

# 5

## Shopping

### Bigger buys

- Can you name these items?
- Which one would you like to buy?



### What you will do

This unit is about choosing what to buy. These are the skills you will practise in this unit. Which are the most useful to you? Tick the boxes.

### Listening and speaking

#### Skill

- ☐ Listen for details about products
- ☐ Listen for main points in conversations in shops
- ☐ Ask about and describe products
- ☐ Complain about things you buy on the phone
- ☐ Ask for and give instructions on using a machine

#### Skill code

Lr/E2.1a, 2a  
Lr/E2.1c, 3b  
Sc/E2.1a, 2d, 3f; Sd/E2.1c  
Sc/E2.3c, 3d  
Sc/E2.2e, 3e

### Reading and writing

#### Skill

- ☐ Find information in advertisements
- ☐ Read and write instructions
- ☐ Fill in forms
- ☐ Write a letter of complaint
- ☐ Read and write about things to buy

#### Skill code

Rt/E2.1b  
Rs/E2.1a, 4a; Wt/E2.1a; Ws/E2.1a  
Wt/E2.1a, 1b, 3a, 3b; Rt/E2.1a  
Ws/E2.3a; Wt/E2.1a  
Rw/E2.2a, 4a; Ws/E2.2a; Ww/E2.1b

### Project work

At the end of this unit you will find out about products and decide which one to buy.

# Buying a mobile phone

## Activity A • Listening: conversation in a shop

- 1 Anna wants to buy a mobile phone. She asks her friend Baljit to go with her to look at some phones. They see three in a shop. Describe the three phones. Say which one you like and why.



- 2 Listen to their conversation. Which phones are they talking about?
- a It's a nice one. **B**
  - b The colour doesn't matter. ....
  - c It hasn't got the Internet. ....
  - d It's got everything. ....
  - e I can't afford it. ....

- 3 Listen again and tick the questions you hear.
- Do you like this one? ☒ or Which one do you like? ☐
- Why not this one? ☐ or What about this one? ☐
- What do you think of this one? ☐ or How about this one? ☐
- 4 Which phone do you think Anna will buy?

## Activity B • Speaking clearly

- 1 Listen again. Listen to how the speakers' voices go up and down. Practise the sentences.
- 2 Work in pairs. Ask and answer questions about the phones in the pictures. Use the audio script at the back of the unit to help you.

# Buying a personal stereo

## Activity A • Vocabulary: new words

Look at this picture of a personal stereo and label the parts.



stop button  
eject button  
headphones  
rewind button  
fast forward button  
play button  
pause button  
volume control  
battery

## Activity B • Speaking: describing a personal stereo

- 1 Look at the two personal stereos below and describe them. Use these phrases: *It's got... It hasn't got...*



- 2 Work in pairs. Ask questions and answer questions like this.  
A: Which personal stereo do you like?  
B: I like this one **because** it's got bigger headphones **and** looks nice.
- 3 Now choose two personal stereos from a catalogue. Discuss them and decide which one to buy.

# Discussing what to buy

## Activity A • Language: *one, ones or one's*

- 1 You use *one*, or *ones* or *one's* when you don't want to repeat the same words again. Look at these examples.

- a I want to buy a **mobile phone**.  
Which **mobile phone** shall I buy?  
Which **one** shall I buy?
- b Look at all these **mobile phones**.  
Which **mobile phones** have Internet access?  
Which **ones** have Internet access?
- c I need to buy a black mobile phone.  
This mobile phone is black.  
This **one's** black.

- 2 When do we use *one*? When do we use *ones*? When do we use *one's*?  
3 Write *one*, *one's* or *ones* in place of other words in the conversation below.

I'm looking for a cheap hairdryer.

**one's**  
This ~~hairdryer's~~ very popular.

It's nice, but how much is that hairdryer?

That hairdryer's £28.99.

It's a bit expensive. Do you have any cheaper hairdryers?

There are some cheaper hairdryers over near the window.

## Activity B • Language: *so*

- 1 You can also use *so* when you don't want to repeat the same words again. Look at this example.

A: Are the pre-pay phones over there?

B: No I don't think **the pre-pay phones are over there**.

A: Are the pre-pay phones over there?

B: No I don't think **so**.

- 2 Write *so* in place of other words in the conversation below.

A: We need to buy knives and forks. Do they sell them in the market?

B: No, I don't think they sell them in the market.

A: What about Woolworths? Do they sell them there?

B: I think they sell them there. Let's go and see.

A: Oh, look at the time. Do you think they're still open?

B: I hope they're still open.

### Remember

- An apostrophe ( ' ) can be used to replace a missing letter. For example, **one's** is a short form of **one is**.

# Buying furniture

## Activity A • Vocabulary

1 Name the different things in the picture below.



.....

.....

.....

.....

.....

.....

2 These are the materials used to make some of the items in the picture.

pine    cotton    silk    steel    velvet    wool

Work in pairs. Discuss the different materials used to make each of them.  
Add other words to the list. Use a dictionary to help you.

## Activity B • Language: order of adjectives

1 When you use more than one adjective, you usually put them in a particular order. Look at the table to see the usual order of adjectives:

	Opinion	Size	Colour	Material	Object(s)
It's a		large	black	metal	bookcase
We have	beautiful		red	velvet	curtains

2 Put these adjectives in the right order.

A (grey, large, leather) sofa ..... **a large, grey, leather sofa** .....

A (pine, small, nice) table .....

A (wool, ugly, brown) carpet .....

A (steel, black, small) lamp .....

3 Look again at the items in the picture. Choose one and describe it to the rest of the group without saying its name. Can they guess what it is?

# Buying furniture in a shop

## Activity A • Reading an advertisement

- 1 Large furniture shops often advertise in local newspapers and on local radio stations. Look at this advertisement and answer your teacher's questions.
- 2 Read this advertisement. Underline the items you can buy.

# WORLD OF FURNITURE

## Visit our new furniture showroom


- You can buy a brand new leather sofa for only **£599**
- Or how about a set of pine tables and chairs for only **£249**?
- We have pine cabinets, 3 and 4 drawer chests and computer tables, all at very reasonable prices

*Come today*


*Visit our kitchen department and buy your new fridge freezer, washing machine or tumble dryer, or buy your kettles and saucepans, in any colour you like*

## We are right in the centre of town



-  3 Listen to the same information in a radio advertisement. Listen to how you pronounce the words you underlined.

## Activity B • Spelling

-  1 The endings of some words sound the same but are spelt differently. Listen to the endings of these words. What sound do you hear at the end of each one?
- 2 Find and circle the words you hear in the newspaper advertisement.
- 3 How many of the words end in *er*? What do the other words end in?
- 4 Without looking at the advertisement, fill in the missing letters.

leath.....	sof.....	comput.....	freez.....
col.....	cent.....	dry.....	furnit.....
- 5 Practise saying the words.



### Activity C • Listening and speaking: asking for information

- 1 Tobi has a new job in Manchester. He moved to his new flat a few weeks ago and needs a sofa. He is looking at the different ways of buying one. Where can he look?

## Special Offer

12 months' interest free credit available



**Milano**

Fully guaranteed

This month only  
**£599.99**

Free delivery

- 2 Work in pairs. Read the information about the sofa Tobi likes. What does it tell you? What other information do you want to know? What questions can you ask?



- 3 Tobi goes to a furniture shop to ask about the sofa. Listen. Are Tobi's questions the same as yours?



- 4 Listen again to the questions. Notice how his voice goes up and down when he asks his questions.

- 5 Practise his questions.

- 6 Work in pairs. Act out a conversation in a furniture shop.

# Using mail order

## Activity A • Reading for information

Tobi sees the same sofa advertised in a mail order catalogue. Read the information about the sofa. Underline the information which tells you the catalogue number, the colour and the size.

# THE MILANO RANGE



**Modern style leather sofa  
available in black, grey, navy**

2 seater **£599.99**  
*20 weekly payments of £29.99*  
150 centimetres wide

3 seater **£699.99**  
*20 weekly payments of £34.99*  
198 centimetres wide

ZX 43 87 22

ZX 43 87 23

## Activity B • Writing: filling in forms

Choose the size and colour of sofa that you like. Fill in the order form below with your own details.

USE BLOCK CAPITALS PLEASE

Surname ..... Initials ..... Title .....

Address .....

..... Postcode .....

Telephone number(s) .....

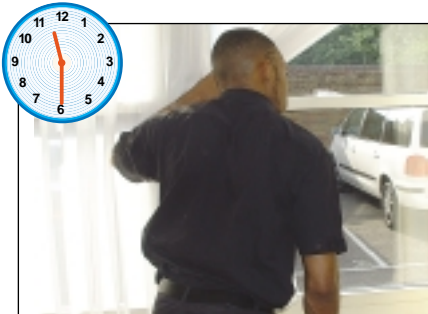
CATALOGUE NUMBER	QUANTITY	SIZE	COLOUR	DESCRIPTION	PRICE EACH
ORDER TOTAL					



# When things go wrong

## Activity A • Speaking: explaining a problem

- 1 Tobi ordered a sofa and arranged a delivery but something went wrong. Look at the pictures. What was the problem?



- 2 Match the verbs on the left with the phrases on the right.

take	a sofa
go	at home
stay	time off work
order	to work
agree	for the delivery
wait	a delivery date

- 3 Change the verbs into the past tense.  
4 Match the two parts of the sentences below. Then join them using *and*, *but* or *so*.

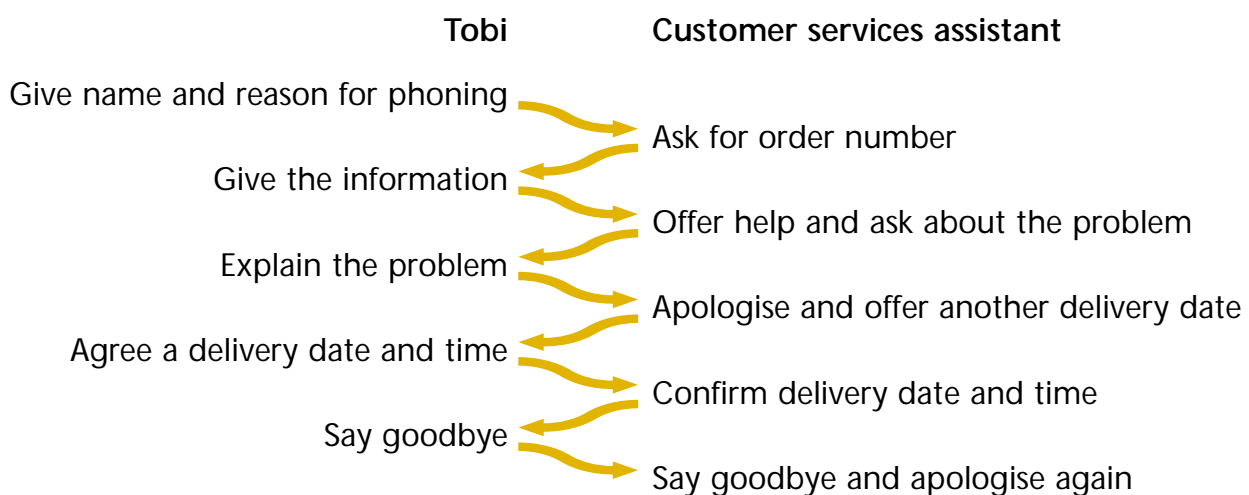
I ordered a sofa from your company	<i>and</i>	I left the house.
I stayed at home all morning	<i>but</i>	the delivery didn't come.
At one o'clock it was time to go back to work	<i>so</i>	agreed a delivery date of 14 June.

- 5 Now tell the story of what happened.

# Complaining

## Activity A • Speaking: complaining on the phone

- 1 Tobi wants to complain about the problem with his delivery. He can phone or he can write a letter. Which do you think is better?
- 2 Tobi decides to phone the customer service department at *World of Furniture* to complain. Look at the conversation flowchart. Decide what to say.
- 3 Role play the conversation.



## Activity B • Writing: complaining

Tobi's sofa did not arrive on the new delivery date so he wrote a letter to the manager to complain. This is part of Tobi's letter.

- A I am writing to complain about your delivery service.
- B I ordered a sofa from your company and agreed a delivery date of the 14th of June. I took the morning off work to wait for the delivery, but it did not come. At one o'clock I had to return to work. I phoned your customer service department and arranged a new delivery date. The sofa did not arrive again. I am very unhappy with your service.
- C It is not possible for me to take time off work again, so I would like to have the delivery next Saturday morning. Please can you contact me about this immediately?

There are three parts to the letter. In which part does he:

- explain the problem?
- say what he wants?
- say why he is writing?

### **Activity C ● Writing: capital letters and full stops**

- 1 Read the second and third paragraphs of Tobi's letter and underline all the capital letters. When do you use capital letters?
- 2 This is part of another letter of complaint. Put in the capital letters and full stops.

i ordered a hotpoint washing machine from you and you agreed to deliver it on thursday the 10<sup>th</sup> of april i stayed in all day but it never arrived after three hours i had to go out and i feel very unhappy with your service

### **Activity D ● Writing: layout of a letter**

You are going to write a letter of complaint:

- 1 Decide on the details of the complaint. Think about what you bought, the delivery date you arranged and how long you waited.
- 2 Use the outline on the right to help you write the letter.

**Your address**  
**The date**

**Name and address of the person you are writing to.**

**Dear** .....

**Say** ● why you are writing  
● explain the problem  
● what you want to happen

**Yours** .....

# Using a washing machine

## Activity A • Listening: instructions



1 Saba and Gemma live in the same hostel. The hostel manager speaks to Saba about how to use the new washing machine. Listen to the conversation and label the parts you hear.



2 Listen again and answer these questions:

- a What is the temperature setting for most items of clothing?
- b What is the temperature setting for wool and silk?
- c What is the programme number for most fabrics?

3 When Gemma comes home, Saba explains how to use the washing machine. What do you think Saba says?



4 Listen to check.

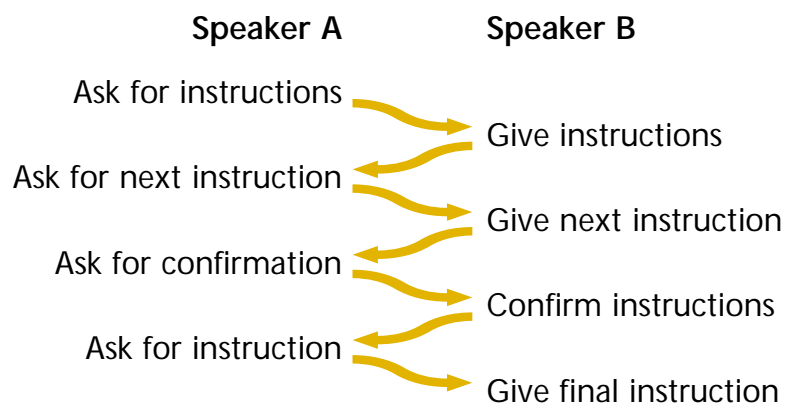


5 When you give instructions, you often use words such as *first*, *next*, *then* and *finally*. They help to make the order of instructions clear. Listen again and raise your hand when you hear the words.



## Activity B • Speaking: asking for and giving instructions

Practise the conversations.



### Activity C • Reading instructions

These are some instructions for the new washing machine at the hostel. They give the programme number and temperature for washing different fabrics.

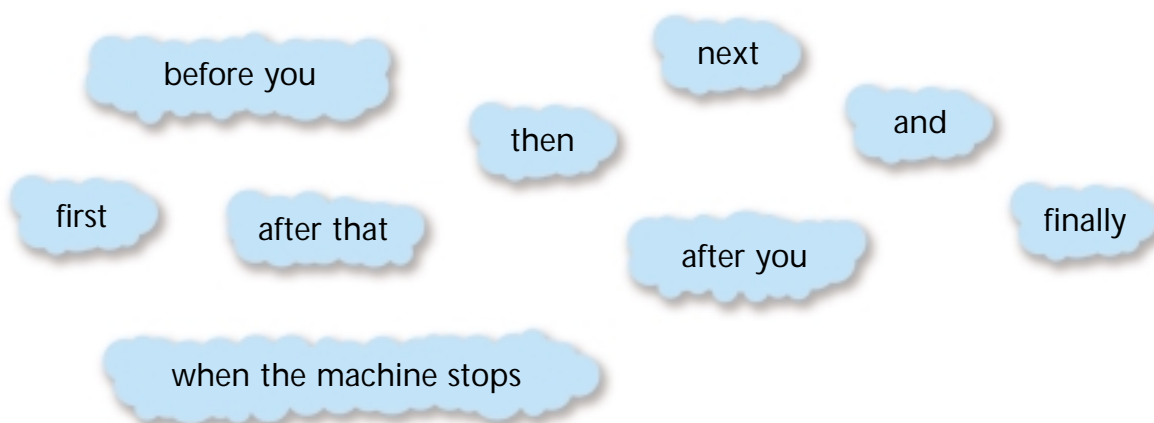
Fabrics	Programme number	Temperature
Very dirty white fabrics	2	maximum
Other white fabrics and coloured fabrics	3	60
Delicate fabrics	14	40

Write the programme number needed to wash these items.

- a A very dirty white football shirt .....
- b A red football shirt .....
- c A silk shirt .....
- d A white cotton shirt .....

### Activity D • Writing instructions

- 1 Your teacher will give you some instructions for using a washing machine. Work in pairs and put them in the correct order.
- 2 Write out the instructions. Use some of these words and phrases.



#### Remember

- When you give a negative instruction, use *don't + verb*.  
Example **Don't put** too many clothes in the machine at one time.



# Project

## Activity A • Decide what to buy

Work in pairs. Decide what you want to buy.

Choose one of these products and agree a maximum price.

- mobile phone
- microwave
- personal stereo
- video player
- hairdryer.

## Activity B • Find your information

Each of you is going to find information in different ways.

**A** Go to a shop. Collect information about different models of your product. Collect catalogues and make notes. Choose the best model and complete part A of the table below.

**B** Look in a mail order catalogue. Make notes about the different models of your product. Choose the best and complete part B of the table below.

	Description, eg make, size, colour	Special features	Disadvantages	Price
<b>Shops A</b>				
<b>Mail order B</b>				

## Activity C • Discuss choices

After you complete the table, discuss which one you like best and say why you like it. Use these phrases.

I like it  
because ...

Yes, but ...

I don't, I like ...

So do I.

## Activity A • Correcting grammar mistakes

Read the e-mail to a friend about buying a new rug.

1 Put the verbs in the past tense.

(move)	I .....	into my new flat last week. The carpet was old	
(decide)	and ugly so I .....	to buy a new rug. I ..... with	(go)
		my friend to town, but we couldn't find any really nice rugs. There	
(be)	.....	lots of rugs in the big shops, but I didn't like any of	
(be)	them and a lot of them .....	very expensive. In the end I	
(find)	.....	a little shop near the market. I didn't know it	
(be)	.....	there before and they ..... lots of good,	(have)
		cheap rugs.	

2 The same words are repeated too often in the second paragraph of the e-mail. Re-write it using *one* or *ones* to make it sound more interesting.

The rugs were really good quality, but there were some very expensive rugs. I couldn't afford them. But there were also some nice, cheap rugs. There was a very nice, blue rug, but it was the wrong colour for my flat. In the end, I bought a red rug.

3 Some adjectives in the third paragraph of the e-mail are in the wrong order. Re-write it in the correct order.

It's a lovely shop, and if you ever want to buy a rug, you should go there. You can buy a blue, beautiful, wool rug or you can buy a nylon, blue, cheap one. The one I bought was a red, lovely, acrylic rug.

## Activity B • Remembering phrases for speaking

Write down two other phrases which are useful in these situations.

- Shopping with a friend. Example *I quite like that one.*
- Talking to a salesperson in a shop. Example *What is the rate of interest?*
- Asking for instructions. Example *What do I do next?*





## Mini-projects

### Activity A ● Ask for information in a shop

- 1 Think of something you would really like to buy from a shop. Think of the questions you need to ask, for example: *Is there a guarantee? What are the payment methods? Is there a delivery service?*
- 2 Practise the questions, then go into a shop, find something you like and ask for information.

### Activity B ● Describe things

Find something of yours that you really like. Think about the size, the colour and the material, and describe it. Tell other students where and when you got it. Then write about it and give your writing to the other students to read.

### Activity C ● Give instructions

Choose one of these tasks. Prepare instructions to explain how to use/do it.

- Changing a plug
- Using a phone box
- Using a coffee machine
- Using a search engine on the Internet.

### How am I doing?

Look back at the skills listed on page 1. Then finish the sentences below.

I am confident with .....

.....

.....

.....

I need more practice with .....

.....

.....

.....

Date .....



## Audio scripts

### Page 2 Buying a mobile phone

#### Activity A2

- Baljit: Look, the mobile phones are here.
- Anna: They're not the pre-pay phones. I want a pre-pay phone.
- Baljit: Ah, the pre-pay ones are over there.
- Anna: There are lots of them. I don't know where to start.
- Baljit: Well, do you like this one? It's got text messaging.
- Anna: Yes, but they've all got text messaging.
- Baljit: Yes, it's a nice one, though.
- Anna: It's OK, but I don't like the colour, it's too bright.
- Baljit: But the colour doesn't matter.
- Anna: It does to me. I think I want a grey one, or maybe a black one.
- Baljit: Well, what about this one?
- Anna: Yes, that's nice, a bit small though.
- Baljit: It's not really small. When you open the cover, it's quite big.
- Anna: Yes, I quite like that one. It hasn't got the Internet, but that doesn't matter.
- Baljit: You don't want the Internet?
- Anna: ... don't think so, not on a phone.
- Baljit: Hey, what do you think of this one? It's got everything. It's got picture messaging, voice dialling and a thermometer.
- Anna: A thermometer? Yes, but look at the price. I can't afford it.
- Baljit: You're right. It's expensive. So, which one do you like?

### Page 6 Buying furniture in a shop

#### Activity A3

#### WORLD OF FURNITURE

- Visit our new furniture showroom
- You can buy a brand new leather sofa for only £599.
- Or how about a set of pine tables and chairs for only £249?
- We have pine cabinets, 3 and 4 drawer chests and computer tables, all at very reasonable prices.
- Visit our kitchen department and buy your new fridge freezer, washing machine or tumble dryer, or buy your kettles and saucepans, in any colour you like.
- Come today.
- We are right in the centre of town.

#### Activity B1

leather	sofa	computer	freezer
colour	centre	dryer	furniture

### Page 7 Listening and speaking: asking for information

#### Activity C3

- Sales Assistant: Can I help at all?
- Tobi: Yes, I'm just looking at this sofa here, the black leather one.
- Sales Assistant: Oh, yes.
- Tobi: Can you give me some information about it?
- Sales Assistant: Certainly, it's on special offer this month, a very good bargain.
- Tobi: And is it under guarantee?
- Sales Assistant: It is, yes. It's guaranteed for 12 months.
- Tobi: And what about the interest free credit? How does that work?
- Sales Assistant: Well, you sign an agreement and then you pay nothing for 12 months. After that, you pay in full and there's no interest to pay.
- Tobi: And what if I don't pay in full after a year?



Sales Assistant: Then we charge you interest.

Tobi: And what is the rate of interest?

Sales Assistant: Currently, 29.9 per cent.

Tobi: Mm, and do you deliver?

Sales Assistant: Oh, yes, delivery's free.

Tobi: And how soon can you deliver it?

Sales Assistant: Within the next week if you're interested.

Tobi: Thanks very much. I need to think about it.

## Page 12 Using a washing machine

### Activity A1

Hostel Manager: Saba, have you got a minute?

Saba: Yes.

Hostel Manager: We've got a new washing machine downstairs. Can I show you how it works?

Saba: Of course.

Hostel Manager: Well, you put your washing in at the front, then the soap goes in here. Put the soap in and close the door.

Saba: Yes.

Hostel Manager: This middle dial is the temperature control. Turn it to the temperature you want. 60 is good for most fabrics, but use 40 for wool, silk and delicate fabrics.

Saba: OK, 60 normally.

Hostel Manager: That's right. Then this dial on the right is to set the programme – 3 is normal, but you can read the settings here.

Saba: So what about wool?

Hostel Manager: For wool, you need number 10.

Saba: Number 10, right.

Hostel Manager: And then you press the start button. And that's it.

Saba: I see.

Hostel Manager: Saba, can you tell the other girls?

Saba: Yes, of course.

### Activity A4

Saba: Hi, Gemma, what're you doing?

Gemma: I'm going to do my washing.

Saba: Oh, I'm supposed to tell you, we've got a new washing machine.

Gemma: Oh, no, I hate it when they get new machines. I never know how to work them.

Saba: I can show you, this is the ...

Gemma: You need to go slowly. Tell me step by step.

Saba: OK. First, you open the door.

Gemma: I can do that bit.

Saba: So, OK, first put the soap in the soap drawer. This is the soap drawer, then close it.

Gemma: All right, then what do I do next?

Saba: Next, set the temperature control. That's this one.

Gemma: This one? How do I do it?

Saba: Turn it to the right. 60 is normal, so if it's on 60, don't change it.

Gemma: 60, 60, got it.

Saba: Yeah, but it's 40 for wool or silk.

Gemma: I haven't got any wool or silk.

Saba: That's lucky.

Gemma: Then do I press this button here?

Saba: Not yet. Before that, you have to turn this dial to number 3.

Gemma: Number 3.

Saba: Yes, then last of all, you press the start button. OK?

Gemma: Show me again, Saba.

Saba: OK.



## Page 2 Buying a mobile phone

### Activity A2

a a b a c c d b e b

### Activity A3

Do you like this one?

What about this one?

What do you think of this one?

## Page 4 Discussing what to buy

### Activity A2

3 one's, one

one's, ones, ones

### Activity B2

No, I don't think so.

I think so.

I hope so.

## Page 5 Buying furniture

### Activity A1

bookcase, curtains, sofa, table lamp, table, rug

### Activity B2

large, grey, leather

nice, small, pine

ugly, brown, wool

small, black, steel

## Page 6/7 Buying furniture in a shop

### Activity B4

leather

sofa

computer

freezer

colour

centre

dryer

furniture

## Page 9 When things go wrong

### Activity A2

take time off work

go to work

stay at home

order a sofa

agree a delivery date

wait for the delivery

### Activity A3

took time off work

went to work

stayed at home

ordered a sofa

agreed a delivery date

waited for the delivery

### Activity A4

I ordered a sofa from your company **and** agreed a delivery date of 14 June.

I stayed at home all morning **but** the delivery didn't come.

At 1 o'clock, it was time to go back to work **so** I left the house.

## Page 11 Complaining

### Activity B

A says why he is writing

B explains the problem

C says what he wants

### Activity C

1 At the beginning of a sentence.

For days of the week and months of the year.

For names of people or things.

For 'I'.

2 I ordered a Hotpoint washing machine from you and you agreed to deliver it on Thursday the 10th April. I stayed in all day but it never arrived. After three hours I had to go out and I feel very unhappy with your service.

## Page 12 Using a washing machine

### Activity A2

a 60°

b 40°

c 3

### Activity C

a 2

b 3

c 14

d 3



## Page 15 Check it

### Activity A2

moved, decided, went, were, were, found, was, had

### Activity A2

The rugs were really good quality, but there were some very expensive **ones**. I couldn't afford them. But there were also some nice, cheap **ones**. There was a very nice, blue **one** but it was the wrong colour for my flat. In the end, I bought a red **one**.

### Activity A3

beautiful	blue	wool	rug
cheap	blue	nylon	one
lovely	red	acrylic	rug