

SHOPS:

baker's/bakery, bookshop, boutique, butcher's, chemist's/ chemist/ pharmacy (AmE), clothes shop, department store (=a large shop divided into departments, e.g. El Corte Inglés), fishmonger's, flower shop/ florist's, furniture shop, greengrocer's/greengrocery, grocery/grocer's, ironmonger's/ironmongery, jeweller's, local shop, market, music shop/ record shop, newsagent's/newsagent, optician's, second-hand shop, shoe shop, shop, shopping centre/mall, store (=a large shop in BrE, a small/large shop in AmE), sports shop, street market, supermarket, sweet shop, toy shop, travel agent's/ travel agency...

PEOPLE:

a bargain hunter, cashier, customer, client, fashion designer, shopper, shop assistant, shopaholic...

- Fashion designers:

Coco Chanel (French): designs clothes, perfumes, bags, sunglasses... for women.

Giorgio Armani (Italian): designs clothes, perfumes, sunglasses... for men and women.

Donna Karan (American): designs clothes and perfume for women.

SHOPPING ACTIVITIES AND NOUNS:

Verbs: ask for a receipt, ask for your money back, ask for your size, ask the shop assistant for help, be on sale, buy (on the Internet), buy sth online from a website, change/exchange sth for sth else, cost, go shopping (for clothes, for CDs ...), fit, sell (sth on eBay), spend money, suit, take sth back to a shop, take (clothes) off/ try (clothes) on, waste money...

Ways to pay: pay by credit card, pay (in) cash, pay for sth, share (the cost of sth).

Types of shopping: clothes shopping, food shopping, grocery shopping, online shopping, souvenirs shopping...

Nouns: ATM machine/ cash machine (ATM =automated teller machine, a machine that you use to get money from your account), barcode, bargain, bargain hunting, basket, (birthday) present, brand (of milk), changing room/ fitting room, checkout (=the place in a supermarket where you pay for the goods you have collected), cost, credit card, escalator, rack, receipt, refund, sale, shop window, shopping bag, shopping list, shopping trolley, souvenir, window shopping ...

Why can't they have more checkouts open?

Would you like to exchange it for something else? - Not really. Could I have a refund?

People can ride escalators instead of walking up or down the stairs.

I picked up some real bargains in the January sales this year.



What is the woman doing?

- She is **paying** the cashier **for** her groceries.
- After she pays the cashier, he will give her a **receipt**. Without the receipt, you cannot take sth back.

THINGS YOU CAN BUY:

accessories (a bag, a belt, a cap, glasses, trainers/ sneakers (AmE), high heels, an umbrella...), **books** (a dictionary, a novel), **music** (a CD, a radio, an MP3 player...), **clothes** (a coat, a fancy dress, a karate suit, a leather jacket...) - **women's clothing** (a blouse, a skirt, a long-sleeved dress, a wedding dress...) - **men's clothing** (a shirt, a tie...), **electrical goods** (a lamp, a TV), **food** (milk, apples, flour...), **furniture** (a sofa, a table...), **soft furnishings** (a cushion, curtains...), **jewellery** (a ring, a bracelet, earrings...), **kitchen appliances** (a hand mixer, a toaster...), **make-up** (a lipstick, eye shadow...), **toys** (a doll, a teddy bear...)...

Adjectives to describe what you buy:

Opinion: beautiful, casual, chic (=fashionable and expensive), elegant, fashionable, formal, lovely, smart, trendy...

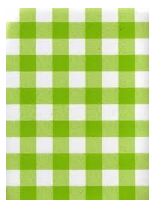
Size: small (S), medium (M), large (L), extra large (XL), big/small, long/short, tight/loose (trousers).

Weight: heavy/light.

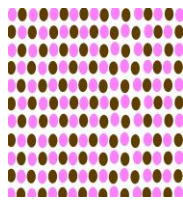
Colour: dark, light, black, white, yellow, red, blue, pink and purple stripes, multi-coloured...

Price: cheap, economical, free, expensive, inexpensive.

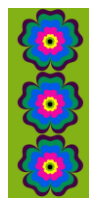
Material: cotton, denim, leather, linen /'lɪnɪn/, nylon /'naɪlɒn/ plastic, polyester, rubber, silk, wood, wool; e.g. **a denim shirt, a leather coat...**

Pattern or decoration:

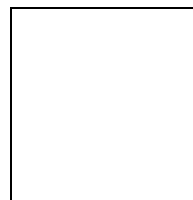
checked



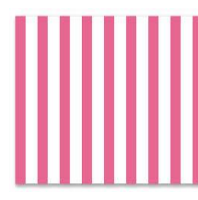
polka-dot/ spotted



flowery/floral



plain



striped

e.g. **a polka-dot shirt, a blue-and-white striped dress**

SHOPPING QUESTIONS:**Shopper:**

Could I leave my bags here and pick them up later?

Excuse me, I'm looking for a ...

Could you help me, please?

Could you tell me where the ... department is?

Is there somewhere I can try this on, please?

Could I try on these trousers, please?

Does it suit me?

I bought a coat in the sales.

These gloves were on sale for only \$9.

I'm small/medium/large.

Do you have these in an eight?

Do you have this in a (larger/smaller size) (different colour), please? - I'll go and check.

Have you got this in a size 46, please? - I'm sorry. We only have what you can see on the rack.

Do you have this skirt in blue, please? - I'll have a look. (later) I'm afraid we're out of stock in that colour. We can order one for you.

Could I have a refund? - No problem. Do you have the receipt?

Shop assistant:

Can I help you?

The changing rooms are over there.
Do you want to try (it/them) on?

This is in the sales/ on sale (AmE).

What size is it? What size are you?

Just a minute. I'll go and check.

PAYING QUESTIONS AND ANSWERS:

How much is it/ are they? - It's/ They're €45.55.

Do you take credit cards? - Yes, certainly. We take all the major credit cards.

Do you have a loyalty card? - Sorry, no.

Does it have a warranty /'wɒrənti/?

Can I pay by cheque?

Do you offer a cash discount?

Could I have a VAT receipt, please?

There is an added sales tax of 15%.

EXAMPLE DIALOGUE:

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 receipt.

Mrs S: I see, thanks again.

Shop Assistant: You're welcome.