1. GENERAL SHOPPING VOCABULARY

People
- Customer
- Cashier / clerk
- Attendant / assistant
- Manager

Shopping
- Wallet (male)
- Purse (female)
- Scale
- Till / Counter
- Barcode
- Receipt
- Gift receipt
- Aisle
- Shelf / shelves
- Trolley / s
- Basket / s
- Lift / s
- Escalator / s
- Bag / s
- Fitting rooms / changing rooms

Ways to Pay
- Cheques
- Cash
- Notes
- Coins
- Card machine
- Chop and pin machine
- Credit cards / debit cards
- Loyalty card
Where to Buy

- Convenience store / general store / newsagents / department store / shop / store
- Chemist / pharmacy
- Toy shop / toy store
- Book shop
- Ladies clothing shop / boutique
- Men’s clothing shop / tailor
- Shoe shop / cobbler’s
- Jeweller’s / jewellery store
- Opticians / optometrists
- Electrical store
- Record shop
- Ironmonger’s / ironmongery
- Charity shop / second hand shop
- Haberdasher’s / haberdashery
- Shopping centre
- Shopping mall / mall
- Market
- Florist / botanist
- Butcher’s
- Fishmonger’s / seafood store
- Greengrocers / grocery store
- Baker’s / bakery
- Delicatessen
- Grocer’s
- Diy store / home supply store
- Hardware store
- Off-licence
- Post office
- Supermarket
- Gardening store / gardening centre
Questions

- Can you recommend a good toy shop/store?
- Is there a chemist / pharmacy in this area?
- Where can I get pet food from?
- Where is the nearest shopping centre?
- Could you direct me to the nearest post office please?
- Do you know where the nearest hardware store is?

Responses

- There is a really good book shop just around the corner.
- You can buy that here in the hotel.
- The nearest one is a few mile away.
- The best toy shop is in the shopping centre.
- The post office isn’t open on Sundays.
- The convenience store on the corner might sell that.
2. OPENING TIMES

Questions
- What time are you open until?
- What time do you close today?
- Are you open on the weekends?
- Are you open all day?
- What are your opening hours?
- Are you open on Sundays?
- Are you open every day during the week?
- What time do you open tomorrow?

Responses
- We’re open from 9am to 6pm.
- We’re open on weekdays only (Monday to Friday).
- We’re open from 10am to 8pm.
- We’re open 7 days a week.
- We’re open 24/7 (24 hours a day, 7 days a week).
- We’re closed at lunchtime, between 12pm and 2pm.
- We’re closed on Bank Holidays (national holidays).
3. SELECTING GOODS

Clerk’s / Assistant’s Questions

- Can / May I help you?
- Can I help you find something?
- What colour would you like?
- What size would you like?
- Is there anything else I can help you with?
- Would you like to try it on?
- Is that any good?
- What can I do for you?
- How does it fit?
- How about this one?
- Anything else?
- Would you like anything else?

Customer’s Questions

- Excuse me, do you work here?
- Could you help me please?
- I’m looking for a ….
- I’m trying to find a ….
- Could you tell me where the …. is, please?
- How much is this?
- How much are these?
- How much does this cost?
- How much is that …. in the window?
- Where can I find the …. ?
- Do you sell …. ?
- Do you have any …. ?
- Would you have this in another colour?
- Have you got anything cheaper?
- Do you have something less pricey (expensive)?
- Do you have this item in stock?
- Do you have a smaller/bigger/larger size?
Do you know where else I could try?
Does it come with a guarantee/warranty?
Where is the changing/fitting room?
Is there somewhere I can try it/this/them on, please?
Where can I weigh my groceries?
Do/Can you deliver?
Do you have a refund policy?
Is this in the sale?

Clerk’s / Assistant’s Responses
I’m afraid that’s the only colour we have.
Sorry, we don’t have any more in stock.
Sorry, we don’t sell those / them here.
I’m afraid we don’t have any more left.
I have exactly what you’re looking for.
This one is on sale right now!
It comes with a manufacturer’s warranty.
It comes with a 1-year guarantee.
The changing / fitting rooms are that way.
The scales are by the counter over there. That’s where you can weigh your groceries.
That one is …. (price).
They’re …. (price) each.
You can get a refund if you keep the receipt safe, and bring it back within 2 weeks.
Customer’s Responses

- I don't need any help. I’m just browsing, thanks.
- No, I’m just looking, thanks.
- Wow, that’s cheap!
- That’s good value.
- Oh, that’s expensive.
- That’s quite reasonable.
- That’s a little over my budget.
- That’s not exactly what I’m looking for.
- I’ll take it.
- I’ll take this, please.
- It’s too long / too short.
- It’s too tight / too loose.
4. PAYMENTS

Cashier’s / Clerk’s Questions
- Are you in the queue?
- Are you being served?
- Who’s next?
- Next, please!
- How would you like to pay?
- Will that be cash or credit?
- Do you have a loyalty card?
- Would you like a bag?
- Can I help you with anything else?
- Will that be all?
- Would you like a gift receipt for that?
- Would you like me to gift wrap it for you?
- Would you like that gift wrapped?
- Would you like any cashback?
- Put your card into the machine, please.
- Enter your PIN, please.
- That comes to …. (price), please.
- The total is …. (price).
- That’s …. (price), please.

Customer’s Questions
- Do you take credit cards?
- Can I pay by cheque, please?
- Could I have a receipt, please?
- Could I have a gift receipt, please?
- Could you gift wrap that for me please?
- Can I put one item back, please? I’ve changed my mind about this one.
- Could I leave my bags here, and pick them up later, please?
- Do you offer a cash discount?
- Does it have a warranty / guarantee?
Cashier’s / Clerk’s Responses

- We take / accept all major credit cards.
- Sorry, we don’t accept cheques.
- I’m afraid we take cash only.
- We’re offering 6 months credit, with no deposit, if you’re interested.

Customer’s Responses

- I’ll pay in cash
- I’ll pay by card
- Here’s …. (money), keep the change!
- That’s it for today.
- That’s all, thanks.
- Thank you. Have a good day!
5. RETURNS AND COMPLAINTS

Questions
- Who can I speak to about making a complaint?
- Could I have a refund please?
- Can I speak to the manager please?
- I’d like to return this please.
- I’d like to make a complaint.
- I’d like to change this for a different size please.
- Do you have the original receipt?
- Did you buy it from one of our other stores?
- Can I ask why you’re returning it please?
- Can I ask why you’ve changed your mind please?

Responses
- It doesn’t work.
- It doesn’t fit.
- It was a gift, but I don’t like it.
- It was a gift, but the person I bought it for doesn’t like it.
6. THINGS WRITTEN ON SIGNS THAT YOU MIGHT SEE

- OPEN
- CLOSED
- Open 24HRS (HOURS) a day
- Special offer
- SALE
- Clearance sale
- Closing down sale
- Everything must go!
- Liquidation sale
- Great value products
- Good value
- Bargains
- BUY 1 GET 1 FREE
- Buy one get one half price
- Half price sale
- 70% OFF EVERYTHING
- Reduced to clear
- Out for lunch
- Back in 15 minutes
- Back at 2PM
- Shoplifters will be prosecuted
- CCTV in operation
7. USING A CREDIT CARD

- enter your pin
- please wait
- remove your card
- signature

8. PRICES AND NUMBERS

£5.99 = “Five pounds and ninety-nine pence” (long way)
£5.99 = “Five, ninety-nine” (short way)
$12.75 = “Twelve dollars and seventy-five cents” (long way)
$12.75 = “Twelve seventy-five” (short way)
€3.20 = “Three euros and twenty cents” (long way)
€3.20 = “Three twenty” (short way)