get a full ⁷**r**_____. If not, I'll have to talk to the ⁸**m**_ or ⁹**m**_____ a written complaint.
ASSISTANT: No problem. Have you got the 10 **r**_____?

② 2

ASSISTANT: Can I ¹ **h**_____ you?
CUSTOMER: I'm ² **j**_____ looking, thanks. Well, actually… I'm looking ³ **f**_____ a dress. I like this one, but it isn't the ⁴ **r**_____ size. It's ⁵ **t**_____ small. I need a size 40.
ASSISTANT: Here's one. Would you like to ⁶ **t**_____ it on? The ⁷ **c**_____ room is over there.
[later]
ASSISTANT: Oh, it looks lovely. It ⁸ **f**_____ you perfectly. That style is so ⁹ **f**_____ right now. And that colour really ¹⁰ **s**_____ you. It ¹¹ **m**_____ your eyes!
CUSTOMER: I know, but it's a bit ¹² **e** _____ for me. I can't really afford it.
ASSISTANT: It's ¹³ **o**_____ sale, you know. There's 50% ¹⁴ **o**_____. The price has been ¹⁵ **r**__ from £150 to £75! It's a real ¹⁶ **b**_____! A ¹⁷ **d**_____ label for half ¹⁸ **p**_____!
CUSTOMER: OK, I'll take it.
ASSISTANT: Great! Now, how about some ¹⁹ **a**_____ to go with the dress? A handbag or a belt perhaps? We have special ²⁰ **o**_____ on the best ²¹ **b**_____ like Calvin Klein and Armani. Also, there's a 30% ²² **d**_____ on all our shoes.
CUSTOMER: No, thank you. I'll just take the dress.

Task Two: Imagine you are a customer entering a store, and the shop assistant greets you with 'Can I help you?' How would you respond and navigate through a shopping interaction? Consider inquiring about store hours, asking for assistance, checking for specific items, making a purchase, and any additional aspects like payment, returns, or trying on clothes. Develop a role-play conversation that captures the essence of a customer's journey in the store using the provided phrases.

Shopping

Here are some English phrases to help you when you go shopping

Opening times	*Selecting goods*
1-What times are you open? We're open from 9am to 5pm, Monday to Friday; we're open from 10am to 8pm, seven days a week. **2-**Are you open on …? Saturday? Sunday? **3-**What time do you close? **4-**What time do you close today? **5-**What time do you open tomorrow?	**1-**Can I help you? I'm just browsing, thanks **2-**How much is this? How much are thes How much does this cost? How much is that…in the window? That's cheap, that's good value, that's expensive, Its not what I'm looking for. **3-**Do you sell …? **4-**Do you have any …?, do you have this in stock ? Sorry, we don't sell them, sorry, we don' any…. **5-**I'm looking for ….?, where can I find t

	6-Could you tell me where the … is? Do you know anywhere else I could try?, Dose it come with guarantee?, Do you deliver?
Making payment	*Returns and complaints*
1-Are you in the queue? **2-**Do you take credit cards? I'll pay in cash, I'll pay by card **3-**Could I have a receipt, please? **4-**Would you be able to gift wrap it for me? **5-**Would you like a bag?	I'd like to return this, I'd like to change this this for different size It doesn't work, it doesn't fit **1-**Could I have a refund? **2-**Have you got the receipt? **3-**Could I speak to the manager?
Useful phrases a shop assistant says	*Useful phrases a customer says*
1-Can I help you? **2-**Are you looking for anything in particular? **3-**Do you need any help at all? **4-**We don't have any of these left in stock. (= There is no more of something.)	**1-**I'm looking for … **2-**I'd like to buy…
Indicating a piece of clothing	*Trying something on*
1-Do you have this in … – medium / large / small / extra large / XL	When you go clothes shopping, you probably want to try something on

– blue / black / beige (other colours etc). Clothes can be…	before you buy it so you know it's the right size or that it looks good on you!
… **too big** … **too small** … **too tight**	**1-**I'd like to try this on please. Where
… **too loose** … **too long** … **too short**	are the changing rooms? Can I try this
Phrases for sales persons	*Questions to ask in a Grocery Store*
1-Can I help you find anything?	**1-**Can you tell me where the produce section is?
2-Are you looking for anything specific today?	**2-**Can you do a price check for me?
3-Have you tried our new products?	**3-**Do you have pre-packaged candy?
4-Is there anything I can assist you with?	**4-**Do you have more flour in the back? (if a shelf is empty)
5-Can I show you some of our current deals and discounts?"	
6-Do you need any recommendations?	
7-Let me know if you need help carrying your purchases to your car.	
8-Did you find everything you were looking for?	
9-Would you like to sign up for our loyalty program?	
10-Thank you for shopping with us, have a great day!	