

## • How often do you go shopping?

I go shopping almost every day / a few times a week. [I don't buy much, but I like to go with my friends to see what's new in the shops.] / I don't shop very often. I don't like it – the shops are too crowded, and I don't like to wait in queues. My mum does all the food shopping, and I don't buy many clothes.

## • What do you usually buy when you go shopping?

I like to buy clothes, especially jeans and shoes. / I also like to buy earrings and other types of jewelry (BrE = jewellery). Sometimes I buy gifts for my family, like books or CDs. / I often go shopping with my mother when she goes to the grocery store (BrE = shop). I like to pick out the vegetables, as well as the ice cream. My father likes to go to the hardware store (BrE = ironmonger) and buy things for the house, like shelves and plants for the garden.

## • What different kinds of shops can you name? Do you have a favourite one?

In my neighbourhood we have a bakery, butcher, grocery store and dry cleaner. There's a greengrocer, shoe store, stationer and sweet shop nearby too. Other stores are the jeweller, the bookshop, the electronics store, clothing shops, the hardware store, the tobacconist, the pet store, the drug store and the off licence (AmE = liquor store).

My favourite store is probably the bookstore because I like to read. / I like to go to the sweet shop for cake. / I often shop at the pet store because I have a dog.

## • Do you prefer large supermarkets or small local shops?

I like large supermarkets because [they have more / different kinds of foods / they're cheaper / they are open longer.] / I prefer small local shops because [I know some people who work there / these shops are close to my home / I know just where the thing is in the shop so I can get it quickly.]

## • How do you personally prefer to pay, in cash or by card?

I pay in cash because [I don't have a card / I prefer to know exactly how much I have to spend / I don't spend as much.] / I pay by card because it's easier and safer than carrying a lot of money.

## • What do the following people do: cashier, customer, shop assistant / shopkeeper?

A cashier works at the cash desk / cash register and takes money, gives change, and puts goods into a bag for you. A customer is a person who buys goods – like me!

A shop assistant / clerk is someone who works in the shop and helps customers find things and try on clothing or answers questions.

A shopkeeper is the owner of a small shop. In large shops, like supermarkets, the owner is a corporation, so there is just a manager in each shop.

## • What is a department store and what is a shopping mall?

A department store is a large shop, usually several floors, with "departments" that sell different kinds of goods – clothing, furniture, sports equipment, toys, dishes, CDs books and electronics (eg. Kotva). A shopping mall (shopping centre in the UK) is a very large building, usually one or more floors with many smaller shops inside it. Many shopping malls sell mainly one thing – clothing.

## • When are there usually sales / discounts?

Traditionally there are big sales after Christmas. Usually there are discounts on the goods that haven't sold well and on things at the end of a season, like summer clothes in the autumn.

## • What are the positives and negatives of virtual (Internet) shopping?

Internet shopping is great! You have a choice of lots of goods and shops from all over the world. It's very easy to shop on the Internet because you don't even have to leave your house. And you don't have to fight with crowds or wait in long queues. On the other hand, you can't actually see the goods you're buying, you have to know how to use the Internet fairly well, and you have to wait to receive the goods in the mail or by special delivery.

## • What are the general positives and negatives of mail-order shopping (ordering goods from a catalogue)? What do you have to do order from a catalogue?

Almost the same as Internet shopping: you don't have to leave your house, carry cash with you, or stand in a queue. The negatives are the same, too – you can't actually see the goods and you have to wait to receive them in the mail.

When ordering from a catalogue, you need to remember the item number, colour and size of the product and then call the customer centre. It's as simple as that.

## • What is "window shopping"? Do you like doing it?

It's when you go shopping just to look and see what the stores have without actually buying anything. I like it a lot, because I like to see what's new and I want to keep up with the latest styles. / I don't like it because I have better ways to spend my time, like [being on the computer or playing sports].

## • How can you complain if you've bought some a faulty product?

You have to take it back to the shop where you bought it. You have to have the original packaging plus the receipt. Some shops will take back any product within 7 or 14 days, but some will only take back a product with a problem.



img 01



img 02



img 03

img 04



img 05



img 07



img 06



img 08



img 09