

### 1 Write the terms for the definitions.

- 1 dealing with customers in a polite, helpful way: *customer service*
- 2 advertising something: p.....
- 3 things that you buy: p.....
- 4 a reduction in price: d.....
- 5 a piece of paper that shows you bought something: r.....
- 6 the money a shop gives you back because you aren't happy with what you bought: r.....
- 7 to change one thing for another thing: e.....
- 8 buying on the internet: o.....  
s.....

### 2 Complete the sentences. You do not need all the words.

charge   exchange   discount   ~~promotion~~  
purchase   refund   send it back   serve   shop

- 1 The department store has a *promotion* on at the moment.
- 2 The market is my favourite place to .....
- 3 There's no one to ..... me in this shop!
- 4 Don't go to that restaurant. They ..... too much for their food.
- 5 I don't like this computer, so I want to .....
- 6 They couldn't repair my tablet, so I asked for a .....

### 3 Complete the dialogue with words or phrases from Exercises 1 and 2.

- A:** That's a nice laptop. Did you spend a lot of money on it?
- B:** No, there was a <sup>1</sup> *promotion* on the internet. I know some websites which <sup>2</sup> ..... less money than the usual shops, and I also got a 10% <sup>3</sup> ..... on this laptop.
- A:** I don't like <sup>4</sup> ..... If you have a problem, you can't <sup>5</sup> ..... easily.
- B:** That's not always true. With this laptop, if there's a problem, I don't get a <sup>6</sup> ....., but I can <sup>7</sup> ..... it for another one.

### 4 Complete the sentences with words or phrases with any.

- 1 I didn't feel well yesterday, and today I still don't feel *any better*.
- 2 I don't go to the market, because there isn't one in this town .....
- 3 I've looked, but I can't find the shop .....
- 4 The shop was empty – there wasn't ..... there.

- 5 I'm tired. I don't want to shop ..... I want to go home.
- 6 I sent the bag back because it wasn't ..... I didn't like it.
- 7 I didn't spend any money. There wasn't ..... I wanted.

### 5 Find and correct the mistake in each sentence.

- 1 I don't shop in the centre any better.  
..... *any longer* .....
- 2 I haven't got anyone nice to wear!  
.....
- 3 Have you got any better money?  
.....
- 4 I bought a new computer, but it isn't any than the old one.  
.....
- 5 How is the new clothes shop? Is it good any?  
.....
- 6 I don't know anywhere who likes shopping on busy weekends.  
.....
- 7 Do you know anything that I can buy some good trainers?  
.....

### 6 Choose the correct options.

- A:** I don't have <sup>1</sup> ..... to wear for the party at the weekend.
- B:** Don't worry! There won't be <sup>2</sup> ..... important there!
- A:** Yes, but I don't want to wear the same old clothes <sup>3</sup> .....
- B:** Well, do you know that store in the city centre, in the square? They're having a <sup>4</sup> ..... at the moment. You can get a 10% <sup>5</sup> ..... on clothes.
- A:** But they always <sup>6</sup> ..... a lot – 10% isn't <sup>7</sup> ..... when the original price is so high.
- B:** How about the market on Saturday morning? It's a great place to <sup>8</sup> ..... for unusual old things.
- A:** Great idea!
- |                            |                     |                    |
|----------------------------|---------------------|--------------------|
| 1 <b>A</b> <u>anything</u> | <b>B</b> any more   | <b>C</b> any good  |
| 2 <b>A</b> any             | <b>B</b> anyone     | <b>C</b> anything  |
| 3 <b>A</b> any more        | <b>B</b> any better | <b>C</b> anything  |
| 4 <b>A</b> refund          | <b>B</b> discount   | <b>C</b> promotion |
| 5 <b>A</b> refund          | <b>B</b> discount   | <b>C</b> receipt   |
| 6 <b>A</b> charge          | <b>B</b> serve      | <b>C</b> exchange  |
| 7 <b>A</b> any more        | <b>B</b> any longer | <b>C</b> any good  |
| 8 <b>A</b> shop            | <b>B</b> serve      | <b>C</b> purchase  |

### 1

- 1 *customer service*
- 2 *promotion*
- 3 *purchases*
- 4 *discount*
- 5 *receipt*
- 6 *refund*
- 7 *exchange*
- 8 *online shopping*

### 2

- 1 *promotion*
- 2 *shop*
- 3 *serve*
- 4 *charge*
- 5 *send it back*
- 6 *refund*

### 3

- 1 *promotion*
- 2 *charge*
- 3 *discount*
- 4 *online shopping*
- 5 *send it back*
- 6 *refund*
- 7 *exchange*

### 4

- 1 *any better*
- 2 *any more / any longer*
- 3 *anywhere*
- 4 *anyone / anybody*
- 5 *any longer / any more*
- 6 *any good*
- 7 *anything*

### 5

- 1 ~~any better~~ *any longer*
- 2 ~~anyone~~ *anything*
- 3 ~~any better~~ *any more*
- 4 ~~any~~ *any better*
- 5 ~~good~~ *any good*
- 6 ~~anywhere~~ *anyone/anybody*
- 7 ~~anything~~ *anywhere*

### 6

- 1 *A*
- 2 *B*
- 3 *A*
- 4 *C*
- 5 *B*
- 6 *A*
- 7 *C*
- 8 *A*