

Match question 1-9 from the conversation to answers a-i

Level : elementary

Subject : English

Aids : paper, pencil

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5.4 Speaking and writing

GOALS ■ Buy things in a shop ■ Write an online product review

Listening & Speaking in a shop

1 Look at the photos. What kind of shops do they show? Label the things and people in the photos with words from the box.
changing rooms customer shop assistant till *pokladna*

2a 5.16))) Listen to three conversations and match them to photos a-c.

b 5.16))) Listen again. What is each customer buying?

3a Match questions 1-9 from the conversations to answers a-i.

- 1 Can I help you? *e*
- 2 Do you need a bag? *f*
- 3 Can I try this on, please? *h*
- 4 Can I pay by card? *a*
- 5 How much is this magazine? *b*
- 6 Do you offer a student discount? *e*
- 7 Would you like a receipt? *c*
- 8 Do you sell batteries? *d*
- 9 What time do you close? *d*

4 a No, I'm afraid we only take cash.
b It's £4.99.
c Yes, we do. You get 20% off.
d At eight o'clock.
e No, thanks. I'm just looking.
f Yes, please. Just a small one.
g Yes, we do. What kind do you need?
h Of course. The changing rooms are over there.
i Yes, please. Just put it in the bag.

b 5.17))) Listen and check your answers.


c Who says each line in exercise 3a: the customer (C) or the shop assistant (SA)?

d Work with a partner. Practise the conversations in exercise 3a.

4 **TASK** Work with a partner. You want to buy a small gift for someone. Take turns to be a customer and a shop assistant in a gift shop. Ask and answer questions about:
• prices • discount • opening and closing times, etc.
Use the Language for speaking box to help you.

LANGUAGE FOR SPEAKING in a shop

What time do you open/close (on Sundays)?
Can I pay by card/have a receipt, please?
Do you sell newspapers/offer a student discount?
How much is this/are these shoes?



52

