**Shopping Vocabulary**

**Useful Vocabulary**

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| shop(s) | customer(s) | cashier(s) |
| **Shop(s)** | **Customer(s)** | **Cashier(s)** |
| Men=wallet(s) Women=purse(s) | scale(s) | till(s) |
| **Wallet(s) (m) Purse(s) (f)** | **Scales** | **Till(s)** |
| shelf(shelves) | aisle(s) | barcode(s) |
| **Shelf** | **Shelves** | **Barcode(s)** |
| trolley(trollies) | lift | bag(s) |
| **Trolley(s)** | **Lift(s)** | **Bag(s)** |
| basket(s) | changing room(s) | **escalator** |
| **Basket(s)** | **Changing Room(s)** | **Escalator(s)** |
|  | **Ways to pay** |  |
| cheque(s) | cash | **banknote(s)** |
| **Cheque(s)** | **Cash** | **Note(s)** |
| coin(s) | credit or debit card(s) |  |
| **Coin(s)** | **Credit card(s) Debit card(s)** |  |
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**Build Up**

**Where to buy what**

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| toiletries | **Chemist's** |
| ladies clothes | **Ladies Clothing Shop or Boutique** |
| Mens clothes | **Mens Clothing Shop or Tailor's** |
| shoe(s) | **Shoe Shop or Cobbler's** |
| jewellery | **Jeweller's** |
| electrical goods | **Electrical Store** |
| toy(s) | **Toy Shop or Toy Store** |
| cd(s)/record(s) | **Record Shop** |
| book(s) | **Book Shop** |
| magazine(s) and newspaper(s) | **Newsagent's** |
| tool(s) | **Ironmonger's** |
| glasses | **Optician's** |
| sewing things | **Haberdasher's** |
| **All or most of the above** | **Department Store** |
| meat | **Butcher's** |
| fish and seafood | **Fishmonger's** |
| fruit and veg | **Greengrocer's** |
| bread | **Baker's** |
| continental food | **Delicatessen** |
| groceries | **Grocer's** |
| alcohol | **Off Licence** |
| bouquet | **Florist's** |
| envelope(s) | **Post Office** |
| **All or most of the above** | **Supermarket** |

**Naturally Speaking**

**Useful Shopping Phrases**

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| **Finding a Shop** | **Opening Hours** |
| **Questions**   * Can you recommend a good toy/clothes shop? * Is there a chemists/supermarket in the area? * Where can I get toothpaste/pet food? * Where's the nearest shopping centre?   **Answers/Comments**   * There's a really good bookshop just around the corner. * You can buy that here in the hotel. * The best toy shop is in the shopping centre. * The nearest one is a few miles away. | **Questions**   * What time do you open, please? * What time do you close, please? * What are your opening hours? * Are you open all day? * Are you open on Sundays?   **Answers/Comments**   * We're open 24/7. (24 hours a day / 7 days a week) * We're closed at lunchtime, between 12 and 2pm. * We're open from 9am till 6pm, Monday to Friday. |
| **Shopping for Clothes** | **Paying** |
| **Questions**   * Could you help me, please? * Could you tell me where the ................ department is? * Excuse me, I'm looking for a .......... . * Is there somewhere I can try this on, please? * Does it suit me? * Do you have this in a (larger/smaller size) (different colour), please? * Do you do alterations? * Do you have a refund policy? * Is this in the sale?   **Answers/Comments**   * It's too long / short. * It's too tight / loose. * The ladies / gents changing rooms are over there. * You can bring it back and exchange it or get a refund within 2 weeks if you keep the receipt. | **Questions**   * Do you take credit cards? * Do you give credit? * Do you have a loyalty card? * Does it have a warranty? * Can I pay by cheque? * Do you offer a cash discount? * Could I have a VAT receipt, please? * Could I leave my bags here and pick them up later?   **Answers/Comments**   * We take all the major credit cards. * We only accept cheques with a cheque card. * We are offering 6 months free credit with no deposit. * Sorry, no. * Yes, certainly. |

**Dialogue**

**Here we have two conversations. The first is between Mrs Smith and her younger son John at the shops. The second is between Mrs Smith and a shop assistant.**

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| **It's Saturday morning and Mrs. Smith is going shopping.** | |
| Mrs S: | John, I'm going to the shops. Is there anything you want? |
| John: | Yes please! Can you pick up my magazine from the newsagents? |
| Mrs S: | Of course. Do you want to come with me? |
| John: | No way, I'm going round to Mike's house, sorry. |
| Mrs S: | No problem. I'll be about an hour, be home by 5 o'clock at the latest. |
| John: | O.K. I'll see you later. |
| A bit later...... | |
| Mrs S: | John are you home? |
| John | Yes mum, I'm up stairs. |
| Mrs S: | Come down here, I bought you a new Nike T-shirt, I want you to try it on. |
| John | Nike? Great I'm coming! |
| A few minutes later..... | |
| Mrs S: | Well, does it fit? |
| John | I think it's a bit too small. |
| Mrs S: | Let's have a look. Hmmm, I think you've grown again! |
| John | I can't wear it though. |
| Mrs S: | Do you like it? |
| John | Yeah, it's a nice colour. |
| Mrs S: | I'll take it back to the supermarket and see if I can change it. |

Mrs Smith had bought a nice new T-shirt for John, but when he tried it on it didn't fit.

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| **It's Saturday evening and Mrs Smith has to return the T-shirt.** | |
| Mrs S: | Excuse me, can you help me? |
| Shop Assistant | Yes of course, what can I do for you? |
| Mrs S: | I bought this T-shirt for my son this afternoon, but it doesn't fit him, it's too small. |
| Shop Assistant | Do you want to change it or get a refund. |
| Mrs S: | I'd like to change it for a larger size. Do you have these in large? |
| Shop Assistant | I'll just check. Let's see, yes we have large or extra large, which would you prefer? |
| Mrs S: | I think large will be fine, it's for my son. |
| Shop Assistant | That's fine, if it doesn't fit just bring it back again. If you take it to the customer service desk, they'll sort it all out for you. |
| Mrs S: | Thank you. Just as a matter of interest do you give refunds? |
| Shop Assistant | Yes, of course. You can bring any clothing items back up to three weeks after purchase, but you must keep the reciept. |
| Mrs S: | I see, thanks again. |
| Shop Assistant: | You're welcome. |

Buying a shirt

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| Dan: | Excuse me. | http://www.englishspeak.com/audio3.gif | http://www.englishspeak.com/audio3.gif |
| Maria: | Hello sir, may I help you? | http://www.englishspeak.com/audio3.gif | http://www.englishspeak.com/audio3.gif |
| Dan: | Yes. Can I see that shirt on the top shelf please? | http://www.englishspeak.com/audio3.gif | http://www.englishspeak.com/audio3.gif |
| Maria: | Sure. Here it is. | http://www.englishspeak.com/audio3.gif | http://www.englishspeak.com/audio3.gif |
| Dan: | How much does it cost? | http://www.englishspeak.com/audio3.gif | http://www.englishspeak.com/audio3.gif |
| Maria: | 50 dollars. | http://www.englishspeak.com/audio3.gif | http://www.englishspeak.com/audio3.gif |
| Dan: | 50 dollars. That's too much. | http://www.englishspeak.com/audio3.gif | http://www.englishspeak.com/audio3.gif |
| Maria: | How about this one? It's on sale for only 35 dollars. | http://www.englishspeak.com/audio3.gif | http://www.englishspeak.com/audio3.gif |
| Dan: | I don't like that one. | http://www.englishspeak.com/audio3.gif | http://www.englishspeak.com/audio3.gif |
| Maria: | How about the one next to the black gloves? It's very similar to the one you like. | http://www.englishspeak.com/audio3.gif | http://www.englishspeak.com/audio3.gif |
| Dan: | That's nice. How much is it? | http://www.englishspeak.com/audio3.gif | http://www.englishspeak.com/audio3.gif |
| Maria: | 30 dollars. | http://www.englishspeak.com/audio3.gif | http://www.englishspeak.com/audio3.gif |
| Dan: | That'll be fine. | http://www.englishspeak.com/audio3.gif | http://www.englishspeak.com/audio3.gif |
| Maria: | Is this color OK, or would you like a different color? | http://www.englishspeak.com/audio3.gif | http://www.englishspeak.com/audio3.gif |
| Dan: | That blue one's fine. | http://www.englishspeak.com/audio3.gif | http://www.englishspeak.com/audio3.gif |
| Maria: | Do you need any more of these shirts? | http://www.englishspeak.com/audio3.gif | http://www.englishspeak.com/audio3.gif |
| Dan: | Yes. | http://www.englishspeak.com/audio3.gif | http://www.englishspeak.com/audio3.gif |
| Maria: | How many do you want? | http://www.englishspeak.com/audio3.gif | http://www.englishspeak.com/audio3.gif |
| Dan: | I'll take two more, a red one and a white one. |  |  |