

Lesson 12 – Shopping

Today's lesson is all about shopping – let's begin by learning about the different types of stores.

- At a **supermarket** or **grocery store**, you can buy food as well as things for your house, like cleaning supplies.
- At a **bakery**, you can buy bread, cakes, pies, pastries, muffins, and cupcakes.
- At a **delicatessen** or **deli**, you can buy cheese, sliced meat for sandwiches, salads, and other prepared food that is ready to eat.
- At a **pharmacy** or **drugstore**, you can buy medicine, band-aids, eye drops, and other personal care items.
- At a **florist**, you can buy a **bouquet of flowers**.
- At a **jewelry store** or **jeweler**, you can buy necklaces, bracelets, earrings, and rings.
- At a **pet shop**, you can buy animals like puppies, kittens, rabbits, fish, or birds. Pet shops also sell accessories like these: collar, leash, cage, tank, bowl, toys.
- At a **bookshop** or **bookstore**, you can buy books and sometimes magazines or newspapers.
- At a **hardware store**, you can buy things for construction or fixing things around the house – like tools, paint, plumbing supplies, and electrical supplies.
- A **department store** is a large store with many different areas – for example, clothes, electronics, food, toys, items for the house, etc.
- A **mall** or **shopping center** is a large building that contains many different stores, usually including a **food court** with many different restaurants.
- A **convenience store** or **corner store** is a small store that contains some basic snacks, drinks, and supplies. Many gas stations have a convenience store, for example.

- **Other types of stores** are often identified by the items they sell – a toy store sells toys, a shoe store sells shoes, etc.

Let's focus on two common situations: shopping for clothes and shopping at the supermarket.

Conversation #1 – Shopping for clothes

Saleswoman: Do you need any help?

Fred: Yes, I'm looking for polo shirts.

Saleswoman: OK, we have a few different styles – this one's more dressy, and this one's more casual.

(dressy = formal)

Fred: Can I try these on?

Saleswoman: Sure – the fitting rooms are right over there.

(he tries on the shirts)

Saleswoman: How were they?

Fred: I like this casual shirt, but it's too loose. Do you have it in a smaller size?

Saleswoman: Let me check... yes, we do! Here's a medium.

(he tries on the medium shirt)

Saleswoman: Was it OK?

Fred: It fits perfectly! But do you have it in green instead of blue?

Saleswoman: One moment... here's a dark green and a light green.

Fred: I like the dark green one. How much is it?

Saleswoman: Normally \$39.95, but it's on sale for \$29.95.

Fred: I'll take it.

Conversation Vocabulary & Phrases

When you go into a store, a salesperson might ask:

- **"Can I help you?"**
- **"Do you need any help?"**

To say "no," you can respond:

- **"No thanks. I'm just looking."**
- **"No thanks. I'm just browsing."**

The word "browsing" means to look through many items in a casual way.

If you want to say "yes," you can respond, **"Yes, I'm looking for..."** and then name the item you want to buy. For example,

- **"Yes, I'm looking for... a white dress."**
- **"Yes, I'm looking for... a jacket for my son."**

If you need help finding an item in the store, you can ask a salesperson:

- **"Excuse me, where can I find... children's clothing?"**
- **"Excuse me, do you have any... workout clothes?"**

Let's say you find a piece of clothing you like – but you want to put on the clothing to see if it's the right size. You can ask the salesperson:

- **"Can I try it on?"**
- **"Where are the fitting rooms / try-on rooms?"**

If the clothing is too big, you can say:

- **"It's too loose. Do you have this in a smaller size?"**

If the clothing is too small, you can say:

- **"It's too tight. Do you have this in a larger size?"**

And if the size of the clothing is correct, then you can say:

- **“It fits perfectly!”**

Sometimes the size is correct, but it just doesn’t look good on you. In this case, you can say:

- **“It’s not my color.”**
- **“It’s not my style.”**

The phrase **“I’ll take it!”** means you are going to buy the item.

Conversation #2 – Returning an Item

Fred bought a jacket, too, but then discovered a defect. Listen to this conversation as he goes back to the store to return the jacket.

Fred: Hi there. I bought this jacket earlier today, but when I got home I found out that it has a hole in the sleeve. Can I exchange it for another one?

Assistant: Mmm-hmm. Do you have the receipt?

Fred: Yes – here you go.

Assistant: Oh, I’m so sorry, but we don’t have any more of that model. Would you prefer to receive a refund or store credit?

Fred: A refund.

If you need to **return** an item you bought to the store, always bring the **receipt** - that's the piece of paper you received when you bought the item. It's also good if the clothing still has its original **tags** - the **tag** is the piece of paper attached to the clothing that has the price and the bar code.

When you return an item, many stores will offer you two or three options:

- You can **exchange** the item for another one. This is usually done if you discover that the item is defective (there is some problem with the item).

- You can get a **refund** - that means you get your money back.
- Sometimes, you can get **store credit** - that means you get the price of the returned item discounted from the next purchase you make in the store, in the future.

Conversation #3 – Shopping at a Supermarket

When you go into the supermarket, you'll take a **shopping cart** – or a **basket** if you only want to buy a few things.



Let's look at a conversation with an employee of the store:

Barbara: Excuse me - where can I find the mayonnaise?

Employee: It's on aisle 12.

Barbara: OK, thanks. And do you have any non-fat yogurt?

Employee: Yes, in the dairy section.

Barbara: Right. One more thing - I couldn't find any whole wheat pasta.

Employee: Sorry - we're out of it. You can check back on Monday.

Barbara: Oh, okay. What about sunflower seeds?

Employee: Ah, we don't carry sunflower seeds. You might try the natural foods store across the street.

Barbara: All right. By the way, are these boxes of cereal on sale?

Employee: Yup - they're buy one, get one free.

Barbara: Great!

(at the checkout)



Cashier: Do you have a loyalty card?

Barbara: No.

Cashier: Would you like to join our loyalty program? You'll get an instant 10% off this purchase.

Barbara: No thanks – maybe another time. I'm in a bit of a hurry today. Oh – that reminds me, I have a coupon for half-price on these canned soups.

Cashier: All right. It comes to \$152.74. How would you like to pay?

Barbara: Do you take credit cards?

Cashier: Yes, we do.

Barbara: Here you go.

Cashier: Please sign here... and here's your receipt. Have a nice day!

Barbara: Thanks, you too!

Conversation Vocabulary & Phrases

To ask an employee of the store for help, you can say:

- “Where can I find... the mayonnaise?”

- “**Do you have...** any non-fat yogurt?”

The employee might refer you to an **aisle** – aisles are the corridors in the supermarket. Or they might tell you to go to one of these sections of the store:

- **Dairy section** – Milk, yogurt, butter, and cheese
- **Produce section** – Fresh fruits and vegetables
- **Frozen food section** – Ice cream, pre-prepared meals
- **Bakery** – Bread, muffins, cakes
- **Deli** – Sliced meat and cheese for sandwiches
- **Ethnic foods section** – International and imported foods

If the store doesn't have the item, the employee will say:

- “**Sorry, it's out of stock / we're out of it at the moment.**”
(the item is temporarily unavailable)
- “**Sorry, we don't carry mango juice.**”
(we don't carry = the store never sells the item; you need to go to a different store)

You can buy food in different types of packaging:

- A **can** of soup



- A **jar** of jelly / jam



- A **box** of cereal



- A **package** of pasta



- A **carton** of milk



- A **bottle** of wine



- A **loaf** of bread



Here are some phrases for talking about discounts:

- "Is this on sale?"
- "I have a coupon."
- "It's 20% off."
- "It's buy one, get one free."
- "If you buy two, you get the third one free."

When you're ready to pay, go to the **checkout**. The person who works there is called the **cashier**. The cashier might say:

- **"How would you like to pay?"**
 - "In cash."
 - "With a credit card."
 - "With a debit card."

If you pay with a credit card, the cashier will say,

- **"Please sign here."**
(write your name on the paper)

If you pay with a debit card, the cashier will say,

- **"Please enter your PIN."**
(PIN = personal identification number)

If you pay in cash – imagine your purchases total \$70 and you pay \$100 in cash, the cashier will give you back the extra money (\$30) and say,

- **"Here's your change."**
- **"Your change is \$30."**

Finally, the cashier will say:

- **"Here's your receipt."**
receipt = the piece of paper with the list of what you bought

Now take the quiz to test your memory of the shopping phrases!

Quiz – Lesson 12

- 1) You can buy apples at the _____.
A. boutique
B. florist
C. supermarket
- 2) I have a headache. Is there a _____ nearby?
A. hardware store
B. department store
C. pharmacy
- 3) You can buy toys for your dog at the _____.
A. food court
B. deli
C. pet shop
- 4) You can pick up fresh bread at the _____.
A. bakery
B. corner store
C. jeweler
- 5) He's going to the _____ to buy a diamond ring.
A. hardware store
B. jewelry store
C. corner store
- 6) Let's have lunch at the _____.
A. bakery
B. deli
C. drugstore
- 7) A lot of new shops have recently opened up in the _____.
A. supermarket
B. department store
C. mall

- 8) I'm going to stop in the _____ and pick up a soda.
- A. hardware store
 - B. convenience store
 - C. pet shop
- 9) He called the _____ and ordered a bouquet of roses.
- A. jewelry store
 - B. mall
 - C. florist
- 10) You can buy a hammer at the _____.
- A. hardware store
 - B. toy store
 - C. bookstore
- 11) Can I help you find anything?
No thanks. I'm just _____.
- A. browsing
 - B. checking
 - C. watching
- 12) I like these jeans. Can I _____?
- A. fit them up
 - B. put them in
 - C. try them on
- 13) These shoes are too _____. They're a size 9 and I think I need an 8.5.
- A. great
 - B. loose
 - C. tight
- 14) I got this sweater as a Christmas gift, but it's too small. Can I _____ it for a larger size?
- A. credit
 - B. exchange
 - C. refund

15) Do you have any green tea?

Sorry, it's out of _____ - check back next week!

- A. carry
- B. produce
- C. stock

16) Salmon is normally very expensive, but it's on _____ this week.

- A. coupon
- B. discount
- C. sale

17) These soups were 40% _____, so I bought twenty cans!

- A. down
- B. off
- C. out

18) Here's your _____. Have a nice day!

- A. receipt
- B. receive
- C. resale

Lesson 12 Quiz - Answers

1.C 2.C 3.C 4.A 5.B 6.B 7.C 8.B 9.C 10.A
11.A 12.C 13.B 14.B 15.C 16.C 17.B 18.A