

SHOPPING

Useful words



Aisle



Toilets / bathroom



Shelf



Credit/debit card



Receipt



Scales



(Shopping) trolley



Escalator



Exit



Plastic bag / carrier bag



(Shopping) basket



Coins



Notes / banknotes



(Shop/store) manager



Checkout assistant



Checkout till / cash till



Self-checkout / self-service checkout



Sales assistant / shop assistant

Extra words

- **Department store** – a very large shop with different sections: toys, food, etc.
- **Shopping centre** – a large building with many separate shops. “Shopping mall” in US English
- **Floor** – a level in a shop: ground floor, first floor, second floor, etc.
- **Menswear/womenswear department** – the place in the shop where there are clothes for men/women.
- **Changing rooms** – a little room where you can try on clothes.
- **Cafeteria** – a restaurant where you can buy a coffee / a sandwich, etc.
- **Store card** – a card that gives you points every time you buy something.
- **Refund** – if you get a “refund”, you return an item you bought and the shop returns your money.
- **Discount** – if there’s a “discount”, a product costs less than normal.
- **Coupon** – a little piece of paper with a discount on a particular product.

What you ask

- Where’s the sports department, please?
- I’d like to return this skirt, please.
- Is the café on the second floor?
- Where can I get toothpaste, please?
- What time do you close, please?
- Are you open on Sundays?
- Is there somewhere I can try this on, please?
- Do you have this in a larger/smaller size, please?

What you hear

- Have you got a store card?
- Shall I wrap it for you?
- Will you be paying by cash or credit card?
- We’re open from 9am till 6pm, all through the week.
- The changing rooms are just over there.
- You can bring it back and get a refund if you keep the receipt.

Dialogue: At the department store

Bob is in a department store. He needs some help so he’s speaking to a shop assistant. [Listen once and complete the text with the correct words.] C=Customer A=Assistant F=Frank

- C: Excuse me, do you know where the cereal is, please?
 A: Yes, it’s down there on the right – three (1) _____ down.
 C: Oh, and do you know where the (2) _____ are, please?
 A: They’re on the third floor.
 C: And the fruit and (3) _____ section?
 A: It’s at the back of the supermarket – just over there.
 C: Oh, and where’s the sports (4) _____?
 A: It’s on the 2nd floor.
 C: And the (5) _____?
 A: It’s on the 6th floor.
 C: Great. Sorry, but where’s the (6) _____?
 A: It’s just over there.
 C: Are you open on

(7) _____?

- A: Yes, we are.
 C: Oh, I wanted to try this shirt on. Do you know where the changing rooms are?
 A: You’ll have to go back to the (8) _____ department on the 4th floor and try it on there. This is the supermarket – there aren’t any changing rooms here.
 C: OK. Great. Thanks a lot.
 A: My pleasure.
 C: Oh, and just one other (9) _____
 A: Excuse me. [to a colleague] Frank! Frank!
 F: Yeah, what?
 A: Could you deal with this gentleman, please? [to the customer] I’m sorry, but there’s been an emergency and I’ve got to go and stack some (10) _____.
 C: Oh, right, well, then, erm, Frank, I was just wondering whether you could tell me... [fades out]