USEFUL VOCABULARY

|  |  |  |
| --- | --- | --- |
| shop(s) | customer(s) | cashier(s) |
| **Shop(s)** | **Customer(s)** | **Cashier(s)** |
| Men=wallet(s) Women=purse(s) | scale(s) | till(s) |
| **Wallet(s) (m)Purse(s) (f)** | **Scales** | **Till(s)** |
| shelf(shelves) | aisle(s) | barcode(s) |
| **Shelf** | **Shelves** | **Barcode(s)** |
| trolley(trollies) | lift | bag(s) |
| **Trolley(s)** | **Lift(s)** | **Bag(s)** |
| basket(s) | changing room(s) | **escalator** |
| **Basket(s)** | **Changing Room(s)** | **Escalator(s)** |
|   | Ways to pay |  |
| cheque(s) | cash | **banknote(s)** |
| **Cheque(s)** | **Cash** | **Note(s)** |
| **Coin(s)**coin(s) | **Credit card(s)Debit card(s)**credit or debit card(s) |  |
|  |  |  |
|   |  |  |

Where to buy what

|  |  |
| --- | --- |
| toiletries | **Chemist's** |
| ladies clothes | **Ladies Clothing Shop or Boutique** |
| Mens clothes | **Mens Clothing Shop or Tailor's** |
| shoe(s) | **Shoe Shop or Cobbler's** |
| jewellery | **Jeweller's** |
| electrical goods | **Electrical Store** |
| toy(s) | **Toy Shop or Toy Store** |
| cd(s)/record(s) | **Record Shop** |
| book(s) | **Book Shop** |
| magazine(s) and newspaper(s) | **Newsagent's** |
| tool(s) | **Ironmonger's** |
| glasses | **Optician's** |
|  | **Department Store Supermarket** |
| meat | **Butcher's** |
| fish and seafood | **Fishmonger's** |
| fruit and veg | **Greengrocer's** |
| bread | **Baker's** |
| groceries | **Grocer's** |
| bouquet | **Florist's** |
| envelope(s) | **Post Office** |

Useful Shopping Phrases

|  |  |
| --- | --- |
| **Finding a Shop**  |  **Opening Hours** |
| **QUESTIONS*** Can you recommend a good toy/clothes shop?
* Is there a chemists/supermarket in the area?
* Where can I get toothpaste/pet food?
* Where's the nearest shopping centre?

**ANSWERS/COMMENTS*** There's a really good bookshop just around the corner.
* You can buy that here in the hotel.
* The best toy shop is in the shopping centre.
* The nearest one is a few miles away.
 | **QUESTIONS*** What time do you open, please?
* What time do you close, please?
* What are your opening hours?
* Are you open all day?
* Are you open on Sundays?

 **ANSWERS/COMMENTS*** We're open 24/7. (24 hours a day / 7 days a week)
* We're closed at lunchtime, between 12 and 2pm.
* We're open from 9am till 6pm, Monday to Friday.
 |
|  **Shopping for Clothes**  |  **Paying** |
|  |  |
| **QUESTIONS*** Could you help me, please?
* Could you tell me where the ................ department is?
* Excuse me, I'm looking for a ......
* Is there somewhere I can try this on, please?
* Does it suit me?
* Do you have this in a (larger/smaller size) (different colour), please?
* Do you do alterations?
* Do you have a refund policy?
* Is this in the sale?

**ANSWERS/COMMENTS*** It's too long / short.
* It's too tight / loose.
* The ladies / gents changing rooms are over there.
* You can bring it back and exchange it or get a refund within 2 weeks if you keep the receipt.
 | **QUESTIONS*** Do you take credit cards?
* Do you give credit?
* Do you have a loyalty card?
* Does it have a warranty?
* Can I pay by cheque?
* Do you offer a cash discount?
* Could I have a VAT receipt, please?
* Could I leave my bags here and pick them up later?

**ANSWERS/COMMENTS*** We take all the major credit cards.
* We only accept cheques with a cheque card.
* We are offering 6 months free credit with no deposit.
* Sorry, no.
* Yes, certainly.
 |