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

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| --- | --- |
| **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. |