

FILL IN THE BLANKS WITH THE WORDS/EXPRESSIONS FROM THE LIST

Do you have it in blue? *Bargain* ...check.....back shop...
 browsing ...the sales

Can I help you? *Here you are* ...you have it in a medium size?
 That's wonderful!

SA: Hello, _____?
 C: No, thank you, I'm just _____
 (....)
 C: Excuse me, could you help me?
 SA: Certainly madam. Tell me.
 C: I love this shirt but it's a bit small. Do _____?
 SA: Let me _____ in the _____, madam. I'll be _____
 (...)
 SA: _____, madam. Hope this size fits you.
 C: Oh.... I don't like that color.... _____?
 SA: I'll check the back shop again, madam. There's _____.
 (...)
 SA: I finally found it, madam. Here you are, in blue.
 C: Oh, _____. I love it! How _____?
 SA: Oh, it's really cheap. It's a _____. It's only £90.50!
 C: Ouch!! It's too expensive!! I'll wait for _____

*Now it's your turn! Can you make up a dialogue in pairs at a shop?? In no less than ten entries each!!
 You can use the following expressions:*

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Do you have it in blue? *Bargain* ...check.....back shop... browsing.

Can I help you? *Here you are* ...you have it in a medium size?
 ...back in a minute *no problem* much is it?

SA: Hello, _____?
 C: No, thank you, I'm just _____
 (....)
 C: Excuse me, could you help me?
 SA: Certainly madam. Tell me.
 C: I love this shirt but it's a bit small. Do _____?
 SA: Let me _____ in the _____, madam. I'll be _____
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 You can use the following expressions:*

- "Can I help you?"
- "I would like to return this . . ."
- "There is a problem with this . . ."
- "It is a very nice shirt/T-shirt but the colour/size is not quite right."
- "I'm very sorry but . . ."
- "I'm afraid that . . ."
- "This shirt is the wrong colour. Give me my money back."
- "I would like to return this shirt because . . ."

Opening times – Horario de apertura

what times are you open?	¿en qué horario están abiertos?
we're open from 9am to 5pm, Monday to Friday	abrimos de 9 de la mañana a 5 de la tarde, de lunes a viernes.
we're open from 10am to 8pm, seven days a week	abrimos de 10 de la mañana a 8 de la noche, los siete días de la semana.

Selecting goods – Escogiendo artículos

can I help you?	¿puedo ayudarle en algo?
I'm just browsing, thanks	estoy solo mirando, gracias
how much is this?	¿cuánto por esto?
how much are these?	¿cuánto cuestan estas cosas?
how much is that ... in the window?	¿cuánto cuesta ese/a ... en el escaparate?
sorry, we don't have any left	no, lo siento, no nos queda ninguno/a
could you tell me where the ... is?	¿podría decirme dónde está ...?
where can I find the ...?	¿dónde puedo encontrar ...?
have you got anything cheaper?	¿tiene algo un poco más barato?
it's not what I'm looking for	no, eso no es lo que estoy buscando
do you have this item in stock?	¿os queda todavía de este producto?
does it come with a guarantee?	¿viene con garantía?
it comes with a one year guarantee	viene con un año de garantía
do you deliver?	¿servís a domicilio?
I'll take it	me lo llevo
anything else?	¿alguna cosa más?
would you like anything else?	¿desea alguna cosa más?

Making payment – Haciendo un pago

do you take credit cards?	¿aceptan tarjetas de crédito?
can I pay by cheque?	¿puedo pagar con un cheque?
I'll pay in cash	pagaré en efectivo
I'll pay by card	pagaré con tarjeta

could I have a receipt, please?
would you like a bag?

¿puede darme un recibo, por favor?
¿quiere una bolsa?

Returns and complaints – Devoluciones y quejas

I'd like to return this	me gustaría devolver esto
I'd like to change this for a different size	me gustaría cambiar este por una talla diferente
it doesn't work	no funciona
it doesn't fit	no ajusta bien
could I have a refund?	¿puedo tener mi dinero de vuelta?
have you got the receipt?	¿tiene usted el recibo de compra?
could I speak to the manager?	¿podría hablar con el encargado?

Things you might see – Cosas que podrías

Open	Abierto
Closed	Cerrado
Open 24 hours a day	Abierto 24 horas
Special offer	Oferta especial
Sale	Descuento
Clearance sale	Liquidación
Closing down sale	Liquidación y cierre
Good value	Buen precio
Buy 1 get 1 free	Compre uno y llévase otro gratis
Buy 1 get 1 half price	Compre uno y consiga otro a mitad de precio
Reduced to clear	Descuento por liquidación
Half price	A mitad de precio
Out to lunch	Salí a comer
Back in 15 minutes	Vuelvo en 15 minutos
Shoplifters will be prosecuted	Los ladrones serán procesados

Using a credit card – Usando una tarjeta de crédito

Enter your PIN	Introduzca su código PIN
Please wait	Por favor, espere
Remove card	Retire su tarjeta
Signature	Firma

Do you have it in blue?

Bargain

...check.....back shop...

....browsing

...the sales

Can I help you?

Here you are

...you have it in a medium size?

That's wonderful!

SA: Hello, _____?

C: No, thank you, I'm just _____

(...)

C: Excuse me, could you help me?

SA: Certainly madam. Tell me.

C: I love this shirt but it's a bit small. Do _____?

SA: Let me _____ in the _____, madam. I'll be _____

(...)

SA: _____, madam. Hope this size fits you.

C: Oh.... I don't like that color.... _____?

SA: I'll check the back shop again, madam. There's _____.

(...)

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2 VOCABULARY shopping

Do the quiz with a partner.

SHOPPING QUIZ

- 1 What four letters do you often see in clothes which tell you the size?
- 2 What do the letters mean?
- 3 What's the name of the room where you can try on clothes?
- 4 What's the name of the piece of paper a shop assistant gives you when you buy something?
- 5 How do you say these prices?
£25.99 75p \$45 15c €12.50

3 TAKING SOMETHING BACK TO A SHOP

- a 257))) Cover the dialogue and watch or listen. Answer the questions.

- 1 What's the problem with Rob's trainers?
- 2 What does he do in the end?

- b Watch or listen again. Complete the **You Hear** phrases.

))) You Hear	You Say
Can I help you, sir?	Yes. Do you have these in an eight?
Just a _____, I'll go and check.	
Here you are, these are an eight. Do you want to _____ them on?	No, thanks. I'm sure they'll be fine. How much are they?
They're \$83.94.	Oh, it says \$72.99.
Yes, but there's an added sales tax of _____%.	Oh, OK. Do you take MasterCard?
Sure.	
Can I help you?	Yes, I bought these about half an hour ago.
Yes, I remember. Is there a _____?	Yes, I'm afraid they're too small.
What _____ are they?	They're an eight. But I take a UK eight.
Oh right. Yes, a UK eight is a US nine.	Do you have a pair?
I'll go and check. Just a minute.	
I'm _____, but we don't have these in a nine. But we do have these and they're the _____ price. Or you can have a refund.	Erm...I'll take this pair then, please.
No problem. Do you have the _____?	Yes, here you are.
Brilliant.	



A pair

We often use a *pair* to talk about plural clothes, e.g. a *pair of shoes*, *trainers*, *boots*, *jeans*, *trousers*, etc.