

B1. UNIT 6. – SHOPPING

Vocabulary:

- Shopping.

Grammar:

- Indirect / polite questions.



6.1. Vocabulary. Shopping.

Places to shop	What they sell
supermarket	food, drinks, cleaning products, shampoos, and other things people need regularly in their homes.
department store	many different things in different departments (e.g. books, clothes, furniture, etc.), but usually not food and drinks
shopping centre	everything
flea market	old or used goods
chemist's	medicines, beauty products
greengrocer's	fruit and vegetables
butcher's	meat
baker's	bread and pastry
florist's	flowers
newsagent's	newspapers, cigarettes, sweets, etc.
<ul style="list-style-type: none"> We often use noun + shop for many shops: clothes shop, bookshop, shoe shop, music shop, etc. 	

6.2. Match the word to the blank space.

florist's	butcher's	greengrocer's	chemist's
clothes shop	baker's	supermarket	newsagent's

1. Food: _____.
2. Bread and pastries: _____.
3. Meat: _____.
4. Flowers: _____.
5. Fruits and vegetables: _____.
6. Medications: _____.
7. Newspapers: _____.
8. Clothes: _____.

6.3. Match the word to the blank space.

flea market	shopping centre	online store	department store
-------------	-----------------	--------------	------------------

1. A website where you can buy goods over the Internet.
_____.
2. A large shop divided into many different departments selling different types of goods. _____.
3. A street market where second-hand goods are sold.
_____.
4. A lot of different shop in one area, often in one large building.
_____.



6.4. Listen to the dialogue and repeat. Then select the correct answer.

- Shop assistant: Can I help you?
- Customer: Yes, please. I'm looking for a yellow sweater.
- Shop assistant: What size do you take?
- Customer: Medium.
- Shop assistant: Here's a medium. Would you like to try it on?
- Customer: Yes, please. Could you tell me where the fitting rooms are?
- Shop assistant: Sure, the fitting rooms are over there.
- (A few minutes later)
- Shop assistant: Does it fit?
- Customer: No, I'm afraid it's too small. Have you got it in a larger size?
- Shop assistant: Yes, here you are.
- Customer: Thanks, I'll take it. Where do I pay?
- Shop assistant: The cash desk is over there.
- Customer: Thanks, bye.

1. The customer wants to buy a sweater.

- True False

2. The customer usually takes a small size.

- True False

3. They don't have the yellow sweater in medium size in the shop.

- True False

4. The sweater in medium size is too small.

- True False

5. The customer didn't buy the sweater.

- True False



6.5. Match the word to the blank space.

receipt	refund	problem	return	change
---------	--------	---------	--------	--------

- Shop assistant: Can I help you?
- Customer: Yes, I'd like to _____ the sweater I bought yesterday.
- Shop assistant: What's the _____?
- Customer: There's a hole in it which I didn't notice yesterday.
- Shop assistant: Have you got the _____?
- Customer: Yes, here you are.
- Shop assistant: Well, we can _____ it for you.
- Customer: Do you know if I can get a _____?
- Shop assistant: I'm not sure. You'll have to speak to our manager. I'll get him for you.
- Customer: Thank you.

6.6 Grammar. Indirect/polite questions.

Look at the two questions from the dialogues in exercises 6.4 and 6.5.:

- Could you tell me where the fitting rooms are?
- Do you know if I can get a refund?



***Remember:**

- We use indirect questions when we want to be more polite or formal.
- Indirect questions start with a polite opening phrase (Could you tell me..., Do you know...)
- There is no question form after the question word or 'if'. The word order is the same as in a positive sentence:
 - ... where the fitting rooms are (where + subject + verb).
 - ... if I can get a refund (if + subject + verb).

What's the word order in the emphasized parts of the sentences:

verb + subject or subject + verb?

These questions are called indirect questions. We use them when we want to be more polite or formal.

They start with polite opening phrases such as: Do you know.../ Could you tell me....

The word order after the question word or "if" is the same as in positive statements.



Compare:

- Where are the fitting rooms?
(Direct question – Where + verb + subject).

- Could you tell me where the fitting rooms are?
(Indirect question – Where + subject + verb).

- Can I get a refund?
(Direct question – verb + subject).

- Do you know if I can get a refund?
(Indirect question – if + subject + verb).



6.7. Select the correct answer. Mark the correct indirect questions.

1.

- Do you know is there a supermarket near here?
- Do you know if there is a supermarket near here?

2.

- Could you tell me where the chemist's is?
- Could you tell me where is the chemist's?

3.

- Do you know where I can buy some pastries?
- Do you know where can I buy some pastries?

4.

- Could you tell me if you have this in large size?
- Could you tell me do you have this in large size?

5.

- Do you know where can I find your manager?
- Do you know where I can find your manager?

6.

- Could you tell me when you bought this sweater?
- Could you tell me when did you buy this sweater?

7.

- Do you know can I return this jacket?
- Do you know if I can return this jacket?

8.

- Could you tell me how much this bag costs?
- Could you tell me how much does this bag cost?



6.8. Select the correct answer.

1. Do you know if _____?
 there is a florist near here

 is there a florist near here

2. Could you tell me if _____?
 have you a receipt

 you have a receipt

3. Could you tell me when _____?
 did you go to the shopping centre

 you went to the shopping centre

4. Do you know where _____?
 the fitting rooms are

 are the fitting romos

5. Do you know if _____?
 I can change this shirt for a smaller one

 can I change this shirt for a smaller one



CORRECT ANSWERS



6.2. Match the word to the blank space.

florist's	butcher's	greengrocer's	chemist's
clothes shop	baker's	supermarket	newsagent's

1. Food: _____ Supermarket _____.
2. Bread and pastries: _____ Baker's _____.
3. Meat: _____ Butcher's _____.
4. Flowers: _____ Florist's _____.
5. Fruits and vegetables: _____ Greengrocer's _____.
6. Medications: _____ Chemist's _____.
7. Newspapers: _____ Newsagent's _____.
8. Clothes: _____ Clothes shop _____.

6.3. Match the word to the blank space.

flea market	shopping centre	online store	department store
-------------	-----------------	--------------	------------------

1. A website where you can buy goods over the Internet. _____ Online store _____.
2. A large shop divided into many different departments selling different types of goods. _____ Department store _____.
3. A street market where second-hand goods are sold. _____ Flea market _____.
4. A lot of different shop in one area, often in one large building. _____ Shopping centre _____.



6.4. Listen to the dialogue and repeat. Then select the correct answer.

1. The customer wants to buy a sweater.
 True False
2. The customer usually takes a small size.
 True False
3. They don't have the yellow sweater in medium size in the shop.
 True False
4. The sweater in medium size is too small.
 True False
5. The customer didn't buy the sweater.
 True False

6.5. Match the word to the blank space.

receipt	refund	problem	return	change
---------	--------	---------	--------	--------

- Shop assistant: Can I help you?
- Customer: Yes, I'd like to return the sweater I bought yesterday.
- Shop assistant: What's the problem?
- Customer: There's a hole in it which I didn't notice yesterday.
- Shop assistant: Have you got the receipt?
- Customer: Yes, here you are.
- Shop assistant: Well, we can change it for you.
- Customer: Do you know if I can get a refund?
- Shop assistant: I'm not sure. You'll have to speak to our manager. I'll get him for you.
- Customer: Thank you.

6.7. Select the correct answer. Mark the correct indirect questions.

1.

- Do you know is there a supermarket near here?
- Do you know if there is a supermarket near here?

2.

- Could you tell me where the chemist's is?
- Could you tell me where is the chemist's?

3.

- Do you know where I can buy some pastries?
- Do you know where can I buy some pastries?

4.

- Could you tell me if you have this in large size?
- Could you tell me do you have this in large size?

5.

- Do you know where can I find your manager?
- Do you know where I can find your manager?

6.

- Could you tell me when you bought this sweater?
- Could you tell me when did you buy this sweater?

7.

- Do you know can I return this jacket?
- Do you know if I can return this jacket?

8.

- Could you tell me how much this bag costs?
- Could you tell me how much does this bag cost?



6.8. Select the correct answer.

1. Do you know if _____?
 there is a florist near here
 is there a florist near here

2. Could you tell me if _____?
 have you a receipt
 you have a receipt

3. Could you tell me when _____?
 did you go to the shopping centre
 you went to the shopping centre

4. Do you know where _____?
 the fitting rooms are
 are the fitting romos

5. Do you know if _____?
 I can change this shirt for a smaller one
 can I change this shirt for a smaller one

