

# UNIT 18: SHOPPING



**ELENE**



## **SITUATED ENGLISH** **STUDY & LEARN**

2021-1-PL01-KA220-ADU-000033465



**Co-funded by  
the European Union**

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.

# SECTION A

# KEY VOCABULARY



Supermarket



Shoe store



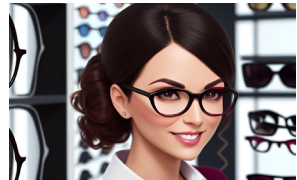
Souvenir shop



Leather goods



Shopping trolley  
Shopping basket



Optician



Security guard



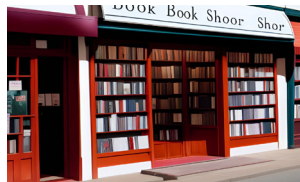
Men's wear  
Women's wear



Electronics store



Customer service



Book shop



Cosmetic shop



Department store



Jewelry store



Food court



Appliances



Shop assistant



Shopping center



# SECTION B

## What you might hear and see



- May I help you with anything?
- What shoe size are you?
- Shall I get you a smaller size?
- We accept all major credit cards.
- Let me know if you need any help.
- How would you like to pay?
- Would you like to try it on?



# SECTION C

## What you might need to SAY or ASK in this place

<i>Greetings</i>	Hello Good morning Good afternoon
<i>Thanking</i>	Thank you
<i>Questions and statements for shopping</i>	I want to buy a pair of trousers. How much is this, please? Have you got these shoes in black? May I see a different color of this? Can I get a receipt, please? Where's the checkout counter? Have you got this in a larger size, please? Can you show me the fitting rooms, please? I want two of these. Could you gift wrap it, please? Do you take returns? I'd like to return this item. I'd like to exchange this bag.
<i>Leave-taking expressions</i>	Good bye Have a good day

# SECTION D

## Basic Dialogues for Shopping

### Grocery store



**Seller:** Hello sir. How can I help you?

**Customer:** I would like a packet of tea and an orange juice, please.

**Seller:** Here you are, sir.

**Customer:** How much is it?

**Seller:** It costs 5.64.

**Customer:** Here you are, thank you.

**Customer:** Excuse me.

**Seller:** Hello, what can I do for you?

**Customer:** I want a kilo of tomatoes and a kilo of potatoes, please.

**Seller:** Okay, anything else?

**Customer:** Yes, a carton of milk and a loaf of bread, please.

**Seller:** Here you are.

**Customer:** How much is it?

**Seller:** It is 13.60.

**Customer:** Here you are. Thank you, have a nice day

### Supermarket



**Customer:** Excuse me. Can you help me, please?

**Assistant:** Yes, sure.

**Customer:** I would like to buy some cheese. Where is the dairy section?

**Assistant:** It's over there. Aisle 5.

**Customer:** Thank you!

**Assistant:** No problem.

### Cash counter



**Cashier:** Hello sir. Please put your items here on the counter. The total is 45.80. How will you pay?

**Customer:** I will pay by credit card. Here it is.

**Cashier:** Here is your card and receipt, sir.

**Customer:** Thanks, have a nice day.

# SECTION D

## Basic Dialogues for Shopping

### Clothes shop



**Shop assistant:** Hello. Can I help you?

**Customer:** Hello. I am looking for a gift for my grandson, possibly a t-shirt and a pair of jeans?

**Shop assistant:** What size do you need?

**Customer:** I think he wears a large size for the t-shirt and a 32 for the jeans.

**Shop assistant:** How about the color?

**Customer:** A red t-shirt and black jeans.

**Shop assistant:** Okay, what about this t-shirt and jeans?

**Customer:** Well, I think he will like them, thank you.

### In the mall



**Customer:** Excuse me. Can you help me, please?

**Information desk:** Hello. How can I help you?

**Customer:** I am looking for the pharmacy. Can you tell me which floor it is on, please?

**Information desk:** It's on this floor. Straight ahead on the right.

### Souvenir shop



**Customer:** Hello, I would like to buy a souvenir for my friend. Can you help me, please?

**Shop assistant:** Sure. Do you have something in mind?

**Customer:** Not yet. Can you recommend some typical Spanish souvenirs?

**Shop assistant:** The bota is one of the most popular gifts. Many people choose it as a souvenir when travelling to Spain.

**Customer:** Okay. That sounds interesting. But I don't think it is a good choice.

**Shop assistant:** What do you think about glazed pottery?

**Customer:** That's great, I'll take it as a souvenir. Thank you for your help.

**Shop assistant:** You're welcome. Thanks for shopping here.

# FINAL STEP

# Exercises

Write down the words used for the pictures below.



.....

.....

.....

.....

Fill in the Dialogue below.

Excuse me. ....

**Customer service:** On the second floor in women's fashion. You can take the elevators.

Okay, thank you and ..... ?

**Customer service:** They are right over there on the left.

Put a tick next to the statements you say or hear while shopping.

- Where is the cosmetics department?
- Put your items on the counter.
- I would like to buy a traditional souvenir.
- You have to change the train.
- Where is the food court?
- Remove your shoes and belt please.
- Welcome on board.

# FINAL STEP

## Exercises

*Dialogue at the underground: Elene and Erasmus are shopping.*



**Read the dialogue below and fill in the blanks with the most appropriate option.**

- a) Could you show us
- b) Pack this ring
- c) What do you think
- d) Where is the jewelry store
- e) It's worth it
- f) Take a seat
- g) I would like to buy

**Elene:** Excuse me sir. .... ?

**Information desk:** It's on this floor, just over there on the left.

**Elene:** Thank you.

**Jeweler:** Good morning, ma'am and sir. Welcome!

**Elene and Erasmus:** Good morning.

**Jeweler:** Please come in and .....

**Erasmus:** I want to buy a jewelry set for my wife.

**Jeweler:** With great pleasure. Here are some good sets and they all have beautiful designs.

**Elene:** Wow, this one is amazing.

.....this golden set.

..... Erasmus?

**Erasmus:** This is really wonderful. How much does it cost?

**Jeweler:** It's 8790 euros.

**Elene:** Oh, that's a bit expensive. Do you have any discounts?

**Jeweler:** Unfortunately not, but trust me, madam.

.....

**Erasmus:** Ok, it is fine. We'll take it.

**Jeweler:** Great choice, madam. Would you like to see anything else?

**Elene:** Oh, yes. .... a ring for my husband?

**Jeweler:** Here it is. Would you like to try it?

**Erasmus:** Yes, please. It's really nice, how much is it?

**Jeweler:** It's not so expensive, only 1350 euros.

**Erasmus:** Please..... too. Here is the credit card.

**Jeweler:** Thank you, sir. Please come again, have a nice day.

# VIDEOS

## External Video Links

- <https://www.youtube.com/watch?v=Z5Ty43EPYg4>
- <https://www.youtube.com/watch?v=l9Ee9WcwRmg&t=46s>

