

Учреждение образования
«Гомельский государственный университет
имени Франциска Скорины»

Т. В. КУПРИЯНЧИК

SHOPPING

Практическое пособие

для студентов специальностей
6-05-0231-01 Современные иностранные языки
(английский, немецкий), (английский, французский);
6-05-0113-08 Лингвистическое образование (английский);
6-05-0113-08 Лингвистическое образование (английский)
на основе среднего специального образования

Гомель
ГГУ им. Ф. Скорины
2026

УДК 811.111'373(076)
ББК 81.432.1-32я73
К924

Рецензенты:

кандидат филологических наук И. Н. Пузенко,
кандидат филологических наук В. В. Степанова

Рекомендовано к изданию научно-методическим советом
учреждения образования «Гомельский государственный
университет имени Франциска Скорины»

Куприянчик, Т. В.

К924 Shopping : практическое пособие / Т. В. Куприянчик ;
Гомельский гос. ун-т им. Ф. Скорины. – Гомель : ГГУ им.
Ф. Скорины, 2026. – 46 с.
ISBN 978-985-32-0167-3

Цель издания – систематизировать лексику по теме “Shopping”, отработать ее в типичных коммуникативных ситуациях и сформировать устойчивые навыки аудирования и говорения.

Адресовано студентам специальностей 6-05-0231-01 Современные иностранные языки (английский, немецкий), (английский, французский); 6-05-0113-08 Лингвистическое образование (английский); 6-05-0113-08 Лингвистическое образование (английский) на основе среднего специального образования.

УДК 811.111'373(076)
ББК 81.432.1-32я73

ISBN 978-985-32-0167-3

© Куприянчик Т. В., 2026
© Учреждение образования
«Гомельский государственный университет
имени Франциска Скорины», 2026

ОГЛАВЛЕНИЕ

Предисловие	4
Unit 1. Vocabulary	5
Unit 2. Vocabulary exercises.....	8
Unit 3. London shopping life.....	10
Text A. The big stores of London	10
Text B. Shopping spree in London	11
Unit 4. Department store	15
Text A. Buying a present.	15
Text B. Harrods – the world’s famous department store	17
Unit 5. Supermarket.....	19
Text A. Shopping heaven?	20
Text B. A Supermarket	23
Unit 6. On-line shopping	26
Text A. I’m addicted to shopping from home!	27
Unit 7. Know your rights	31
Text A. Know your rights	32
Unit 8. Shopping habits	35
Text A. Different kinds of shoppers.....	39
Unit 9. Dialogues	44
Литература.....	46

ПРЕДИСЛОВИЕ

Данное практическое пособие разработано с учетом актуальных тем и лексики, связанных с совершением покупок. В основу упражнений и заданий положены методические принципы сознательности, последовательности и коммуникативной направленности, что способствует приобретению и закреплению практических навыков, необходимых студентам в их дальнейшей профессиональной деятельности, а также представляет теоретический и практический интерес как для преподавателей, так и для студентов. Практическое пособие содержит живые диалоги, идиомы, сленговые выражения и культурные особенности страны изучаемого языка.

Издание состоит из девяти разделов, каждый из которых направлен на усвоение лексики в рамках актуальных коммуникативных ситуаций: посещение супермаркетов и торговых центров, преимущества и недостатки онлайн и офлайн шоппинга, права покупателей, а также ознакомление со всемирно известными торговыми центрами и рынками Лондона. Каждый раздел включает, во-первых, дотекстовые упражнения, направленные не только на усвоение языкового материала, но и на облегчение восприятия текста, во-вторых, собственно текст, которому предшествует список ключевых слов и выражений, и, в-третьих, посттекстовые упражнения, ориентированные как на проверку понимания содержания текста, так и на отработку языкового материала и развитие навыков смысловой компрессии текста.

Очевидным достоинством практического пособия является наличие текстов, предназначенных для разных видов чтения, а также их качественный подбор с учетом реальных знаний, возрастных особенностей и интересов студентов первого курса.

Представленный в издании материал может использоваться для организации аудиторной и внеаудиторной учебной деятельности по английскому языку в рамках учебной программы высшего образования.

UNIT 1. VOCABULARY

Types of shops

department store – a shop that sells many different items in different departments. Harrods is probably the world's best known department store.

supermarket – a large shop that sells mostly food and household items.

grocer (UK) / grocery store (US) – a shop that sells food.

greengrocer – sells fresh fruit and vegetables.

butcher – sells fresh meat.

baker – sells fresh bread and cakes.

fishmonger – sells fresh fish.

chemist (UK) / drugstore (US) – sells medicines and toiletries.

pharmacy (US) – sells medicines.

newsagent – sells newspapers and magazines.

stationer – sells paper goods.

optician – sells glasses / contact lenses.

DIY store – sells things for home improvement.

hardware shop / hardware store / ironmonger – hard goods, such as nails and screws.

corner shop (UK) – a shop on the corner of your street, selling a range of basic goods – food, newspapers, sweets, bread, etc.

delicatessen (deli) – sells specialist food not normally found in supermarkets. For example, an Italian deli, an Asian deli.

bookshop / bookstore – books.

market – market traders (people who work on a market) have stalls that sell fruit and vegetables, clothes, household items and so on.

pet shop – for pets and pet food.

flea market – a group of stalls selling old furniture or clothes.

tea shop (UK) – like a cafe, but sells tea and cakes.

petrol station (UK) / gas station (US) sells petrol, car products and sometimes food.

Kinds of Shops

supermarket

mall

store

department

– clothing

– food

– drug

– book

shop

– charity

– record

– toy

– china

– furniture

– hardware

– counter-service

perfumery

audio video

florist's

dairy

grocery

greengrocer's

baker's

butcher's

-- shoe	– self-service	confectioner's
– music	hosiery	Fishmonger's
– antique	jeweler's	tobacconist's
– candy	chemist's	haberdashery
– second hand	knitted goods	newsagent's
optician	ladies' fashion	Stationer's
boutique	sports fashion	drapery

Shopping Facilities

shopping bag	cash desk
carrier bag	information desk
basket	counter
scales	checkout
trolley	shop-window
cart	fitting-room

Shopping Activities

go shopping	serve
do the shopping	display
make a purchase	try on
sell / buy / pay	stand in a queue
give a refund	wrap up a purchase
weigh	make a shopping list

Prices

high	afford the price	costly
cheap	retail price	priceless
low	wholesale price	expenses (at one's expense)
reasonable	offer / give a discount for	bargain
cost	reduce prices	pick up a bargain in the sales

Other Shopping Terminology

stock (be in / out of / stock)		customer receipt
be supplied with	change / exchange	cheque
be in demand	match / fit	credit card / note
buy in bulk	blow money	save for a rainy day

How much does it cost? / How much is it? / What's the price for it?

Helpful Words and Phrases

closing (opening) time – время закрытия (открытия) магазина

to attend (to), to serve – обслуживать

to be stock size – иметь стандартную фигуру

to take size... gloves – носить... размер перчаток

to wear shoes size... – носить размер обуви

to be dress size... – носить размер платья

to be misfit – плохо сидеть
to come into fashion – войти в моду
all the vogue – крик моды
dowdy – непривлекательный
to afford – иметь возможность, быть в состоянии, позволить себе
can't afford smth, to buy smth – не по средствам что-то купить
canned beer – баночное пиво
drink gondola – стойка с напитками
off-licence shop – винный магазин
bunch of flowers – букет цветов
of grapes – гроздь винограда
of parsley – пучок петрушки
of keys – связка ключей
joint of beef – кусок говядины
to stock up – запастись (продуктами)
to sell smth by weight – продавать на вес, поштучно
by head

Idiomatic Expressions

to pay through the nose – платить бешеные деньги
to pay the devil – поплатиться за что-то
to pay for one's whistle – дорого заплатить за свою прихоть
to pay smb in his own coin – отплатить той же монетой
into the bargain – к тому же, в придачу
a bargain is a bargain – уговор дороже денег
no bargain (sl) – не бы весть что (о непривлекательном человеке)
I don't buy if (coll) – не верю (объяснениям), разг.
sell one's saddle – впасть в нищету
to sell smb short – подводить, продавать кого-то
to sell one's rival short – недооценивать противника
to buy a pig in a poke – купить кота в мешке

UNIT 2. VOCABULARY EXERCISES

Ex. 1. Match the definition in column A with the terms in column B.

A	B
1) available immediately for sale;	a) a mark-down;
2) sheltered shopping area;	b) sales tax;
3) lovely outing with much spending of money;	c) bargain;
4) reduction of price;	d) impulse shopping;
5) thing acquired on terms advantageous for buyer;	e) shopping spree;
6) sudden tendency to buy without reflection;	f) shopping mall;
7) small fee added to the cost of purchases;	g) in stock;
8) trader's booth;	h) out of stock;
9) not available immediately.	j) stall.

Ex. 2. Fill in the blanks with the corresponding words (from the list below).

A word of caution about... stores and... . Some... stores are not actually any... than other stores in the area. In others, the merchandise may not be less..., but shoddy and not worth the... charged. Some stores perpetually advertise..., even though they never have sold the merchandise at the “regular”... . A store may... something at a low price in the hope that if you come into the store, you will not only... that item but other items at... prices as well. To avoid this kind of trap, ...prices at different stores to be sure you are actually getting a... . Do not buy something you do not need or want if you are shopping where some items are on... . Avoid... buying. It does not mean that you cannot find real... at... stores or at...; it means that you must... carefully at all items.

price (2), cheaper, purchase, regular, discount (2), compare, advertise, shop, expensive, sale(s) (4), bargain (2) impulse, bargain(s) (2)

Ex. 3. Make up questions to which the following sentences might be the answers.

1. This coffee costs a good deal more than I pay.
2. Yes, there is food section over there. They usually have a good supply of teas there.
3. They sell all kinds of over-coats on the second floor.
4. I can't drag myself away from this jewellery show-case.

Ex. 4. Name 10–12 things you might buy at:

1. Men's outfitter's. 2. Household goods department. 3. Children's department. 4. Haberdasher's. 5. Textiles. 6. Shoe shop.

Ex. 5. What do we call:

- 1) a very large self-service shop which deals with foods and household goods;
- 2) a shop, which sells liqueurs, spirits and wine;
- 3) a weighing instrument;
- 4) a wire-basket on wheels used in shops for transporting customers' purchases;
- 5) the space in the supermarket where goods on sale are displayed;
- 6) a machine in shops with a drawer for money, recording the amount of each sale.

Ex. 6. Fill in the blanks with fit, match, suit, become.

1. I don't feel comfortable in these shoes. Do you think they... me?
2. Could you show me a pair of gloves... my bag? 3. Buy a blue scarf; this colour... more than any other and... your coat.
4. The carpets should... the curtains.
5. She was wearing a brown dress with hat and gloves... 6. Oh, yes, the size is all right; it... you very well but it does not... you to wear such a short skirt.
7. You should also have shoes that... well when you intend to go for a long walk.
8. Does the climate... you (your health)? 9. It does not... you to have your hair cut short.

Ex. 7. Match up the shop (departments) with the appropriate goods.

- | | |
|--------------------------|---|
| 1) Knitted wear; | a) drawing pin, paper clip, blotting paper; |
| 2) Haberdashery; | b) paperback, post stamp, greeting cards; |
| 3) China and glassware; | c) vacuum cleaner, bulb, dish-washer; |
| 4) Stationery; | d) living room suite, cabinet; |
| 5) Perfumery; | e) pendant, silverware, candlestick; |
| 6) Record department; | f) cups, plates, vases, teapots; |
| 7) Electrical equipment; | g) muffler, jersey, mittens; |
| 8) Newsagent's; | h) bric-a-brac, silver bell; |
| 9) Furniture shop; | j) records; |
| 10) Hardware goods; | k) scissors, tape, ribbons; |
| 11) Jeweller's; | l) scent, eye-shade, hand cream; |
| 12) Antique shop. | m) knife, screws, watering-can. |

UNIT 3. LONDON SHOPPING LIFE

1. *Do you think the big stores of London differ from Belorussian ones?*

TEXT A. THE BIG STORES OF LONDON

One of the features of London is the number of big stores, most of which are to be found in or near the West End. These stores are a mixture of tradition and modernity.

They developed in the nineteenth century; they maintain the dignity of that century, yet they are always ready to follow new trends.

The big stores of London are vast buildings, many storeys high, equipped with speedy lifts and escalators, with well-planned lighting, ventilation and heating.

Departments are carefully named; “Budget Dresses” are really cheap dresses – but no customer likes to be thought of as a “cheap” shopper. The same applies to “Ready-to-wear”; it used to be used for the garments that were not made-to-measure, though now off-the-reg clothes are the rule rather than the exception. “Mother-to-be” or “Lady-in-Wait-ing” will often be found instead of the conventional “Maternity Wear”. Then there are newer words for the new trends in fashion – “Mix-and-Match”, “Unisex”, which are used alongside the more old-fashioned names: “Haberdashery”, “Millinery”, “Gowns”, and sometimes still the words derived from the French – “Mantles” for coats, “Layette” for baby-wear. Another feature of London’s shopping life is the chain-stores, in which the goods are displayed on open counters. A wide variety of goods is offered – chiefly foodstuffs, household goods, clothing and stationery. These chain-stores have branches in most British towns of importance.

One very well-known firm of chemists has shops in many parts of London (and elsewhere); here you may buy not only medicines but also cosmetics and toilet supplies.

Dairy firms have shops in various parts of London, too, and in these you may buy not only dairy produce but also groceries, soap and household articles.

Most of the food stores, called supermarkets, operate on the self-service system: you go in, pick up a basket, walk round the shop and choose what you want. At the exit there is a check-out point; a cash-desk where you pay for all your goods together.

Ex. 1. Comprehension questions.

1. What kinds of stores are the features of London's shopping life?
2. Why are the big stores of London called a mixture of tradition and modernity?
3. Why are the departments in the stores carefully named?
4. Which stores have branches in most British towns of importance?
5. What is characteristic of the British chemist's and dairy shops?
6. How do supermarkets operate?

Ex. 2. Find in the text equivalents to the following words and phrases.

1) характерная черта; 2) сочетание старого и нового; 3) новые направления в моде; 4) многоэтажные здания; 5) продуманно названные; 6) «экономичное платье»; 7) общепринятый; 8) старомодный; 9) выставлять; 10) широкий выбор товаров; 11) филиал, значительные города; 12) молокозаводы; 13) фармацевтическая фирма; 14) туалетные принадлежности; 15) хозяйственные товары; 16) работать по принципу самообслуживания; 17) контрольный пункт.

Ex. 3. Make up questions to which the following sentences might be the answers.

1. These are stores where a wide variety of goods is offered-displayed on open counters.
2. You may also find it at the local chemist's.
3. Most of the big department stores are to be found in or near the West End.
4. They sell cheap dresses there.
5. You pay for all your goods together at the exit.
6. In this department they sell clothes suitable for both sexes.
7. I think you should try the local chain store. They have the same supply as in London.

TEXT B. SHOPPING SPREE IN LONDON

Napoleon Bonaparte called England a 'nation of shopkeepers' and even today shopping is something of a national pastime. London may be one of the most expensive cities in the world, but the unique culture of Britain, its history and traditions of fine workmanship mean that you can buy many things here that you simply won't find anywhere else.

Along with Paris, New York, and Milan, London is a contender for the title of fashion capital of the world. Buy a new outfit here and in a season or two everyone back home will be emulating your trend-setting style.

The premier shopping district in London is the West End. Oxford Street in Soho and the surrounding streets are where you'll find clothing chains such as Top Shop, Next and Nike Town – but bigger and better than anywhere else in the country. Once you've been shopping on Oxford Street you'll understand the true meaning of 'shop till you drop'. It can be exhausting, especially at the weekends when you'll expend a massive amount of energy just elbowing your way through the crowds.

Less run-of-the-mill are London's legendary markets, selling a wide selection of fresh fruit and vegetables, meat, fish and other foods, household articles, flowers, music and cheap clothing on a specific day of the week. Farmer's markets, like Borough Market in south London, sell specialty and locally produced foods. There are flower markets like London's Columbia Road and Nine Elms, Billingsgate fish markets, as well as antiques or flea markets. Every Saturday, Portobello Market stretches for some two miles around the streets of Notting Hill, selling antiques, junk, crafts, fashion and food. You have to be up at dawn to get a bargain at the Bermondsey Square antiques market in south London – it's open from 4.00am to 1.00pm every Friday. Ask what their 'best price' is and be prepared to haggle.

When it comes to London department stores, it's not so much a matter of what to buy as what can't you buy. These massive, multi-story emporiums sell everything under the sun all under one roof. Departments typically include menswear and womenswear, technology, toys, food, homewares, shoes, handbags, accessories, gifts and more. Usually department stores stock a range of different brand products, but some also have their own product lines.

London department stores have a noble history of trading in England's capital that goes back centuries, almost all having started out as tiny, individual-run shops.

bargain – something on sale at a lower price than its true value.

haggle – to argue about the price of something in an attempt to make the seller reduce it.

trendsetter – a person, who starts new fashions, especially in clothes.

Ex. 1. Read the text again paying attention to more details and complete the following statements.

1. London is a... for the title of fashion capital of the world.
2. Buy a new... here and in a season or two everyone back home will be emulating your... style.
3. The premier... in London is the West End.
4. Ask what their 'best price' is and be prepared to...

5. These massive, multi-story... sell everything under the sun all under one roof.

6. Department stores... a range of different brand products, but some also have their own product lines.

Ex. 2. Explain the meaning of the following word-combinations.

A national pastime; fine workmanship; contender for the title of fashion capital; to emulate your style; shop till you drop; elbow your way through the crowd; run-of-the-mill; flea-market; to haggle; emporiums; under the sun.

Ex. 3. Agree or disagree with my statements.

1. In London's market you may buy unique things, that you will never find anywhere.

2. If you buy some outfit in London, you will look old-fashioned.

3. The East End is the main shopping district in London.

4. It's better to go shopping at the weekend as there are not so many people there.

5. London's markets are also popular.

6. You can find a real bargain at the market only when it's closing.

7. People in Britain hate haggling.

8. It's hard to imagine what you can't buy at London's department stores.

9. The department store usually don't have their product lines, they stock a range of different brand products.

10. All the departments are very old and started as individual run shops.

Ex. 4. Answer the questions.

1. Why is England called a "nation of shopkeepers"?

2. What do traditions of fine workmanship mean?

3. If you buy a new outfit in London, what can it indicate?

4. What street is famous for its shopping?

5. What are legend markets and what do they sell?

6. Which market sells antiques, crafts, fashion, food?

7. When can you get a bargain there?

8. Do customers haggle in order to get the best price?

9. How can you describe London's department stores?

Ex. 5. Match the idioms using the word 'shop' to the definitions.

1) to shop around;

a) to discuss work issues in your free time;

2) to shop until you drop;

b) to tell the police that someone has committed a crime;

- | | |
|---------------------------------------|---|
| 3) to talk shop; | c) to be disorganized and confused; |
| 4) to go window shopping; | d) to rush around and knock things over; |
| 5) to shoplift; | e) to buy many things (often without thinking too much about the cost); |
| 6) to shop someone; | f) to look around the shops but buy nothing; |
| 7) to be all over the shop; | g) to go shopping until you are so tired you can't carry on; |
| 8) to be like a bull in a china shop; | h) to look for the best price; |
| 9) to go on a shopping spree. | j) to steal something from a shop. |

Ex. 6. Read the text below and replace the underlined phrases in the text with 'shop' idioms that you have just learnt.

When I was at university in London, I used to love to pop into town on a Saturday afternoon and take a break from (1) **discussing work with my classmates**. Unfortunately, since I was a student and I had to be careful with my money, I usually ended up (2) **just looking**. If, on the odd occasion, I did need to buy something, I had to (3) **search for the best price** and went (4) **around in a panic to find the best deal**. I have my first job now and don't live in London anymore. When I get the chance to go back, I usually (5) **buy lots of things** and (6) **carry on shopping until I am exhausted**. It's all very exciting but I (7) **rush around and knock things over** as I try to find what I'm looking for.

UNIT 4. DEPARTMENT STORE

1. *Do you like buying presents?*
2. *Where do you usually buy presents?*

TEXT A. BUYING A PRESENT

My friend will have a birthday party in a week, so I have decided to look for a birthday present for her. I went to the Central Department Store which is situated in the center of our city. It's a multistoried building where one can get everything in the way of food and manufactured goods. I must confess it was so difficult to make a suitable purchase in such a huge shop with a lot of counters and shelves. When I arrived at the Central Department Store I first admired the window dressing. Then I went along the ground floor and looked into the shop – windows of the grocery, where I could see all kinds of food stuffs: meat, fish, tinned food, sausage, fruit, wine, sweets, chocolates, etc. There were some commercial counters on the ground floor and I found myself in a fantastic motley city of different things. Then I went upstairs to the first floor, where I couldn't help admiring at seeing various goods. There were on sale: haberdashery, stationery, hosiery, leather-wear, knitwear. To tell you the truth, I was impressed by a great choice of silk skirts and shirts, different kinds of frocks and coats, leather boots and shoes, woolen pullovers and sweaters, jeans and suits, jackets and blouses, bags and wallets. There one can get everything in the way of clothes wanted by men, women and children: footwear, knitwear, ready-made clothes, furs, and what not. I admired the cut and the style of a light summer frock. It was the latest fashion and I made up my mind to try it on. A pleasant-looking shop-assistant proposed me to put the frock on and look in the mirror. But unfortunately, it was a bit loose on me and did not suit me perfectly. On the second floor of the Department Store I could see all kinds of household utensils: crockery, china, electric appliances, cutlery, pots and pans, vacuum-cleaners, washing-machines, cameras, radio and television sets, computers, stereo cassette recorders and many other things one may want in the house. Besides, there were perfumery, florist's gift and souvenir departments. The shop-assistant suggested looking at a beautiful watercolor. I liked that nice picture very much and I was sure my friend would like it too. The price of the present was not very high, I must admit. So, I have paid the money at the cash-desk. The cashier gave me a receipt and I came up to the shop-assistant with it again. I produced my receipt and obtained a wrapped parcel with

a shirt. She thanked me and added they were always glad to see me at their shop. I felt very excited at the thought that I had bought a very nice birthday present and left the shop.

On my way home I suddenly remembered that my mother had given me a few errands.

We've run out of bread and I had to drop in at the baker's to buy a loaf of white bread, a loaf of brown one, five rolls and half a dozen small cakes. There was a long queue at the grocer's, but I had nothing to do but stand in the line for half an hour to buy a kilo of sugar and some sausage. Then I bought some fruit (bananas and apples) at the vegetable stall near the bus stop.

I was lucky to buy everything I wanted. Frankly speaking, I like to go shopping.

Ex. 1. Translate from Russian into English.

Я должен признаться; не могу не восхищаться; по правде говоря; должен признать; несколько поручений; оформление витрин; немного свободно; подходящая покупка; прилавков; кухонная утварь; посуда; столовые приборы; очередь.

Ex. 2. Agree or disagree with the following statements.

1. The narrator went to the Central Department Store to find a birthday present for her sister.
2. The shop was so huge, that it was difficult to make a suitable purchase.
3. The narrator found the present at once and went home.
4. She liked the cut and the style of a summer frock and she bought it.
5. The great choice of silk skirts and shirts didn't impress the narrator.
6. She bought a nice picture as a birthday present.
7. The price of the present was rather high.
8. On her way home she bought some bread and butter.
9. She bought some fruit at the supermarket.
10. The narrator is not very fond of shopping.

Ex. 3. Answer the questions.

1. How can you describe a Department Store?
2. What did the narrator admire first?
3. What departments couldn't the narrator help admiring on the first floor?
4. What departments were there on the second floor?
5. What did the narrator decide to try on? Did she buy it?
6. What did she feel when she bought the present? Why?
7. What did she have to buy on her way back?
8. Did she spend much time?

TEXT B. HARRODS – THE WORLD’S FAMOUS DEPARTMENT STORE

Harrods is a name that most shoppers are familiar with. This London icon is a world-class store and has become a tourist attraction as well – 15 million visitors a year is the kind of number that most retailers would drool over. But Harrods isn’t only for the tourist. For over 160 years, this upmarket London department store has been pampering the British upper-class with their range of luxury goods and services. For the local shopper, Harrods Food Halls are legendary and a source of glorious foods from all over the world.

The world’s greatest department store was established on its current site in 1849 by Charles Henry Harrod, a wholesale grocer. Harrod’s son Charles Digby rapidly grew the business and by 1880 employed 100 staff. Harrods’ motto is “Everything to Everybody Everywhere”.

Covering a space of more than one million square feet, Harrods is Europe’s biggest department store. Its 330 departments are home to everything from clothing to cosmetics, jewelry to food. The store is well-known for its luxury and designer product offerings.

As well as merchandise, Harrods has a full range of in-store services including gift wrapping, personal shopping, price matching, home delivery, pharmacy, spas, wellness clinic, interior design, tailoring, store credit, personal stylist and more. If you need helicopter service for your time in London, Harrods can offer this and Harrods Bank can look after all your private banking needs as well.

For those looking not merely to buy – but to experience – on any given day you may find opera singers performing at the top of the Egyptian Escalators or a future star serving at one of the counters. Pierce Brosnan once worked in the pharmacy and the original Darth Vader was a fitness consultant in the sports department. There are over 30 eateries in-store so you won’t go hungry here.

But for those who do want to shop... In these seven floors, once housing the world’s first escalator, can be found 4.5 acres of... well, everything. And thanks to the 12,000 light bulbs you’ll have no difficulty seeing it. Even if all you want is a humble drink of cool water, you can have a sip drawn from one of the under-the-site artesian wells.

Here you can purchase any of over 300 varieties of cheese or have a unique chocolate drink, such as an Italian ‘suckao’ available from the Chocolate Bar. You could even purchase your own custom-made Madame Tussaud’s waxwork – for a mere £250,000. If you’re on a budget, you can bid for the £20,000 24-karat gold Lindt bunny.

On the way out, since you haven't any money left, take a look at the extraordinary chandeliers or the specialized jewelry. But be sure to bring your ear plugs and elbow pads. Harrods is full not only of a million square feet of merchandise, but hordes of shoppers and visitors from all over the world.

Ex. 1. Find synonyms in the text or guess the definitions.

Of a very high quality; to spoil; only rich people can afford them; goods; plain, common, ordinary; buy; rabbit; to offer the price; mass, flock; shopkeeper.

Ex. 2. Finish the ideas according to the text.

1. Harrods is a name...
2. This London icon has become...
3. For local shoppers Harrods Food Halls...
4. Harrods' motto...
5. Harrods covers...
6. The store is well-known for...
7. Harrods has a full range...
8. Harrods' bank can...
9. There are over...
10. These 7 floors once housed...
11. Harrods is full not only of...

Ex. 3. Answer the questions.

1. Why is Harrods so popular with the tourists and Londoners?
2. How many departments are there at the Harrods?
3. What can you buy there?
4. What else can you find at the Harrods except goods?
5. Whom can you meet at the Harrods?
6. If you are thirsty what can you have?
7. Why do you need ear plugs and elbow pads?
8. What are your impressions about this department store? Would you like to visit it?

UNIT 5. SUPERMARKET

Ex. 1. Match the following words with the correct item in the Figure 1.

Shelves; customers; check-out; cashier; trolley; queue; assistant; till; manager; basket.



Figure 1 – Going shopping

Ex. 2. Put each of the following words and phrases in the correct space in the passage below.

Pay; push; find; spend; take; buy; sell; need; complain; look for.

I love shopping. I love looking around the shops and seeing all the things and all the people. My friend say I love to... money. It's probably true. There's a very good supermarket near me. They have everything you... for your house. If you want a tin of sardines, a tube of toothpaste, a box of chocolates, a carton of milk, a packet of biscuits, a bottle of beer or a jar of jam, you can... it at the supermarket. They... everything. If you want a lot of things , you can use a trolley and... it in front of you. If you don't want much, you can use a small basket. Then... the things you want. If you can't... them on the shelves, ask an assistantfor help. When you see what you want, you just... it from the shelves and put it in the trolley. Whe you have everything, you must stand in the queue at the check-out to... Give your money to the cashier. He or she will put it in the till and give you your change. If there is anything wrong? If the service isn't good, customer can... to the manager. Our supermarket is super.

TEXT A. SHOPPING HEAVEN?

Ex. 1. Pre-reading. Think then discuss the ideas with partner.

1. What do you like or dislike about supermarkets?
2. What are the pros and cons of shopping there?

Ex. 2. Reading. Read the article and compare your ideas from pre-reading activity.

Cheap food, hidden cost – supermarkets have it all. By Sam Gordon.

Have you been shopping recently? Where did you get your food? From the baker, the butcher or the greengrocer? Or did you simply go to the supermarket? The world of shopping has been revolutionized by supermarkets. But is it all good?

The concept of “supermarkets” was developed in the USA. The first supermarket opened in New York in 1930 and was called King Kullen (named after King Kong). The store’s motto was “**Pile** it high. Sell it low”. The idea **caught on** quickly and now there’s a supermarket on almost every street corner.

And that’s no surprise. After all supermarkets offer a lot of benefits. We no longer have to walk up and down the high street to get our weekly **supplies** – we can do it all in one place. And the place is often open 12 hours a day or even more. There’s greater choice too with some supermarkets offering up to 40 000 different products. So, it seems that everyone’s a winner. But as always – it’s not quite that simple.

Actually, many of the things that make supermarkets so **appealing** come with hidden costs – if not for us, then for someone else. For example, supermarkets are now so powerful that they can more or less decide what they want to pay their **suppliers**. That can have a devastating effect on farmers and other producers. Basically, supermarkets pay what they want and many small producers have **gone out of business**.

Local shops can suffer too. In smaller town where supermarkets open, local stores are often driven out of business because they cannot compete on price. In the UK, Tesco (the largest **chain**) controls 30 % of the market alone. In 2006, the town of Inverness in Scotland was branded “Tescotown” because more than 50 % of every £1 spent on food was spent in one of its stores. The situation has become so serious that many people now **launch** campaigns to stop supermarkets from opening in their towns.

Many people also worry about where the food comes from. Supermarkets claim to buy lots of fresh produce from their local suppliers.

But even if they do, it will probably make a journey of hundreds of miles via packing plants and distribution centres. Sometimes it/s much farther than that. Some surveys have shown that even in the height of the UK apple season, many supermarkets import more than half of their apples from **far-flung places**. The “fresh” fruit is picked, packed, frozen, flown, defrosted and distributed before it reaches the shelves.

And all of this is damaging the environment, too. A recent report suggests that the food industry is responsible for a third of all **greenhouse emissions**. Transportation plays a major role because supermarkets often import food from great distances, and this adds more to their **carbon footprint**. And what about those **huge** fridges and freezers **humming away** all day and night? In fact, surveys have shown that one supermarket emits more CO₂ than 60 small shops and greengrocers combined.

There’s no doubt that supermarkets have changed the way we shop, but are we paying too much after all?

Glossary:

1. **To pile**. If you “pile” things on top of one another, you form a high mass of these things by placing one thing on top of the other.

2. **To catch on**. If something “catches on” it starts to become very popular.

3. **Supplies**. Food and other things that people need.

4. **Appealing**. Attractive

5. **A supplier**. A person or a company that sells things such as goods or equipment.

6. **To go out of business**. To stop functioning as a business; to close because there is no more money.

7. **Local**. That is from the area you are referring to.

8. **To drive out of business**. To force a business to close / stop functioning, or to leave an area.

9. **A chain**. A chain of shops / hotels etc., is a number of them all awned by the same company.

10. **To brand**. If someone or something is “branded” a particular name (often something negative), they are given that name.

11. **To launch**. To start

12. **Far-flung places**. Places that are very far away.

13. **Greenhouse emissions**. The release of gases that cause the greenhouse effect (the warming of the planet).

14. **A carbon footprint**. The amount CO₂ you produce.

15. **Huge.** Very big.

16. **To hum away.** If a machine is “humming away”, it is producing a low, continuous noise while it is functioning.

Ex. 3. What are the numbers / figures / dates etc., referring to?

1930; 12 hours; up to 40 000; 30 %; more than 50 %; more than half; 60.

Ex. 4. Language focus. Phrasal verbs with “catch”. Complete the sentences below and guess the meaning of the phrasal verb from the context.

End; money; north; hard.

1. The new craze is really catching on, especially in the...
2. She was lying but they caught her out in the...
3. He was really behind at work and finding it... to catch up.
4. By the time they caught up with the thief, she had spent all the...

Ex. 5. Explain how you understand the following ideas.

1. The world of shopping has been revolutionized by supermarkets.
2. Pile it high. Sell it low.
3. Many of the things that make supermarkets so appealing come with hidden cost.
4. It has a devastating effect on farmers.
5. Many producers have gone out of business.
6. Local shops are often driven out of business.
7. Many people launch campaign.
8. Huge fridges and freezers hum away all day and night.

Ex. 6. Answer the questions.

1. Was the idea of supermarkets popular at the very beginning?
2. What are the benefits of a supermarket?
3. What can supermarket decide being so powerful?
4. What effect does it have on local farmers and shops?
5. Why do people worry about the quality of food?
6. What damage to the environment do supermarkets do?
7. How can you sum up the idea of the text?

Ex. 7. Discussion.

1. Which supermarket do you shop at? Why?
2. What are your favorite supermarket sections?
3. Have you ever been to the supermarket in another country? What was it like?

TEXT B. A SUPERMARKET

When you come to the supermarket, you see the following picture.

A huge sales floor with pretty pyramids of goods, a lavish assortment of groceries, bakery and confectionery goods, canned vegetables, fruit and dairy products; wines, spirits, mineral water, juices and syrups. Perishables – cold meats, meat fish, milk and all dairy products – are kept in special reach-in refrigerator units. Fresh vegetables, fruit and citrus fruits are displayed in trolleys. There is a special stand with all sorts of household knick-knacks, where every housewife is-bound to buy something. There is a large range of baby foods. The smallest customers, who are led by the hand or sit importantly on special benches or in the trolleys where mother or father deposit their purchases, have not been forgotten. Each item has a label which indicates the date, price, weight and cost. The automatic tills determine the cost of purchases and the amount of change in a flash.

A large number of items on sale, the open display of goods, the possibility to buy everything in one shop and the swift service draw customers to such shops from the day they opened. The equipment on the sales floor, the packaging departments and in the storage premises is of the latest design. The optical and electronic scales have stepped up immeasurably the process of weighing a purchase, and determining the cost of a given weight. The special vacuum packaging ensures that foods retain their quality and look, up to 5 days, unimpaired. All the goods are prepared for sale in the packaging departments which are separated from the sales floor by windows, i.e., the customers can see the process. The population of the district is very pleased with such new shops.

Ex. 1. Translate from Russian into English.

Щедрый ассортимент; скоропортящиеся продукты; безделушки для дома; автоматическая касса; привлекать покупателей; вакуумная упаковка; тележка; ценник, ярлык; моментально.

Ex. 2. Prove the facts according to the text.

1. It is easy to know the date, price, weight and cost of the goods.
2. The smallest customers are not forgotten.
3. The foods retain their quality and look up to 5 days unimpaired.

Ex. 3. Agree or disagree with the following statements.

1. The largest stock of goods can be found only in the supermarket.
2. The best fruit in season are available only at the markets.

3. Shopping in the supermarket is swift.
4. In the supermarket it isn't easy to make up your mind what to buy as music playing in the background attracts your attention.
5. Keep your wits about you not to buy junk in the street market.
6. You can have your provisions delivered both in town and in the country.
7. The turnover of a local market is larger than that of a supermarket.
8. Going to different places and comparing prices and quality you may choose the best place for you to shop.

Ex. 4. Questions on the text.

1. What is a supermarket? What system does it operate on?
2. What can you say about the assortment of goods in the supermarkets?
3. Where are perishables kept? Fresh vegetables and fruit?
4. What is attached to every item you buy there?
5. How do automatic tills help the cashiers?
6. What scales are used to weigh a purchase and determine its cost?
7. What helps the foods sold there retain their quality and look unimpaired for 5 days?
8. What draws customers to such shops?
9. Put down advantages and disadvantages of supermarkets.

Ex. 5. Describe your visit to a supermarket. Use the following words and phrases.

to go to a supermarket to buy... ; to be back soon; not to have been there for more than 30 minutes; it's one of the best things about them; had I gone to half a dozen different shops I would have taken much longer; not to be overcrowded; brightly lit; well laid out; there is plenty of room for the customers to walk about; to move along the aisles of goods; to push one's little cart (or to carry a basket in one's hand); to fill it with packets; a few assistants; there is no need for many assistants; ready-packed; the goods are tidily arranged on trays and long shelves; the shelves are well stocked with a very wide selection of attractively packed goods; the goods are within easy reach; the price is printed on every packet; the prices are clearly marked; the assistants fill up (the) shelves and cases that become empty; They see that everything has a price stamped on it.

Ex. 6. Questions on the topic.

1. Do you like to go shopping? Why? (Why not?) Is shopping anything but a boring necessity for you?
2. What shops do you visit frequently when you go to buy foods? How often do you go to buy foods?
3. When do you

find it necessary to draw up a shopping list? 4. Do you prefer to do your shopping at the small local shops or the big stores and supermarkets? Explain your preference. 5. How are the goods arranged in large self-service shops? Are these shops overcrowded? 6. What do you consider to be the advantages and disadvantages of small shops on the one hand and large shopping centres on the other? Do you prefer self-service or counter service? 7. Is there any supermarket near your house? Do you often go there? What can you buy there? 8. Do you like the self-service idea at our supermarkets? What are the advantages for the housewives? Describe a housewife's typical morning shopping for food. 9. Do you ever go to buy food(s) at the market? Why do many housewives prefer to buy food (vegetables and fruit especially) at the market? 10. Do you normally prefer frozen or tinned foods? Why? Are there any kinds of food you find preferable in their frozen or tinned forms to their natural state? 11. Do you ever do your ordering by phone? Is it convenient? 12. Is there any department store near your place? Is it a big store? How often do you go there? 13. Would you prefer to do all your shopping in one huge department store or in a number of specialist shops? Why? 14. Say something about helpful and unhelpful shop assistants. 15. Do you think that shop assistants should act according to the principle "The customer is always right"? How should customers treat shop assistants? Do you find that shop assistants are, in general, polite and helpful? If not, why do you think this is so? 16. Do you like to go shopping alone or do you prefer to have a friend with you? Why?

UNIT 6. ON-LINE SHOPPING

Active Vocabulary

To deliver	Delivery
To deliver through the mail	To browse
To browse through / among categories	a browser
Order	
To search for goods	
To look at the pictures	
To read customers reviews	
To put into “Virtual Trolley”, “Shopping cart”	
To pay through the nose	

Ex. 1. Put the words and phrases from the box below into the right categories (online shopping, offline shopping, both).

Delivery; shopping assistant; checkout; out of stock; on sale; discount; order; shopping cart; return; search engine; bargain; aisle; queue; changing room; wishlist; shipping cost.

Ex. 2. In pairs, discuss the following questions.

1. Have you ever bought anything online? If yes, what was the last thing you bought on the Internet and where did you buy it exactly?
2. What kind of problems can you have when you buy on the Internet?
3. What was the last bargain you got (online or offline)?
4. Do you prefer to do shopping online or in traditional, physical stores? Why?
5. When do you think everybody will buy things only online?

Ex. 3. Fill in the sentences with the verbs from the box below to create phrases related to shopping.

Spend; make; use; change; shop; place; make; visit; add; get.

1. You can always return a product bought online if you... your mind or if it doesn't fit you.
2. It is easy to... around online and find the best deal very fast.
3. A lot of people... too much money on clothes or gadgets.
4. If you want to... an order, click the green button and make the payment.
5. If you want to... a complaint about products you bought at our store, complete this form and send it to customerservice@acme.com

6. How many stores do you usually... when you go shopping?
7. Enter your credit or debit card details and any other information required and click “confirm card details” to... a payment.
8. When you make a decision, simply select quantity and... the product to the cart.
9. You can... coupons to save money on everyday things such as your grocery shopping.
10. We promise you 30-day satisfaction guarantee, which means that you can return the product within 30 days and... a full refund.

Ex. 4. Read the text about the Singles’ Day and answer the questions below it.

Singles’ Day always falls on November 11th because the date 11/11 represents four ones, or four singles, standing together. It was originally called “Bachelor’s Day” and the celebration began among students at China’s Nanjing University around 1993 as a sort of anti-Valentine’s Day. Interestingly, Singles’ Day has become the largest online shopping day in the world. The holiday became an important commercial event in China during the first decade of the 21st century when the Chinese e-commerce giant Alibaba offered products with big discounts on its platform for 24 hours, starting at midnight on Nov 11, 2009. Since then, Singles’ Day has become a super shopping day, like the post-Thanksgiving Black Friday and Cyber Monday in the U. S.

1. Why and where was Singles’ Day invented?
2. Why is it celebrated on November 11th?
3. What is Singles’ Day similar to nowadays?

TEXT A. I’M ADDICTED TO SHOPPING FROM HOME!

Shopping from your living room used to be decidedly unglamorous. But with the explosion of top quality catalogues, the Internet and TV shopping channels, that’s not the case any more...

Val Moody, 57, from Peterborough, is married to Brian, 56. The couple have two grown-up children.

I’ve always been a shopaholic – I get a real thrill out buying something new and I can’t help buying on impulse if I see something that really takes my fancy. But four years ago I had major surgery on my back and I was laid

up in bed for several weeks. I was so bored that the only things I could do to fill the time was flick between TV channels. Then one day while I was doing this, I discovered the world of TV shopping and since then, I haven't looked back. Even though I'm now back on my feet, I'm still a total TV shopping addict. I spend at least three hours a day watching the shopping channels, Ideal World TV, and I shell out around 5 000 pounds a month on goods I've seen advertised on it. We don't have a mortgage to pay but my daughter Lisa thinks I'm mad. She asked the other day why I've bought myself another bread maker I explained that the one I've already got (also bought from TV shopping) takes two hours to make bread and this new one takes just 58 minutes. I couldn't resist it. The great thing is that, unlike departments stores where the assistants never seem to know anything about the products they are selling, on TV you get a complete demonstration of the item before you buy it. I'm always on the lookout for more new cleaning equipment – we've got four Great Danes, a small dog and four cats. So far I've bought six vacuum cleaners and a fantastic steam cleaner that does everything from curtain and carpets to work. Surfaces and the oven! My husband is a plumber and he always needs new tools. They come up for sale on the TV a lot, so I buy him anything useful I see.

I've never been a browser and I can't understand anyone who goes window shopping when the shops are closed. Why bother if you can't buy anything? No, for me the buzz is in the purchase and if it's a bargain, I've got to have it.

Sharon Burns, 27, from Woking in Surrey, is a marketing director. She's engaged to Kieron, 28.

Without the Internet, I'd be the world's worst shopper. I used to work in the West End of London but I found it so stressful at lunchtimes trying to beat my way through the crowds, make a halfway decent purchase and get back to my office in time, that I gave up altogether. Then, about four years ago, I discovered the Internet shopping and I was hooked. I started by buying books and CDs for my mum. She lives in Coventry and sending presents to her was always a hassle. But by shopping online, I could get gifts directly to her – and I could afford to buy more too because prices were so competitive. I then started doing all my food shopping online. Having worked in finance in the past, I know your credit details are safer on the Net than over the phone, so I've never had any qualms about that. I shop every week at Tesco's website – it only takes a few minutes to do and my groceries are delivered to my kitchen, saving me trouble of having to lug them upstairs to my second-floor flat. People wonder how I can bear to let someone else choose my vegetables and fruit. What if they're bruised or overripe? Well, I get round that by making fussy notes on every order, I even state the sell-by date

I want. I've bought everything from theatre tickets and holidays to Kieron's engagement present online. One thing I'm still waiting for is an online clothes facility that will tempt me away from old-fashioned department stores. So far I haven't plucked up the courage to buy clothes online because I know that if they don't fit I'll have to deal with returning them. But I've dipped my toes in the water by visiting a shoe website, so I'm sure it's just a matter of time before I finally take the plunge!

Ex. 1. Think of the possible attributes to the word "shopping".

Ex. 2. In the text find the phrases synonymous to the following ones.

Appealing, attractive, to stop, to be involved, to do smth without being able to stop wanting, to make things easier, to go window shopping, to be pressed for time, to doubt, smth that I like very much, to make smb do what you want.

Ex. 3. Find in the text the words and phrases.

Фактически; скоротать время; тащить сумки наверх; перехитрить; обратиться с духом; тщательно просматривать каталоги; легче сказать, чем сделать; рекламировать; покупать одежду по компьютеру.

Ex. 4. Agree or disagree with the following sentences. Comment on the situations.

1. For those who are working long hours going shopping is easier said than done.

2. Actually online shopping doesn't save you time.

3. It's very easy not to buy on impulse if you see something that really takes your fancy.

4. On TV you get a complete demonstration of the item before you buy it.

5. In most department stores the assistants never seem to know anything about products they are selling.

6. By shopping online you can get gifts directly to your friends or relatives.

7. When the goods are delivered you have to lug them upstairs yourself.

8. When you buy fruits online you have a chance to get them bruised or overripe.

9. Many people haven't plucked up the courage to buy clothes online.

10. If you buy clothes online and they misfit you, you can't return them back.

Ex. 5. How do we say.

1. To be crazy about; to be unable to imagine the life without smth.

2. To show smth on TV and explain the benefits of it.

3. To bring you what you have bought.
4. To look through the items offered.
5. To sit comfortably in the armchairs.
6. To lift smth to your flat.
7. Someone who is addicted to shopping.
8. To buy suddenly.
9. Too expensive to buy.
10. Out-of date.

Ex. 6. Discuss the following questions.

1. Is shopping online popular nowadays?
2. Describe the process of the Internet shopping
3. Are you addicted to anything?
4. Put down advantages and disadvantages of online shopping.

Ex. 7. Talk about the advantages and disadvantages of shopping online.

Ex. 8. Give expended answers to the following questions. Express your opinion.

1. Do you think that TV advertisements influence people?
2. If you had a possibility which kind of shopping would you prefer: shopping from catalogues or shopping online?

*Ex. 9. In groups, prepare arguments for or against this statement.
Online shopping is better than offline shopping*

UNIT 7. KNOW YOUR RIGHTS

1. *Do you agree with the saying that the customer is always right?*
2. *What are the main customer rights?*
3. *Why is it so important to know customer rights?*
4. *Have you ever complained about imperfect goods or services?*
5. *Did you succeed?*

Study and translate the vocabulary:

product safety	to be entitled to compensation
product liability suit	to keep the receipt
insurance policies	defendant / plaintiff
merchantable quality	damage
faulty goods	to hear the case
a complete refund	product safety contingency
a replacement	to care about consumers
to cancel the purchase	to exchange the goods

Ex. 1. Use your target vocabulary to replace these explanations.

1. To ensure a good condition for selling a product when it is not broken or damaged...
2. The act of replacing one thing with another, especially when something is broken or imperfect...
3. A sum of money that is paid back to you, especially because you returned goods to a shop / store...
4. A piece of paper that shows that goods or services have been paid for.
5. The hearing of the case about the company's breaking their side of the contract in court.
6. To have the right to demand money back or a refund.

Ex. 2. Complete these sentences using your target vocabulary in the appropriate form.

1. A customer may demand a... if he is not satisfied with the quality of the product.
2. The customer received a full... of the price of the goods he had found fault with.
3. A person who makes a formal complaint against somebody in court is called a...
4. Ask for a refund if the goods are...
5. If a customer files a lawsuit, the... is heard in court.
6. A customer must keep the... to prove that he has paid for the goods.

TEXT A. KNOW YOUR RIGHTS

Complaining about faulty goods or bad service is never easy. Most people dislike making a fuss. However, when you are shopping, it is important to know your rights. The following extract is taken from a leaflet produced by the British “Office of Fair Trading”, and it gives advice to consumers.

Your rights when buying goods

When you buy something from a shop, you are making a contract. This contract means that it’s up to the shop – not the manufacturer – to deal with your complaints if the goods are not satisfactory. What do we mean by satisfactory?

The goods must not be broken or damaged and must work properly. This is known as “merchantable quality”. A sheet, say, which had a tear in it, or a clock that didn’t go when you wound it would not pass this test.

The goods must be as described – whether on the pack or by the salesman. A hairdryer which the box says is blue should not turn out to be pink; a pair of shoes the salesman says is leather should not be plastic.

The goods should be fit for their purpose. This means the purpose for which most people buy those particular goods. If you wanted something for a special purpose, you must have said exactly what for. If, for instance, the shop assures you that a certain glue will mend broken china and it doesn’t you have a right to return it.

If the shop sells the faulty goods, it has broken its side of the bargain.

If things go wrong

If goods are faulty when you first inspect or use them, go back to the shop, say that you cancel the purchase and ask for a complete refund. If you prefer, you can accept a repair or replacement.

If the goods break down through no fault of yours, after you have used them for a time, you may still be entitled to some compensation. In some cases it would be reasonable to expect a complete refund – if, for instance, without misuse your shoes came apart after only one day’s wear, or your washing machine irreparably broke down after only three wash days. But if your washing machine worked perfectly for a while and then broke, you could only expect some of the purchase price back. You and the supplier must negotiate a reasonable settlement.

You need never accept a credit note for faulty goods. If you do so, then later find you do not want anything else in the shop or store, you may not get your money back.

If you have to spend money as a direct result of goods being faulty, you can also claim this from the shop. You could, for example, claim the cost of using a laundry while the washing machine wasn’t working. But you must keep such expenses down to a minimum.

There are four golden rules:

1. Examine the goods you buy at once. If they are faulty, tell the seller quickly.
2. Keep any receipts you are given. If you have to return something, the receipt will help to prove where and when you bought it.
3. Don't be afraid to complain. You are not asking a favour to have faulty goods put right. The law is on your side.
4. Be persistent (but not aggressive). If your complaint is justified, it is somebody's responsibility to put things right.

Remember

1. You can't complain about defects that were pointed out to you, or that you could reasonably have been expected to notice.
2. Stop using the item as soon as you discover a fault.
3. You are not entitled to compensation if you simply change your mind about wanting the goods.

Ex. 3. Translate word-combinations from Russian into English.

Бракованные товары; чек; знать права; рассматривать жалобу; как описаны; оказаться; соответствовать цели; полностью вернуть деньги; производитель; удовлетворительное; не по вашей вине.

Ex. 4. Find the sentences in the text with the same meaning.

1. The shop will help you to solve your problems.
2. If the clock doesn't work – it is the problem of the manufacturer.
3. If you buy anything, it must be exactly what you want.
4. Every goods have their purpose.
5. If the thing you've bought is broken, you may get your money back.
6. If the thing broke after using it, you may get only part of the money.
7. You shouldn't throw away the receipts.
8. You should insist on your complaints.
9. If goods are faulty, then you shouldn't use them.
10. You can't bring back a thing if you have changed your mind.

Ex. 5. Answer the questions.

1. Do you easily complain about faulty goods or bad service?
2. When you buy something from the shop, what does it mean?
3. What does it mean "satisfactory goods"? Give examples.

4. What does it mean, that the goods don't fit for their purpose?
5. If the goods are faulty from the very beginning what can you demand?
6. If the goods broke while using them, can you take your money back?
7. If it is your fault that the goods are broken what can you demand?
8. What are 4 golden rules?
9. What things should we remember?
10. Do you follow these golden rules?

Ex. 6. Speak about your shopping rights.

UNIT 8. SHOPPING HABBITS

Ex. 1. A) study phrasal verbs and match them to the definitions.

- | | |
|---|--|
| 1. To snap smth. up; | a) to buy a lot of smth, in case you cannot get it later; |
| 2. To splash out on smth (Br)
To splurge on smth (AmE) | b) to use smth so much that it becomes thin or weak and unable to be used any more; |
| 3. To stock up on smth; | c) to buy something quickly because it is cheap or it is just what you want; |
| 4. To wear smth out; | d) to put on different clothes in order to make yourself look smarter than usual or disguise yourself; |
| 5. To dress (oneself) up. | e) to spend a lot of money on something especially a luxury. |

B) complete the following sentences using phrasal verbs in the correct forms.

1. You don't need to... for dinner.
2. The children have all... their shoes.
3. We always... cheap wine when we go to France.
4. At the party the boys... as princes.
5. We... Bohemian glass for gifts, and for ourselves.
6. People are... bargains.
7. My jeans have completely...

Ex. 2. Match shopping places to their definitions.

- | | |
|--|--|
| 1. A shopping precinct /
a shopping area; | a) a large self-service store selling food, drinks and household suppliers; |
| 2. A shopping centre; | b) a large shop divided into separate departments, each selling a different type of goods; |
| 3. A department store; | c) a group of shops built together, often under one roof; |
| 4. A supermarket; | d) a very large building with lots of shops inside as well as cinemas, restaurants etc.; |
| 5. A mall. | e) an area in a town where there are a lot of shops and where cars are not allowed. |

Ex. 3. Answer the questions.

1. Is shopping a pleasure or a torture for you?
2. Are you a price conscious shopper?
3. Is window shopping a total waste of time from your point of view?

4. Do you allocate time for shopping?
5. Do you prefer to be accompanied by anyone while you shop or to be on your own? Why?
6. What do you expect from a good place to shop? Put the points below from the most to the least important for you. What else is essential for you to find in a shop?
 - A convenient location
 - A wide choice of goods
 - Highly-qualified and polite staff
 - A nice atmosphere
 - A range of facilities
 - Reasonable prices

Ex. 4. A) distribute the words in the box into three categories: 1) people; 2) types of shopping; 3) places to go shopping:

a sales person; a shopping center / mall; window-shopping; a shoplifter; a corner shop; a discount shop; online shopping; a shopaholic; a bargain hunter; high street shopping; a department store; a store detective; a street vendor; a convenience store; a spendthrift; a shopping precinct.

B) complete the following sentences with the words from the table. Compare your answers with a partner.

1. You can't understand people who like... – if you are not going to buy anything, what's the point?
2. You enjoy shopping so much that your friends say you are a...
3. You hate big supermarkets and prefer to buy your food at the local...
4. You love spending time in a... looking at all different shops.
5. You often go to a... where things are cheaper than in the supermarkets.
6. You prefer...; it's quicker and often cheaper, and you don't have to carry anything.

Ex. 5. Choose the words and word-combinations in the brackets that can be used with the verb given at the beginning of each line. Then make up true sentences about you.

1. To pay (a bill; through the nose; on credit; for itself, for a song; cash).
2. To cost (for itself; a fortune; a lot; expensive; the earth; cash).
3. To buy (at a good price; a fortune; like hot cakes; in a sale; for a song; on credit).
4. To sell (well; at a discount; by cheque; like hot cakes; out; for a song).

Ex. 6. Match types of shoppers in the left column with their descriptions in the right one.

- | | |
|---|---|
| 1. A fun shopper; | a) you get the best and the cheapest a rule. You spend much time on shopping around; |
| 2. A reluctant shopper; | b) you really like the process of shopping. You enjoy window-shopping; |
| 3. A bargain hunter; | c) you can't stand going shopping. It's a boring necessity for you; |
| 4. A compulsive shopper / a shopaholic; | d) you are addicted to shopping and cannot control it. You spend money like water. You often buy things you don't need just because they are on sale. You often spend more than you can afford; |
| 5. A practical shopper. | e) you know about all the clearance sales in your city. You enjoy looking through bargain bins in order to find special offer. |

Ex. 7. A) read what people say about their attitude to shopping. Complete each space with a suitable word, the first letter is given.

1. Zoe – I love shopping and I would say it's one of my favourite (1) h _____. I think it's great that shops are open all weekend. I used to get bored on Sundays now I meet friends and we (2) l _____ r _____ the shops. I definitely have difficulties walking past sale signs. I may (3) s _____ on an expensive item all of a sudden just because it's Prada and this is my favourite (4) b _____.

2. Anita – I'm not a shopaholic. I only go shopping when I have to buy something. I always set off with a fair idea of what I want and where to find it. I never (5) s _____ things up immediately. I have to (6) d _____ into other shops, in case I can find a better (7) b _____. I don't understand the (8) o _____ with shopping but I think British people are turning into shopaholics. You can buy almost anything you want, whenever you want these days. There's 24 hour supermarket near my house. I feel sorry for the people who work there all night. I'm not a spendthrift and I (9) e _____ goods carefully before buying them. I'm the kind of person who thinks twice before (10) s _____ money.

3. Oscar – I quite like shopping and most Saturdays and Sundays I (11) g _____ s _____ with my girlfriend. There's new (12) s _____ c _____ near where I live, and you can get everything there. It's great in the winter because you don't even realize it's cold and wet outside. What's the point of working all week if you can't go out and (13) s _____ your money at the weekend?

4. Patrick – I think shopping is so much easier on the Internet. I do nearly all my shopping (14) o _____. I order food from the supermarket and

they (15) d ___ it in the next day to my front door. It saves me a lot of time. This year I'm going to do all my Christmas shopping (16) o _____. I hate the crowds and the (17) q ___ of the town centers and I don't like the artificial atmosphere of shopping centres so for me the Internet is a great way to shop.

5. Paula – I really dislike shopping for clothes as I can never find what I want, or anyone to help me (18) l ___ for it. The real (19) p ___ always sound so shocking and when I do (20) s ___ out I tend to feel guilty. The shops are too noisy, everything is disordered and I find it an absolute nightmare!

B) which of the people is:

- 1) an online shopper?
- 2) a practical shopper?
- 3) a reluctant shopper?
- 4) a fun shopper?
- 5) a shopaholic?

C) answer the questions.

1. What does Anita say about the 24-hour supermarket? Do you think it's necessary for people to work all night in supermarkets?
2. What advantages does Oscar mention about shopping centers? Can you think of any more advantages and disadvantages of shopping centres?
3. Why does Patrik like online shopping?
4. Do you think it's a good idea for shops to be open seven days a week?
5. Do you think people in your country are turning into a nation of shopaholics? Hy? Why not?

Ex. 8. Look at the phrases which each type of shopper usually says. State F for a fun shopper, B for a bargain hunter, R for a reluctant shopper, P for a practical shopper and S for a shopaholic.

1. I usually go shopping with my friends.
2. I always examine goods carefully before buying them.
3. A visit to a good shop is worth 2 visits to a good doctor.
4. Shopping always cheers me up.
5. The blouse was only 20 roubles, so I snapped it up immediately.
6. I borrowed another 50 roubles from my aunt to buy that fabulous candle stick.
7. Bargain basements are my favourite departments.
8. I was forced to spend 2 hours at the footwear department yesterday, because my old shoes had completely worn out.
9. Sometimes my purchases make a big hole in my supply of money.

10. I splashed out on a new leather bag again yesterday.
11. I have a good eye on bargain.
12. I always consider the price first.
13. I prefer to go shopping anywhere where it's cheaper.
14. My family are too nosy when it comes to my shopping! I'll show them my new bag next time.

Read the article to complete the task after the text.

TEXT A. DIFFERENT KINDS OF SHOPPERS

With a plethora of shopping malls available to city dwellers today, be it a well-established shopping mall in town or a new chic boutique in our neighborhood, consumerism is definitely on the rise in many cities around the world and is showing no signs of slowing down anywhere in the near future. People of all ages engage in some form of shopping every now and then, whether they enjoy it or not; some people shop out of necessity, whereas others do it for leisure. No matter what your reasons for shopping are, all of us have our own unique shopping habits that are closely linked to our personality and spending power. Thus, our shopping habits can be a rather accurate reflection of our character, though this may not always be true as there may be other factors influencing our decision when it comes to making a purchase at a store, such as the lack of resources or time. Also, the various types of shoppers tend to end up spending different amounts of money after each shopping trip, with some who spend way over their budget, and others who keep it close to theirs, or even end up not buying anything at all. Therefore, I believe that shoppers can be categorized according to their shopping habits into five main groups. These are the five types of shoppers ranked according to their tendency to overspend: the impulse shopper, the bargain shopper, the target shopper, the fussy shopper and the window shopper.

First, we have the **impulse shoppers** who buy things mostly based on their whims and fancies. These are the people who are most likely to end up overspending, as their spending habits depend greatly on their emotional state. They may not have anything in particular which they want to buy, but will still go on a shopping spree or engage in 'retail therapy' when they are feeling down or upset. In the recent decade, 'retail therapy' has become the new found solution for urban folks to deal with the high level of stress they face at work or

in school. For those who engage in ‘retail therapy’, they believe that spending money or buying something new from a store can help to elevate their mood by distracting them from their existing problems or unhappiness.

The beautiful displays in front of the stores also attract these impulsive shoppers like bees to pollen grains. They are also very easily persuaded by the salesperson in the store to purchase the goods, especially when they receive compliments from others in the store or even patronizing ones from the salesperson. Hence, even though they may not know exactly what they want or need when they first enter the store, these shoppers usually walk out of the store with a handful of bags, full of their new purchases. Instant gratification from buying something new is usually more important than keeping to their budget for these people, thus, reality usually only hits them when they receive their bills at the end of the each month and get a shock out of it. More often than not, these shoppers end up regretting their many impulse purchases and may even try to return them to the store and request for a refund.

Next, there are the **bargain shoppers** who are constantly hunting for discounts at the stores. These shoppers love looking out for all sorts of available discounts at the shopping mall, be it a store-wide discount, a member’s discount or even a credit card discount. Some of these shoppers even limit themselves to only buying items that are on sale. They enjoy the thrill of being able to acquire items at a lower retail price, and often feel that they got themselves a really good deal from the sale at the store. Shopping is more of a leisure activity for these people and walking around the mall looking for store discounts add on to the joy and excitement of shopping. Even though it is true that these bargain shoppers often buy their goods at a lower price, they usually end up buying a lot more other items on sale at the store which they do not really require. A common excuse they will give themselves is that they are actually saving a significant amount of money in the long run by getting everything they need during the sale. Hence, they also have a tendency to overspend despite their aim of trying to reduce their own spending by purchasing only items on sale.

Third, we have the **target shoppers**. These people are usually very fast shoppers as they deem shopping as more of a task or chore than a leisure activity. Generally, this group of shoppers consists mostly of men, as they prefer not to waste their time walking around aimlessly at a shopping mall. They will usually have a list of items they want or need to purchase before heading down to the stores to look for them. Planning before shopping is very important to this group of shoppers, as they do not like wasting their time walking around the store to browse for things they need to purchase. They will mostly stick to their shopping list and head straight to the section of the store to get those required items and proceed on to the cashier for

payment. Efficiency is of utmost importance when it comes to shopping for these people. Target shoppers shop mostly out of mere necessity, as they do not enjoy the process of leisure shopping, unlike the bargain and impulse shoppers. Thus, they tend to keep to their budget as it is quite unlikely for them to purchase anything that is not in their shopping list.

Then, there are the **fussy shoppers** who are nightmares for many sales assistants at the stores. These shoppers can be very indecisive and always take an obscenely long time before settling on a purchase. They will often terrorize the sales assistants at the store with a myriad of unreasonable requests. These hard-to-please shoppers will often linger in the store for a very long time while browsing through every item before picking out a few that they fancy. Even after selecting those items that they want to buy, these picky shoppers will take their own sweet time to consider if they should purchase the selected items. They also like to bombard the salesperson with difficult questions about the items they plan to buy. If they are given a satisfactory answer, they will then proceed on to examining the items in detail to look out for any minor flaws while reconsidering if they are worth their prices before heading to the cashier for payment. Sometimes, these overly fastidious shoppers may not even buy anything at all despite trying on a myriad of displayed items and asking a truck load of questions about the shop or a particular item for sale, as they only want to buy the best despite being on a budget. As a result, these fussy shoppers are usually able to keep to their budget for shopping as they often have a hard time finding things at the stores to buy, especially with their demanding shopping criteria.

Lastly, we have the **window shoppers** who mainly walk around the shopping mall aimlessly. In most shopping malls, the bulk to the crowd is made up of such window shoppers. These people range from students who do not wish to go home after school, to couples who are on a date, to housewives who are bored at home. These shoppers are the exact opposite of target shoppers, as they view shopping as a form of leisure and enjoy walking around the mall even if they are not planning to buy anything at all. They often appear in pairs or groups, and may only walk around to admire the new items displayed on the racks of the stores or casually browse through them, as they have no intention of making a purchase. They may even try on different items in the stores but will most probably leave the store empty handed. For this group of shoppers, the joy of shopping lies mainly in the process and not the outcome of it. Therefore, they may not spend any money at all most of the time unless something interests them along the course of shopping.

These are the five main groups of shoppers that can be found at any shopping outlet and most of us will probably be able to relate to one of these

types of shoppers. Shopping has become such a vital part of our lives in today's world, thus, it is essential for us to identify our own shopping habits in order to avoid overspending on unnecessary things and also help us gain the most out of our shopping trips.

Ex. 1. Check your understanding: true or false.

1. Impulse shoppers spend money or buy something new from a store because it can help to elevate their mood by distracting them from their existing problems.

2. Fussy shoppers shop mostly out of mere necessity, as they do not enjoy the process of leisure shopping.

3. Window shoppers are usually able to keep to their budget for shopping as they often have a hard time finding things at the stores to buy.

4. Target shoppers are mostly women, as they prefer not to waste their time walking around aimlessly at a shopping mall.

5. Bargaining shoppers enjoy the thrill of being able to acquire items at a lower retail price, and often feel that they got themselves a really good deal from the sale at the store.

Ex. 2. Extend the situations.

1. Consumerism shows no sign of slowing down.

2. Accurate reflection of our habit.

3. They are most likely to end up overspending.

4. A new solution to deal with high level of stress.

5. They end up regretting their impulse purchases.

6. They hunt for discounts.

7. They end up buying a lot more other items which they don't really require.

8. For them shopping is a chore than a leisure activity.

9. They always stick to their list.

10. They are nightmares for many sales assistants.

11. They usually are able to keep to their budget.

12. They view shopping as a form of leisure.

13. They are exact opposite of target shoppers.

Ex. 3. Answer the questions.

1. Why is shopping becoming more and more popular nowadays?

2. What are the main features of the impulse shoppers?

3. What is "retail therapy"? Do you believe in it?

4. What are distinguishing features of the bargain hunters?

5. Why do they end up spending too much?
6. What is the main idea of shopping for target shoppers?
7. How do they differ from other types of shoppers?
8. What are the main features of the fussy shoppers?
9. Why are they hard-to-please shoppers? Do they manage to keep their budget?
10. What are the main features of the window shoppers?
11. Who are these people usually?

Ex. 4. Discuss in small groups.

1. Would you consider yourself a shopaholic? Why / not?
2. Do you know anyone who might be a shopaholic?
3. Do you agree that women and men suffer from the problem equally?
4. Do you agree that anxiety and low self-esteem cause compulsive buying?
5. Do you agree that compulsive buying causes problems in the family and with relationships?
6. Why do you think the number of shopaholics has increased in the past fifteen years? Please explain.
7. What solutions are there for people who are shopaholics? How can they be help?
8. What are your shopping habits?

UNIT 9. DIALOGUES

Ex. 1. Read and act out the dialogues.

1. At the shoes department

Assistant: Hello! How can I help you today?

Customer: Hi, I'm looking for a pair of running shoes.

Assistant: Sure, do you have any particular brand in mind?

Customer: Not really, as long as they are comfortable and durable.

Assistant: I recommend these models. What size do you need?

Customer: I usually wear a size 9.

Assistant: Let me check if we have that size in stock. One moment, please.

Assistant: Here you go, size 9. Would you like to try them on?

Customer: Yes, please.

Customer: They feel good. Do they come in any other colors?

Assistant: Yes, we have them in blue, black, and red.

Customer: I'll take the blue ones.

Assistant: Great choice! Will that be all?

Customer: Yes, thank you.

Assistant: You're welcome! Have a nice day.

Ex. 2. Complete the dialogue with suitable phrases

Shopkeeper: Hi. Can I help you?

Gemma: Hello. H__ m__ is this magazine?

Shopkeeper: Let's see... Top Sounds, that's £1.99.

Gemma: OK, c__ I h__ the magazine and d__ you h__ a bottle of water?

Shopkeeper: Yes.

Gemma: H__ you g__ cold ones?

Shopkeeper: Over there in the fridge. Is that everything?

Gemma: I think so. Oh and these sweets.

Shopkeeper: OK.

Gemma: How m__ is that?

Shopkeeper: That's £3.40, please.

Gemma: H__ you a__.

Shopkeeper: Thank you... and there's £1.60 change. Would you like a bag?

Gemma: No, it's f__, t__. Bye.

Ex. 3. Complete the following dialogues.

(1) At the stationery's

– I'd like some picture postcards.

– ...

- I'd like to have a look at them and I need some writing paper too.
- ...
- I'll take these postcards and that writing paper. Can I get also stamps?
- ...
- Is there a post near by?
- ...

(2) At the department store

- I'd like to have a pair of woollen trousers.
- ...
- I should like these in grey. Where could I try them on?
- ...
- They are a bit too long. I'll have to try on another size.
- ...
- When would they be ready?
- ...
- Well, then I'll take them.

Ex. 4. Make up dialogues on the following situations.

1. You are going to do some shopping. You are not sure whether there is enough food in your refrigerator.
2. You are doing some shopping at the butcher's, grocer's etc.
3. Have a talk with your friend about the latest fashion and style in clothes and shoes.
4. Act as an interpreter and help an Englishman in his talk with a shop-assistant at the ready-made clothes' department.
5. **Customer:** You come home with your purchase and discover a fault or don't want to have the item you have bought for some other reason. Go back to the shop and try to return the item.
Shop Assistant: The customer is not satisfied with their purchase and wants to return the items they bought. Be polite, try to solve their problem.

ЛИТЕРАТУРА

1. Английский язык. Практикум по культуре речевого общения = English for Social and Cultural Interaction : учеб. пособие / Е. В. Денисова [и др.]. – Минск : МГЛУ, 2023. – 263 с.

2. Грицкевич, Н. П. Развиваем умения чтения и говорения = Developing reading comprehension and speaking skills : пособие : в 2 ч. Ч. 1 / Н. П. Грицкевич, М. Г. Богова, Т. В. Бусел. – Минск : МГЛУ, 2021. – 271 с.

3. Грицкевич, Н. П. Развиваем умения чтения и говорения = Developing reading comprehension and speaking skills : пособие : в 2 ч. Ч. 2 / Н. П. Грицкевич, М. Г. Богова, Т. В. Бусел. – Минск : МГЛУ, 2021. – 280 с.

4. Крылович, М. Ю. Практикум по культуре речевого общения. Аспект «Чтение» = Speech Communication Practice. Reading Aspect : учеб. пособие / М. Ю. Крылович, Н. В. Лешко, Т. А. Сысоева. – Минск : МГЛУ, 2022. – 175 с.

5. Практика английской речи. Challenge. 1 курс : учеб. пособие / Р. В. Фастовец [и др.] ; под ред. Р. В. Фастовец. – Минск : Тетралит, 2018. – 496 с.

6. Дроздова, Т. Ю. Everyday English / Т. Ю. Дроздова. – СПб. : Химера, 2000. – 356 с.

7. Практический курс английского языка: 1–2 курсы / под ред. В. Д. Аракина. – М. : Владос, 2000. – 324 с.

8. Давайте обсудим. Словарный и речевой практикум английского языка : в 2 кн. Кн. 2 = Let's Talk it Over. English Vocabulary and Speech Practice. Book 2 : учеб. издание / Н. П. Семенова, И. Н. Смоглей, А. В. Филатов. – 2-е изд. – Минск : Лексис, 2018. – 224 с.

Производственно-практическое издание

Куприянчик Татьяна Валерьевна

SHOPPING

Практическое пособие

В авторской редакции

Подписано в печать 02.03.2026. Формат 60x84 1/16.

Бумага офсетная. Ризография.

Усл. печ. л. 2,79. Уч.-изд. л. 3,05.

Тираж 10 экз. Заказ 93.

Издатель и полиграфическое исполнение:

учреждение образования

«Гомельский государственный университет имени Франциска Скорины».

Специальное разрешение (лицензия) № 02330 / 450 от 18.12.2013 г.

Свидетельство о государственной регистрации издателя, изготовителя,

распространителя печатных изданий в качестве:

издателя печатных изданий № 1/87 от 18.11.2013 г.;

распространителя печатных изданий № 3/1452 от 17.04.2017 г.

Ул. Советская, 104, 246028, Гомель.

