



Shopping

Tutor Resources for the AMEP

Money

Post-beginner

Tutor Resources for the AMEP

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Theme:

Money

Topic:

Shopping

Task	Language focus	Learning activities	Resources
1. Can discuss shopping habits	Vocabulary second-hand, used things, compare, bargain expensive, shop around, afford, shopping spree, exchange	Discuss questions about shopping	Worksheet 1: Talking about shopping
2. Can ask for information about products Can compare prices	Vocabulary model number, stock, discount, warranty Structure Can I help you? Is there anything I can help/assist you with? Are you being attended to? Is anyone looking after you? Are you right? I'm looking for, I'm after, I'd like to find out about the price of, I'd like some information about, I'm interested in, could you tell me, I'd like to know	Role play dialogues and answer questions Practise requesting information Read about making comparisons Complete sentences with comparatives	Worksheet 2: Shopping around Worksheet 3: Making comparisons

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3. Can ask for an exchange or refund	<p>Vocabulary change, exchange, credit note, refund, receipt, docket</p> <p>Structure Can I help you? I bought this ___ (yesterday etc). I'd like to return this ____. I'd like a ___ (refund, exchange etc). Have you got the receipt/docket?</p>	<p>Discuss picture</p> <p>Role play dialogue and answer questions</p> <p>Practise language for returning goods</p> <p>Complete conversations</p>	Worksheet 4: Returning goods

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Shopping habits

Task 1: Can discuss shopping habits

Vocabulary: second-hand, used things, compare, bargain expensive, shop around, afford, shopping spree, exchange

Activity instructions

Discuss questions about shopping

📄 Worksheet 1: Talking about shopping

Use the discussion questions to initiate a conversation about shopping. It's not necessary for learner to answer all the questions, however, some questions (i.e. 6 and 18) are good lead-in questions to the following activities.

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Requesting information

Task 2: Can ask for information about products
Can compare prices

Vocabulary: model number, stock, discount, warranty

Language Can I help you?

structure: Is there anything I can help/assist you with?

Are you being attended to?

Is anyone looking after you?

Are you right?

I'm looking for, I'm after, I'd like to find out about the price of, I'd like some information about, I'm interested in, could you tell me, I'd like to know

Activity instructions

Role play dialogues and answer questions

📄 Worksheet 2: Shopping around

- A. Look at the picture together and discuss where the people are.
Discuss the concept of shopping around.

Role play the first dialogue (shop 1) twice, reversing roles for the second reading. (Listen for correct pronunciation and intonation.)

Explain any unfamiliar vocabulary.

Repeat for the second dialogue (shop 2).

Learner answers the questions about the dialogues.

Answers

1a – \$599, 1b – \$530, 2a – 12 months, 2b – 2 years, 3 – shop 2 because it is cheaper and has a longer warranty

Practise requesting information

☐ Worksheet 2: Shopping around

- B. Learner reads about how to request information.
Together practise asking and answering requests for information using the structures given.

☐ Worksheet 2: Shopping around

- C. Learner reads the dialogues (part A) again and completes the requests. Discuss.

Answers

- 1 – Good morning. Can I help you with anything?
2 – I'd like to know if you sell the Contak 100 camera.
3 – Excuse me, I'm after the Contak 100 camera. Do you sell it?

- D. Learner reads the information about using polite language to make requests.
Discuss any other polite language that learner may be familiar with.
Learner reads the less polite questions and practises the polite versions.

Read about making comparisons

☐ Worksheet 3: Making comparisons

- A. Read the information about comparing things. Learner repeats.
Compare each other using adjectives such as tall, old, young, dark (e.g. I am taller than you. You are younger than me. Your hair is darker than mine.)

Information

Most one-syllable adjectives have -er added to form the comparative, e.g. tall – taller.
For adjectives with two or more syllables we use 'more' or 'less', e.g. beautiful – more beautiful.
Some comparative adjectives are irregular, e.g. good – better, bad – worse, far – further.

Complete sentences with comparatives

☐ Worksheet 3: Making comparisons

- B. Look at the pictures together and discuss.
Learner completes the sentences by writing the correct forms of the adjectives.

Answers

- 1 – colder, 2 – faster, 3 – hotter, 4 – newer, 5 – longer

Learner reads the completed sentences.

- C. Discuss the meanings of the adjectives 'cheap' and 'expensive'.
Highlight the fact that cheap is a short adjective so it becomes 'cheaper' and expensive is a long adjective so it becomes 'more expensive'.

Look at the pictures together and discuss.
Ask questions: What's happening in this picture?
Where are they?
Which is cheaper?/Which is more expensive?

Learner completes the sentences by writing 'cheaper' or 'more expensive'.

Answers

- 1 – more expensive, 2 – cheaper, 3 – more expensive

Learner reads the completed sentences.

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Returning goods

Task 3: Can ask for an exchange or refund
Vocabulary: change, exchange, credit note, refund, receipt, docket
Language structure: Can I help you?
 I bought this ___ (yesterday etc).
 I'd like to return this ____.
 I'd like a ___ (refund, exchange etc).
 Have you got the receipt/docket?

Activity instructions

Discuss picture

📄 Worksheet 4: Returning goods

- A. Look at the picture together and discuss.
 Ask questions: Who are these people? (shop assistant and customer)
 Where are they?
 What are they doing?
 What do you think they are saying?
 Have you ever taken something back to a shop?
 What did you return? Why?
 Did you get an exchange, refund or credit note?

Role play dialogue and answer questions

📄 Worksheet 4: Returning goods

- B. Role play the dialogue several times, reversing roles.
 Explain any unfamiliar vocabulary.
- C. Learner reads the statements and answers 'true' or 'false'.

Answers

1 – False, 2 – False, 3 – True, 4 – True, 5 – False, 6 – True

Ask learner to correct the false statements to make them true.

Practise language for returning goods

📄 Worksheet 4: Returning goods

- D. Explain to learner that they will hear what someone says when returning goods.
 Read the monologue on the worksheet.
 Ask questions: What am I returning?
 Why am I returning it?
 Do I want an exchange or a refund?

Learner reads the monologue.

- E. Look at the pictures together and discuss what's wrong with the items.
 For each item, ask: What would you say when you take this back to the shop?
 Learner answers verbally.
 Learner writes what they would say then reads.

Role play each scenario using the learner's written responses as part of a dialogue.

Complete conversations

📄 Worksheet 4: Returning goods

F. Explain to learner that they will hear three short conversations between a shop assistant and a customer. Do not give them part F of the worksheet.

Encourage learner to listen for information about what is being returned and why.

Read conversation 1 and repeat once or twice.

Script – conversation 1

Shop assistant: Can I help you?
Customer: Yes, I bought this dress here this morning and it's not big enough. Can I change it for a size 16 please?
Shop assistant: Have you got the docket?
Customer: Yes, here it is.

Give learner part F of the worksheet and ask them to complete the dialogue.

Read the conversation again if necessary.

Repeat for the next two conversations.

Script – conversation 2

Shop assistant: Are you right?
Customer: Um. I bought this shirt here last week, but it's too tight. I'd like a refund, please.
Shop assistant: Have you got the docket?
Customer: No, I can't find it.
Shop assistant: Sorry, I can't give you refund without the docket. I can give you a credit note, or I can exchange it.
Customer: OK. I'll have a credit note.

Script – conversation 3

Shop assistant: Who's next?
Customer: Me. I bought this hat for my sister's birthday but she's already got one. Can I change it, please?
Shop assistant: Of course. Do you have the docket?
Customer: Yes, here it is.

G. Learner reads the dialogues and corrects their work.

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Worksheet 1: Talking about shopping

Discuss these questions.

1. Do you enjoy shopping?
2. How often do you go shopping?
3. What's your favourite place to shop?
4. Who do you often go shopping with?
5. Do you ever buy second-hand things?
6. When you buy something, do you 'shop around' and go to a few stores to compare prices?
7. What is something that you have bought recently that was a good bargain?
8. What is the most expensive thing you've ever bought?
9. What was the last thing you bought for someone else?
10. What was the last thing you bought for yourself?
11. What would you love to buy but can't afford?
12. What's the worst shopping experience you've had?
13. Do you prefer going shopping alone or with friends?
14. Which is better, shopping in shops or shopping online? Why?
15. Do you make a shopping list?
16. In which store would you like to go on a shopping spree?
17. What kind of clothes do you like best?
18. Have you ever exchanged or returned anything you bought?



Worksheet 2: Shopping around

A. Read the dialogues and answer the questions.

When you want to buy something do you usually shop around?

Matthew visits two camera shops to get some information about buying a camera.



Shop 1

- Sales assistant:** Good morning. Can I help you with anything?
- Matthew:** Hi, I'd like to know if you sell the Contak 100 camera.
- Sales assistant:** Sorry, what model number is that?
- Matthew:** The 100.
- Sales assistant:** Oh, unfortunately we don't have any of those in stock at the moment. We do have the 200, though. I can show you one of those.
- Matthew:** No thanks, I'm after the 100. Could you tell me how much it is?
- Sales assistant:** OK. Hang on a minute. I'll just check my price list... Contak 100 camera... 599 dollars.
- Matthew:** 599... and how long is your warranty on that?
- Sales assistant:** Twelve months on all parts.
- Matthew:** OK. And is there a discount for cash?
- Sales assistant:** No, sorry... but really, that is the cheapest price you'll find anywhere!
- Matthew:** OK. Thanks for your help. I'll have a think about it.

Shop 2

Matthew: Excuse me. I'm after the Contak 100 camera. Do you sell it?

Sales assistant: We certainly do. The Contaks are over here. This is the 100. It's a terrific camera, one of our most popular models.

Matthew: Could you tell me how much it is, please?

Sales assistant: Yes. It's 530 dollars, with a two year warranty on parts.

Matthew: OK... 530... and if I pay cash, is there a discount?

Sales assistant: Cash. Well, I could make it 510, but that's as low as I can go.

Matthew: That sounds good. I'll think about it. Do you mind if I have a look around?

Sales assistant: No worries. Let me know if there's anything else I can help you with.

Matthew: OK. Thanks.

1. What is the original price of the camera at:

a. Shop 1? _____ b. Shop 2? _____

2. How much is the warranty at:

a. Shop 1? _____ b. Shop 2? _____

3. Which shop do you think has the best deal? Why?

B. Read about how to request information.

If you are in a shop or business, someone may offer to help you.

If you hear:

- Can I help you (with anything)?
- Is there anything I can help/assist you with?
- Are you being attended to?
- Is anyone looking after you?
- Are you right?

You could say:

- I'm looking for...
- I'm after...
- I'd like to find out about the price of...
- I'd like some information about...
- I'm interested in...
- Could you tell me if/where/who/when/what/how much...?
- I'd like to know if/where/who/when/what/how much...

If you don't need any help, what could you say?

If you need help, but nobody offers to help you, say "Excuse me" before you make your request.

C. How does Matthew request the information?

Read the dialogues (part A) again and complete the sentences.

Shop 1

1. The sales assistant says, "Good morning. _____
_____?"

2. Matthew says, "_____
the Contak 100 camera."

Shop 2

3. Matthew says, "_____, I'm _____ the
Contak 100 camera. _____?"

*D. Read about using polite language to make a request.
Practise making polite requests.*

Matthew says:

I'd like to know if you sell the Contak 100 camera.
Excuse me, I'm after the Contak 100 camera.

This is more polite than:

Do you sell the Contak camera?
Have you got the Contak camera?

1. Do you sell cameras?
Excuse me, I'd like to know if you sell cameras.
2. What are the shop opening hours?
Could you tell me what your opening hours are please?
3. When does the Christmas sale begin?
I'd like to know when the Christmas sale begins please.
4. How much is the Moonbeam Easy-Electric jug?
Could you please tell me how much the Moonbeam Easy-Electric jug is?
5. Are the Dreamaway double bed sheets still on special?
I'd like to know if the Dreamaway double bed sheets are still on special.
6. Do you sell furniture?
I was wondering if you sell furniture.

Worksheet 3: Making comparisons

A. Read about comparing things.

When we compare things we:

- add 'er' to short adjectives
- use 'more' with longer adjectives.

Example: The white dress is **cheaper** than the blue one.
The blue one is **more expensive**.

Spelling

Before you add 'er' remember:

- some short adjectives double their last letter
big → bigger
hot → hotter
- some change their last letter from 'y' to 'ier'
pretty → prettier
easy → easier

B. Complete these sentences with the correct form of the adjective.

Example



The rabbit is (small)
smaller than the
elephant.



1. The ice-cream is
(cold) _____
than the cup of
coffee.



2. The car is (fast)

than the bicycle.



3. Saturday is (hot)

than Sunday.



4. The sofa is (new)
_____ than
the chair.



5. The snake is
(long) _____
than the mouse.

C. Complete the sentences by writing **cheaper** or **more expensive**.

When we compare the prices of two things we use the words 'cheaper' and 'more expensive'.

Example



Buying fruit and vegetables at the market is cheaper than buying them at the supermarket.

1.



Eating out is _____ than cooking at home.

2.



Drinking coffee at home is _____ than drinking coffee in a café.

3.



A sports car is _____ than a bicycle.

Worksheet 4: Returning goods

A. Look at the picture. Discuss.



Who is in the picture?

Where are they?

What are they doing?

B. Role play the dialogue.

Shop assistant: Can I help you?

Joseph: Yes, please. I bought this jacket here yesterday, but it's too small. I'd like to change it please.

Shop assistant: Have you got your receipt?

Joseph: Yes, here it is. Have you got one in medium?

Shop assistant: No, sorry, unfortunately I don't have one in medium. I've got one in large. Is that OK?

Joseph: Oh no, that's too big. Could you get one in for me?

Shop assistant: No, I'm sorry, we can't get them any more. But we could give you a credit note.

Joseph: I'd rather have a refund if that's alright.

C. Write **True** or **False** to the statements.

	True/False
1. Joseph bought a jacket last week.	
2. The jacket is too big.	
3. Joseph wants to change the jacket.	
4. The shop assistant asks Joseph for the receipt.	
5. Joseph gets a credit note.	
6. Joseph wants to get his money back.	

D. Listen and repeat.



E. Practise what to say when you take something back to the shop.

What would you say when you take these back?



1. You bought this kettle yesterday.
(not working)



2. You bought this hair dryer this morning.
(one speed only)



3. You bought this skirt last week.
(broken zip)

F. Listen to the conversations and complete the dialogues. (docket = receipt)

Conversation 1

Shop assistant: Can I help you?

Customer: Yes, I bought this dress here this morning and it's not _____ enough. Can I _____ it for a size 16 please?

Shop assistant: Have you got the _____?

Customer: Yes, here it is.

Conversation 2

Shop assistant: Are you right?

Customer: Um. I bought this _____ here last week, but it's _____ tight. I'd like a _____, please.

Shop assistant: Have you got the docket?

Customer: No, I can't find it.

Shop assistant: Sorry, I can't give you a refund without the docket. I can give you a credit note, or I can _____ it.

Customer: OK. I'll have a credit note.

Conversation 3

Shop assistant: Who's next?

Customer: Me. I _____ this hat for my sister's birthday but she's already got one. Can I change it, please?

Shop assistant: Of course. Do you have the docket?

Customer: Yes, _____ it is.

G. Read the dialogues and correct your work.

Conversation 1

Shop assistant: Can I help you?

Customer: Yes, I bought this dress here this morning and it's not big enough. Can I change it for a size 16 please?

Shop assistant: Have you got the docket?

Customer: Yes, here it is.

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Shop assistant: Are you right?

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