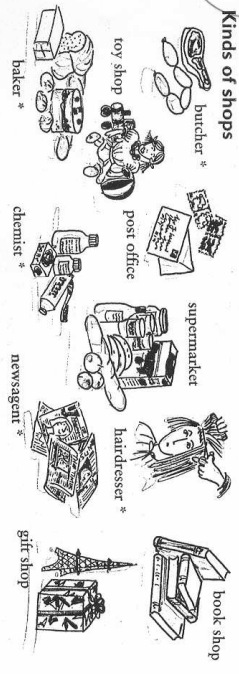


# 51 Shops and shopping

## A Kinds of shops



\* These words are also for people's jobs. We often add 's' and say: 'I'm going to the newsagent's to get a paper. Do you want anything from the butcher's?'

## B Department store

A department store is a large shop which sells a lot of different things - clothes, cosmetics, toys and so on.

FLOORS		
• <b>FIRST FLOOR</b> toys, sports equipment	• <b>GROUND FLOOR</b> cosmetics, shoes, stationery	• <b>SECOND FLOOR</b> childrenswear, menswear, toys
• <b>THIRD FLOOR</b> hats, shoes	• <b>FOURTH FLOOR</b> childrenswear, menswear, toys	• <b>FIFTH FLOOR</b> electrical goods, furniture
• <b>SIXTH FLOOR</b> cosmetics, shoes, stationery	• <b>SEVENTH FLOOR</b> childrenswear, menswear, toys	• <b>EIGHTH FLOOR</b> restaurant

(cosmetics = beauty products; stationery = pens, pencils, paper, etc.)

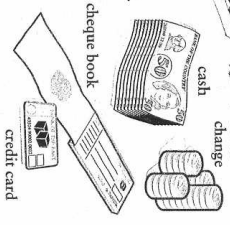
## C Going shopping

You buy something from a shop assistant. You pay for it at the cash desk / till. You get a receipt. / It's all right!



## D Useful phrases

Can I help you?  
How much does this cost?  
Can I pay by cheque / credit card?  
No, cash only.  
Sorry, I only have a £20 note. I don't have any change (coins).  
Can I try it on?  
Have you got a bigger / smaller size / a different colour?  
Would you like a (carrier) bag?



## Exercises

### 51.1 Match the item with the shop.

toy shop	butcher's	baker's	gift shop	chemist's	newsagent's
----------	-----------	---------	-----------	-----------	-------------

1	3	5
2	4	6

### 51.2 Where do you need to go?

- I want to get a newspaper. *The newsagent's.*
- Your hair is too long.
- I need some stamps.
- We must get Jim a present.
- I'd like to buy a book.
- I want to buy everything in one shop.

### 51.3

Look at the department store plan in B. Which floor will you go to if you want to buy:

- |                    |                      |            |
|--------------------|----------------------|------------|
| 1 an armchair?     | 5 a skirt?           | 9 a tie?   |
| 2 lipstick?        | 6 some tennis balls? | 10 a TV?   |
| 3 a cup of tea?    | 7 a pair of boots?   | 11 pens?   |
| 4 a packet of tea? | 8 some baby clothes? | 12 a doll? |

### 51.4

Write the words for these definitions.

- a person who sells things in a shop *shop assistant*
- money not a cheque or credit card
- a person who cuts hair
- 'plastic money'
- a floor lower than the ground floor

Now write definitions in English for:

- a £5 note
- 8 a receipt
- 7 the first floor
- 9 a cash desk

### 51.5

Make a list of ...

- the shops in a street near you.
- the departments there are in your favourite department store.

### 51.6

Fill the gaps in the dialogue.

CUSTOMER: How much does this shirt .....?  
SHOP ASSISTANT: £25.  
CUSTOMER: I'll take it, please. Can I ..... by credit card?  
SHOP ASSISTANT: Certainly.  
I'll put your receipt in the .....

# 57 Shops and Shopping

## A Shops and shopping

shop assistant: person who works in a shop; also called sales assistant  
 shop window: the window at the front of the shop  
 shopping centre: a place with many shops, outside or indoors  
 window shopping: to look round the shops but not buy anything  
 shopping list: a list of things to buy

I went shopping yesterday (= I went to the shops to buy food or clothes, etc.)  
 I did the shopping yesterday (= I bought food and household goods)

## B Types of shop (and what they sell)

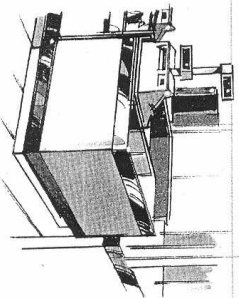
<i>Name of shop</i>	<i>What it sells</i>
department store	almost everything (furniture, clothes, electrical appliances, e.g. TV and washing machine, toys, jewellery, etc. and sometimes food)
supermarket	food and household goods, e.g. cleaning products
newsagent(s)	newspapers, cigarettes, sweets, stationery, e.g. writing paper, cards, envelopes, etc.
butcher(s)	meat
greengrocer(s)	fruit and vegetables
boutique	fashionable clothes
chemist(s)	medicine, baby products, shampoo, soap, toothpaste, etc.

*Note:* Most other shops are just 'a shop', e.g. shoe shop, record shop, camera shop, etc.

## C Useful words and expressions

ASSISTANT: Can I help you? CUSTOMER: Yes, I'm looking for (= I want) a blue jumper.  
 ASSISTANT: Can I help you? CUSTOMER: No, I'm just looking, thanks. (= I don't need help)  
 ASSISTANT: Can I help you? CUSTOMER: I'm being served, thanks. (= another assistant is already serving/helping me)

ASSISTANT: What size are you looking for? (e.g. big? small? medium? 122 14? 16?)  
 CUSTOMER: Where's the changing room? (= the room where you try on clothes; also called the fitting room)  
 ASSISTANT: It's down there on the right.  
 CUSTOMER: Yes, I'll take this one / these. (= Yes, I want to buy this one / these)  
 CUSTOMER: No, I'll leave it, thanks. (= No, I don't want to buy it/them)  
 CUSTOMER: Excuse me, where do I pay for these?  
 ASSISTANT: Over at the cash desk/kill.  
 CUSTOMER: And can I pay by cheque / credit card?  
 ASSISTANT: Yes, of course.



## Exercises

### 57.1

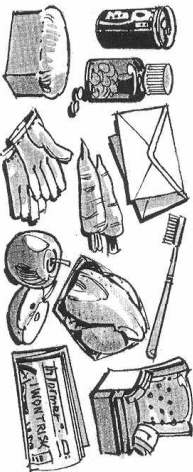
Can you find a 'general' word on the opposite page to describe each group of items below?

*Example:* Fruit... e.g. apples, oranges and peaches

- ..... e.g. shoes, a blouse, a jacket
- ..... e.g. a sofa, an armchair, a table
- ..... e.g. a television, a washing machine, a food mixer
- ..... e.g. washing powder, soap, milk, toilet paper
- ..... e.g. teddy bear, plastic gun, Lego
- ..... e.g. writing paper, envelopes

### 57.2

Where would you buy each of the items on the left? Choose from the shops in the box.



newsagent  
 chemist  
 department store  
 butcher  
 greengrocer  
 supermarket

### 57.3

Now write down two more things you could buy in each shop.

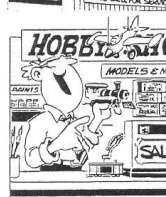
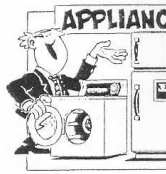
- 1 A shop where you can buy fashionable clothes.
- 2 A place with many shops, either outside or indoors.
- 3 A person who works in a shop.
- 4 The place where you can try on clothes in a shop.
- 5 The place where you pay for things in a shop.
- 6 To look round the shops without planning to buy anything.
- 7 The shop where you buy meat.
- 8 The shop where you buy medicines, baby products, shampoo, etc.

### 57.4

Complete this shopping dialogue.

ASSISTANT 1: Can I help you?  
 CUSTOMER: Yes, I'm <sup>(1)</sup>..... a blouse like this, but in blue.  
 ASSISTANT 1: I see. And what <sup>(2)</sup>..... are you looking for?  
 CUSTOMER: Uh, 14 usually.  
 ASSISTANT 1: OK, I'll just go and see if we've got any.  
 CUSTOMER: Thank you.  
 ASSISTANT 2: Can I help you?  
 CUSTOMER: No, it's OK, I'm <sup>(3)</sup>..... thanks.  
 ASSISTANT 1: Here we are. The last one in stock.  
 CUSTOMER: Great. Can I try it on?  
 ASSISTANT 1: Yes of course. The <sup>(4)</sup>..... is just over there.  
 ASSISTANT 1: How was it?  
 CUSTOMER: Fine, I'll <sup>(5)</sup>.....  
 ASSISTANT: Right. Would you like to pay over there at the <sup>(6)</sup>.....?

# SHOPS



**1** What is your favourite shop in your home town? What kind of things do they sell there?

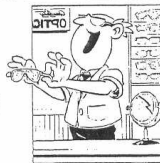
If you could open a shop, what kind of shop would it be?

**2** Match the items on the left to the place where they can be found on the right. Each place can only be used once.

- basketball
- bottle of whisky
- CD player
- fresh cod
- frozen pizza
- greeting cards
- guide book
- hammer
- holiday house
- magazine
- nails and screws
- new boots
- perfume
- pipe
- rolls
- sandwich
- sofa
- steak
- sweets
- tofu



- travel agent's
- estate agent's
- delicatessen (deli)
- wholefood store
- butcher's
- baker's
- confectioner's
- seafood shop
- shoeshop
- chemist's
- stationer's
- newsagent's
- ironmonger's
- D.I.Y. store
- off-licence
- supermarket
- bookstore
- department store
- sporting goods store
- hi-fi shop
- tobacconist's



## Shops

### Food

- grocer's
- wholefood store / healthfood shop
- greengrocer's
- dairy / milk-shop / milkman / milkround
- confectioner's / sweetshop / candy store (US)
- confectionery / sweets
- fishmonger's: wet fish (GB) / seafood shop (US)
- corner shops - small shops run by Indians, Chinese, Italians, Greeks and Poles and others selling their respective foods, and open 24 hours

### Other products

- haberdasher's
- jeweller's
- optician's
- dispensing chemist (GB) / pharmacy (US) / drugstore (US)

- florist's / flower-stand
- bookshop (GB) / bookstore (US)
- second-hand bookshop (GB) / used books (US)
- record shop
- newsagent's / news stand
- ironmonger's (hardware)
- electrical appliances' (in GB firms such as Dixon's), hi-fis, CD players, VCRs
- glassware
- china shop
- antiques
- giftshop
- D.I.Y. (do-it-yourself) shop: tools, appliances, materials
- toyshop
- camera shop
- sports goods

