

Shopping and Services

Main Course book

New English File Intermediate: Student's Book: pp 84 – 87,
Work Book: pp 54 - 56



Operační program Vzdělávání pro konkurenceschopnost

Název projektu: Inovace magisterského studijního programu Fakulty ekonomiky a managementu

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Warm-up

Work in pairs.

- Do you prefer to shop in a supermarket or a department store where everything is together? Or, do you rather go to a small shop where they sell just one kind of goods? Why?
- Are goods generally cheaper in a small shop or in a department store?
- Do you like to browse through various stores to look at what is available, or just window shop, without necessarily buying anything?
- How do you find customer service? Is there anything that you feel should be improved?

Vocabulary and speaking

Explain these expressions in English

baker s, barber s, bookshop, butcher, chemist s/pharmacy, dairy, delicatessen shop, confectioner s, florist, greengrocer, grocer, health food shop, hardware, jeweller, newsagent s, paper shop, stationer s, shoe shop, toy-shop, watchmaker, travel agent s;

bargain, basket, customer, discount, receipt, refund, sales, shop assistant, trolley, till, street market, shopping centre (US mall)

Vocabulary and speaking

Match the words and definitions.

bargain, basket, customer, discount, receipt, refund, sales, shop assistant, shop window

- 1 a time when shops sell things at lower prices than usual
- 2 something that you buy for what you think is a good price
- 3 a place at the front of a shop where you can see the products
- 4 a piece of paper which shows you have paid for something
- 5 a reduction in the price
- 6 a person who works in a shop
- 7 money that is paid back to you when you are unhappy with something you buy
- 8 a person who buys things in a shop

Reading and speaking

Read the text and discuss the questions.

A shopping mall visit

While living in L.A., California, we enjoyed visiting one of several shopping malls in our area. A mall is a large enclosed area surrounded by stores and businesses. The mall and stores are under one roof. In this way, the entire shopping area is heated in winter and air-conditioned during summer. It allows people to shop in comfort in any kind of weather. Fountains and trees add beauty to many malls which are often on two levels, connected by escalators and stairways.

Most malls include several bookstores, shoe shops, clothing stores, drugstores, leather goods stores, music and video stores, restaurants. There are also pet shops, sports shops, toy-shops, souvenir shops, jewellery stores and department stores. Mall areas occasionally feature fashion shows, art and craft exhibits, and other events. During the Christmas season, a smiling robust Santa Claus greets excited children in front of a large colourfully decorated Christmas tree.

Each mall has its own security guards, cleaning staff and maintenance crew which serve all the businesses, as well as ample parking. The stores are generally open seven days a week – on weekdays from 9 a. m. to 5 p. m.

After a hard day's work, visiting a mall became more than just a shopping trip. One could enjoy a good-tasting refreshment, sit and rest by a fountain, as well as meet friends and chat.

Reading and speaking

Discuss the questions:

- What is a shopping mall?
- Name some of the types of shops that can be found in a shopping mall.
- What activities may also take place in a mall?
- Have you ever visited a shopping mall in another country? If so, tell us about it.
- What are some advantages of a shopping mall?

Listening and writing

For some more practice, go to:

<http://www.esl-lab.com/flowershop/flowershoprd1.htm>

Write a paragraph about what you have listened to.

Reading and role-play

Read a dialogue between a garage man and a driver.

At a garage

Attendant: Yes, madam?

Driver: Two gallon, please. And I wonder if you d check up on oil. I think I might be rather low.

Attendant: Just a moment. Yes, we ll have to fill up.

Driver: Right. I wonder when I could bring the car to be serviced. It needs lubricating and a good wash and polish after driving on those muddy roads.

Attendant: Perhaps you could wait until after the weekend, madam. We re terribly busy just now. I ll just see to the tyres, the left back one looks down a bit.

Driver: Oh, dear. I do hope I haven t got a puncture.

Attendant: No, no. It just needs a bit more air pumping in. The pressure is rather low.

Driver: All right. I m counting on having the whole car checked over after the weekend then. Such a lot of bother. My husband keeps saying that it s easier to use a car-hire service than look after one s own vehicle.

Attendant: But, madam, you can rely on us. We ll do all the servicing for you regularly.

Driver: Well, I do hope so. – And how much do I owe you now?

Work in pairs.

Do the role-play .

At the restaurant. One of you will be the guest, the other one the waiter.

At the barber s. One of you will be the customer, the other one the barber.

In the shop. One of you will be the customer, the other one the shop assistant.

Thanks for your attention



INVESTICE DO ROZVOJE VZDĚLÁVÁNÍ