

# Module 9

## A shopping experience

### Skills and language focus

- talking about shops and shopping
- talking about online shopping
- giving information on shopping habits
- stating an opinion
- writing a simple report
- writing a description
- using modal verbs

### Scenario

Many young people like to spend their Saturdays in town to look at the latest fashions, new electronic goods and to hang out with their friends. They enjoy the experience of shopping.





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## JUMP IN

1

Money is what we need to buy food, clothing and to pay bills. And sometimes there never seems to be enough of it, and we wish we were rich.

For some people

MONEY  
MEANS  
EVERYTHING

www

a

Search the following song on the Internet and fill in the missing words.

### Money, Money, Money by ABBA

I work all night, I work all day, to pay the bills

I have to pay

Ain't it

And still there never seems to be a

penny left for me

That's too

In my dreams I have a plan

If I got me a man

I wouldn't have to work at all, I'd fool around and

have a ball ...

Money, money, money

Must be

In the rich man's world

Money, money, money

Always

In the rich man's world

All the things I could do

If I had a money

It's a rich man's world

It's a rich man's world

A man like that is to

find but I can't get him off my mind

Ain't it sad

And if he happens to be

I bet he wouldn't fancy me

That's too bad

So I must leave, I'll have to go

To Las Vegas or Monaco

And win a fortune in a game, my life will never

be the

Money, money, money

Must be funny

In the rich man's world

b

Answer these questions.

- 1 What does the singer dream of?
- 2 How does she see rich people's lives?
- 3 Do you agree with her opinion? Why / Why not?



2

**Most parents give pocket money to their children, but it is good to earn your own money, too.**

Here are some suggestions for teenagers to earn some extra money. Add three odd jobs and find five classmates who do one or more of these jobs.

Job	Name	Yes	No	Money earned
<i>babysitting</i>				
<i>cleaning the car</i>				
<i>running errands</i>				



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## Skills and language practice

1

Most of us like to shop or at least to do some window shopping.

a

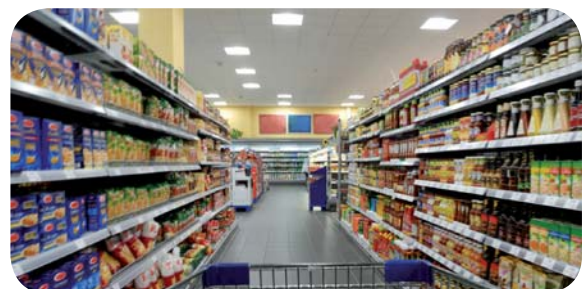
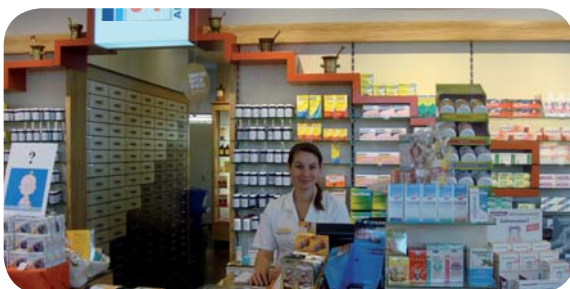
Have a look at the pictures of different shops. Together with a classmate, write the matching word from the box under the picture.

bakery  
sports shop

shoe shop  
fashion store

market stall  
grocery store

drug store  
electronics store



**b** Make a list of things you can buy there.

Shop	Things you can buy there



**c** Tell your classmate which of these shops you like best and which things you usually buy there.

## 2 People have different views on shopping.

**a** Read what Bob and Jane think about shopping.



I don't understand people who spend hours and hours in shops. I absolutely hate shopping because it's time-consuming and a waste of money. On Saturdays there are too many people in the shops. If I have to buy things, I usually make use of online shopping.

Every Saturday I go to town to have a look at the shops. I must admit I'm a shopaholic because I spend most of my money on clothes. Once a month I shop at a mall and meet my friends there. I am not keen on online shopping because I like to try on clothes at once.







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**b** What's your opinion? Write your statement in the bubble.

You



**c** Together with a classmate, note down five questions for a questionnaire to find out about teenagers' shopping habits. The first question has been done for you.

1 *Are you male or female?*

☐ male

☐ female

2

3

4

5

**3**

**Department stores are not very common in Austria anymore, but they are in other countries like Great Britain or the USA.**



**a** Read this short description of a typical department store website.

## UNDER ONE ROOF

Welcome to our sensational UNDER ONE ROOF department store. On our website we have included our store's opening hours and which departments and brands we offer.

Click on the location button and we direct you to your closest UNDER ONE ROOF store. Many of our stores have restaurants or coffee shops for you to take time-out from your shopping. On each floor you will be inspired by a huge range of goods. Come and enjoy the spirit of shopping.

Please remember, if you are not able to make it to our store you can shop online 24 hours a day at <http://www.debenhams.com/underoneroof>.





In your future job you may work in Information or Customer Service at a department store. Find a partner to practise this role play.

## Role card A Customer

You would like to have the following information:

- where to exchange the present you got;
- location of lavatories/toilets;
- where to get chocolate cake and a cup of coffee;
- where to get a travel bag;
- where to get sticks for Nordic walking;
- where to get perfume and body lotion for your mother.

## Role card B Information desk

Give answers to the customer:

Lower Ground Floor	Second Floor
Food hall	Sports & Leisure
Café Relax	Customer Services
Shoes	Café Vienna
Ground Floor	Third Floor
Menswear	Furniture
Women's accessories	Toilets
Nightwear	Fourth Floor
Women's clothing	Home
First Floor	Restaurant
Health & Beauty	"Clara's Specials"
Café Chloe	Children's wear
Toilets	Toys
	Luggage

## 4 Modal verbs help us to express what we *can* / *are able to*, *may* / *are allowed to*, and *must* / *have to do*.

If you need more information, look up page 22 in your Grammar Guide.

- a While you are at a shop, somebody steals some goods. A policeman asks the manager if there are people who can give information on the shoplifting.

**This is what the manager says:**

- 1 "I can show you the recording of the surveillance camera."
- 2 "The lady here can give a description of the thief."
- 3 "This customer can tell you the exact time of the theft."
- 4 "The security officer can tell you exactly how many items are missing."
- 5 "The brown haired teenager can give information about which exit the thief used."
- 6 "The lady at the counter can describe the thief's clothes."

**This is what the policeman tells his boss:**

- 1 "The manager was able to show me the recording of the surveillance camera."
- 2 "A lady \_\_\_\_\_"
- 3 "A customer \_\_\_\_\_"
- 4 "The security officer \_\_\_\_\_"
- 5 "A teenager \_\_\_\_\_"
- 6 "The lady at the counter \_\_\_\_\_"



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b

Yesterday you were at a grocery store. You listened to a conversation between a girl and her mum. Complete the mother's answers.

1 "May I have some chocolate, please?"

"No, you are not allowed to have chocolate."

2 "May I buy some ice cream?"

"No,

3 "May I get a new comic?"

"No,

4 "May I choose my snack myself?"

"No,

5 "May I take this box from the shelf?"

"Yes, you are allowed to take the box."

6 "May I have a banana now because I'm hungry?"

"Yes,

7 "May I get these stickers?"

"Yes,

8 "May I pay at the counter?"

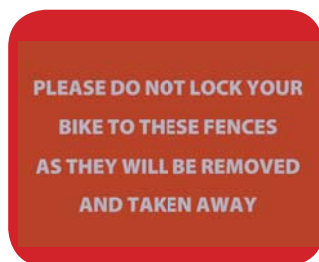
Yes,

Please stop asking now."

c

On your way to the mall there are some signs. Say what you must or mustn't do.

1



2



3



4



1

2

3

5



4

5



d

On Monday you are going on a two-day field trip to the mountains. Write down in five sentences what you still have to buy and do to be well prepared.

1 *I have to buy some band-aids.*

2

3

4

5

6

e

There was a fire alarm in the shopping mall. Over the loudspeaker a security guard gave instructions. At home you tell your parents what you had to do.

**MAY WE HAVE YOUR ATTENTION, PLEASE!**

Ladies and gentlemen, you must

- ✓ stay calm;
- ✓ leave the shop at once;
- ✓ look for the nearest exit;
- ✓ slowly walk to the exit;
- ✓ take care of children first;
- ✓ wait for further information.

e.g. *We had to stay calm.*

f

Your friend Diana is in trouble because of spending too much money. This is what she wrote.

I just want to let you know what is going on at home. My parents tell me that I mustn't spend any more money on clothes. They say that I must find an odd job because they are going to give me less pocket money. I can't babysit because little children get on my

nerves. I'll ask grandma if she can help me. I may not even go out to have coffee with you this afternoon. I must give them a hand in the garden.

Can you help me, please?

Tell another friend what Diana's problem is. Rewrite the text in the past tense.

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5

**Nowadays, many shops are self-service stores. But for buying certain products a shop assistant's advice is important.**



Listen to the dialogue between a customer who would like to buy a laptop and a shop assistant.

First put the sentences in the correct order.

Then decide who says which sentence, the customer (C) or the shop assistant (S).

- |                          |                          |  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | How much is the one with the white case?                               |
| <input type="checkbox"/> | <input type="checkbox"/> | Please pay at the counter. Good-bye.                                   |
| <input type="checkbox"/> | <input type="checkbox"/> | Yes, please. I'm looking for a new laptop.                             |
| 1                        | S                        | Good afternoon. Can I help you?  |
| <input type="checkbox"/> | <input type="checkbox"/> | I'll take it. It has got all the features I need.                      |
| <input type="checkbox"/> | <input type="checkbox"/> | Any model or brand in particular?                                      |
| <input type="checkbox"/> | <input type="checkbox"/> | It originally was € 799 but this week, you get it for just € 499.      |
| <input type="checkbox"/> | <input type="checkbox"/> | No, not really. It shouldn't be too heavy or too expensive.            |
| <input type="checkbox"/> | <input type="checkbox"/> | Would you like to have a look at anything else?                        |
| <input type="checkbox"/> | <input type="checkbox"/> | No, thank you.   |
| <input type="checkbox"/> | <input type="checkbox"/> | Would you please follow me? I have two models which are real bargains. |



Of course, you can also shop for a laptop online. Before you fill your virtual shopping basket, make sure you are aware of certain dangers.

## Are you a fan of shopping online? – Watch out for these tricks ...

There's something so convenient about sitting in a chair in front of your computer, eyeing up goods and simply ordering them at the click of a button. It is certainly better than struggling along the high street with your bags, trying to avoid swinging them into everyone else. However, there are some dangers as well.

Many online retailers use tactics to encourage you to spend more. These could include:

■ **Pricing** – what first was a small purchase can quickly turn into a pretty expensive one. For example, the price of a CD can soon double once you have to pay for postage and packaging fees, along with any transaction fees.

■ **Payment** – it is incredibly easy to see something you like, pop it in your online shopping basket, make an online payment and worry about your bill later. This can get you into serious trouble if you spend more money than you have in your account.

Make sure you stay safe when shopping online:

### Check the address

It's worth checking out the postal address. You should avoid the website if the address is a P.O. Box or if the only way to contact the company is by email or mobile phone.

### Pay carefully

If an order is over £ 100, one of the best ways to pay is by credit card.



The customer is protected by a law which will give you valuable consumer protection if there's a problem with your purchases.

### Keep your receipt

Once you've made your payment, always keep the order confirmation so you've got proof of your order and payment in case of any dispute.

Hopefully these tips will help you to stay safe online. And if you are a bit of a shopaholic, make sure that before you click online, you decide exactly what you're planning to buy and stick to it! What's more, set yourself a budget to ensure you don't spend more than you can afford.

## SKILLS SHOW



### 1 A friend of yours wants to do some online shopping for the first time.

Leave him/her a note in which you point out the things he/she has to watch out for.



### 2 You would like to have more information on department stores.



Do some Internet research about a U.S. or a British department store. Here are two examples:



Harrods



Macy's



Tell your classmates what you have found out.



### 3 What about your favourite shops and shopping in your area?



Write a catchy description of your favourite shop. Add a picture as well.



Write a short report about shopping in your town. Follow this guideline.

#### Introduction

- topic you are going to write about

#### Main part

- shops in your town
- shops in the area
- popularity of shops

#### Conclusion

- shops that you wish were in your town
- what should be changed





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## Glossary

account	Konto
to admit	eingestehen, zugeben
to afford	sich etwas leisten
band-aid	Pflaster
bargain	Schnäppchen
to be common	üblich sein
to be inspired	inspiriert, motiviert sein
to be keen on sth.	etwas mögen, begeistert sein von etwas
to be protected	geschützt sein
to bet	wetten
brand	Marke
calm	ruhig
consumer protection	Konsumentenschutz
department store	Warenhaus, Kaufhaus
dispute	Streit
to exchange	aus-, umtauschen
to fancy (sb./sth.)	jemanden/etwas mögen, schwärmen für ...
fee	Gebühr
to fool around	Spielchen treiben, herumspielen
fortune	Vermögen, Reichtum
huge	riesig
incredibly easy	unglaublich einfach
item	Artikel, Stück
lavatory/restroom	Toilette
to lock	versperren
odd job	Gelegenheitsarbeit, Ferialjob
order confirmation	Auftragsbestätigung
to permit	erlauben
postage	Postgebühr
premises	Gebäude
purchase	Einkauf
range of goods	Sortiment
to run errands	Erledigungen, Besorgungen machen
safety helmet	Sicherheitshelm
shoplifting	Ladendiebstahl
to struggle	sich abmühen, kämpfen
surveillance camera (CCTV)	Überwachungskamera
to swing	hin und her schwingen
theft	Diebstahl
time-consuming	zeitaufwändig
waste	Verschwendung
wealthy	reich, wohlhabend

Add words and phrases which you look up in the dictionary yourself.

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