

5.4 Speaking and writing

GOALS ■ Buy things in a shop ■ Write an online product review

Listening & Speaking in a shop

1 Look at the photos. What kind of shops do they show? Label the things and people in the photos with words from the box.

changing rooms customer shop assistant till

2a 5.16))) Listen to three conversations and match them to photos a-c.

b 5.16))) Listen again. What is each customer buying?

3a Match questions 1-9 from the conversations to answers a-i.

- 1 Can I help you?
 - 2 Do you need a bag?
 - 3 Can I try this on, please?
 - 4 Can I pay by card?
 - 5 How much is this magazine?
 - 6 Do you offer a student discount?
 - 7 Would you like a receipt?
 - 8 Do you sell batteries?
 - 9 What time do you close?
- a No, I'm afraid we only take cash.
 b It's £4.99.
 c Yes, we do. You get 20% off.
 d At eight o'clock.
 e No, thanks. I'm just looking.
 f Yes, please. Just a small one.
 g Yes, we do. What kind do you need?
 h Of course. The changing rooms are over there.
 i Yes, please. Just put it in the bag.

b 5.17))) Listen and check your answers.

c Who says each line in exercise 3a: the customer (C) or the shop assistant (SA)?

d Work with a partner. Practise the conversations in exercise 3a.

4 **TASK** Work with a partner. You want to buy a small gift for someone. Take turns to be a customer and a shop assistant in a gift shop. Ask and answer questions about:

- prices
- discount
- opening and closing times, etc.

Use the Language for speaking box to help you.

LANGUAGE FOR SPEAKING in a shop

What time do you open/close (on Sundays)?

Can I pay by card/have a receipt, please?

Do you sell newspapers/offer a student discount?

How much is this/are these shoes?



Reading & Writing a product review

- 5 Work in small groups. Make a list of information you need to have before you decide to buy something (e.g. the price).
- 6a Read product reviews A and B and match them to photos 1 and 2. Would you like to buy either of these products? Why/Why not?
- b Work with a partner. Look at the **highlighted** words and phrases in the reviews. Put them into the correct category.
- cost 2
 - value for money
 - look
 - user-friendliness
 - delivery
 - writer's opinion/advice
- 7a Read the information in the Language for writing (1) box. Find a sentence in product review B with a list and underline it.

LANGUAGE FOR WRITING (1) using commas in lists

When three or more items are in a list, use commas before each item. Before the last item use *and*.

*I ride it on the road, through fields, up hills **and** down mountains.*

- b Work with a partner. Put the commas into sentences 1-3 and take out *and* where it is not necessary.
- My job is to open the shop and sell products and answer customers' questions.
 - I use it for the internet and sending emails and doing homework and playing games.
 - If you are looking for a machine that's fast and cheap and easy to use, then this is for you.
- 8 Read the information the Language for writing (2) box.

LANGUAGE FOR WRITING (2) a product review

When you write a product review, include information on price, look, quality, user-friendliness and delivery. Write what you think of the product, too.

- It's *good/great/poor* value.
- It's (not) worth *£100/the money*.
- It's too *big/small/heavy/expensive*.
- It looks *good/expensive/cheap*.
- It's *easy/simple/hard/difficult* to use.
- I (don't) recommend it.



★★★★★ 19 JUNE

A This is a great product and ¹ I recommend it to everyone. ² It's only £150 but ³ it looks expensive. I really like the fact that ⁴ it's light and very comfortable. I ride it on the road, through fields, up hills and down mountains, and it's no problem. In general, I think ⁵ it's great value. ⁶ It arrived very quickly too, on the day after I ordered it.

RECOMMEND (35) REPORT

★☆☆☆☆ 14 JANUARY

B I'm sorry to say I'm very disappointed with this product. ⁷ It's big, awful and ⁸ very heavy, so I can't carry it. ⁹ It's also very difficult to use. So overall, ¹⁰ it's definitely not worth the money and it's very poor value. And ¹¹ it was nearly two weeks late. My advice is ¹² don't buy it.

RECOMMEND (2) REPORT

- 9a **TASK** Work with a partner. Choose a product from the box to write a review about.

phone computer/laptop clothes bike car

- Decide if you want to write a good or bad review.
 - Think about who you are writing it for and what information the reader needs to know about this type of product. Make a list of information you want to include.
- b Write your product review. Use the Language for writing boxes to help you. Include a list and use commas.
- c Work with a different pair and read each other's reviews. Would you like to buy the product they reviewed? Why/Why not?