

05 SHOPS

In this unit, you learn how to:

- point and describe what you want
- talk to a shop assistant
- say numbers better
- talk about things happening now
- follow directions in a shop
- talk about prices and shops

Grammar

- this, that, these, those*
- Present continuous

Vocabulary

- Describing what you want to buy
- Department stores

Reading

- Sale!
- A famous department store

Listening

- Who's next?*
- Do you sell...?*



DEVELOPING CONVERSATIONS

Questions in shops

Learning common questions for particular situations will help you have conversations.

A Who usually asks the questions 1–8: shop assistants or customers?

- Who's next?
- What are those made of?
- How much are the apples?
- Can I have some ...?
- Which one(s)?
- How much would you like?
- How many would you like?
- Anything else?

B Match each pair of answers to a question in exercise A.

- a Sure. How much?
b Of course – how many do you want?
- a 50p each.
b One forty-nine a kilo.
- a Me.
b This lady, I think .
- a That much.
b Half a kilo.
- a Those ones have fish in them and the others have meat.
b Cotton.
- a No thanks, that's all.
b Yeah, can I have some of that, please?
- a Five or six.
b Just one.
- a The blue one.
b The things next to the apples.

C Spend two minutes remembering one answer for each question in exercise A. Then work in pairs.

Student A: ask questions.

Student B: close your book and give an answer.

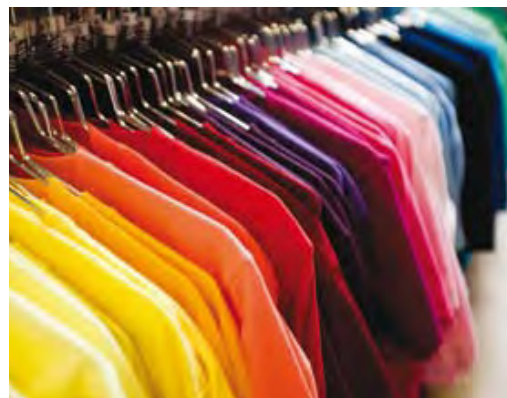
VOCABULARY Describing what you want to buy

A Work in groups. Complete the table with the words in the box. Use a dictionary if you need to.

| | | | |
|-------|---------|---------|--------|
| green | yellow | short | square |
| wood | shirt | cake | jeans |
| round | cheese | plastic | fish |
| dress | leather | cotton | brown |

| colour | material | clothes | food | shape |
|--------|----------|---------|-------|-------|
| red | wool | jacket | fruit | long |
| white | | shoes | meat | small |

B How many of the words in exercise A can you see in the photos? Who found the most?



LISTENING

You are going to hear three conversations in places in the photos.

A 5.1 Listen. Decide which place they are in.

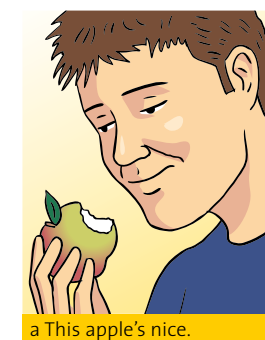
B Listen again.

- Which thing(s) do they buy?
- How much is it / are they?

C Work in groups. Discuss these questions.

- Do you think they make good choices?
- Do you think the shops are expensive?
- What would you choose?

GRAMMAR *this, that, these, those*



a This apple's nice.



b Give me that cake, please.



c I like these shoes.



d I like those jeans over there.

A Based on what you see in the pictures above, choose the correct word.

- That / Those* cake looks nice.
- Do you like *this / these* shoes? I bought them yesterday.
- Can you pass me *this / that* newspaper over there on the table?
- This / These* apple tastes great. Where did you get it?
- How much are *these / those* jeans in the window?
- Is *this / these* yours? It's not mine.
- This / That* salad tastes lovely. How's your pasta? It looks nice.

► **Need help?** Read the grammar reference on page 154.

B Work in groups. Ask each other the name in English for different things in the classroom. Ask *What's this / that?* or *What are these / those?*

CONVERSATION PRACTICE

Have similar conversations to the ones in *Listening*.

A Work in pairs. Choose a shop from the pictures.

Student A: You are the shop assistant. Hold your book open for Student B to see.

Student B: You are the customer. Buy two different things in the picture. Use as much of the language from this page as you can.

B Choose a different picture. Change roles and repeat exercise A.

PRONUNCIATION Numbers

A 5.2 Listen to these numbers and mark the main stress.

thirteen fourteen sixteen thirty forty sixty

B 5.3 Listen and write the numbers.

C Work in pairs.

Student A: say one of the numbers in each of a–f.

Student B: point to the number.

- | | | | |
|-------|-----|----------|--------|
| a 14 | 40 | d 513 | 530 |
| b 15 | 50 | e 16,000 | 60,000 |
| c 118 | 180 | f 17,000 | 70,000 |

READING

You are going to read about two women who work in shops. The shops are having a sale.

A Before you read, discuss these questions in groups.

- Where was the last sale you went to? Did you buy anything?
- Tell a partner about something you found cheap in a sale, using sentences like these:
 - I bought a *coat*. It was *30 euros*, reduced from *60*.
 - I bought a *mountain bike*. It was reduced by *50%*.
- Who in your group got the best price?

B Work in two groups.

Group A: read about Emily and answer questions 1–6.

Group B: read about Dalena and answer questions 1–6.

- Where is she from?
- What does she do?
- Where does she work?
- Why is the shop having a sale?
- How's she feeling? Why?
- What does she want to do in the future?

C Compare answers with someone in your group.

D Now find a person from the other group. Ask each other the questions in exercise B to learn about your partner's text.

NATIVE SPEAKER ENGLISH

bargain

We say something is a *bargain* when it is good and cheap.

*Everyone is happy when they find a bargain.
There are some great bargains in the sales.
That's a bargain.*



EMILY, GERMANY

We're having a sale because we're closing the shop. It's sad, because my grandfather opened it 60 years ago. When I was small, I came here on Saturday mornings and sat and read the children's books.

When my grandad retired, I managed the shop. Now there's a sale, lots of people are buying things, but it's normally very difficult. There are lots of very big bookshops now, which sell every book a customer can want. They also have a café and famous writers give talks at the shop. We can't do that, so we're not getting many customers and we're losing money.

I'm looking for a job at the moment, but I don't really know what I want to do in the future. I don't really want to work in another bookshop after I leave here.

DALENA, SLOVAKIA

I'm a sales assistant at an S&A store. The store opened last year and it's doing very well. We're having our summer sale at the moment, so I'm working really hard. The shop is staying open late. I'm tired, but I like it. I like helping people find nice clothes and, of course, everyone is happy when they find a bargain.

I want to continue working with S&A and maybe become a floor manager and then a shop manager. I think it's a good company, and they are growing at the moment and opening new stores, so I think there are lots of opportunities. Maybe I can get a job in one of their shops in the UK and improve my English!

SPEAKING

A Work in pairs. Discuss these questions.

- Do you know any shops that are closing? Do you know why?
- Are any shops opening where you live? What kind of shops? Are you happy about it?
- Do you prefer small shops or big shops? Why?
- Do you think working in a shop is a good job? Why? / Why not?

GRAMMAR Present continuous

The present continuous is formed using *am / are / is + -ing*. For example:

We're having a sale.

How's she feeling?

Their new clothes are not selling very well.

Use the present continuous to talk about things happening around now which are temporary and not finished.

A Look at both texts and find ten examples of the present continuous.

B Complete the sentences with *am / are / is*, but use the short form where you can.

- They..... having a sale at a shop in town.
- I..... not working very hard at the moment.
- My mother's not here. She..... doing the shopping.
- The economy..... growing fast at the moment.
- My football team..... doing very well now.
- I hope you..... enjoying this class.
- Some friends staying with me at the moment.
- My brother..... studying at university.

► Need help? Read the grammar reference on page 154.

C 5.4 Listen and repeat the sentences.

D Work in pairs. Which sentences in exercise B are true for you?

E You are a 'receptionist' and you answer the phone. The caller wants to speak to the people in the box, but the people don't want to / can't talk now. Write a reason using the present continuous.

| | |
|----------------------|---------------------|
| your mum or dad | Susie (your sister) |
| The President | David (a friend) |
| Mr Smith (your boss) | you |

Now have conversations like this using your sentences:

A: Hello. Can I speak to your mum or dad?

B: Sorry. Can you call back later? *They're watching a film.*

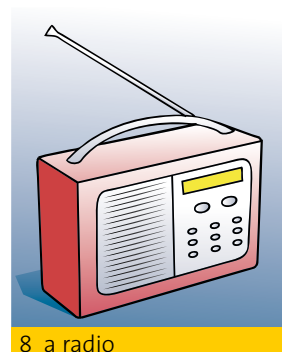
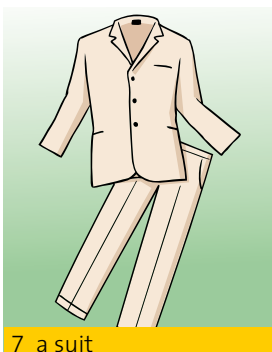
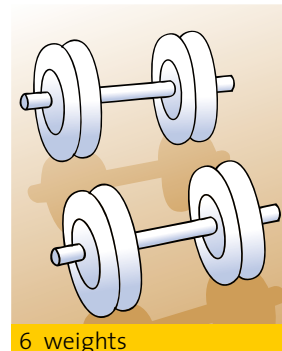
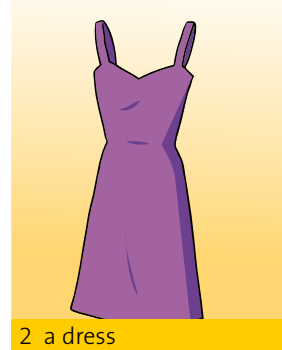
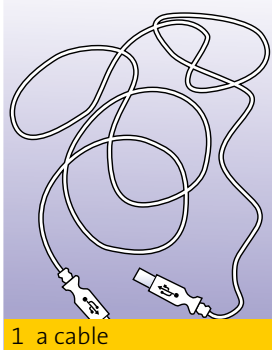
A: Sure. Thanks

VOCABULARY Department stores

A Match the pictures in 1-8 to the departments in the box.

Home Entertainment
Accessories
Computing and Gaming
Womenswear

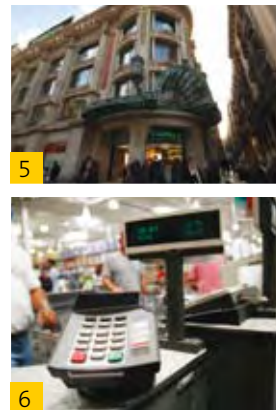
Toys
Beauty
Sports
Menswear



B Work in groups. Try to think of one more thing you can buy in each of the departments above.

C Which words from the box can you see in the pictures below?

the basement the second floor the stairs
the ground floor the bottom shelf the lifts
the main entrance the first floor the escalator
the changing rooms the top shelf the till



D Work in pairs. Answer these questions using words from exercise C.

- Where do you try clothes on?
- What do you go up or go down?
- Where do you go in and go out of the store?
- Where do you ask 'Are you going up?' or say 'Fourth floor, please'?
- What can be difficult to reach?
- Which floor do you always go down to?
- What floor is the main entrance usually on?
- What do you walk up or down?
- Where do you pay?

LISTENING

You are going to hear three conversations in a department store.

A 5.5 Listen and answer these questions.

- What does each customer ask for?
- Where are the things they want?

B Listen again. Complete the sentences with ONE word in each gap.

- They're over there, the till.
 - There they are, the bottom shelf.
 - I walked them a minute ago.
- the second floor.
 - Go the escalator.
 - Turn right the top.
- It's the Sports department.
 - You can take the lifts from there.
 - When you get the lift, it's on the left.

C Look at the audioscript on page 174 and choose four useful words or expressions to remember.

D Tell a partner. Did they choose the same?

LANGUAGE PATTERNS

Write the sentences in your language. Translate them back into English. Compare your English to the original.

Have a nice day.
Take a seat.
Have a good time.
Don't worry.
Don't get angry.

E You are going to have similar conversations to the ones you heard. Write five things you want to buy in your local department store. Use a dictionary to help you, if you need to.

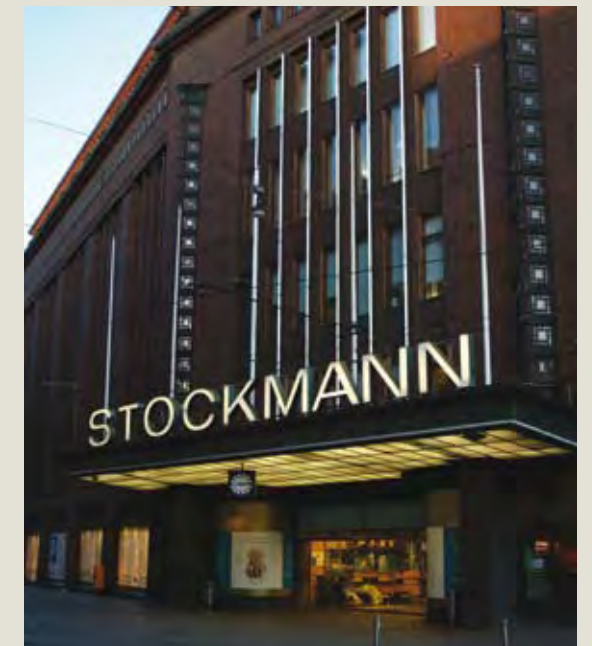
F Take turns asking and answering questions about where the things are. Use one of the following to start your conversations:

Excuse me. Can you help me?
I'm looking for ...

Excuse me. Do you sell ...?

SPEAKING

A Read the text. Then discuss the questions in groups.



The biggest department store in northern Europe is Stockmann. There are seven stores in Finland, six in Russia, one in Latvia and another one in Estonia. The company started in Helsinki in 1862 and slowly grew. Different departments soon opened, followed by new stores. Stockmann also bought a bookshop, a sports company, a fashion company and more.

Stockmann now makes a lot of money from online sales, but continues to sell everything from clothes to cheese, from TVs to furniture. It also has its own fitness centre!

- What's the biggest department store where you live?
- Do you ever shop there? If yes, how often do you go there? What for? Can you remember what's in the basement? On the top floor? On other floors? Tell a partner.
- What do you know about the company? When did it start? Is it growing? Do they have stores in other countries? Do they sell things online?
- What things do you buy online? Why?
- In your country, are there shops that foreign companies own? Which country or countries are the companies from?
- What's your favourite shop? Why?