

Unit objectives

V **Vocabulary:** retail and shopping

L **Listening:** instructions

Gr **Grammar:** *some, any, much, many, a lot of*

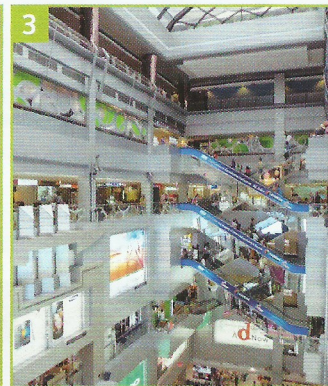
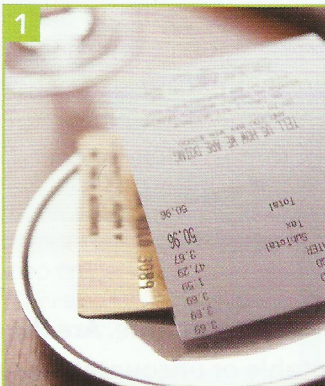
S **Speaking:** working in a shop

R **Reading:** an online magazine article

W **Writing:** a presentation

V I work in a department store

1. Match photos 1–4 with words in the box. What do the other words mean? Listen and repeat.



complaint customer delivery department store exchange
 online shopping order price receipt refund sales shopping centre

2. Complete the table in your notebook. Put the words in exercise 1 in the correct category.

People	● ● ● ● ● ● ● ●
Places	● ● ● ● ● ● ● ●
Things	● ● ● ● ● ● ● ●

3. Write the correct option in your notebook.

- We've got a lot of **orders / exchanges** for the new computers – they're popular.
- This mp3 player doesn't work. Can I have a **customer / refund**, please? I want my money back.

- When customers are not happy about a product, they make a **price / complaint**.
- When you buy something, you get a **receipt / department store** in case you want to return it.

4. In your notebook, complete the sentences with words from the box.

cheap expensive good awful

- Clothes in the sales are usually **cheap**.
- Jane is an **awful** shop assistant. She never helps everyone!
- These boots cost € 100 – they're very **expensive**.