

1 Match the words and phrases to the definitions.

customer service discount exchange
 online shopping promotion purchases
 receipt refund

- dealing with customers in a polite, helpful way:
 customer service
- advertising something with a special offer:

- things that you buy:
- a reduction in price:
- a piece of paper or an email that shows you bought something:
- the money a shop gives you back because you aren't happy with what you bought:
- to change one thing for another thing:
- buying on the internet:

2 Choose the correct words.

- The department store has a promotion / discount on at the moment.
- The market is my favourite place to purchase / shop.
- There's no one to exchange / serve me in this shop!
- Don't go to that restaurant. They exchange / charge too much for their food.
- I don't like this computer, so I want to refund it / send it back.
- There is a €5 charge / exchange for using the internet here!

3 Complete the dialogue with words from Exercise 1 or 2.

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

4 Match the sentence beginnings to the endings.

- I didn't feel well yesterday, and today I still don't feel D
- I don't go to the market, because there isn't one in this town
- I've looked, but I can't find the shop
- The shop was empty – there wasn't
- I'm tired. I don't want to shop
- I sent the bag back because it wasn't
- I didn't spend any money. There wasn't

- A** anyone there.
B anywhere.
C any more.
D any better.
E any good.
F any longer.
G anything I wanted.

5 Correct the underlined mistakes.

- I don't shop in the centre any better.
 any longer
- I haven't got anyone nice to wear!

- Have you got any better money?

- I bought a new computer, but it isn't any than the old one.

- How is the new clothes shop? Is it good any?

- I don't know anywhere who likes shopping on busy weekends.

- Do you know anything that I can buy some good trainers?

6 Choose the correct options.

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

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 charge

3

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

4

- 1 D
- 2 F/C
- 3 B
- 4 A
- 5 C/F
- 6 E
- 7 G

5

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

6

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