

# Language for ...

## clothes shopping

### 1 Warmer

a. Work in pairs. Find ten items of clothing.

y	t	r	a	c	k	s	u	i	t
s	h	i	r	t	k	w	g	j	n
f	o	t	r	o	u	s	e	r	s
u	i	c	j	y	l	z	j	s	s
e	b	o	k	s	w	c	b	w	k
z	f	z	b	s	f	o	j	e	i
v	a	o	y	v	r	a	h	a	r
v	j	a	c	k	e	t	l	t	t
k	i	q	s	h	o	e	s	e	h
b	h	g	l	o	v	e	s	r	m

Items	
1. _____	6. _____
2. _____	7. _____
3. _____	8. _____
4. _____	9. _____
5. _____	10. _____

b. Work in small groups. You have two minutes to complete all the gaps below. If you want, you may use words from Task 1a. However, you may not use any word more than once.

- Name 3 more **items** that a person wears when the weather is very cold.

\_\_\_\_\_ gloves \_\_\_\_\_

- Name 3 more **items** that a person wears when the weather is very hot.

\_\_\_\_\_ T-shirt \_\_\_\_\_

- Name 3 more **items** that a person wears for a **formal event**, like a **wedding**.

\_\_\_\_\_ suit \_\_\_\_\_

- Name 3 more **items** that a person wears to do sports.

\_\_\_\_\_ shorts \_\_\_\_\_

- Name 3 more **items** that a person wears as accessories (not **clothes**).

\_\_\_\_\_ watch \_\_\_\_\_

c. Discuss the items below with your classmate:

- Describe what you are wearing today.
- Choose three **items** that you are wearing today. Describe how you got these **items**.

*"I bought this T-shirt in Bangkok. The weather was very hot, and I asked the shop assistant if he had any light T-shirts ..."*

*"I got this watch from my brother. It was a gift for my birthday three years ago ..."*

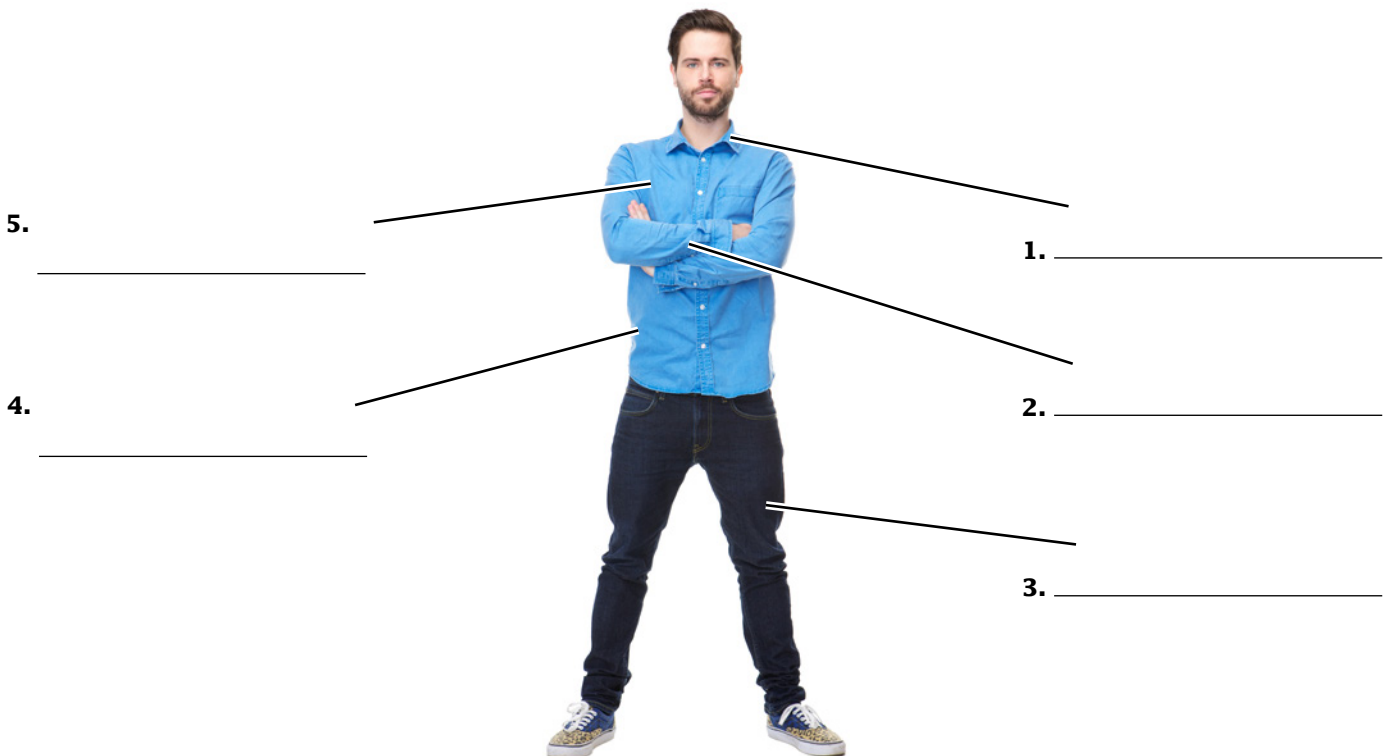
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### 2 Text

- a. When you're shopping for clothes, it's important to get the right size. You need to check the size for specific parts of the clothes. Look at the picture below and choose the correct names for these parts.

Parts: waist / collar / leg(s) / chest / sleeve(s)



- b. Imagine that you are in a clothes shop. Below, there are four common situations. Decide which situation best describes the short conversations. (For now, don't worry about the missing words.)

- You buy an **item**
- You have a **problem**
- You find an **item** that you like
- You enter the **shop**

Situation 1: \_\_\_\_\_

**Shop assistant:** Hello. Can I help you?

**Customer:** No, thanks. I'm just \_\_\_\_\_<sup>(1)</sup>.

**Shop assistant:** Ok. Well, if you need anything, just ask.

**Customer:** Ok, thanks!

**Customer:** Have you got any tracksuits?

**Shop assistant:** Yes, they're in the sportswear \_\_\_\_\_<sup>(2)</sup> on the second floor.

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Situation 2: \_\_\_\_\_

**Customer:** Excuse me, have you got this in another \_\_\_\_\_<sup>(3)</sup>? I need a Medium.

**Shop assistant:** Yes! I'll get one from the storeroom.

**Customer:** Excuse me, can I \_\_\_\_\_<sup>(4)</sup> this on?

**Shop assistant:** Of course! The changing rooms are at the back of the shop, on the left.

**Customer:** Can I try on these shoes, please?

**Shop assistant:** Yes, of course! What size do you \_\_\_\_\_<sup>(5)</sup>?

**Customer:** Size nine, please.

*(The customer tries on the shoes.)*

**Shop assistant:** How's the size for you?

**Customer:** Hmm. They're a little tight. Have you got a \_\_\_\_\_<sup>(6)</sup> size?

**Customer:** Can I try on these trousers, please?

**Shop assistant:** Sure!

*(The customer goes to the changing room and tries on the trousers.)*

**Shop assistant:** How's the size?

**Customer:** The legs are ok, but the waist is a little loose. Have you got a \_\_\_\_\_<sup>(7)</sup> size?

**Shop assistant:** How's the size?

**Customer:** Perfect! I'll \_\_\_\_\_<sup>(8)</sup> it!

**Shop assistant:** Great! You'll find the cash register near the front door.

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Situation 3: \_\_\_\_\_

**Shop assistant:** Hello!

**Customer:** Hi!

*(The customer hands a jacket to the shop assistant.)*

**Shop assistant:** Thanks. Ok, that's thirty-nine ninety-nine, please. Do you need a bag?

**Customer:** Yes, please.

**Shop assistant:** Ok, that's ten pence extra for the bag.

**Customer:** Ok.

**Shop assistant:** Cash or card?

**Customer:** Card, please.

**Shop assistant:** Ok, can you just put your card in the machine and type your PIN please?

**Customer:** Ok.

**Shop assistant:** Right. There you go, and your \_\_\_\_\_<sup>(9)</sup> is in the bag.

**Customer:** Ok, thanks!

**Shop assistant:** Thank you! Have a nice day!

**Customer:** You too!

Situation 4: \_\_\_\_\_

**Customer:** I'd like to \_\_\_\_\_<sup>(10)</sup> this shirt that I bought last week.

**Shop assistant:** Ok, can I see your receipt please?

**Customer:** Sure!

*(The customer shows the receipt.)*

**Shop assistant:** Right. Would you like a \_\_\_\_\_<sup>(11)</sup> or do you want to exchange it for another item?

**Customer:** I want to exchange it for a different item, please.

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**Customer:** Excuse me, I think there's a problem with the price.

**Shop assistant:** Oh, why?

**Customer:** Well, you charged me the full price. But on the rack, it says that there's a twenty percent \_\_\_\_\_<sup>(12)</sup>.

**Shop assistant:** Oh. Well, let me check.  
(The shop assistant goes to check the price.)

**Shop assistant:** I'm so sorry! Yes, I forgot to type in twenty percent off!

**Customer:** That's ok.

**Shop assistant:** Can you just put your card in the machine again? Then, I'll refund you.

**Customer:** Great. Thanks.

- c. Now read each short conversation again. Fill in the gaps with the 12 words below. If you want, check the glossary for definitions of the highlighted words.

size / bigger / try / smaller / looking / receipt / department / refund / discount / take (x2) / return

### Glossary:

**storeroom** (noun, countable) a room where a shop keeps items until somebody needs them

**changing room** (noun, countable) a room in a shop in which people can put on clothes before buying them in order to see whether they look good in them

**tight** (adjective) clothes that are tight and close against your body when you wear them

**loose** (adjective) loose clothes that are large and do not fit your body tightly

**cash register** (noun, countable) a machine with containers for holding notes and coins that shows customers in shops how much they have to pay

**type** (verb, transitive/intransitive) to write letters or numbers using the buttons on a keyboard or a keypad

**PIN** (noun, countable) personal identification number: a set of four numbers that you put into a machine in order to use your bank card

**exchange** (verb, transitive) if a shop exchanges something that you bought there, it allows you to change it for something of a similar type or value

**rack** (noun, countable) an object in a shop where clothes hang, so that customers can look at them and decide if they want to buy them

**check** (verb, transitive/intransitive) to make certain of something, for example by looking at the information again or by asking someone

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### 3 Language in Use

**a. Choose the correct word or phrase to complete each gap.**

1. I usually \_\_\_\_\_ a **size** 42 **shoe**. In the UK, that's a **size** 9. (**use/take/have**)
2. These trousers are too big for me! The **legs** are too long, and the waist is very \_\_\_\_\_. (**loose / tight / small**)
3. It's important to try on **clothes**. Sometimes, a **shirt** looks good on the \_\_\_\_\_ but it doesn't look good when you wear it! (changing room/rack/**discount**)
4. Excuse me, I want to pay for this **jacket**. Where can I find the \_\_\_\_\_? (cash register/PIN/storeroom)
5. This **shirt** is a little small for me. The \_\_\_\_\_ feels very tight around my **neck**! (sleeve/waist/collar)
6. I bought this **shirt** last week but it's too small. Can I \_\_\_\_\_ it for a bigger **size**? (refund/exchange/check)

**b. Each dialogue below has ONE mistake. Find it and correct it.**

1. **Customer:** Excuse me, do you got this T-shirt in a **size Large**?  
**Shop assistant:** No, I'm sorry. We only have Small and **Medium**.
2. **Customer:** Can I try this out please?  
**Shop assistant:** Of course! The changing rooms are on the left.
3. **Shop assistant:** Can I help you?  
**Customer:** No thanks, I'm just shopping.
4. **Shop assistant:** How's the **size**?  
**Customer:** It's fine, thanks. I'll buy it!
5. **Customer:** Hello. I want to refund this **coat** that I bought last week. There's a **problem** with the buttons.  
**Shop assistant:** Oh, sorry about that. Have you got the **receipt**?
6. **Shop assistant:** That's twenty-four pounds ninety-nine, please.  
**Customer:** Oh really? On the rack, it says that this **item** has a ten percent less.

### 4 Communication

Work in pairs. Decide who is Student A and who is Student B. Your teacher will give you a card for a role play. Follow the instructions on the card. Then do the same for the second pair of cards.

### 5 Discuss

Discuss the questions with your classmate:

- In general, do you like going to **clothes shops**? Explain.
- How often do you buy a new **item** of clothing?
- Describe a **clothes shop** that you like, and another that you don't like.
- Do you think it's difficult to work in a **clothes shop**? Explain.

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Further questions:

- Do you buy **clothes** (or **shoes**) online? Explain.
- Have you ever needed to return an **item** of clothing to the shop? Explain.
- In **clothes shops** in your country, is it more common to pay in **cash** or by **card**?
- Describe a time when you bought an **item** of clothing and got a good discount.
- Describe your favourite **item** of clothing that you have. Describe how/where you got this item.

### Red Words

card\*\*\* cash\*\* chest\*\*\* clothes\*\*\* coat\*\*\* discount\*\* (verb) exchange\*\*\*  
formal event\*\*\* have\*\*\* item\*\*\* large\*\*\* leg\*\*\* looking\*\*\* loose\*\* medium\*\*  
problem\*\*\* receipt\*\* (verb) return\*\*\* shoes\*\*\* shop\*\*\* size\*\*\* take\*\*\*  
tight\*\* wedding\*\*\*