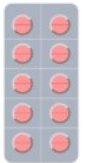


U5 Speaking lesson: Recommending pharmacy products

Vocabulary: Pharmacy products

1. Match each pharmacy product with its picture.

Cough syrup – band-aids – ointment – cream – thermometer – eye drops – painkillers – face masks – sunscreen – bandages – vitamins – allergy tablets – pills – antiseptic cream – shampoo – first aid kit – inhaler – capsules



2. Match the previous items to the symptoms or health problems. There can be more than one answer for each problem.

1. A cough or a sore throat _____
2. A temperature or fever _____
3. A headache _____
4. An asthma attack _____
5. A cut or wound _____
6. Protection from sunburn _____
7. Infection _____
8. Sprain or twist _____
9. Dizziness _____
10. Constant sneezing _____
11. Red eyes _____
12. Scalp problems _____
13. Viruses _____
14. Muscle pain or skin irritation _____
15. Skin problems _____

Listening: At the pharmacy

1. Listen to a pharmacist speak to three different costumers. Match each dialogue with the correct problem, product and payment method.

| | Problem | Product | Payment method |
|-------------------|---|---------------------------------|--|
| DIALOGUE 1 | Skin protection to go to a music festival. | Thermometer and cough syrup. | Nothing to pay. |
| DIALOGUE 2 | Dry eyes. | Sunscreen and insect repellent. | 20£ to pay at the till (the cash register) |
| DIALOGUE 3 | A fever and a dry cough. Tested negative for Covid. | Eye drops. | 15.98, to pay with card. |

2. Listen again and decide if these sentences are true or false.

1. The pharmacist says that the woman should use the thermometer several times a day. _____
2. The pharmacist tells the woman to call the doctor when she gets home. _____
3. The pharmacist tells the woman to put on sunscreen a couple of times a day. _____
4. The insect repellent is very expensive. _____
5. The customer has used the eye drops before. _____
6. The pharmacist gave the customer some new information about using the computer. _____

MINI ROLEPLAY — At the Pharmacy

Instructions

Work with a partner.

Student A = Pharmacist

Student B = Customer

Choose one of the situations and act out the conversation. Use the useful expressions below.

USEFUL EXPRESSIONS

Pharmacist

- How can I help you?
- What seems to be the problem?
- How long have you had the symptoms?
- I recommend...
- You should...
- Take this ... times a day.
- That will be...
- You can pay by card / cash.
- This is covered by your insurance.

Customer

- I'm looking for something for...
- I have...
- I've had it since...
- It hurts when...
- Do I need a prescription?
- How often should I take it?
- Can I pay by card?
- Is it covered by insurance?



ROLEPLAY 1 — Dry Cough & Fever

Customer

- You have:
 - a dry cough
 - a slight fever
 - fatigue
- Symptoms started two days ago.
- Ask for advice and a product recommendation.
- Payment: By card

Pharmacist

Recommend:

- cough syrup
- thermometer
- rest and fluids

Ask:

- How long?
- Temperature?
- Any allergies?

Payment Information

- Thermometer: £18
- Cough syrup: £7.50

Tell the customer to pay at the till/cash register.



ROLEPLAY 2 — Red Eyes

Customer

- Your eyes are red and dry.
- You spend many hours using the computer.
- Ask for help.

Pharmacist

Recommend:

- eye drops

Give advice:

- reduce screen time
- rest the eyes

- use drops twice a day for 7 weeks

Payment:
Prescription covered by insurance.



ROLEPLAY 3 — Cut on the Hand

Customer

- You cut your hand while cooking.
- The cut is small but painful.
- Ask what products you need.
- Payment: Pay in cash.

Pharmacist

Recommend:

- antiseptic cream
- band-aids
- bandages

Give instructions for cleaning the wound.

Payment Information

- Antiseptic cream: £6
- Bandages: £4