

Shopping Dialogue- Jigsaw Text

Instructions for teachers

Photocopy and cut up one pack of cards per group of two to four students. Shuffle the cards and give them out to the groups. Ask students to put them in order to make a (= one) shop dialogue. To make it easier, you could suggest splitting them into customer cards and shop assistant cards and/ or cards at the beginning, middle and end of the conversation before they try to put them into order. You could also give them the “shop assistant” and “customer” headings at the top of the next page.

If they need a further hint, you can tell them that only the third thing that is mentioned is bought (the first is too expensive, the second is too large, and the fourth is not available).

When they think they have finished, let them see an un-cut-up version of the worksheet and/ or read out the whole dialogue so they can check their answers. There are then other games they can play with the cards and un-cut-up worksheets:

- One student reads out phrases and the others try to identify who is speaking
- A student reads out one of the phrases and their partners respond as quickly as possible
- A student reads out one of the phrases, their partner responds, then they respond to that, etc, continuing until they finish the conversation (naturally).
- In a kind of disappearing text memory game, students take away the cards one by one from anywhere in the dialogue and try to read out the whole dialogue each time, including the missing bits. Other phrases not on the missing cards (and even extra lines in the dialogue) are fine as long as the whole dialogue makes sense.
- A student picks one card at random and the students work together to try to make a whole conversation including the language on that card. The dialogue can be similar to or different from the original dialogue, as long as the sentence or sentences are used naturally. Then they do the same with two cards, then with three cards, etc.
- One student picks a staff card and the other chooses a customer card then they both try to use their phrases during an improvised roleplay conversation. They change roles, choose two different cards each and do the same. Students continue switching roles and doing the same with more and more cards each time until the whole pack is finished or you stop the game. If students will find the game too difficult with cards picked at random, spread the cards across the table face up and let them choose which ones they want to use each time.

Cards to cut up/ Suggested answers

Shop assistant	Customer
May I help you?	Yes, please. I'm looking for some boots.
Of course. What kind of boots would you like?	Winter boots, size 7, please.
How about these ones?	Hmmm, they are a bit expensive. Do you have anything else?
Of course. We also have those ones over there.	Hmmm. They look okay. What colours do you have?
They are available in charcoal grey, purple, or navy blue.	Blue sound best, I think. Can I try them on?
Please take a seat and I'll get some for you.	Okay. Thanks.
Sorry to keep you waiting. Here you are.	Thanks.
How are they?	They look good, but they are a little small. Do you have a larger size?
Of course. I'll get you a size 8. Would you like to try them on too?	No, that's okay, thanks. I'm sure they're fine. I'll just take them in the larger size.
Great. Can I help you with anything else?	Actually, there is just one more thing. Do you have flip flops?
I'm afraid they are out of stock at the moment. Would you like to order some?	No, that's okay, thanks. I'll just take the boots, then.



Okay. That's ninety nine dollars ninety nine, please.	Okay. Do you take JCB cards?
I'm afraid not. Just Visa or Mastercard.	Oh, okay. I'll pay cash, then. Here's a hundred.
Thanks. And here's your change.	Thanks for your help. Have a nice day.
You too. Please come again. Bye.	Bye.