

Activity Type

Reading, matching, listening and speaking activity, pair work

Focus

Shopping

Aim

To match shopping language to two situations and to then use the language in two role-plays.

Preparation

Make one copy of the worksheet for each student.

Level

Intermediate (B1)

Time

30 minutes

Introduction

In this shopping activity, students match shopping language to two situations and then use the language in two role-plays.

Procedure

Give each student a copy of the worksheet.

Tell the students to read the extracts from the two shopping conversations and decide which extract belongs to which conversation by writing 1 or 2 in the spaces provided.

When the students have finished, check the answers with the class and review the language.

Answer key**Conversation 1**

It arrived in a damaged box.
I'd like a refund please.
I paid by credit card.
When I tried to use it, it wouldn't work.
I was charged for something I didn't buy.
It's supposed to be a secure website.
An extra charge has appeared on my statement.

Conversation 2

I'll take it.	It's on special offer.
Would you like a bag?	How would you like to pay?
Here's your receipt.	In cash, please.
It's a bargain.	

Next, divide the students into pairs (A and B). Explain that the students are now going to role-play two shopping conversations using the language from the first exercise.

Student A takes on the role of a customer and Student B is a customer service representative. Have the students read the situation for role-play 1 and deal with any questions the students have. The students then role-play the situation using the shopping phrases from the first exercise.

When the students have finished, they move on to the second shopping role-play with Student A now being a shop assistant and Student B being a customer.



Afterwards, have the students present their role-plays to the class and give feedback.

Note: This resource can be edited using a PDF editor.

A. In the box are extracts from two shopping conversations. Decide which conversation each extract is from. Write 1 or 2 in the spaces provided.

Conversation 1 - A customer calling a customer service representative.

Conversation 2 - A customer and a shop assistant talking in a shop.

<i>It arrived in a damaged box.¹....</i>	<i>Here's your receipt.</i>	
<i>In cash, please.</i>	<i>It's a bargain.</i>	
<i>Would you like a bag?</i>	<i>I was charged for something I didn't buy.</i>	
<i>I'd like a refund please.</i>	<i>When I tried to use it, it wouldn't work.</i>	
<i>I paid by credit card.</i>	<i>It's supposed to be a secure website.</i>	
<i>It's on special offer.</i>	<i>How would you like to pay?</i>	
<i>I'll take it.</i>	<i>An extra charge has appeared on my statement.</i>	

B. In pairs, role-play the two shopping conversations using the language in the box above.

Role-play 1

Student A: You bought something online. When the product arrived, it was faulty. You have also been charged for something you didn't buy.

Student B: You are a customer service representative. Sometimes goods are faulty because they've been damaged in the post. There shouldn't be any problems with credit card fraud because your website is secure. Be as helpful as you can.

Role-play 2

Student A: You are a shop assistant. You have a number of special offers at the moment. Try to sell the customer as many things as you can.

Student B: You are a customer. You see something at a great price. You'd like to buy it for your friend's birthday. You don't need a bag. You have your own.

C. Now, present your role-plays to the class.