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*
* **1. Finding the right store / shop**

**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 week*

**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. Making payment**

**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.*

USEFUL PHRASAL VERBS RELATED TO SHOPPING

**PUT ON** (to place something on a surface or person)

 **TRY ON** (to test an item to see if it is suitable)

**TRY OUT** (to test something to see if you like it)

**THROW ON** (to wear something casually)

**POUR IN** (enter in high quantity)

**BROUGHT IN** (to make something new for the first time)

**CAVE IN** (to surrender or give up to persuasion)

**THROW IN/CHUCK IN** (to include in addition to something – ‘chuck’ is more informal than throw)

**END UP** (to finally make a decision abut something, after lengthy consideration)

**COME UP** (when something is approaching/arriving)

**BRING DOWN** (reduce the amount of something)

**OPT OUT** (to choose not to be a part of something)

**RULE OUT** (to decide that something is not suitable / remove something from a list of options)

**PHASE OUT** (to gradually remove something from existence in one place)

**SELL OUT** (to sell the whole supply of something)

**HELP OUT** (to assist someone)

**DO UP** (to fasten something)

**STAND OUT** (to be distinctive or more noticeable than others)

**PAY OFF** (to pay back all you owe)

**TOP OFF** (to end or finish something in a special way)

**GIVE BACK** (to return something)

**TAKE BACK** (to decide on returning something in the near future)

**PAY BACK** (to pay what you owe)