Shops & shoppers

VOCABULARY: containers

1 Look at the photo of the shopping basket and complete the phrases 1-8 with a word or phrase from the box.

milk mineral water	nappies tissues
1 a bottle of	5 a jar of
2 a box of	6 a packet of
3 a can of	7 a tin of
4 a carton of	8 a tub of

- 2 Think of two more items that can go in each of the containers in exercise 1.
- 3 What can you tell about this family from the items in their shopping basket?

They've got a baby because there are nappies in the basket.

- 4 Work in pairs. Discuss these questions.
- How many of the things in the shopping basket do you (or your family) buy regularly?
- Which five items are always in your shopping basket?

PRONUNCIATION: of

- 2.7 Listen to a phone conversation. Complete the phrases with the name of the container.
- 1 some _____ of beer 2 a _____ of carrot soup 3 a of cranberry juice
- _ of jam
- 5 a couple of _____ of peanuts
- 6 a _____ of tuna
- 2.7 Listen again. What do you notice about the pronunciation of of?
- repeat. Then close your book and repeat the list from memory.
- 4 Turn to page 134. You have one minute to remember all the objects on the page.
- 5 Work in pairs. Take turns to remember and say as many of the objects from page 134 as you can.

Checking out the



he eighteenth-century French writer, Brillat-Savarin, wrote that we are what we eat. But in the consumer world of the twenty-first century. it is perhaps truer to say we are what we buy.

- 5 Every year, in order to find out more about who we are, the National Office of Statistics draws up a list of the typical contents of the nation's shopping basket. The list is designed to analyze the nation's buying habits as accurately as possible. Every year they remove any items that are becoming less
- 10 popular and replace them with new products.

In this year's basket they have included: a carton of low-fat milk, a bottle of mineral water, a tub of olive oil basedmargarine, a bag of pre-washed salad leaves and some freerange chicken. The basket does not contain a box of matches

15 (apparently we prefer lighters), a bottle of gin (it seems that we've become a nation of vodka drinkers) or a packet of cheese slices (which were very popular a few years ago).

Changes in the basket show that traditional British foods, like bread and butter or bacon and eggs and a cup of tea, which

READING

- 1 Read the first two paragraphs of the article. Answer the questions.
- What is the 'nation's shopping basket'?
- 2 What is its purpose?
- 3 How often do the contents change?
- 2 Work in pairs. Read the rest of the article and make lists of the following things.
- 1 typical products in the nation's 'basket of goods' at present
- products that have been added to the basket in the last ten to twenty years
- any changes in British eating habits
- 3 Discuss these questions with your partner.
- What are the differences between the typical British shopping basket and a typical basket in your country?
- Have eating habits in your country changed in the last
- What do you think will be in a typical shopping basket in twenty years' time?

- 20 used to be so popular, are being replaced by a more Mediterranean diet. Twenty years ago very few households included olive oil or fresh pasta on their shopping lists. Now they are among the top ten most likely items on the Great British shopping list.
- 25 Ten years ago very few families bought bottled mineral water to drink at home - they thought it was a luxury item. But, influenced by holidays in other European countries, we're now buying so much that it has taken over from more traditional drinks such as lemonade. And it would seem that the typical

30 British consumer is also spending more money on organic fruit and vegetables, vegetarian burgers and decaffeinated coffee. At the same time, less healthy food items have been crossed off the list.

So it seems that Britain as a nation is looking more to its European neighbours and thinking more about its health. The next time you're in the supermarket, take a guick look at the contents of your trolley and see if you're a part of modern



GRAMMAR: articles & determiners

1 Choose the correct words to complete the text.

(1) A / The nation's shopping basket not only contains items of (2) the / - food. It also includes (3) any / electronic and household goods. Here are (4) some / - new items that have appeared recently: DVD players, digital cameras, CDs bought over (5) the /an internet. Have you bought (6) any / - of these items recently? I'm sure you have. And what about (7) the / any products that are falling out of favour? When was the last time you bought (8) the / an exercise bike or (9) the / a typewriter? (10) Some / A quick look at anyone's birthday wish list shows their lack of (11) the / - popularity.

- 2 Correct the six grammatical mistakes in the conversation.
- A: Do you ever buy the traditional British food items?
- B: No, I don't think I know some traditional British
- A: Oh, come on! The packet of English tea bags? Any iar of marmalade? Some crackers?
- B: Crackers?
- A: Yes, a biscuits that we eat with cheese. Or some Cadbury's chocolate?
- B: Sorry, I've never bought any of these things.
- A: You should. Any British food is really nice.
- 3 @ 2.9 Listen to the recording to check your answers.

Use the

· to refer to something because you have already mentioned it or it is defined by the context of the sentence.

The basket will include ...

(= the basket I was talking about earlier)

· to refer to something when it's the only one in the context.

The nation's shopping basket ...

(= we know which nation we're talking about)

Use zero article to talk about things in general. Very few households bought fresh pasta.

Use a/an

- · to talk about things in general. a more Mediterranean diet
- · to introduce new information or to refer to something for the first time. The Office of National Statistics draws up a list.
- · to refer to one of a group of things. It seems that Britain as a nation ...

Use some and any to describe an unspecified number or quantity. Note that some is common in positive sentences, and any in negative sentences and questions.

a bag of salad leaves and some chicken There isn't any gin in the shopping basket.

Use any in positive sentences to show that the quantity is not important.

They remove any items that are becoming less popular.

SEE LANGUAGE REFERENCE PAGE 94

VOCABULARY: shopping

1 Match the words in the box to the categories 1-3.

shop assistant shopping centre/mall window-shopping shoplifter corner shop discount shop online shopping high street shopping shopaholic

- 1 people 2 types of shopping 3 places to go shopping
- 2 Complete the quiz with a word or phrase from exercise 1.



3 Which of the sentences in exercise 2 are true for you? Compare your answers with a partner.

LISTENING

- 1 Section 2.10 Listen to an interview with Katy, a shopaholic. Which of the questions does the interviewer not ask?
- 1 Are you really an addict?
- 2 When do you usually go shopping?
- 3 Is there an ideal time to go shopping?
- 4 Where do you most like shopping?
- 5 Do you travel a lot?
- 6 How much do you usually spend a week?
- 7 What's your favourite country for shopping?
- 8 What do you most enjoy shopping for?
- 9 When did you last go shopping?
- 10 What did you buy?
- 2 Section 2.10 Listen again and make notes on Katy's answers.
- 3 Work in pairs, A and B. Make up a short conversation between Katy and one of her friends who wants to give her some advice about her shopping addiction.

A: You are Katy.

B: You are one of Katy's friends.

GRAMMAR: quantifiers 1

1 Add one word to each sentence.

his

- 1 My brother spends most of \(\lambda \) money on presents for his new girlfriend.
- 2 All friends prefer shopping to doing sport.
- 3 None them actually enjoys going shopping.
- 4 My mum spends most her free time on the internet finding new shopping sites.
- 5 Last week I spent all money on a really expensive bottle of champagne for my boss.
- 6 My boyfriend never likes any of clothes I buy for him.
- 7 Some the best shops in town are down the little side streets.

- 3 Complete the sentences so that they are true for your town. Use some, many, most, all, any, none or no with or without of as appropriate.
- Most of the big shopping centres are on the outskirts of town
- people prefer to drive to the big supermarkets to do their shopping.
- _____ the shops in the town centre sell tourist souvenirs.
- _ shops in the centre have private parking facilities.
- smaller shops have had to close because they can't compete with the big malls.
- the people you meet can tell you that the town centre has changed a lot in the last ten years.
- them will say that they are happy with the changes.

Use some, any, many, most and all with or without of.

some any many most all	of	the + noun my/his, etc. + noun them/us, etc.
------------------------------------	----	--

Most of the time I go out of my way ... Many of my good friends think I'm an addict. All of them seem to agree.

some any many most	+ noun
all	+ the/my/his, etc. + noun

Some people complain that they're boring. Most countries are good for something. All the shops look alike.

Always use of when none is followed by a noun or a pronoun.

none of	the + noun
	my/his/her, etc. + noun
	us/them, etc.

None of the shops in the centre ... Not None shops in the centre ...

Use no followed by a noun without an article or a possessive adjective.

No country I know is better than Italy.

SEE LANGUAGE REFERENCE PAGE 94

SPEAKING

1 Work in three groups, A-C. Read the information.

The local council is planning to develop a new shopping area in your town. They want the area to include cinemas, cafés, an arts centre and a sports centre.

- 2 Prepare a proposal for the new shopping area. Your proposal must cover the following points:
- exact location and reasons for choosing this location
- parking and transport arrangements
- parks and green areas
- leisure facilities (sports, cinema, concerts, exhibitions, etc.)

Group A: Turn to page 131. Group B: Turn to page 132. Group C: Turn to page 134.

- 3 Work in new groups of three or more. Each group must include at least one student from groups A, B and C in exercise 1. Explain your proposal to your partners and decide together on a joint proposal for the shopping centre.
- 4 Present your proposal to the class.

Useful language

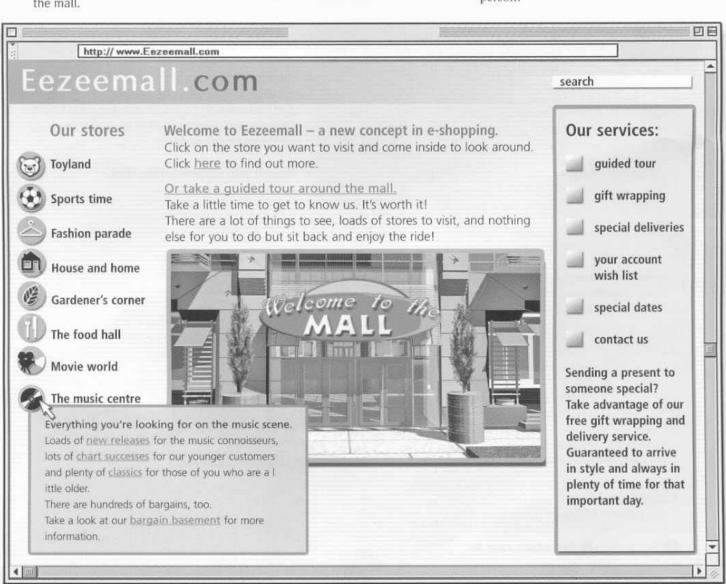
First of all, we'll talk about ... Then, we'll move on to consider ... We have decided to ... We propose to ... We believe that it is important that ... In conclusion we'd like to say that ...

9B E-shopping

READING

- 1 Read the situations a-e and look at the website. Decide which link you would click on for each.
- a This is your first visit to the site. You don't want anything now, but you want to find out what's on offer.
- b A friend has told you this site has very cheap DVDs and you want to find out how much it costs to get the Lord of the Rings trilogy.
- c You have ordered a shirt and a pair of jeans from the site, but they haven't arrived.
- d You've just ordered some CDs for a friend's birthday. You want to send them to your friend's address with a special birthday greeting.
- e You're a music fan who is looking for cheap price CDs.
- 2 Turn to page 133. Read the descriptions and match them to stores in the mall.

- 3 Read the descriptions again (both the one on this page and the three on page 133). Answer the questions.
- 1 Which stores offer discount prices on selected items?
- 2 Which store is running a special prize competition?
- 3 Which store specializes in presents, both traditional and unconventional?
- 4 Which store offers a special advice service?
- 5 Which stores claim to cater for all age groups?
- 6 Which store regularly features products associated with a famous person?



VOCABULARY: collocations with take

1 Complete the texts with a word or phrase from the box.

our word your breath a look a little time our advice advantage

- __ at our summer sales. You're sure to find something to wear on that special occasion!
- 2 Looking for something to read on the beach? Take for it - you've come to the right place.
- _ of our special offer running this week only. 50% off all frozen products.
- 4 Can't find that special present? Take __ _, buy a gift voucher! Let your friends choose from our huge range of new releases and all-time classics, films and video games!
- 5 Enjoy the atmosphere of our historic towns, relax on our spectacular beaches and let the beauty of the landscape take _____ away.
- Take _____ out of your busy day to look after yourself. Work out at the gym, take it easy in the Jacuzzi, or play a friendly game of tennis. We've got exactly what you need.
- 2 What products are the texts trying to sell?
- 3 Write a short advert for another popular product. Include at least one phrase with take. Your classmates must guess what the product is.

GRAMMAR: quantifiers 2

- 1 Work in pairs. Decide whether the sentences in each pair have the same (S) or different (D) meaning.
- 1 a A few sites offer free gift wrapping.
 - b A couple of sites offer free gift wrapping.
- 2 a The government is doing little to protect e-shoppers against credit card fraud.
 - b The government is doing enough to protect e-shoppers against credit card fraud.
- 3 a People spend too much money on clothes.
 - b People spend plenty of money on clothes.
- 4 a Not many web sites offer such a wide range
 - b Few web sites offer such a wide range of goods.
- 5 a Most internet users spend a little time window shopping online.
 - b Most internet users don't spend a lot of time window shopping online.

2 Put these quantifiers in the table: few, too many, lots of. loads of, little, much, plenty of, enough, too much. Then choose the correct option to complete the rules.

countable	uncountable	both
not many	not much	a lot of

Use few and little without a with a negative / positive meaning. (few = not many; little = not much)

The government is doing little to protect e-shoppers.

Use enough when you mean that the quantity is sufficient / more than sufficient for the purpose.

We've got enough for two, but not for three.

Use plenty when you mean that the quantity is sufficient / more than sufficient for the purpose.

We've got plenty of time to get to the station. There's no need to hurry.

Use too much and too many (of something) when you mean that this is a good / bad thing.

Ugh! There's too much salt in this soup!

- SEE LANGUAGE REFERENCE PAGE 94
- 3 Complete the sentences so that they are true for you. Choose a positive or negative verb and add a quantifier.

1 I spend / don't spend _____ money on clothes.

- 2 I know / don't know _____ people who hate shopping.
- 3 I buy / don't buy _____ books every year.
- 4 I have / don't have _____ time to shop online.
- 5 There are / aren't _____ online shops for young people.
- 4 Compare your sentences with a partner. How similar are your shopping habits?

SPEAKING

1 Work in groups. You are going to prepare a quiz to find out if your classmates are cybernauts or technophobes. Use the prompts below to help you prepare questions for the quiz.

Do you know what ... ? Have you ever used ... ? How often do you ...? Would you like to ... ? When did you first ...? How important is ... ?

2 Work in pairs. Interview a student from another group. After the quiz, give them a score out of 10 (1 = total technophobe → 10 = absolute cybernaut).

Does your partner agree with your score?

9c Telephone bills

SPEAKING

- 1 Have you ever bought one of the products shown in this advertisement? Why or why not?
- 2 Work in pairs. Think of a fascia, a logo and ring tone for three of your classmates. Do they agree with your choices?



LISTENING

- 1 Some 2.12-2.14 Listen to three conversations. In each conversation, someone is unhappy. What is each person unhappy about?
- 2 Can you remember who said the following phrases?



Conversation 1: Camilla (C) / Derek (Dk)

- 1 There's something I wanted to talk to you about. C
- 2 I'll ask her to sort them out.
- 3 I didn't know we had any customers in Japan.
- 4 I'll speak to you again at the end of the day.



Conversation 2: Derek (Dk) / Dave (D)

- 5 What a cheek! As if we had the time!
- 6 I've had nothing but problems with it.
- 7 I think we can make an exception.





Conversation 3: Dave (D) / Service assistant (S)

- 8 I'm not too sure.
- 9 I take your point.
- 10 I'm not sure what to suggest.



FUNCTIONAL LANGUAGE: complaints

1 @ 2.12-2.14 Listen to the conversations again and complete the extracts.

	Conversation 1	
1	I'm	finding anything.
		to have a look at them
		enough.
	I'll see	
	Conversation 2	
5.	It's just not on, I i	mean it's totally
	Conversation 3	
6	I've got a	my phone.
		at seems to be?
		the power.
	The phone doesn'	
		the manager?
11	I'd like a	
	I want to have my	

- 2 Match the sentences in exercise 1 with the four. groups a-d.
- a Explaining the problem (4 sentences)
- Saying what you want (4 sentences)
- Expressing dissatisfaction (2 sentences) C
- d Responding to a complaint (2 sentences)
- 3 Work in pairs. Think of one more sentence for each group a-d in exercise 2.

Roleplay

- 4 Work in pairs. You are going to act out a conversation where someone makes a complaint. Choose one of the situations below. Prepare and perform the roleplay.
- You have recently opened an account with an internet service provider (ISP). Every time you log on to the net, your computer crashes. Telephone the ISP to complain.
- 2 You ordered some DVDs from a website. After four weeks, they still have not arrived. You have received no replies to your emails. Telephone the company to complain.
- 3 You bought an expensive digital camera from a local shop to take on holiday with you. It didn't work. You couldn't even switch it on. You return from your holiday and go back to the shop to complain.

VOCABULARY: prepositional phrases

1	Complete the sentences with an appropriate preposition.
1	Do you ever meet friends in the street chance?
2	Have you ever telephoned the wrong number mistake?
3	At what time of the day are you most often a hurry
4	Have you ever solved a problem accident?
5	What organizations have information about you file
6	Have you ever been danger of losing your job?
7	Do you ever leave your bedroom a mess?
	Have you ever been trouble at school?
	2.15 Listen to the recording to check your answers.

2 Work in pairs. Choose five questions to ask your partner.

DID YOU KNOW?

1 Work in pairs. Read the information about phone boxes in the UK and discuss these questions.

The red phone box has been a traditional symbol of Britain for over 80 years. But now, they are disappearing from the British landscape, mostly because of an increase in the use of mobile phones.

At their peak, there were more than 140,000 red phone boxes throughout the country. Today, there are fewer than 60,000 of them in use. Most of these are modern in style and do not look like the traditional box which was first introduced in 1924.

The red boxes were owned by British Telecom (BT), the biggest phone company in the UK. BT used to be a government company and had a monopoly. However, in 1984 it became a private company and other phone companies were allowed to compete with it. Now there are a lot of telephone companies operating in the UK, including supermarket chains like Tesco.



- How many phone companies are there in your country?
- Which is the most popular?
- · What advice would you give to someone who wants to have a mobile phone account in your country?

9 | Language reference

GRAMMAR

Articles, determiners & quantifiers

We use the definite article, the

· to refer to something or someone because we have already mentioned it, or it is defined by the context of the sentence.

The Office of Statistics draws up a list of goods. The list is designed to reflect the nation's buying habits.

to refer to something or someone when it's the only one in the context.

In the consumer world of the twenty-first century ...

We use the zero article with uncountable or plural nouns to talk about things in general.

They replace them with O new products. We prefer Ø lighters.

We use the indefinite article, a or an

- · to talk about things in general (with singular nouns). The basket does not contain a box of matches.
- · to introduce new information or to refer to something for the first time (with singular countable nouns). The Office of Statistics draws up a list of goods.
- · to refer to one of a group of things.

... to see if you're a part of modern Britain.

We use the determiners some and any to describe an unspecified number or quantity (with uncountable and plural nouns).

We should get some mineral water.

Some families are spending more on organic food. Some is common in positive sentences. In negative sentences and questions, any is more common.

It does not contain any luxury goods like caviar. Have you bought any coffee recently?

We can also use any in positive sentences to show that the quantity is not important.

If you see any special offers at the shops, let me know. (= it doesn't matter how many/which special offers)

We can use the quantifiers some, any, many, most and all in two different ways: with or without of.

with of		
some any many most all	of	the + noun my/his/her/etc. + noun them/us/you

Some of the shops are very expensive. I don't know any of your friends.

without of		
some any many most all	+ noun + the + noun	

Some people hate shopping. Are there any shops that sell souvenirs?

We use none to talk about no amount or quantity of something. When none is followed by a noun or pronoun, we always use of.

	the + noun
none of	my/his/her/etc. + noun them/us/you
	then us, you

None of the shops are open. Not none shops are open ...

None of my friends smoke.

None of them has time to help you.

When none is the subject of a sentence, it is used with an affirmative verb. The verb can be singular or plural.

We use no followed by a noun without an article or a possessive adjective.

There were no parking facilities. No website is better for cheap flights.

Quantifiers that can be used with both plural countable nouns and uncountable nouns:

a lot of, lots of, enough, not enough, plenty of

Enough means the quantity is sufficient for the purpose.

Do we have enough money to go out for a meal? I think you've probably had enough time.

Plenty of means the quantity is more than sufficient for the purpose.

You've got plenty of time to catch the train. There's plenty of room for everybody.

quantifiers with plural countable nouns	quantifiers with uncountable nouns
many	Service and the service of the servi
not many	not much
too many	too much
a few	a little
few	little

We do not usually use much in affirmative sentences in modern English. We use a lot of/lots of instead.

They gave us a lot of advice. Not They gave us much advice. We use too many/too much when we want to be critical of something.

There were too many people. (= I was not happy about this.) A few and a little mean a small

amount or quantity. Few and little without the indefinite article mean not many or not much. Compare:

A few beaches are really nice. (= a small number of beaches) Few beaches are really nice. (= not many)

Few and little (without a) are usually used with an affirmative verb.

FUNCTIONAL LANGUAGE Complaints

I'm having problems + -ing form ... I think there's a problem with . I think there's something wrong with ... I've got a problem with doesn't work.

What seems to be the problem? I'll see to it/look into it. I'll get back to you.

Could you ask/get someone to + infinitive ... ? Could I speak to ... ?

I'm afraid that's not good enough. It's totally unacceptable. I'd like a refund. I want to have my money back.

WORD LIST Shopping

corner shop n C discount shop n C high street shopping n U online shopping n U shop assistant n C shopaholic n C shoplifter n C shopping centre n C shopping mall n C windowshopping n U

/dof, eucy/ /diskaunt_fpp/ /har strict 'fopin/ /onlam 'fopm/ /fop ə,sistənt/ //fopa'holik/ /fopliftə/ /fopin_senta/ /fopm_mæl/ /windauJopin/

Containers

bottle n C *** /botl/ /boks/ box n C *** /kæn/ can n C ** /ka:tn/ carton n C /dsa:/ jar n C " packet n C ** /pækn/ tin n C "" /tm/ tub n C /tab/

Collocations with take

take a look at (sth) /terk a 'luk at/ take advantage of /terk ədvantıda əv/ (sth) take (sb's) advice /terk əd'vars/ take (sb's) breath /terk 'breft a,wer/ away take (sb's) word /terk 'ward fo/ for (sth) take time /terk 'tarm/

Other words & phrases

accessible adj accurately adv analyze v appeal p *** association n C *** basement n C * basket n C ** buff n C burger n C * cater v ** chain n C *** chart n C ** classic n C/adi ** complaint n C *** connoisseur n C contact v ** cracker n C cranberry n C crisp n C cross off v cut (sth) short cybernaut n C decaffeinated adj delivery n C * discount n C electronic adi *** exception n C *** fraud n U ** free-range adj frustrated adj * gift n C ***

/əkˈsesəbl/ /ækjoratli/ /ænəlaiz/ /ə'pi:1/ /ə.səusi'ei[n/ /beismont/ /ba:skit/ /baf/ /bsiga/ /kettə/ /tfein/ /tfa:t/ /klæsik/ /kəm'plemt/ /kpn2/s3:/ /kontækt/ /krækə/ /krænb(ə)rı/ /krisp/ /kros 'of/ /kat fort/ /sarbono:t/ /di:/kæfi.neitid/ /drlrv(ə)ri/ /diskaont/ /elektronik/ /ik'sep[n/ /fro:d/ /fri:remd3/ /fra/streitid/ /grft/

greeting n C * guarantee n C/v ** hand-made adj herb n C hot-air balloon n C household n C/adj *** landscape n C ** leaf n C ** lemonade n U lighter n C low-fat adi luxury n C * margarine n U marmalade n U memorabilia n U monopoly n C ** olive oil n U organic adj * out of favour outskirts n pl parade n C peak n C ** peanut n C precious adj ** priority n C *** product n C *** proposal n C *** query n C queue n C/v " range n C *** refrain from v release n C/v *** salad n U/C ** sale n C *** screenplay n C security n U ** slice n C ** souvenir n C * spice n C * spill v ** statistic n C switch on v system n C *** technophobe n C tidy up v * tissue n C ** trilogy n C trolley n C * tuna n U/C unconventional adj vegetarian adi/n C vodka n. U what a cheek wheelchair n C wish list n C

wrap v **

gin n U

/d3m/ /gri:tm/ /gærən'ti:/ /hænd.meid/ /h3:b/ /hot 'ea balum/ /haus.hoold/

/lændskerp/ /li:f/ /lema'neid/ /lantə/ /laufæt/ /lak[əri/ /ma:dsa/ri:n/ /mama,leid/ /mem(a)ra/bilia/ /məˈnɒpəli/ /lic' vilo/ /orgænik/ /aut ov 'fervo/ /autskats/ /po/reid/ /pi:k/ /pi:nat/ /pre[as/ /prar'orati/ /prodakt/ /prə'pəuzl/ /kwɪəri/ /kju:/ /reinds/ /rrfrem frem/ /rrli:s/ /sæləd/ /serl/ /skri:n.plei/ /srkjuereti/ /slars/ /surve/me/ /spais/ /spil/ /sta'tistik/ /switf 'on/ /sistem/ /tekna,faub/ /taidi Ap/ /tr[u:/ /trrlad3i/ /troli/ /tjumə/ /Ankən'ven[n(ə)l/ /ved3atearran/ /vpdka/ /wnt a 'tfi:k/ /wi:ltfea/ /wɪʃ ,list/ /ræp/