

1. GENERAL SHOPPING VOCABULARY

People

- *Customer*
- *Cashier / clerk*
- *Attendant / assistant*
- *Manager*

Shopping

- *Wallet (male)*
- *Purse (female)*
- *Scale*
- *Till / Counter*
- *Barcode*
- *Receipt*
- *Gift receipt*
- *Aisle*
- *Shelf / shelves*
- *Trolley / s*
- *Basket / s*
- *Lift / s*
- *Escalator / s*
- *Bag / s*
- *Fitting rooms / changing rooms*

Ways to Pay

- *Cheques*
- *Cash*
- *Notes*
- *Coins*
- *Card machine*
- *Chop and pin machine*
- *Credit cards / debit cards*
- *Loyalty card*

Where to Buy

- *Convenience store / general store / newsagents / department store / shop / store*
- *Chemist / pharmacy*
- *Toy shop / toy store*
- *Book shop*
- *Ladies clothing shop / boutique*
- *Men's clothing shop / tailor*
- *Shoe shop / cobbler's*
- *Jeweller's / jewellery store*
- *Opticians / optometrists*
- *Electrical store*
- *Record shop*
- *Ironmonger's / ironmongery*
- *Charity shop / second hand shop*
- *Haberdasher's / haberdashery*
- *Shopping centre*
- *Shopping mall / mall*
- *Market*
- *Florist / botanist*
- *Butcher's*
- *Fishmonger's / seafood store*
- *Greengrocers / grocery store*
- *Baker's / bakery*
- *Delicatessen*
- *Grocer's*
- *Diy store / home supply store*
- *Hardware store*
- *Off-licence*
- *Post office*
- *Supermarket*
- *Gardening store / gardening centre*

Questions

- *Can you recommend a good toy shop/store?*
- *Is there a chemist / pharmacy in this area?*
- *Where can I get pet food from?*
- *Where is the nearest shopping centre?*
- *Could you direct me to the nearest post office please?*
- *Do you know where the nearest hardware store is?*

Responses

- *There is a really good book shop just around the corner.*
- *You can buy that here in the hotel.*
- *The nearest one is a few mile away.*
- *The best toy shop is in the shopping centre.*
- *The post office isn't open on Sundays.*
- *The convenience store on the corner might sell that.*

2.OPENING TIMES

Questions

- *What time are you open until?*
- *What time do you close today?*
- *Are you open on the weekends?*
- *Are you open all day?*
- *What are your opening hours?*
- *Are you open on Sundays?*
- *Are you open every day during the week?*
- *What time do you open tomorrow?*

Responses

- *We're open from 9am to 6pm.*
- *We're open on weekdays only (Monday to Friday).*
- *We're open from 10am to 8pm.*
- *We're open 7 days a week.*
- *We're open 24/7 (24 hours a day, 7 days a week).*
- *We're closed at lunchtime, between 12pm and 2pm.*
- *We're closed on Bank Holidays (national holidays).*

3.SELECTING GOODS

Clerk's / Assistant's Questions

- *Can / May I help you?*
- *Can I help you find something?*
- *What colour would you like?*
- *What size would you like?*
- *Is there anything else I can help you with?*
- *Would you like to try it on?*
- *Is that any good?*
- *What can I do for you?*
- *How does it fit?*
- *How about this one?*
- *Anything else?*
- *Would you like anything else?*

Customer's Questions

- *Excuse me, do you work here?*
- *Could you help me please?*
- *I'm looking for a*
- *I'm trying to find a*
- *Could you tell me where the is, please?*
- *How much is this?*
- *How much are these?*
- *How much does this cost?*
- *How much is that in the window?*
- *Where can I find the ?*
- *Do you sell ?*
- *Do you have any ... ?*
- *Would you have this in another colour?*
- *Have you got anything cheaper?*
- *Do you have something less pricey (expensive)?*
- *Do you have this item in stock?*
- *Do you have a smaller/bigger/larger size?*

- *Do you know where else I could try?*
- *Does it come with a guarantee/warranty?*
- *Where is the changing/fitting room?*
- *Is there somewhere I can try it/this/them on, please?*
- *Where can I weigh my groceries?*
- *Do/Can you deliver?*
- *Do you have a refund policy?*
- *Is this in the sale?*

Clerk's / Assistant's Responses

- *I'm afraid that's the only colour we have.*
- *Sorry, we don't have any more in stock.*
- *Sorry, we don't sell those / them here.*
- *I'm afraid we don't have any more left.*
- *I have exactly what you're looking for.*
- *This one is on sale right now!*
- *It comes with a manufacturer's warranty.*
- *It comes with a 1-year guarantee.*
- *The changing / fitting rooms are that way.*
- *The scales are by the counter over there. That's where you can weigh your groceries.*
- *That one is(price).*
- *They're(price) each.*
- *You can get a refund if you keep the receipt safe, and bring it back within 2 weeks.*

Customer's Responses

- *I don't need any help. I'm just browsing, thanks.*
- *No, I'm just looking, thanks.*
- *Wow, that's cheap!*
- *That's good value.*
- *Oh, that's expensive.*
- *That's quite reasonable.*
- *That's a little over my budget.*
- *That's not exactly what I'm looking for.*
- *I'll take it.*
- *I'll take this, please.*
- *It's too long / too short.*
- *It's too tight / too loose.*

4.PAYMENTS

Cashier's / Clerk's Questions

- *Are you in the queue?*
- *Are you being served?*
- *Who's next?*
- *Next, please!*
- *How would you like to pay?*
- *Will that be cash or credit?*
- *Do you have a loyalty card?*
- *Would you like a bag?*
- *Can I help you with anything else?*
- *Will that be all?*
- *Would you like a gift receipt for that?*
- *Would you like me to gift wrap it for you?*
- *Would you like that gift wrapped?*
- *Would you like any cashback?*
- *Put your card into the machine, please.*
- *Enter your PIN, please.*
- *That comes to(price), please.*
- *The total is(price).*
- *That's(price), please.*

Customer's Questions

- *Do you take credit cards?*
- *Can I pay by cheque, please?*
- *Could I have a receipt, please?*
- *Could I have a gift receipt, please?*
- *Could you gift wrap that for me please?*
- *Can I put one item back, please? I've changed my mind about this one.*
- *Could I leave my bags here, and pick them up later, please?*
- *Do you offer a cash discount?*
- *Does it have a warranty / guarantee?*

Cashier's / Clerk's Responses

- *We take / accept all major credit cards.*
- *Sorry, we don't accept cheques.*
- *I'm afraid we take cash only.*
- *We're offering 6 months credit, with no deposit, if you're interested.*

Customer's Responses

- *I'll pay in cash*
- *I'll pay by card*
- *Here's(money), keep the change!*
- *That's it for today.*
- *That's all, thanks.*
- *Thank you. Have a good day!*

5.RETURNS AND COMPLAINTS

Questions

- *Who can I speak to about making a complaint?*
- *Could I have a refund please?*
- *Can I speak to the manager please?*
- *I'd like to return this please.*
- *I'd like to make a complaint.*
- *I'd like to change this for a different size please.*
- *Do you have the original receipt?*
- *Did you buy it from one of our other stores?*
- *Can I ask why you're returning it please?*
- *Can I ask why you've changed your mind please?*

Responses

- *It doesn't work.*
- *It doesn't fit.*
- *It was a gift, but I don't like it.*
- *It was a gift, but the person I bought it for doesn't like it.*

6. THINGS WRITTEN ON SIGNS THAT YOU MIGHT SEE

- OPEN
- CLOSED
- Open 24HRS (HOURS) a day
- Special offer
- SALE
- Clearance sale
- Closing down sale
- Everything must go!
- Liquidation sale
- Great value products
- Good value
- Bargains
- BUY 1 GET 1 FREE
- Buy one get one half price
- Half price sale
- 70% OFF EVERYTHING
- Reduced to clear
- Out for lunch
- Back in 15 minutes
- Back at 2PM
- Shoplifters will be prosecuted
- CCTV in operation

7.USING A CREDIT CARD

- *enter your pin*
- *please wait*
- *remove your card*
- *signature*

8.PRICES AND NUMBERS

£5.99 = *“Five pounds and ninety-nine pence”* (long way)

£5.99 = *“Five, ninety-nine”* (short way)

\$12.75 = *“Twelve dollars and seventy-five cents”* (long way)

\$12.75 = *“Twelve seventy-five”* (short way)

€3.20 = *“Three euros and twenty cents”* (long way)

€3.20 = *“Three twenty”* (short way)