



INVESTICE DO ROZVOJE VZDĚLÁVÁNÍ

Digitální učební materiál

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Název projektu	Zkvalitnění výuky prostřednictvím ICT
Číslo a název šablony klíčové aktivity	III/2 – Inovace a zkvalitnění výuky prostřednictvím ICT
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Název DUMu	Shopping & Services
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Vedoucí skupiny/sady	Mgr. Josef Huf
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Předmět nebo tematická oblast	Praktická cvičení v anglickém jazyce
Výstižný způsobu materiálu ve výuce popis využití	Doplňkový materiál pro výuku anglického jazyka Inovace: komplexní procvičení slovní zásoby na úrovni B2, využití ICT při přípravě

Tento projekt je spolufinancován Evropským sociálním fondem a státním rozpočtem České republiky.

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Shopping & Services

1 Find the odd word out and explain your choice. Use a dictionary if necessary.

A	vendor shop assistant salesclerk shoplifter shopkeeper	B	basket trolley/cart till carrier bag shopping bag	C	receipt guaranty warranty guarantee
D	hanger security tag bar code price tag label	E	\$10 off refund discount mark-down half price	F	store outlet market goods grocery

e.g.: A) A shoplifter is different as it is a person who steals from shops whereas the others work in a shop.

2 Match the expressions with kinds of shops.

counter store detectives open all day pop round to get some milk second-hand clothes
second-hand shoes food hall aisle part exchange trolley volunteer staff
£8000 on the road raising money for good causes designer clothes a bottle of wine
"Toys are on the third floor, madam" sale now on till one in every high street
promotion brand names Marks & Spencer checkout CCTV everything must go
buy 2 get 1 free great bargains basket escalator a packet of cigarettes customers
must be over 18 two years warranty muzak give it a test drive lots of shops under
one roof shopkeeper

corner shop	_____
charity shop	_____
car showroom	_____
department store	_____
supermarket	_____
department store	_____
furniture warehouse	_____
off-licence	_____
shopping centre/mall	_____

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3 Match the words and their definitions.

- | | |
|-----------------------------|--|
| 1 75% off original price | A something you buy quickly not really thinking about it |
| 2 prices slashed | B really good price cuts |
| 3 clearance sale | C prices are much lower |
| 4 great reductions/bargains | D the product is sold for quarter price |
| 5 an impulse buy | E a certain amount of money that can be spent |
| 6 a budget | F the shop is getting rid of its stock to make way for new goods |
| 7 retailers | G concerned with making money |
| 8 consumers | H a person who is excessively fond of shopping |
| 9 be commercialised | I people who buy things |
| 10 shopaholic | J people/companies who sell things |

4 Fill in each gap with an unscrambled word. The first and last letters are in the right positions.

EAXCHNGE	IUANSRNCE	REEICPT	VEINDNG	IAENSTLMNTS
DEIESGNR	BOIRWSNG	PIERCY	OINLNE	COAIMPLNT

- I can't afford this leather jacket. It's a bit _____, I'm afraid.
- During lunch breaks, I usually buy a bar of chocolate and a can of Coke from the _____ machine in the hall.
- My neighbour is very well-off and always buys _____ clothes.
- Do you have an _____ policy in case of any accident?
- Where is the nearest _____ office? I must buy some dollars.
- I'd like to make a _____ about the jumper I bought here last week. It shrank when I'd washed it.
- I didn't have enough money for the tumble-dryer, so I had to buy it on _____. After 12 months I will have paid it off.
- _____ shopping is becoming more and more popular nowadays.
- If you want to exchange the goods, you need to have the _____.
- I like window shopping and _____ around the shops on Saturday mornings.



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5 Fill in the gaps with the names of people involved in services.

customers checker shopkeeper attendant shelf stacker
shoppers retailers detective buyer salesman

- 1 Will was caught shoplifting by a store _____.
- 2 Luckily, I managed to sell my old car to the first _____ on the eBay.
- 3 The _____ at the Tesco gave me the wrong change, so I complained to the store manager.
- 4 Olympia shopping mall is always full of _____ on Saturday.
- 5 The insurance _____ persuaded me to sign the policy.
- 6 Regular _____ who have a loyalty card get 10 per cent off each purchase.
- 7 Wholesalers generally sell their goods to _____, who then target the public.
- 8 Jerry works as a _____. He has to fill in the shelves with goods.
- 9 I like going to the grocer's on the corner because the _____ is very friendly.
- 10 The car park _____ claimed that he hadn't heard the alarm go off.

6 Read the text and complete the gaps with the correct form of the words in brackets.

How to complain

Here are a few tips to bear in mind if you discover an item you've bought is ¹_____ (fault). First, contact the seller as soon as possible. Make sure you have some form of ²_____ (prove) of purchase – usually that means the receipt or sales slip (U.S.). Explain clearly why you are ³_____ (satisfy) with the item. Say what you want to be done to remedy the situation: whether you are asking for a repair, a ⁴_____ (replace) or a refund. Be assertive, but never aggressive. If the response you receive is ⁵_____ (satisfy), stay polite, even if you are quite upset. Put your ⁶_____ (complain) in writing, addressing it to the manager or customer services department. If you meet silence or the response is rubbish, write again and be ⁷_____ (persist). If the seller offers to fix the fault and it still isn't resolved, you can ask for a refund later. You don't have to accept a deal you're ⁸_____ (happy) with. Yet always weigh up any offers against the headache of continuing – and it can sometimes be a real headache – as if you can't get ⁹_____ (agree) with the shop, you may need to get legal.

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7 A complaint. Prepare and make a short talk about a complaint you or somebody you know made. Talk about:

- what you bought
- what was wrong
- how you complained
- what the result of your complaint was

8 Match the shop notices to the place where you think they appeared. Discuss in small groups what the notices say.

second-hand shop
petrol station
boutique

department store
laundrette
health food shop

repair shop
photographer's
farm

- 1 Automatic washing machine. Please remove all your clothes when the light goes out.
- 2 CLOSED DUE TO ILLNESS.
- 3 We exchange anything – bicycles, dishwashers, etc. Why not bring the wife along and get a wonderful bargain?
- 4 BARGAIN BASEMENT UPSTAIRS.
- 5 Horse manure – 80 pence per pre-packed bag – 40 pence do-it-yourself
- 6 TOILET OUT OF ORDER – PLEASE USE FLOOR BELOW.
- 7 We can fix anything. (Please knock hard on door – bell out of order)
- 8 PLEASE DO NOT SMOKE NEAR OUR PUMPS. YOUR LIFE MAY NOT BE WORTH MUCH BUT OUR PETROL IS.
- 9 Out to lunch. If not back by five – out for dinner also.



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Answer key:

- 1) A shoplifter, B till (not to carry shopping), C receipt (the others mean the same), D hanger (not attached to goods), E refund (not a bargain), F goods (not a shop)
- 2)
Corner shop - counter, shopkeeper, open all day, pop round to get some milk
Charity shop- second-hand clothes, second-hand shoes, volunteer staff, raising money for good causes
Car showroom - part exchange, give it a test run, two years warranty, £8,000 on the road
Department store - food hall, designer clothes, escalator, "Toys are on the third floor, madam"
Supermarket - aisle, till, checkout, promotion, trolley, basket
Department store - brand names, Marks & Spencer, one in every high street, escalators
Furniture warehouse - everything must go, sale now on, great bargains, out of town
Off-licence - a bottle of wine, a packet of cigarettes, customers must be over 18
Shopping centre/mall - muzak, lots of shops under one roof, store detectives, CCTV
- 3) 1D, 2C, 3F, 4B, 5A, 6E, 7J, 8I, 9G, 10H
- 4) 1 pricey, 2 vending, 3 designer, 4 insurance, 5 exchange, 6 complaint, 7 instalments, 8 online, 9 receipt, 10 browsing
- 5) 1 detective, 2 buyer, 3 checker, 4 shoppers, 5 salesman, 6 customers, 7 retailers, 8 shelf stacker, 9 shopkeeper, 10 attendant
- 6) 1 faulty, 2 proof, 4 unsatisfied/dissatisfied, 5 unsatisfactory, 6 complaint, 7 persistent, 8 unhappy, 9 agreement
- 7) student's own answers
- 8) 1 laundrette, 2 health food shop, 3 second-hand shop, 4 boutique, 5 farm, 6 department store, 7 repair shop, 8 petrol station, 9 photographer's

Zdroje:

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