

**SHOPPING**

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**Покупки**

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## Покупки

*Учебно-методическое пособие  
по практике устной речи*

**УДК 802.0(075.8)**  
**ББК 81.432.1 – 923.7**  
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Пособие предназначено для студентов, обучающихся по специальности «Английский язык», и направлено на формирование языковых навыков и речевых умений по теме «Shopping».

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## Введение

Настоящее учебно-методическое пособие предназначено для студентов, обучающихся по специальности “Английский язык”. Пособие составлено в соответствии с программными требованиями по курсу практики устной и письменной речи.

Цель пособия — формирование лексических навыков и речевых умений по теме “Shopping”.

При создании пособия мы руководствовались принципами коммуникативной направленности, функциональности, ситуативности, новизны, доминирующей роли упражнений на всех этапах усвоения материала, сочетания языковых тренировок с речевой практикой. Помимо практической цели в пособии реализуются также воспитательные, развивающие и образовательные цели обучения.

Пособие включает следующие разделы:

1. Active Vocabulary.
2. Vocabulary and Speech Exercises.
3. Reading.
4. Writing
5. Listening.
6. Speaking.
7. Supplementary Activities.

Методика работы над лексическим материалом предусматривает:

1) чтение и анализ текстовых образцов; 2) выполнение тренировочных упражнений на дифференциацию, подстановку и трансформацию; 3) моделирование (условно-речевые упражнения); 4) включение изученного материала в коммуникативно-речевые задания, стимулирующие развитие неподготовленной устной речи.

# SHOPPING

## I. SHOPPING FOR FOODSTUFFS

❖ Starter activities:

- *Do you enjoy shopping? Why? Why not?*
- *Where do you prefer to do your shopping? Why?*

### *Topical Vocabulary*

baker's / bakery

bargain (n)

buy (v); (bought, bought)

buyer

butcher's

call (v); to call at a shop

cart / trolley / wire basket

cash (n)

cash desk / check-out

cash register (A. E.) / till (Br. E.)

cashier

change (n); small change

cheap

choice (n); a wide / poor choice

choose (v); / (chose, chosen)

confectioner's / confectionery

consumer

corner shop

cost (n); the cost of living

cost (v); (cost, cost); What does it cost? What did it cost you?

count (v)

counter (n); at the shop counter

customer (n) / shopper

dairy

delicatessen

drop (v); drop into a shop

expensive

fishmonger's

greengrocer's

grocer's / grocery

market

money; to have money on / about oneself; spend money

offer (v); offer smth, offer to do smth

off licence (Br. E.) / liquor store (A. E.)

pay (v); (paid, paid); to pay in cash / by cheque/card; to pay the bill

price (n); a high / low / reasonable price

- What is the price of ...?
- How much is it?
- How much was it?
- What did you pay for it?

price / pricey/pricy

product

queue (up) (Br. E.) / line (up) (A. E.)

receipt (n)

run (v); (ran, run); run out of smth

salesman / saleswoman / shop assistant

sell (v); (sold, sold); sell for a price; sell at a price

shop (Br. E.) / store (A. E.); self-service shop

shopping (n); do the shopping; go shopping; shop around

shopping bag / carrier bag

shopping centre

shopping list

shopkeeper (Br. E.) / storekeeper (A. E.)

stock up

store detective

street vendor

suggest (v); suggest smth; suggest doing smth; suggest that smb should do smth

supermarket / superstore

tobacconist's

## VOCABULARY EXERCISES

### Ex. 1. Name 5-10 products you might buy at

1) a grocery; 2) a sweet-shop; 3) a butcher's; 4) a fruiterer's; 5) a greengrocer's; 6) a fishmonger's; 7) an off-licence shop; 8) a baker's.

### Ex.2. We can say grocer (=the person or the shop) or grocer's (=the shop). How many of the words from the focus vocabulary can be treated the same way?

### Ex.3. Find Russian equivalents to the following:

1) tinned foods; 2) ready-packed goods; 3) ready-bottled vegetable oil; 4) ready-to-serve foods; 5) loose milk; 6) a bunch of leeks; 7) a jar of marmalade; 8) a tin of luncheon meat; 9) 3 rolls of toilet soap; 10) a packet of frozen peas; 11) half a dozen of fresh herrings; 12) self-service; 13) counter-service; 14) a box of mint chocolates.

### Ex.4. Match the words from the box with the correct definitions.

Supermarket		Convenience store		Corner shop
Bakery	Butcher's	Delicatessen	Off licence	Market

- a) A small local shop, usually on the corner of a street, that sells food, alcohol, magazines, etc.
- b) A large shop that sells a wide range of things, especially food, cleaning materials and other things that people buy regularly
- c) An area outside where people buy and sell many different types of things
- d) A shop that sells bread and cakes, especially one that also makes bread and cakes
- e) A shop that sells high quality food such as cheeses and cold meats, often from different countries
- f) A shop in your local area that sells food, alcohol, magazines etc. And is often open 24 hours a day
- g) A shop that sells beer, wine and other alcoholic drinks which you drink at home
- h) A shop that sells meat

### Ex. 5. Fill in the blanks with an appropriate word from the list below.

Outside the ... Mary stops to glance at the ..., ..., ... full of fruit and vegetables. Mr. Knight, ..., who is just ... some onions, looks up and greets her with friendliness. Mary enters the ... and stands patiently in the ... until it's her ... "The next one, please", says one of the ... It's Mary's ... and the ... inquires politely, "What can I get for you, Mary?" – "I'd like ... of Danish butter, ... of

tea, ... of blackcurrant jam, a large ... of vinegar, ... of frozen peas, ... of sardines, a medium-sized ... of 'Omo', ... of milk chocolate, and ... of lean smoked bacon, please." The shop assistant ... the bacon, ... it in ... paper and places it on the ... with the other ... Mary had bought. "That'll be all", says Mary, giving her ... to the assistant who writes down the ... of the goods and then adds them up. In the meantime Mary ... the groceries into her ... . Mary ... her three pound notes and in return receives sixty-five pence ... .

*Change, half a pound, shopkeeper, crates, boxes, sacks, wraps, shop assistant (2), a tin, packet (2), shopping bag, counter, hands, shopping list, a bar, a quarter, a bottle, goods, a pound, prices, packs, weighs, grease-proof, a pound-jar, weighing, shop (2), queue, turn (2).*

**Ex. 6. There are a number of special words in English which are used to describe different kinds of containers. Look through the information about different kinds of containers.**

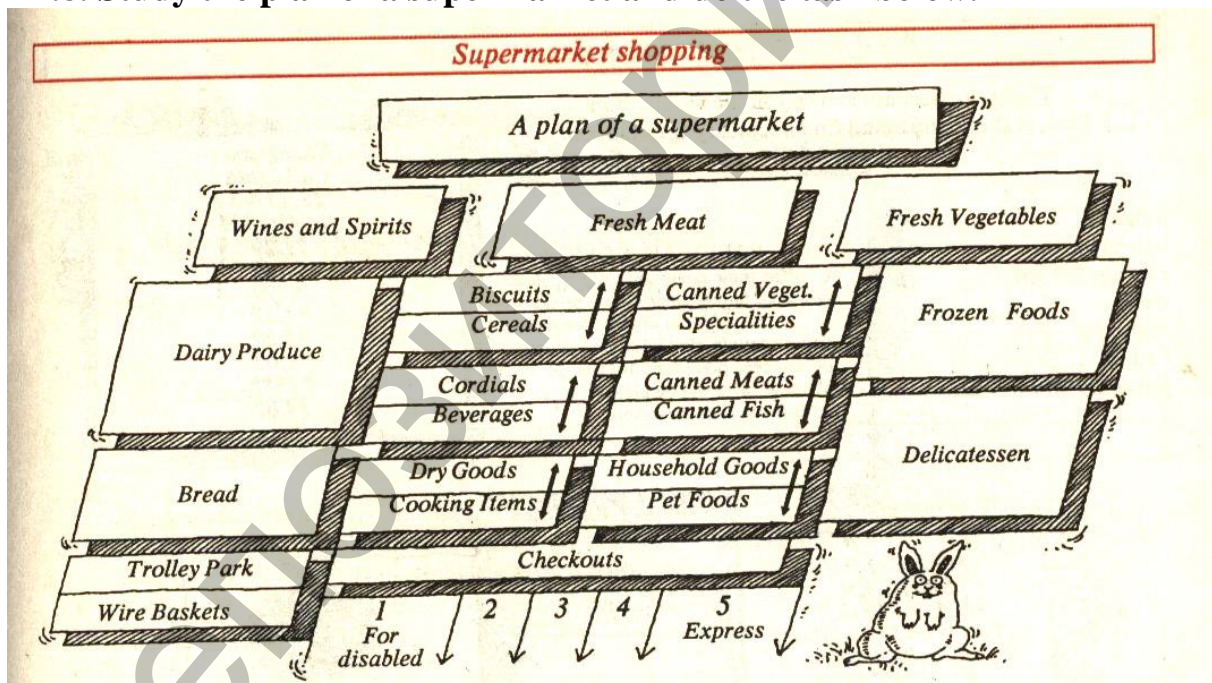
Container	Usually made of	Typical contents
bag	cloth, paper, plastic	sweets, shopping, letters
barrel	wood and metal	wine, beer
basin	pottery, metal	ingredients for making cake
basket	canes, rushes	shopping, clothes, waste paper
bottle	glass, plastic	milk, lemonade, wine
bowl	china, glass, wood	fruit, soup, sugar
box	cardboard, wood	matches, tools, toys, chocolates
bucket	metal, plastic	sand, water
can	tin	coca cola, beer
carton	card	milk, yoghurt, 20 packets of cigarettes
case	leather, wood	jewellery, spectacles
crate	wood, plastic	bottles
glass	glass	milk, lemonade, wine
jar	glass, pottery	jam, honey, olives, instant coffee
jug	pottery	milk, cream, water
mug	pottery	tea, coffee, cocoa
pack	card	cards, eight cans of coca cola
packet	card, paper	cigarettes, tea, biscuits, juice, cereal
pan	metal	food that is being cooked
pot	metal, pottery	food, plant
sack	cloth, plastic	coal, rubbish
tin	tin	peas, baked beans, fruit
tub	wood, zinc, card	flowers, rainwater, ice-cream
tube	soft metal, plastic	toothpaste, paint, ointment



**Ex.7. Using the information above match the words on the left with the words on the right.**

1. bar	biscuits	bananas
2. bottle	chocolate	sardines
3. box	margarine	ice-cream
4. brick	milk	wine
5. bunch	bread	matches
6. can	honey	fruit juice
7. carton	sugar	coca cola
8. dozen	cigarettes	grapes
9. jar	eggs	rice
10. loaf	instant coffee	beer
11. mug	cornflakes	jam
12. packet	tea	mayonnaise
13. tin	chocolate	soap
14. tub		

**Ex.8. Study the plan of a supermarket and do the task below.**



**Where do you think the following items on the shopping list can be found?**

- |                      |               |                      |
|----------------------|---------------|----------------------|
| 1. Salami, caviar    | 4. Champagne  | 7. Cream crackers    |
| 2. Food for your dog | 5. Butter     | 8. Corned beef       |
| 3. Tea, coffee       | 6. Rice, oats | 9. A tin of sardines |

**Read text I and do the exercises below.**

### ***BUYING FOODSTUFFS***

Buying **foodstuffs** in a modern supermarket can be considered a sort of art. It is the art of combating a temptation.

Supermarkets play a dirty trick on the customers: practically every shopper is tempted to buy things he or she does not need or cannot **afford**.

The mechanism of this lamentable deceit is simple. Firstly, supermarkets are **laid out** to make a person pass as many **shelves** and counters as possible. Only the hardest of souls can pass **loaded racks** indifferently and not **collect all sorts of food** from them.

Secondly, more and more supermarkets **supply customers with trolleys** instead of **wire baskets**: their bigger volume needs more **purchases**. One picks up a small item, say, a pack of spaghetti, puts it into a huge trolley and is immediately ashamed of its loneliness. He or she starts adding more.

Thirdly, all **products are nicely displayed** on the racks and all of them look fresh in their **transparent wrappings with marked prices**. A normal person cannot ignore **attractively packed goods**. And so one cannot but feel an impulse to buy. And, finally, supermarkets don't forget about those who **look for bargains**. The so-called "bargain bins" filled with special offers wait for their victims. No one can tell for sure if the prices are really reduced, but it is so nice to boast later that you **have a very good eye for a bargain**.

So when a simple-hearted customer approaches a **check-out**, his or her **trolley is piled high**. Looking at a **cashier**, running her pen over barcodes, he or she starts getting nervous while the **cash register** is adding up the prices. And, getting a **receipt**, he or she gives a sigh of relief if the indicated sum does not exceed the cash he or she has.

Of course, one can give a piece of advice to the simple-hearted: **compile a shopping list and buy only pre-planned goods**. But is it worth losing that great sensation of buying? One can really wonder.

A lot of people prefer to do their shopping in small shops. The daily shopping route of some housewives includes visits to the **baker's, butcher's, grocer's, greengrocer's, fishmonger's** and a **dairy shop**. In the end of the route their bags are full of loaves of bread, meat cuts, packs with cereals, fruit, vegetables, fish and dairy products, only very strong women can call in at the tobacconist's after all that.

The explanation for this housewives' craze is very simple. In every shop their buys are weighed, wrapped up, their money taken and the **change** given back. Meanwhile they can have a chat with **salesgirls** and **shop-assistants** about their weak hearts and broken hopes.

So, friends, go shopping as often as you can. Because the simple truth is: a visit to a good shop is worth two visits to a good doctor.

**1. Explain the meaning of the words and expressions in bold type. Translate them into Russian.**

**2. Find in the text the words that mean:**

1) обман, уловка; 2) польститься, соблазниться; 3) снижаться, уменьшаться (о цене); 4) специальное предложение; 5) почувствовать порыв что-либо купить; 6) суммировать цены; 7) штриховой код; 8) бороться с искушением.

**3. Give synonyms to the following words:**

1) purchase (n, v); 2) to pick up; 3) rack; 4) to wrap; 5) to play a dirty trick on smb.; 6) to add up; 7) to supply; 8) to pile; 9) customer; 10) to exceed.

**4. Answer the questions:**

- 1) Do you agree that supermarkets play a dirty trick on the customers? Why?
- 2) What is the mechanism of the deceit described in the text?
- 3) When doing shopping can you pass indifferently the racks loaded with nicely displayed products?
- 4) Is the price of any product important for you? Do you look for bargains?
- 5) Do you have a good eye for a bargain?
- 6) Is it really wise to compile a shopping list? Do you usually buy pre-planned goods or on the spot?
- 7) What is, to your opinion, more enjoyable: shopping in the supermarket or in small shops?
- 8) Do you agree with the simple truth: a visit to a good shop is worth two visits to a doctor? Give your grounds.

**Read text II and do the exercises below.**

### ***AT THE SUPERMARKET***

At the week-ends, when she has more time to spare, Elinor Lloyd does her shopping at the big self-service food stores in town, for she can buy a lot of goods more cheaply there than at her local grocer's. Accompanied by her husband or her daughter she walks round the co-operative supermarket and other large food stores looking for bargains.

These large self-service stores are brightly-lit and usually well laid out. The goods are tidily arranged on trays and long shelves on which the various prices are clearly marked. There is plenty of room for the customers to walk about.

The shelves are well stocked with a very wide selection of attractively packed goods – everything from quick-frozen food to washing powder, from shoe polish to new-laid eggs, from tinned fish to toothpaste.

Elinor walks from shelf to shelf, filling her wire basket. She has to be careful when shopping in a self-service store for the goods are so attractively displayed that she is tempted to buy things she does not need or cannot really afford.

Elinor goes to the cash desk, where there is a short queue. When it is her turn the cashier reckons up the bill on a cash register. Before getting the bus home, she goes to the market.

The market is large, with well over a hundred different stalls; part of it is covered, part of it open-air. A wide range of clothes, household goods, fruit and vegetables is on sale and prices are often considerably lower than in the ordinary shops.

She arrives home exhausted but a little proud of having saved forty or fifty pence of the housekeeping money.

**1. Find in the text equivalents to the following words and phrases:**

1) иметь побольше свободного времени; 2) в сопровождении; 3) искать выгодные покупки; 4) магазин самообслуживания; 5) товары, аккуратно расположенные на подносах; 6) чётко проставленные цены; 7) много места для прохода покупателей; 8) испытывать соблазн; 9) цены значительно ниже; 10) деньги на домашнее хозяйство.

**2. Complete the sentences below with words from the text.**

1. Elinor does her shopping \_\_\_\_ in town. 2. She walks round the supermarket looking for \_\_\_\_\_. 3. Large self-service stores are \_\_\_\_ and well \_\_\_\_\_. 4. \_\_\_\_\_ are tidily arranged on trays and long shelves. 5. The shelves are \_\_\_\_\_ with \_\_\_\_\_ of packed goods. 6. Elinor goes to \_\_\_\_\_ where there's a short queue. 7. When it is her turn the cashier \_\_\_\_\_ the bill on a cash register. 8. The market is large, with well \_\_\_\_\_. 9. A wide range of fruit and vegetables is \_\_\_\_\_. 10. Elinor arrives home proud of having saved forty or fifty pence of \_\_\_\_\_.

**3. Answer the following questions:**

1. Why does Elinor do part of her shopping at the big self-service stores in town?
2. What can she buy there?
3. Why does she have to be careful when shopping at such stores?
4. Where does Elinor go before getting the bus home?
5. How big is the market?
6. What sort of goods are on sale there?
7. What is Elinor proud of?



4. Study the picture and do the tasks below:



A. Use words from the box to fill in the blanks in the text.

queue	run out of	supermarket	shelves
shopping centre	do the shopping	carrier bag	cashier
check-out	ring up	shopping list	assistant
receipt	pay cash	change	cash register/till
total	basket	prices	

Bob 1) \_\_\_\_\_ during his lunch hour. After a quick lunch, he goes to the 2) \_\_\_\_\_ in the new 3) \_\_\_\_\_. He walks around putting the things he needs in a 4) \_\_\_\_\_. He always writes a 5) \_\_\_\_\_ of things he needs to buy, but he often forgets to look at it. When he looks for some coffee on the 6) \_\_\_\_\_, he can't find any: an 7) \_\_\_\_\_ tells him they have 8) \_\_\_\_\_ coffee. When he has finished his shopping, he has to join the 9) \_\_\_\_\_ at the 10) \_\_\_\_\_. When it's his turn to

pay, he asks the 11) \_\_\_\_\_ for a plastic 12) \_\_\_\_\_. She checks the 13) \_\_\_\_\_ on the items and 14) \_\_\_\_\_ them \_\_\_\_\_ on the 15) \_\_\_\_\_. Then she tells him the 16) \_\_\_\_\_ and he 17) \_\_\_\_\_. She gives him the 18) \_\_\_\_\_ and his 19) \_\_\_\_\_. As he is putting his change away he finds his shopping list, still in his pocket.

**B. Tell how Bob usually does his shopping for foodstuffs.**

□ **Writing**

**Read the letter**

Dear Ann,

please forgive my delay in writing. I had a lot of work to do. Try to get into my moccasins, will you? In this letter I'd like to tell you how to shop in this country.

In America, just as in England, you see the same shops with the same boards and windows in every town and village.

Shopping, however, is an art of its own and you have to learn slowly where to buy various things. If you are hungry, you go to the chemist's. A chemist's shop is called a drug-store in the United States: it is a national institution at that. In the larger drug-stores you may be able to get drugs, too, but their main business consists in selling stationery, candies, toys, braces, belts, fountain pens, furniture and imitation jewellery. Every drug-store has a food counter with high stools in front of it and there they serve various juices, coffee, Sundaes, ice-cream, sandwiches, omelettes and other egg dishes.

If you want cigarettes, go to the grocer's; if you want to have your shoes cleaned, go to the barber's; if you want a radio, go to a man's shop; if you want a case, go to the chemist's.

All for now. I hope you are interested in it. I'm looking forward to your answer.

Yours, Paul.

**Now choose one of these situations and write a letter to your friend:**

1. You are writing to your friend from another country. Tell him/her about shopping in your country.
2. You have gone abroad for your vacations. Write to your friend how to shop in that country.

**Act Out Conversations**

**- I -**

A: What can I get for you?

C: Have you got any flour?

A: Yes, how much will you want?

C: Two pounds, please.

C: Can I have two loaves of rye bread, please?

A: Here you are. Anything else?

C: Yes, that packet of biscuits and a small box of chocolates, please. How much will it come to?

A: That's 6 dollars and 8 cents.

A: What can I get for you?

C: A pound of lump sugar, please.

A: And what next, please?

C: A packet of corn flakes, please. And yes, I'll want some tea and also a dozen of eggs, please.

A: Is there anything else?

C: A packet of detergent. A small size, please.

A: Are you all right for butter and margarine?

C: No, thank you. That's all for the moment.

A: Will that be all?

C: Oh, no. I'd like a pound of lean smoked bacon, please.

A: Will this do? It's all we have at the moment, I'm afraid.

C: No, it's much too fat. I'd better take some ham instead. How much is it?

A: Forty-three a pound.

C: That's rather expensive. I'd better take eight ounces, please.

C: I want a tin of cocoa.

A: This brand is very popular, madam, I can recommend it.

C: I can see you've got a new kind of instant coffee.

A: It's just come in. You might have seen it advertised on television. A large tin or a small one, madam?

C: A large one, please. Have you got any powdered milk?

A: We've run out of it at the moment, I'm afraid.

## - II -

*Fiona:* Well, mum usually tells me what to write down and I write it.

*Mary:* How do you work out what you want?

*Fiona:* Well, I put some headings like the butcher's and the baker's and the chemist's and the greengrocer's and the grocer's and then she says things and if she said "apples" – under the greengrocer's, "cakes" – under the baker's, two tins of soup are at the grocer's and things like this.

*Mary:* And she looks in the cupboard, does she?

*Fiona:* Yes. Or, if we're having people to stay for a week, she makes up a menu and then, from that, she works out what we've got to buy.

- III -

Mary: First of all the lettuce, please.

A: Yes, sure.

Mary: Are they all the same price?

A: There're all the same price. In fact, they're a bit cheaper at the moment, because, you know, they're, as you can see, they're not too great.

Mary: O.K. Well, that one looks all right. Yes.

A: Not too bad, they're O.K.

Mary: I'll have that. A couple of bananas, just two not too ripe. They're all a bit ripe. Those'll do, those'll do.

A: Or those? What about those? They're better.

Mary: O.K. I'll have those.

A: Do you want three or two?

Mary: Two's enough, actually. Well, what was the other thing we wanted? Apples.

A: What would you like? Cox's are probably the safest.

Mary: I'll have about four of those.

A: Four. That's just under the pound.

***Make up Your Dialogues by Analogy***

***At a grocery store***

Shop-assistant: Good morning, Mrs. Smith. How are you this morning?

Mrs. Smith: I'm fine, thank you. And how are you?

Shop-assistant: I'm having a little trouble. I don't have any eggs or butter.

Mrs. Smith: Oh, that's a shame. I need two pounds of butter and a dozen eggs.

Shop-assistant: I can deliver them this afternoon.

Mrs. Smith: That'll be fine. I'm having a party tonight for fifteen persons. I have a list here of about 20 things.

Shop-assistant: First, what do you want in the line of meat?

Mrs. Smith: Can you give me ten-pound ham?

Shop-assistant: Yes, here's a nice piece. It's 3,99 per pound.

Mrs. Smith: That seems expensive. But all right. I'll take it.

Shop-assistant: Now what else?

Mrs. Smith: Well, I want some canned goods, 3 cans of peas and a can of peaches.

Shop-assistant: Here they are. Now, do you need any milk?

Mrs. Smith: Yes, three quarts, please and a pint of cream ... well, that's all for today. How much do I owe you?

Shop-assistant: That's 25,99. Here's your change.

Mrs. Smith: Thank you.

Shop-assistant: Good-bye, Mrs. Smith. Thanks a lot.



### ***One-Sided Dialogue***

*Student A: read the following dialogue with student B. Because you can see only your part, you must listen very carefully to what student B says. Use the shopping list below. Before you start, read through your part to have some idea of what you will say. When you are both ready you can begin.*

You: Good morning. I'd like two pounds of sugar, please.  
Student B: ...  
You: Yes ... (ask for the second item on your shopping list).  
Student B: ...  
You: (ask how much the large packet is).  
Student B: ...  
You: (repeat the price). I'll have a small packet, please. And some Apples.  
Student B: ...  
You: (answer).  
Student B: ...  
You: Yes. (ask for a dozen eggs).  
Student B: ...  
You: Is there any difference in price?  
Student B: ...  
You: (choose which eggs you want). And have you got any tins of tomato soup?  
Student B: ...  
You: (answer and say how many tins you want). And a pint of milk. Is it still twenty pence?  
Student B: ...  
You: Yes ... (say you want some coffee).  
Student B: ...  
You: (ask what sort he/she has got).  
Student B: ...  
You: Which is the cheapest?  
Student B: ...  
You: (say you will have a tin of that).  
Student B: ...  
You: Just one more thing – cheese. (ask if he/she has got any Cheddar cheese).  
Student B: ...  
You: Oh well – never mind. Right, how much is that, please?  
Student B: ...  
(give student b £ 10)  
Student B: ...

## ***Some Hints and Tips on Shopping for Food***

### ***Using a shopping list***

The first step on food shopping is to prepare a shopping list of the items we need to complete the meals we have planned. This shopping list should also include staple items we need such as salt, sugar, and paper towels. With a shopping list, we can avoid several costly mistakes. We can make certain we get everything we need to avoid extra-trips to the store. A shopping list also will help us avoid impulse purchases and overbuying perishables.

### ***Understanding the information on the label.***

Food shoppers will find labels to be one of their most useful and reliable sources of information. They provide such important facts as the ingredients, the net weight of the package contents, the name of the processor or distributor, and federal inspection information.

## **◆ LISTENING**

### ***Shopping List***

#### ***I. Pre-listening task.***

*Study the following vocabulary to clear up any difficulties of understanding.*

tissues [ˈtiʃu:z] – бумажные салфетки

co-op [kəʊˈɑːp] – магазин

tremendous [trɪˈmɛndəs] – потрясающий, великолепный

miss smth – не заметно что-либо

mind (doing smth) – быть против, не хотеть что-либо сделать

run through – просмотреть

close – близко

I'll be off – сейчас уйду!

#### ***II. Listening and comprehension task.***

#### **2.1. Listen to the recording and answer the questions choosing the right alternative.**

1. Are both Fiona and Judy going to do the shopping or is only one of them going to do that?
2. Does Fiona want to know kinds of shops there are in neighborhood or does she want to know where the shops she needs are located?
3. Does Judy only need some food or some manufactured goods as well?

#### **2.2. Listen to the recording again and note down the following details:**

1. The items on Judy's shopping list. (there are 7 items in all).
2. The names of the shops mentioned. (there are 6 shops in all).
3. The location of the shops mentioned.

### III. Follow up activities

1. Do you always make a shopping list or do you remember what you're going to buy and what shops you'll go to?
2. Do you prefer to make purchases in a large store or in small specialized shops?
3. Are there many kinds of shops in the area you live in? Do you have to go a long way when shopping?

#### ➤ SPEAKING

1. Compare the ways of shopping, using the words given in brackets. Add explanations where possible.

*Using local shops is more convenient than going to the centre.*

*Large shops are cheaper than small local shops. This is because they sell more things, so they can reduce prices.*

- a) Supermarkets/small grocers (cheap)
- b) Expensive clothes/cheap clothes (good quality)
- c) Department stores/small shops (interesting)
- d) Staff in small shops/staff in supermarkets (happy)
- e) Street markets/ordinary shops (economical)
- f) Local 'corner' shops/other shops (expensive)
- g) Buying by post/going to shops (difficult)
- h) Products in advertisements/the real thing (good)

2. Where do you prefer doing the shopping – at a supermarket, a local grocery or a market? Work with a partner to fill in the table: advantages/disadvantages of going shopping to the supermarket, local grocery, market.

	Supermarket	Local grocery	Market
Advantages			
Disadvantages			

3. Do you prefer shopping at your local small store or at a big supermarket? Give your arguments for and against.

4. Shopping for food is a boring routine or a revealing experience? Speak out your mind.

5. You are having a party on Sunday and you need a lot of things. At the moment your wife (husband) and you are making a shopping list.

6. Tomorrow is your birthday. You've come to the supermarket. You want to buy a lot of food. Your friend is eager to help you.

## Self-Check

### Ex. 1. What do we call:

1) a very large self-service shop which deals with foods and household goods; 2) a shop, which sells liqueurs, spirits and wine; 3) a wire-basket on wheels used in shops for transporting customers' purchases; 4) the space in the supermarket where goods on sale are displayed; 5) a machine in shops with a drawer for money, recording the amount of each sale.

### Ex.2 Put the correct word or phrase from the following list in each space below.

from                  round                  in front of                  for                  on                  at                  in                  to

- a) Before I buy, I look \_\_\_\_\_ the shop.
- b) I must buy some things \_\_\_\_\_ my house.
- c) You can buy almost everything \_\_\_\_\_ the supermarket.
- d) I pushed the trolley \_\_\_\_\_ me.
- e) There's some nice fruit \_\_\_\_\_ that shelf.
- f) I asked an assistant \_\_\_\_\_ some help.
- g) I took some biscuits \_\_\_\_\_ the shelf.
- h) I put the bottles \_\_\_\_\_ my trolley.
- i) I had to wait \_\_\_\_\_ a queue.
- j) I gave the correct money \_\_\_\_\_ the cashier.

### Ex. 3. Fill in prepositions or adverbs.

- 1) – Does the greengrocer deal ... fruit and vegetables?
  - To be more exact, he sells vegetables; and ... fruit we go ... the fruiterer who usually has a good assortment ... different kinds ... fruit.
  - Could I buy cherries there?
  - I think they should be ... sale now, they are in season.
- 2) Oh, we've run ... sugar. 3) You may pay ... the cash-desk. 4) Ask ... bottle ... milk. 5) A wide variety ... food products that save preparation time is available, and dozens ... new convenience foods appear ... the market each year. 6) ... most of us food is partly a luxury and partly a necessity. We could survive ... a diet ... enriched bread, margarine, nonfat dry milk, potatoes, and cooked dry beans. 7) In order to get good value ... the money we spend ... food, we have to make a two-step attack ... the problem. First, we will have to plan menus wisely, including items that are good sources ... nutrients ... a reasonable cost. Second, we will have to shop wisely ... the items we need to make ... the menus we have planned. 8) We've run short ... salt. 9) We're well stocked ... the nearest future. 10) Tomorrow we're going ... the supermarket. We've got to stock ... our holiday trip.

#### Ex.4 Fill in the right word.

- a) While I was at the grocer's my sister went to ... for a small ... of beef and then to ... for 2 pounds of apples, ... oranges, 8 pounds of potatoes and a grand-sized cabbage. I called round at ... to ... our bill for the milk, the cream and the new-laid ... . Then I went to ... to get some herrings.
- b) There is a great contrast between the local grocer's shops on the one hand and ... on the other. The local ... is generally rather small and overcrowded, for the small shopkeeper cannot ... to rent large premises but must try to stock a very wide assortment of ... to attract and keep ... . The shelves are ... with boxes, jars and trays, while some goods stand on the floor. Most of the big food stores are ... shops. In contrast to the small local ... they are comparatively spacious and well laid out, with the goods arranged ... and ... on long ... and in freezers. The supermarkets are always very well ... .

#### Ex.5. Translate into English.

1. Я делаю покупки после работы. Сначала я иду в овощной магазин, чтобы купить капусту, картофель и другие овощи. Потом я иду в молочный магазин и покупаю молоко, сыр, яйца. Мясо и хлеб обычно покупает моя мама. Недалеко от нашего дома находится новый большой продуктовый магазин. 2. – Привет, Катя. Я вижу у тебя уже тысячи свертков. – У меня дома закончились почти все продукты, а я даже этого не заметила. Хорошо, что наш магазин уже открыт. – Да, он открывается в 8 часов утра. Это очень удобно. Сегодня в продаже хорошее мясо, не жирное, но и не постное. – Да, я уже купила. Кроме того, я купила 2 кг гречневой крупы, полкилограмма сахара и пачку чая. 3. Мама хочет, чтобы Катя пошла в булочную и купила батон и две сдобные булочки. 4. В нашем бакалейном отделе все продукты продаются в расфасованном виде. 5. Самообслуживание действительно экономит время. Я нахожу его очень удобным. 6. Если вы собираетесь покупать много продуктов, вы можете взять тележку и толкать ее перед собой. 7. По дороге домой она всегда заходит в гастроном. Вчера там был большой выбор кондитерских изделий. 8. Кассир передала мне сдачу со словами: «Не оставляйте мелочь на прилавке». 9. В большом магазине самообслуживания продают различные товары: от яиц до зубной пасты. 10. – Где деньги? – Они в кошельке. 11. У нас закончился кофе. Вы не хотите чаю? 12. – Что там продают? – Там продают помидоры и огурцы. 13. – Кто делает покупки в вашей семье? – Мама. – А у нас каждый член семьи ходит за покупками. 14. Смиты начали делать покупки с мясного отдела. 15. – У нас закончились хлеб и молоко. Сходи в магазин, пожалуйста. – А я предлагаю сходить вместе.

## II. SHOPPING FOR MANUFACTURED GOODS

### *Topical Vocabulary*

become (v); the hat becomes her  
becoming (adj.); a becoming dress, scarf, etc.  
book shop / store  
boutique (n)  
bright (adj.) a bright colour  
chain store  
chemist's (Br. E.) / drugstore (A. E.)  
colour (n); to be the "in" colour  
complain (about/of) (v)  
complaint (n); to make a complaint  
corner shop (B. E.) / convenience store (A. E.)  
department store

### *Departments in a Store*

Ladies' wear	Haberdashery
Men's wear	Leather goods
Footwear	Cosmetics and perfumery
Knitted goods	Toys
Textiles / drapery	Souvenir's dept
Household goods	Stationer's dept
Electric appliances	Crockery and glassware
Millinery / hat's dept	Hosiery
Furniture dept	Lingerie / underwear
Jewellery	Carpets dept
Sports goods	

DIY – store (Br. E.) / home centre (A. E.)  
discount (n)  
display (n, v)  
dress (v), to be dressed in smth / to have smth on  
exchange (n, v)  
expect (v); to expect smb to do smth  
fashion (n); to be in fashion ≠ out of fashion;  
to come into fashion  
to be back in fashion  
fashionable (adj.) = trendy;  
old – fashioned  
fine; fine clothes / shoes

fit (v); to fit well / badly; to be a perfect fit  
fitting-room / changing-room  
florist's  
garden centre  
goods (n)  
hardware shop / store  
item (n)  
kiosk (n)  
let (v); let smb do smth. let him wait  
light (adj.), a light coat, etc.  
look (n); to have a look at smth.  
loose (adj.); to be loose on smb = to be baggy  
match (v) = to go on with  
news agent's  
news – stand  
pharmacy  
purchase (n, v)  
refund (n, v)  
sale (n); to be on sale  
second – hand shop / store  
shopping centre  
shop – window (n); to do (go) window – shopping  
size (n); to be the right/wrong size.  
- What is your size?  
- What size do you take for / in clothes?  
suit (n, v)  
suitable (adj.)  
tight (adj.); to be tight on smb. = to be tightfitting  
try (v); to try smth on  
wear (v); to wear well

## VOCABULARY EXERCISES

**Ex. 1. Find Russian equivalents to the following, paying attention to the use of prepositions.**

1) to buy by mail-order; 2) at a counter; 3) the price per item; 4) different prices for the very same item; 5) the original price; 6) to pay on delivery; 7) the discounted price; 8) to calculate the cost of purchases; 9) the sale price; 10) an attractively dressed shop-window; 11) to lower the price by 10 %; 12) to discount the goods by 6 %; 13) a low rate of discount; 14) to advertise items on sale; 15) to buy things from a second-hand shop; 16) to own a chain of department stores; 17) to sell a wide variety of goods; 18) to order the goods from a catalogue; 19) to go window shopping; 20) discount stores.

**Ex. 2. Match the words in column A with the definitions in column B.**

A.	B.
1. go shopping	a) go to the shop(s) near your house in order to buy food or to buy one or two other small things that you need.
2. go to the shop(s)	b) compare the price of smth in several shops before deciding where to buy it.
3. go window shopping	c) go to shops in order to look at things and buy things.
4. do the shopping	d) go to shops in order to buy the things that you need regularly, esp. food.
5. shop around	e) to look at the things that are shown in shop windows without intending to buy anything.

**Ex. 3. Match the words below with the correct definitions.**

1. chemist's	a) a place that sells a wide range of plants, seeds and things for your garden.
2. newsagent's	b) an area in a town where there are a lot of shops that have all been built together in the same space.
3. superstore	c) a shop that sells equipment and tools that you can use in your home or garden.
4. pharmacy	d) one of a group of shops that have the same name and are owned by the same company.
5. mall	e) a very small shop on a street, which has an open window where you can buy newspapers, cigarettes, chocolates, etc.
6. hardware shop	f) a very large shop which is divided into several big parts, each of which sells one type of things such as clothes, furniture or kitchen equipment.
7. garden centre/nursery	g) a shop that sells newspapers and magazines, cigarettes, chocolates etc.
8. news-stand	h) a very large shop that sells equipment and tools for



	repairing and decorating your home (Do-It-Yourself).
9. department store	i) a very large modern shop, especially one that is built outside the centre of a city.
10.kiosk	j) a very large building with a lot of shops inside it and often also cinemas, restaurants etc.
11.DIY store/home centre	k) a shop where you can buy food, alcohol, magazines etc, that is often open 24 hours each day.
12.shopping centre	l) a small movable structure on a street which sells newspapers and magazines.
13.chain store	m) a shop or part of a shop where medicines are made and sold.
14.boutique	n) a shop that sells medicines, beauty and baby products etc.
15.convenience store/corner shop	o) a small shop selling fashionable clothes etc.

**Ex. 4. Fill in prepositions and adverbs where necessary.**

1) What size do you take ... hats? 2) What size ... collars do you wear? 3) I'm afraid these shoes won't go very well ... this gown. 4) What have you got ... latest things ... skirts? 5) These slacks will stand no comparison ... those beige corduroys. 6) This coat will last ... years. 7) It wears well and it keeps ... shape. 8) This leather is ... very bad quality. 9) I should like a pair ... black laced boots. 10) ... what make are these high furlined boots? 11) Can you show me those shoes ... snake skin? 12) Have you any like these, but ... leather soles? 13) I like this silk ... spots. 14) Cut ... 5 meters, please. 15) 3 meters ... that striped print, please. 16) I can never tell natural silk ... artificial. 17) Let me try that parka ... . 18) ... what size are these vests? 19) Give me another one, ... 2 sizes bigger. 20) I'd like a cardigan ... this very shade, but this one is a size too big ... me. 21) It looks awfully nice ... you.

**Ex. 5. Fill in the blanks with the verbs, given below in the proper form:**

1) This dress ... you nicely. 2) I want a hat to ... this coat. 3) What colour shoes ... best ... my suit, do you think? 4) I don't think the curtains and the carpet ... very well together. They simply don't ... . 5) The blue blouse ... you marvelously. 6) I'm afraid this hairdo doesn't ... me. 7) You ... quite a beauty in this frock. 8) Why doesn't this pair of light-blue pumps ... you? 9) To my mind, the shade ... perfectly well ... your eye colour. 10) I couldn't believe it was your size, but the dinner jacket ... you perfectly. You ... so smart in it! 11) You ... swell in this new outfit of yours. Everything ... .

*fit, suit, become, match, go with, look*

**Ex. 6. Paraphrase the following sentences using the active words and phrases as prompts.**

1. The shoes were the wrong / right size (to fit). 2. She had a fine blue costume on (to be dressed, to wear). 3. He was wearing a smart light suit (to have on, to be dressed in). 4. It cost me a lot of money (expensive). 5. I bought the suit quite cheap (to pay). 6. The price is not high (low). 7. The blouse wasn't expensive after all (to cost little). 8. The blouse was expensive (to cost a lot). 9. Women's shoes are in good supply at this supermarket (a wide choice). 10. These books are free (to cost nothing).

**Ex. 7. Translate into English**

1) Вам идет эта шляпа. Купите ее. 2) Сколько стоит это платье? Я купила его дешево /стоит дешево/. Я заплатила 50 000 рублей. 3) Эта блуза идет мне? Да, она вам к лицу и хорошо сидит на вас. 4) На ней прекрасный голубой костюм. Она всегда одета по последней моде. 5) Короткие юбки входят в моду снова. 6) Мне не нравится ни покрой, ни цвет этого платья. 7) Туфли на целый размер меньше. Дайте мне другие, на размер больше и другого цвета. Я думаю, только они подойдут к моему костюму. 8) Какого размера пальто вы носите? Я считаю, вам следует примерить пальто 10 размера. Сколько оно стоит? 9) Мне нравится твоя юбка из шерсти. Она практична и пригодна для ежедневной носки. Я думаю, она будет хорошо носиться. 10) Мне нужен галстук. Скажите, как мне пройти в отдел галстуков.

**Ex. 8. Read the following text, making sure that you understand the meaning of all the words in bold type. Explain their meaning.**

My wife loves **window-shopping**. She loves walking up and down in front of shop windows, looking at the **range of goods on display**, especially in the new **shopping centre**, where there are a lot of **boutiques** selling their own **designs**. I prefer big **department stores** because all the best-known **products** are **on sale**, and usually **in stock**. If they are **out of stock**, the **shop assistant** can order them for you. Most of the **chain stores** have **branches** in our shopping centre. My wife only enjoys going there when they have the sales every year and she thinks she can find **bargains**.

**Read text I and do the exercises below.**

***THE BIG STORES***

One of the features of London is the number of big stores, most of which are to be found in or near the West End. They are vast buildings, many storeys high; in them you may buy almost anything you want, from a box of matches to a suite of furniture. Most of them are very modern and are equipped with speedy

lifts and escalators, and have well-planned lighting, ventilation and heating. You can spend hours wandering around one of these stores, and you will probably lose your way while you are doing so, in spite of the notices pointing the way to the lifts and entrances. If you have been in the store so long that you feel hungry, you will not need to leave the building, for nearly all the big stores have cafes, snack bars or restaurants. You can ring up a friend from a telephone-box and you may call at the theatre agency to book a seat for an evening show; or you may drop into the travel department and arrange for a holiday in Wales or Western Australia. If you feel homesick, you will be able to get a newspaper or magazine from your own country at the newspaper counter; and in the book department you will be able to buy the complete works of William Shakespeare or the latest thriller. You can inspect the goods on sale at your leisure, and you will not be pestered to buy, though occasionally an assistant may ask whether he can be of help to you.

Although shops usually close at 5.30 or 6 p.m., on Thursdays the West End stores and most other shops there stay open until 7 o'clock. As it is early closing day in many London suburbs, a large number of people come into town on Thursdays for a special shopping afternoon. The Thursday evening rush-hour in the West End is probably the worst of the week.

Another feature of London's shopping life is the chain-stores, in which prices are low and a wide variety of goods is offered – chiefly foodstuffs, household goods, clothing and stationery. The goods are displayed on open counters and it is a regrettable fact that some shoplifting goes on, in spite of the vigilance of the store detectives. These chain-stores have branches in most British towns of importance. They keep their prices low, thanks to careful 'bulk-buying'. One very well known firm of chemists also has shops in many parts of London (and elsewhere); here you may buy not only medicines but also cosmetics and toilet supplies.

Two well-known dairy firms also have shops in various parts of London, and in these you may purchase not only dairy produce but also groceries, soap and household articles.

Many of the food stores now operate on the 'serve yourself' method: you go in, pick up a basket, walk round the shop and choose what you want. At the exit there is a cash-desk where you pay for all your goods together. This system cuts down the firm's expenses, for fewer assistants are required. It is the method used in the latest addition to London's shopping facilities, the supermarkets – large self-service stores chiefly concerned with the sale of foodstuffs.

1. What is meant by *feature* in 'a feature of London'?
2. Give the meanings of *story* and *storey*, and state their plurals.
3. Give the meanings of: *equipped with*; *a thriller*; *a suburb*; *ventilation*; *to pester*; *a chain-store*; *to wander*; *shop-lifting*.
4. Give antonyms for: *speedy*; *the exit*.

5. To what may the word *suite* refer, besides furniture?  
Give a homophone for suite. (homophones are words of different spellings, but with the same sound.)
6. Give the meaning of the phrases: *to book a seat; bulk buying; to feel homesick; early closing day; to cut down.*
7. Give the nouns corresponding to: *speedy; to lose; to thrill; to display; to add; to ventilate; hungry; wide; to choose; to subtract.*
8. Give the meanings of *stationary* and *stationery; diary* and *dairy; produce* (noun) and *product.*
9. Answer the questions:
  - a) In what part of London are most of the big stores situated?
  - b) What can you buy in the big stores?
  - c) Name three facilities offered by most of the big stores.
  - d) What is the attitude of the assistants as regards asking shoppers what they want to buy?
  - e) Why do many people come to shop in the West End on Thursdays?
  - f) What, unfortunately, makes shop-lifting easy in chain-stores?
  - g) Why are prices low in chain-stores?
  - h) What do many dairies sell besides dairy-produce?
  - i) How do many chain-stores cut down the number of assistants needed?
  - j) What is a 'supermarket'?

**Read text II and complete the chart with the items from different departments.**

### ***SHOPPING***

Many shops generally deal in certain goods displayed in shop windows and a lot of stores called department stores sell various items of consumer goods under one roof. The department store is a great convenience for customers because it saves our time. In the store customers go to the counters, choose the goods they want and pay at the cash desk. Salesmen or salesgirls stand behind the counters but there are self-service departments with no salesmen but only cashiers who sit at the cash desks just in the departments.

In the department store a customer can find: stationery, household goods, electric appliances, crockery and glassware, textiles and other departments. The hats department sells caps, kerchiefs, wide-brimmed (fur, felt, straw) hats, berets.

The hosiery handles socks (cotton, woolen, nylon), stockings, pantyhose and knitted underwear (slips, singlets, panties), cardigans, jackets, jumpers, pullovers, sweaters, knitted caps, mittens, scarves.

In the drapery one can get a length of cloth (linen, cotton, cotton print, pure silk, rayon, nylon, velvet, all-wool, thick wool cloth).

The ready-made clothes for men's department is stocked well with everything a man needs in the way of clothes: shirts, trousers, coats, waist coats, two-piece and three-piece suits, overcoats, raincoats.

If a woman wants to buy ready-made clothes (dresses, gowns, aprons, skirts, blouses, costumes, trouser suits, coats trimmed with fur of mink (fox, nutria, muskrat) she goes to the ready-made clothes for women department.

Sports goods is supplied with trainers, T-shirts, bathing trunks, bathing suits, sports shoes, sports equipment.

Haberdashery handles handkerchiefs, lace, ribbon, tape, thread, needles, safety pins, umbrellas, while men's haberdashery is stocked with braces, collars, mufflers, shaving-sets, electric razors. There is also perfumery having face cream, powder (loose and compact), eye shadow, lipstick in going shades, perfume (scents), eau de cologne, spray cologne, lotion, shampoo, soap, nail polish on sale.

Jewellery sells ornaments, bracelets, rings, earrings, brooches, necklaces, beads.

Brief-cases, handbags, gloves, wallets are sold at leather goods.

At the shoe department one can buy footwear: boots, high booties, fur-lined booties, shoes (made of leather, patent leather, suede), low shoes, high (medium, low)-heeled shoes, rubber shoes, sandals, slippers, canvas shoes, high (low) platform shoes.

In big department stores they have information bureaus, where a customer can inquire about any goods he would like to buy. If a customer is overloaded with packages the department store can take care of delivery by means of home delivery service and the customer can have his purchases delivered at any time and place he/she wishes.

hats	
hosiery	
knitted goods	
drapery	
men's wear	
women's wear	
sports goods	
haberdashery	

perfumery	
jewellery	
leather goods	

**Ex.1.** *Bellow is a plan of a large department store. In which department would you expect to buy each of the following? You should have to go to each department once only.*

- |                       |                       |
|-----------------------|-----------------------|
| 1. an armchair        | 10. a pair of sandals |
| 2. a bar of chocolate | 11. a pair of sheets  |
| 3. a brooch           | 12. a pair of skis    |
| 4. a clarinet         | 13. a rug             |
| 5. a doll             | 14. a saucepan        |
| 6. an encyclopedia    | 15. a skirt           |
| 7. some lettuce seeds | 16. a tie             |
| 8. some lipstick      | 17. some typing paper |
| 9. a meat pie         | 18. a video recorder  |

furniture	carpets		
men's wear	toys	music	
ladies wear		electrical	
stationery	books	cookware	sports
jewellery	cosmetics	shoes	confectionery
household linen	delicatessen		gardening

Can you think of any more things you might find in these departments?

**Ex. 2. Name 5-10 things you might buy at:**

- Household goods department
- Children's department
- Haberdasher's
- Draper's
- Antique shop
- Shoe shop

### *Act Out Conversations*

- You see, the dress is too tight. I think you gave me a smaller size than I asked for.
- That's all right. Here's one about your size.
  - What did the jumper cost you?
  - I bought it for a song. It was only 25.000 roubles.
  - What a bargain.
- I bought this jacket two weeks ago, but I'm afraid I don't really like the colour. It's pale blue. It is not my colour at all.
- I could buy it from you if it fits me well. I like blue.
  - What is your size?
  - I need a 44.
  - I think you ought to try a 46.
  - Yes, it's a lot better.
- The skirt is made of cotton.
- That's nice. It's practical and suitable for everyday wear.
- Does the blouse suit me?
- Yes, it becomes you and it's a perfect fit.
  - Could I have a suit one size bigger and a different colour?
  - Yes, here you are. This one is going to cost you a little more money.
  - That's all right.
- Have you got a hat to match your coat?
- Yes, I think light brown is the right colour.
  - How do you find this skirt?
  - Well, it costs too much and the cloth is of poor quality.
- Are these shoes in fashion?
- They were in fashion a few years ago.
  - Why don't you wear your new blouse?
  - It doesn't go with any of my skirts. And it isn't just this, it doesn't really fit me either.
- Why don't you buy this coat?
- It's too light. It won't do for cold weather.

- This jacket cost me 100.000 roubles.
- Oh, it must be one of the new fashions.
  
- At your service, madam.
- I want a pair of evening sandals.
- What colour would you prefer?
- Red ones, size 37.
- Will you try this pair on? Do you feel comfortable?
- Yes, perfectly. Thank you. I am going to buy them.
- Thank you, madam.
  
- Shall I help you, sir?
- Yes, I am trying to choose a suit.
- What do you think about this navy blue one?
- It's too tight on me.
- Then try this one on.
- Now, this is a bit loose.
- What about this?
- It's just the right size. Wrap it up, please. Thank you.
- Thank you, sir.
  
- What can I do for you, sir?
- I am looking for a brown jacket to match my trousers.
- What size do you wear?
- Size 50, please.
- Try this one on. Is it a good fit?
- Yes, thank you. I'll take it.
- Thank you, sir.
  
- What a nice skirt!
- Does it look all right?
- Yes, and it matches your scarf perfectly.
- I got it for £ 9.30 in the sale.
- It's incredible.
  
- I say, I like your new raincoat.
- Is it a good fit?
- Yes, it looks fabulous.
- It only cost me £ 7.80.
- Well, that was very good value.



- You're looking very smart in that new coat.
- Does it suit me?
- Yes, and I like the colour, too.
- You know I only paid £ 10 for it.
- You got a bargain there.
  
- That's a very nice blazer you're wearing.
- Do you really like it?
- Yes, and it goes well with your new pullover, too.
- You'll never believe it, but it only cost £ 8.50.
- Very reasonable indeed.
  
- Are you being served?
- No. What have you got in the way of brown suede jackets, size 42?
- Sorry, but we're sold right out.
- Are you likely to be getting any more in?
- I should think so, yes. If you leave your phone number, I'll ring you.
  
- Is anybody looking after you?
- No. I'm after a size 40 V-neck pullover in grey.
- The best I can do is a 36.
- Could you order me one?
- I should imagine so, yes. If you leave your address, I'll contact you.
  
- Are you being attended to?
- No. I'm trying to find a navy blue raincoat, size 42.
- I can do the size, but not the colour.
- Do you think you could get one for me?
- Yes, of course. Look in again Monday week.
  
- Are you being seen to?
- No. I'm looking for a pinstriped suit with a 34 waist.
- I'm afraid I can't help you at the moment.
- Will you be having any more in?
- I doubt it, but you might be lucky at our High Street branch.

### *Make up Dialogues by Analogy*

#### **Buying Souvenirs**

A: What do you think of those lovely wooden trays?

B: They are biggish, and you are travelling by air.

A: And what about those carved figures?

B: Too heavy.

A: You're probably right. Still, it's a pity. (All the same, it's a pity).

B: These copper ashtrays look nice.

A: Yes, but no one smokes at home. (Yes, but we are non-smokers, all of us).

B: Why not buy one of those amber necklaces?

A: They're too expensive. Such a buy would make a big hole in my supply of money.

B: I suggest those linen napkins, then. They're light, of good quality, and the price is reasonable.

### **The Spendthrift**

A: Look what a lovely bag I've bought!

B: Not again! Why, you've got a collection of them!

A: But you've no idea how cheap it was! A real bargain!

B: Bargain my foot! You know we must save money!

A: Getting good value is saving money!

B: Oh, come on! Be your age!

A: It's no use quarrelling about trifles. We ought to earn more money, that's what we ought.

### **Buying a Present**

A: Can I help you, madam?

B: I'd like to buy a silver bracelet for my daughter.

A: Have a look at this one. Like it?

B: Oh, it looks fabulous. She will like it. I think, I'll buy it. Thank you.

A: My pleasure.

### **Bargaining**

A: How much do you want for it?

B: Forty.

A: Forty pounds?

B: Yeah. It's worth fifty, but I'm in a hurry.

A: I don't know. It isn't in very good condition. Look. It's broken and look at this. It isn't worth forty. I'll give you twenty-five pounds.

B: Twenty-five? Come on. I tell you what – I'll take thirty-five. Since you're a customer of mine. You can have it for thirty-five.

A: No, that's too much. To tell the truth, I can't afford thirty-five.

B: Sorry. Thirty-five. That's my last word.

A: Come on, split the difference. Thirty pounds.

B: Thirty. OK. All right, thirty.

A: Can I give you a cheque?

B: Well, I prefer cash, if you don't mind.

**Translate into English:**

A: Чем могу вам помочь?

B: Я хочу купить светлый плащ.

A: Какой размер вы носите?

B: 46.

A: Как вам нравится этот голубой плащ? Мне кажется, он будет вам к лицу.

B: Мне нравится цвет, но не нравится фасон. У вас есть плащ такого же цвета, но другого покроя?

A: Взгляните на этот плащ. Как вы его находите?

B: Мне он нравится. Я бы хотела его примерить.

A: Проходите, пожалуйста, в примерочную.

B: Думаю, этот плащ немного узковат мне.

A: Да, вам нужен плащ на размер больше. Снимите этот плащ. Я принесу размер 48. Вот, пожалуйста.

B: По-моему, этот плащ хорошо сидит на мне.

A: Да, это ваш размер.

B: Сколько он стоит?

A: 150000 рублей.

B: Я возьму его.

**♦ LISTENING I.**

**Buying Clothes**

*I. Listen to the first recording and fill in the relevant information.*

colour of the sweater	
size Joanne tried on first	
size she bought	
price	

*II. Listen to the recording and answer the following questions.*

1. What department did the conversation take place in?
2. Was Joanne alone there?
3. How many sweaters did Joanne try on?
4. What did Paul say about the sweater?
5. Did Joanne pay cash or by American express?

*III. Listen to the second recording and tick the words you've heard on the tape.*

record shop

travel agent's

flower shop

bank

shoe shop

book shop

video shop

wine bar

cafe

newsagent's

post office

chemist's

pizza bar

IV. Listen to the recording again and match parts A-E with a-e.

- |                                  |                             |
|----------------------------------|-----------------------------|
| A. Turn left ...                 | a. Next to the newsagent's  |
| B. There's a bank over there ... | b. Opposite the record shop |
| C. The chemist's is ...          | c. Opposite the post office |
| D. The bank is ...               | d. At the pizza bar         |
| E. There's a chemist's ...       | e. Is on your right         |

V. In Britain people go to buy the things or obtain the services listed in the left-hand column at one of the places listed on the right. Match the articles or services on the left with the correct places on the right. In some cases, you would go to the same place. Write the appropriate number to match the appropriate letter.

- |                                 |                      |
|---------------------------------|----------------------|
| 1. to buy aspirin               | a. the baker's       |
| 2. a book                       | b. the off-licence   |
| 3. cakes                        | c. the chemist's     |
| 4. fish                         | d. a bookshop        |
| 5. flowers                      | e. the dry-cleaner's |
| 6. fruit                        | f. the fishmonger's  |
| 7. beer                         | g. the florist's     |
| 8. a newspaper                  | h. the greengrocer's |
| 9. perfume                      | i. the grocer's      |
| 10. a pipe                      | j. the ironmonger's  |
| 11. soup                        | k. the launderette   |
| 12. stamps                      | l. the laundry       |
| 13. sweets                      | m. the library       |
| 14. tools                       | n. the newsagent's   |
| 15. vegetables                  | o. the tailor's      |
| 16. to borrow a book            | p. the tobacconist's |
| 17. to have a suit made         | q. the post office   |
| 18. to have your clothes washed |                      |
| 19. to have a suit cleaned      |                      |
| 20. to wash your own clothes    |                      |

Do you buy all these things or obtain these services at the same places in your country?

### ➤ SPEAKING

I. Describe the procedure of buying  
A Summer Frock

To make up one's mind, to be in a shopping mood, to have some money, to go to the ready-made clothes department, to be the latest fashion, not to be very becoming, pale green, to try on another one, to go to the fitting room, to seem to be a bit too loose, to fit well, to match one's hair and eyes perfectly well, to take the bill to the cashier

### *Shoes*

To wear out, to go to the shoe department, to try on, to put the right shoes on, to pinch the toes, to be rather tight, to try on another pair, a pair of cheap leather shoes, to wear day after day, to look nice, to be quite a bargain, to fit perfectly, to take the bill to the cashier, to wrap up the purchase

### *A Hat*

To be one's weak point, a fine selection of hats, the latest models in felt, velvet and straw, a little hat, to go with the coat, to look smart, to try on, to be too big, to be just sb's size, to become sb perfectly, to be in the latest fashion, to look years younger, to be quite a bargain, to be of the best quality, to be just to one's liking, to put into a hat box, to pay at the cash-desk

### *Gloves*

Old ones, to wear out, to get a new pair, a good selection of gloves, kid suede gloves, to look smart, to be reliable, to go well with new shoes and coat, to be worth getting, to find a better purchase for the price, to wrap up

## *II. Speak out on the following:*

1. Do you like window-shopping? Do you prefer department stores or corner shops, where the shop-keeper knows you, talks to you?
2. In Britain you can never bargain in shops, and only very occasionally in the markets. The prices are usually fixed. Do you have to bargain in your country? Talk about bargain experience.
3. Do you sometimes do your shopping in the central department store? When did you last go there? Will you describe your shopping there?
4. What shop do you usually go to if you want to buy a present? What present did you buy for your friend on her/ his last birthday? Where did you buy it? Did it take you long to choose the present? Are you sure your friend liked the present?
5. Have you bought anything this week? What? What did it cost? Was it worth it? Was it new or second-hand? Was it a bargain? Did you get the receipt?
6. Tell how you bought your favourite shoes (dress, costume ...).
7. Describe the shopping centres in your vicinity.
8. Do you prefer to do the shopping on your own or in company? Why?
9. What is the best time for shopping (morning, evening, weekend)? Why?

### III. MAKING A COMPLAINT

*Complaining about faulty goods or bad service is never easy. Most people dislike making a fuss. However, when you are shopping, it is important to know your rights.*

#### 1. Read the dialogue:

A: Excuse me. I bought this colour TV here last week and I'm not satisfied with the picture. I'd like to have my money back, please.

B: I'm sorry, sir, but I'm afraid we don't give refunds. May I see your receipt? We can give you a credit note for this amount, sir, or you can exchange it for something of equal value.

A: All right. I'll take the exchange.

B: Actually, sir, you are very lucky. We've got a sale this week. We have some really great bargains ... now this Zandy 3000 is a great deal. It's 40 percent off the normal retail price. In fact, we're selling it for just over the wholesale price that we pay. It has remote control and it has a one year guarantee, so that if anything goes wrong you can bring it back and have it repaired.

A: It's \$ 400. It still seems expensive to me.

B: No, no, sir, that's a fantastic price. It's cheap, believe me. We've sold hundreds of them and this, I believe, is the last one.

A: The last one, eh? OK. I'll take it. How much extra do I owe?

B: Just \$ 125.

A: And can I pay by credit card or would you prefer a cheque?

B: Credit card will be fine, thank you. (later, to another shop-assistant) Bring out another Zandy 3000, will you?

#### 2. Decide if the following statements are true (T) or false (F) according to the dialogue.

1. The man returned the television because it was broken. \_\_\_\_\_
2. The man wanted a refund. \_\_\_\_\_
3. The salesman offered him a credit note. \_\_\_\_\_
4. Every television in the store was reduced. \_\_\_\_\_
5. The Zandy 3000 was being sold at half price. \_\_\_\_\_
6. If the Zandy 3000 breaks in the next year, the man will get his money back. \_\_\_\_\_
7. The Zandy 3000 cost more than the television that the man had returned. \_\_\_\_\_
8. The man paid by cheque. \_\_\_\_\_
9. The man bought the last Zandy 3000 in the store. \_\_\_\_\_
10. The salesman was very good at his job. \_\_\_\_\_

# KNOW YOUR RIGHTS

Complaining about faulty goods or bad service is never easy. Most people dislike making a fuss. However, when you are shopping, it is important to know your rights.

## **Your rights when buying goods**

When you buy something from a shop, you are making a contract. This contract means that it's up to the shop – not the manufacturer – to deal with your complaints if the goods are not satisfactory. What do we mean by satisfactory?

The goods must not be broken or damaged and must work properly. This is known as “merchantable quality”. A sheet, say, which had a tear in it, or a clock that didn't go when you wound it would not pass this test.

The goods must be as described – whether on the pack or by the salesman. A hairdryer which the box says is blue, should not turn out to be pink; a pair of shoes the salesman says is leather should not be plastic.

The goods should be fit for their purpose. This means the purpose for which most people buy those particular goods. If you wanted something for a special purpose, you must have said exactly what for. If, for instance, the shop assures you that a certain glue will mend broken china, and it doesn't, you have a right to return it.

If the shop sells you faulty goods, it has broken its side of the bargain.

If things go wrong.

If goods are faulty when you first inspect or use them, go back to the shop, say that you cancel the purchase and ask for a complete refund. If you prefer, you can accept a repair or a replacement.

If the goods break down through no fault of yours, after you have used them for a time, you may still be entitled to some compensation. In some cases it would be reasonable to expect a complete refund – if, for instance, without misuse your shoes came apart after only one day's wear, or your washing machine irreparably broke down after only three wash days. But if your washing machine worked perfectly for a while and then broke, you could only expect

some of the purchase price back. You and the supplier must negotiate a reasonable settlement.

You need never accept a credit note for faulty goods. If you do so, then later find you do not want anything else in the shop or store, you may not get your money back.

If you have to spend money as a direct result of goods being faulty, you can also claim this from the shop. You could, for example, claim the cost of using a laundry while the washing machine wasn't working. But you must keep such expenses down to a minimum.

***There are four golden rules:***

1. Examine the goods you buy at once. If they are faulty, tell the seller quickly.
2. Keep any receipts you are given. If you have to return something, the receipt will help to prove where and when you bought it.
3. Don't be afraid to complain. You are not asking a favour to have faulty goods put right. The law is on your side.
4. Be persistent (but not aggressive). If your complaint is justified, it is somebody's responsibility to put things right.

***Remember:***

- You can't complain about defects that were pointed out to you, or that you could reasonably have been expected to notice.
- Stop using the item as soon as you discover a fault.
- You are not entitled to compensation if you simply change your mind about wanting the goods.

**4. Read the following situations, discuss the customers' rights and decide what they can do in each case.**

Charles has come to the shop to exchange the jacket he bought there two weeks ago.

- Excuse me, please. I bought this jacket two weeks ago and I'm afraid ... I have decided I don't really like the colour. It's not my colour at all. Do you think I can possibly change it? Oh, I see. Well, it's not just the colour, it doesn't really fit me, either. I think ... I think it's rather too small. I think your salesman gave me a smaller size than I asked for. I don't really think I can possibly wear it around the streets. I look awfully ridiculous! I must change it, I am afraid. Do you think I could have one size bigger and a different colour? Which colours do you have? Do you have one in brown, black? How about navy-blue? I'd quite like a navy-blue one. Well, my size is 48 but I think this 48 is rather too small. Perhaps I ought to try 50. You do have a fifty in navy-blue, do you? Oh, good, good. Right! Could I try it on before I go? I don't want to make the same mistake again. I think that's a lot better. Yes, I'd like this one, please.

Oh, I see that is going to cost me more money, is it? Well, if I pay the difference – two pounds, is it? Well, here's two pounds. I'll give you the old one back. Thank you very much indeed.



\* \* \*

I bought this last week and I took it home and discovered that ... well, for a start it's two sizes too big, and I also discovered it was very careless of me not to have noticed it in the shop but it's got these yellow stripes on and really I just can't bear the colour, yellow ... so I know it's terribly awkward of me, but please, would you mind refunding it or perhaps I could change it for another one. I have got the receipt with me, thank you very much.

\* \* \*

I came in last week and I bought this pair of trousers. And, well, I tried them on when I was in the shop and they looked fine underneath the lights and everything. But when I got home I put them on again and the colour wasn't exactly the same as it appeared in the shop. You know, they are the right length and everything, they fit perfectly and I'm quite happy with them but I don't have anything to wear with them. None of my other clothes seem to match. So I wonder if I could change them for another pair of a different colour? Or even have a refund so that I can buy a different article of clothing or another pair of trousers somewhere else? O.K. Thank you.

## ♦ LISTENING II.

### Buying a Cassette Player

#### I. Pre-listening task.

Go over the vocabulary to clear up any difficulty of understanding

aerial ['æəriəl] – антенна

handle – ручка

rewind switch – переключатель обратной перемотки

brand- new - совершенно новый, с «иголочки»

chew up (tape) – (зд.) «сжевать», испортить пленку

distort – искажать

stick – застревать, не выдвигаться

#### II. Listening and comprehension tasks.

##### 2.1. Listen to the recording and choose the right alternatives to the statements.

1. The customer bought the radio cassette player 2 months / 2 weeks ago.
2. The customer shows *the receipt* / *receiver* to the shop-assistant.
3. There's been something wrong with the player *recently* / *since the first days*.
4. The player is under guarantee and they can *repair it* / *refund it*.
5. They ask the customer to give his name and *home address* / *telephone number*.
6. They will inform the customer *when it is ready* / *when they have made a decision*.
7. The conversation in the shop takes place on the 7/11 of February.

2.2. Listen to the recording again paying attention to the customer's complaints so as to complete the chart below.

items	actual trouble
speaker	
sound	
cassette player	
rewind switch	
aerial	
handle	

III. Follow up activity.

Act out this conversational exchange:

you are telling your friend about the cassette player (CD-player, walkman, ... ) you bought recently. You say it's been nothing but trouble since the first day.

➤ **SPEAKING**

I. Make up a dialogue making a complaint when you are shopping.

II. Your neighbour came home and found out a fault in his purchase. She's got upset and shares her problem with you. You tell her about her rights when buying goods and advise her to go back to the shop and make a refund.

### Self-Check

**Ex. 1. Fill in the gaps with prepositions where necessary:**

- Before I buy, I look ... the shop.
- I asked an assistant ... some help.
- She took some biscuits ... the shelf.
- Have you put sugar ... your shopping list.
- That blouse doesn't go ... your skirt.
- What size do you take ... gloves?
- Shall I pay for it ... the cash desk?
- I want you to wrap the coat ... for me.
- She hates shopping but her mother makes her ... do it.
- If you don't like the blouse, I can buy it ... you.
- This coat won't do ... cold weather.
- Do you see that man ... the counter?
- The jacket was ... the latest fashion.
- She bought the dress ... a low price.
- The sleeves are short. I'd like to let them ... .
- She took the bill ... the cashier and paid ... the purchase.
- The skirt was made ... wool.
- Go ... the butcher's and buy half ... a pound ... meat.

19. She spent a lot of money ... fashionable furniture.  
20. Come ... the fitting ... week's time.

**Ex.2. Choose the right word:**

1. His clothes ... poor. A) was b) were
2. He took off his clothes and put ... in the wardrobe. A) it b) them
3. I dropped in ... Peter on my way to the university. A) at b) on
4. The suit is a little tight ... you. A) for b) on
5. Your translation is ... than John's. A) more better b) much better
6. Mike is ... than his brother. A) more stronger b) stronger
7. Jane has ... friends than you. A) less b) fewer
8. I saw a car on ... side of the street. A) another b) the other
9. I called ... the library yesterday. A) at b) on c) in

**Ex.3. Give English synonyms or synonymous expressions:**

- |                          |  |
|--------------------------|--|
| 1. отдел готовой одежды; | 11. купить по низкой цене;               |
| 2. выбор товаров (2);    | 12. покупатель (2);                      |
| 3. зайти в магазин (2);  | 13. стоять в очереди (2);                |
| 4. предъявить чек;       | 14. ждать, ожидать чего-либо;            |
| 5. сделать покупку;      | 15. дешево купленная вещь;               |
| 6. взглянуть на товар;   | 16. рассматривать витрины;               |
| 7. ходить в магазин;     | 17. легкое пальто;                       |
| 8. распродажа;           | 18. позволять кому-либо делать что-либо; |
| 9. принимать заказ;      | 19. оплачивать чеком;                    |
| 10. примерить;           | 20. выбирать по вкусу.                   |

**Ex.4. Give the opposite of the following:**

- |                      |                    |
|----------------------|--------------------|
| 1. cheap (adj.);     | 6. much money;     |
| 2. to be in fashion; | 7. dark colours;   |
| 3. to be tight;      | 8. fashionable;    |
| 4. a wide choice;    | 9. to fit well;    |
| 5. a right size;     | 10. to be on sale. |

**Ex.5. Choose between the alternatives:**

1. Those shoes won't ... the boy any more. He's grown out of them.  
A) suit;                      b) fit;
2. The blouse really ... you and it's a perfect fit.  
A) become;                  b) match;
3. She ... buying another dress, a size larger.  
A) offered;                  b) suggested;
4. What is the ... of this hat?  
A) prize;                      b) price;

5. Could I have a suit of ... colour?  
A) different;                      b) another;
6. I think they will ... the prices for the goods again.  
A) raise;                              b) rise;
7. Most shops are ... from 10 a.m. to 6 p.m.  
A) opened;                              b) open;
8. The boots are too heavy. They won't ... your dress.  
A) go with;                              b) become;
9. I'd like to ... the dress for something of equal value.  
A) exchange;                              b) change;
10. The blue of her dress ... the blue of her eyes.  
A) matches;                              b) go with.

**Ex.6. Fill in the word choosing from your active:**

1. I'm not satisfied with this cassette-recorder. Can I have a ...?
2. What is your ... of living?
3. I'm sorry. This item is out of ... at the moment, but we can order it for you.
4. This skirt isn't ... for everyday wear.
5. I don't understand why it is not on sale. I've seen it on ... in your shop window.
6. The suit is a bit tight on me. Could you give me a size ...?
7. All the foodstuffs are sold ready-weighed and ... here.
8. A ... eggs and a ... of honey, please.
9. Here's your ..., fifty pence.
10. She went to the ... to buy some sweets.
11. We've ... of bread. Will you buy some?
12. The jacket ... me a lot of money.
13. I'd like to ... another pair on.
14. This cloth isn't practical at all. It won't ... or ... well.
15. I can't ... buying this dress. It's very expensive.

**Ex. 7. Fill in the blanks with the corresponding word from the list below.**

- 1) I do my ... at the Central Department Store. 2) They have a good selection and their prices are ... , too. 3) - They're having a big ... at Mothercare. - Anything in particular ... sale? 4) How much did you ... for your bedroom-suite? 5) - I'm interested in seeing your ... coats. - Do you have any particular ... in mind? - White, or some light colour, I think. 6) I spent the afternoon ... for clothes. 7) I called in the jeweller's to buy ... for my fiancée. 8) There is a lovely winter coat in your ... Do you sell them, I wonder? 9) - Here comes my coat. I'm dying to see myself in it. - Come this way; this ... is vacant. 10) It's a ... at that price. 11) This style is coming into ... again. 12) How long do your shops keep ... on Saturdays? 13) When I'm very much hard up I do my ... at ....

There one can get nearly everything surprisingly cheap. 14) This sports car is too ... we can't ... to buy it this spring. 15) I want ... a 20 pound note, please.

*sale, pay, summer, shopping (3), an engagement ring, low, on, colour, fashion, bargain, fitting room, window, rag fair, change (v), stylish, expensive, afford, open.*

**Ex. 8. Complete the following sentences using the prompts.**

1. The coat is quit up-to-date, but ... (to fit, to be loose).
2. The shoes were beautiful, but I didn't really think they ... (to match, to go with).
3. Last week I bought a bag ... (to be fashionable, to match).
4. Did she look nice at the party? – Yes, she ... (to wear).
5. She ... (to wear sth) for five years, but it still looks nice.
6. These shoes are practical and ... (wear well).
7. The salesgirl said that the cloth was of poor quality and ... (to wear well).
8. He bought a pair of trousers and ... (to go well, nicely with).
9. The coat is made of a thick cloth ... (to be suitable for).
10. Do you often go shopping? – No, it's my mother ... (to do the shopping for the family).
11. If you buy foodstuffs at the supermarket ... (to save time).
12. Will you have tea? – I ... (to run out of coffee).
13. The boots were too heavy. They ... (not to go with).
14. He looked smart ... (to be dressed in).
15. We've run out of butter remember ... (to drop into).
16. The girl looked ridiculous ... (to have on).
17. It took him long but at last he ... (to choose proper clothes).
18. You are wet to the skin. You'd better ... (to change).
19. Have you put salt on your shopping list? – Yes, and where ... (money)? - ... (on the kitchen table).
20. Her husband hates shopping but she ... (to make sb do sth).

**Ex.9. Translate into English**

- A.**
1. На ней новая светлая куртка. Она ей к лицу.
  3. По дороге домой она всегда заходит в гастроном. Вчера там был большой выбор кондитерских изделий.
  4. Она передала мне сдачу со словами «не оставляйте мелочь на прилавке».
  5. Вы знаете, какой у вас прожиточный минимум?
  6. У вас прекрасное кожаное пальто. Сколько оно стоит? Оно стоило дорого.
  7. Она хорошо одевается. Нелегко хорошо одеваться при бедном выборе товаров.
  8. Она зашла в булочную, чтобы купить булочек.

9. Мы ожидали вас в среду. Я думала, что вы освободились к этому времени.
10. Платье модное, но оно слишком дорого для меня.
11. Она одета по последней моде. На ней короткая узкая юбка. Она хорошо сидит на ней. Короткие юбки входят в моду. Однако большинство женщин носят широкие (full) длинные юбки.
12. Если он купит туфли без примерки, ему придется обменять их, если они не подойдут ему по размеру.
13. В большом магазине самообслуживания продают различные товары: от яиц до зубной пасты.
14. У вас есть жакет в тон моему платью? Вот, пожалуйста. Он вам нравится?
15. Где деньги? Они в кошельке.
16. Ты заплатил за книгу? О, да! Я купил ее по высокой цене.
17. У нас иссякли запасы кофе. Вы ходите чай?
18. Что там продают? – Там продают помидоры и огурцы.
19. Кто делает покупки в вашей семье? – Мама. – А у нас все в семье ходят за покупками.
20. Мне очень нравятся ваши занавески из темно-голубого шелка.
21. Какой размер одежды вы носите? – Я ношу 50 размер одежды. У меня 40 размер по воротничку.
22. Он предложил, чтобы мы пошли в универмаг.
23. Как вы думаете, этот свитер подойдет мне?  
- Я считаю, это удобная одежда для холодной погоды.
24. На ней было красивое шерстяное платье серого цвета. Между прочим, эта ткань носится и стирается очень хорошо.

**В.**

- С: Не могли бы вы мне помочь? Я ищу спортивную куртку для сына.
- А: Зимнюю или летнюю?
- С: Летнюю, светлого цвета.
- А: У нас хороший выбор летних спортивных курток из хлопка. Какой размер носит ваш сын?
- С: 48.
- А: Вот замечательная светло-голубая куртка. Это сейчас самый модный стиль.
- С: Ему хочется куртку с молниями на карманах.
- А: Понимаю. Как насчет этой?
- С: Да, замечательно. Сколько она стоит?
- А: 60000 рублей.
- С: Прекрасно. Я возьму ее.
- А: Спасибо. Сейчас я заверну. Вот ваш чек. Касса в конце зала у выхода.

**С.**

- С: Я ищу легкую блузку к этому пиджаку. Какие шелковые блузки у вас есть?
- А: Я думаю, вот эта темно-синего цвета вам подойдет.
- С: Этот цвет гармонирует с цветом пиджака, да, но он не идет мне. Мне хотелось бы что-нибудь в серо-голубых тонах.
- А: Тогда посмотрите вот эти. У нас есть различные блузки голубого цвета.
- С: Я хотела бы примерить вот эту.
- А: Пожалуйста. Примерочная вон там.
- С: К сожалению, она мне слишком велика. Есть у вас блузки такого же цвета, но на размер меньше?
- А: Боюсь, эта – последняя такого цвета, что у нас осталась. Но вот блузка вашего размера, только чуть-чуть темнее. Может быть, примерьте ее?
- С: Спасибо ... да, она прекрасно сидит. Я возьму ее. Мне бы хотелось еще подходящий шарфик.
- А: У нас нет шарфиков. Но вы можете посмотреть в галантерейном отделе.
- С: Спасибо. Как мне пройти туда?
- А: Он в следующем зале напротив мехового отдела.

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