

Shopping Responses

Instructions for teachers

*Cut up one set of cards per group of two to four students. Give out just the left-hand cards (the ones in **bold script**) and ask students to brainstorm as many suitable responses as they can. Then give out the other cards and ask them to match the different possible responses to the bold cards. Only tell them that there are three matches for each when they have had a chance to try the activity for a while, e.g. when the first group think they have finished or if it looks like they are getting stuck.*

Give out an un-cut-up copy of the worksheet to each student to check their answers with. After you answer any questions, they can practice in pairs by:

- Reading out a left-hand side phrase and seeing how quickly their partner can respond in an acceptable way (including any okay phrases which aren't on the worksheet)
- Reading out a left-hand side phrase and seeing how many acceptable responses their partner can come up with (including any okay phrases which aren't on the worksheet)
- Reading out a left-hand side phrase and one response with a word missing and seeing if their partner can fill in the gap
- Reading out the responses on the right-hand side until their partner says something that would get (all) those responses, e.g. the phrase on the left hand side
- Reading out a left-hand side phrase and then roleplaying the rest of the conversation with their partner (until "Goodbye" at the very end of the conversation)
- Dealing out the left-hand cards and trying to use as many of those phrases as they can in roleplay conversations
- Dealing out the right-hand cards and trying to use as many of those phrases as they can in roleplay conversations
- Dealing out all the cards and trying to use as many of those phrases as they can in roleplay conversations
- Roleplaying similar meeting people for the first time and again situations, this time with no help from the cards

The brainstorming stages below can be done before, between or after those stages.

Cards to cut up/ Suggested answers

The shop assistant is on the left in bold script and some possible customer responses are on the right in normal script.

Do you need any help?/ May I help you?	No, that's okay, thanks. I'm just looking.	Yes, please. I'm looking for a spring coat.	I need presents for two small boys. Do you sell toys?
How about this one?	That looks okay. Can I try it on?	Hmmm, it's a bit too expensive. Do you have anything cheaper?	That's perfect. I'll take it.
What colour would you like?	I'm not sure. What would you recommend?	Something dark. Perhaps navy blue, or maybe charcoal grey.	I'm looking for something in quite pale pink, like this one here.
Would you like to try it on?	Yes, please. Are those the changing rooms over there?	No, that's okay, thanks. It looks fine, I'll just take it.	Actually, I don't have time right now. Can I just bring it back if it doesn't fit?
How is it?	It's a little tight. Do you have it in a larger size?	I'm not sure if it's really my colour. What do you think?	It fits okay but it's a bit too long. Can you take the legs up?
I'm afraid that's not in stock at the moment.	Okay. No problem. I'll just take this one, then.	Oh, okay. When might you have it in?	I see. Can I order it, then?
Can I help you with anything else?	No, that's all, thanks.	Actually, there is just one more thing. Do you have any belts?	No, that's okay, thanks. I'll just come back another time.

Do you need it wrapped?	That might be nice. How much does it cost?	No, that's okay, thanks. Just a plastic carrier bag is fine.	Yes, please. It's a present.
That's seventy three dollars twenty, please.	Can I pay with my mobile phone?	Here's a hundred.	Do you take American Express?
Sign here, please.	Okay. Do you have a pen?	Sorry, where exactly do you mean?	Sorry, the pen doesn't seem to be working. Do you have another one?
Here's your change.	Thanks. Thanks for all your help.	Thanks. Have a good day.	Thanks.
Have a nice day.	Thanks. You too.	Thanks. Bye.	You too. Bye.

Brainstorming suitable responses

Without looking above, brainstorm suitable phrases into the spaces given. Many phrases not above are also possible.

Do you need any help?/ May I help you?	
How about this one?	
What colour would you like?	
Would you like to try it on?	
How is it?	
I'm afraid that's not in stock at the moment.	
Can I help you with anything else?	



Do you need it wrapped?	
That's seventy three dollars twenty, please.	
Sign here, please.	
Here's your change.	
Have a nice day.	

Look at the cards for more ideas, the first time with your pens down and trying to memorise suitable phrases.

Brainstorming phrases to get particular responses

Without looking above, brainstorm suitable phrases into the spaces given. Other phrases not above may be possible.

	No, that's okay, thanks. I'm just looking.	Yes, please. I'm looking for a spring coat.	I need presents for two small boys. Do you sell toys?
	That looks okay. Can I try it on?	Hmmm, it's a bit too expensive. Do you have anything cheaper?	That's perfect. I'll take it.
	I'm not sure. What would you recommend?	Something dark. Perhaps navy blue, or maybe charcoal grey.	I'm looking for something in quite pale pink, like this one here.
	Yes, please. Are those the changing rooms over there?	No, that's okay, thanks. It looks fine, I'll just take it.	Actually, I don't have time right now. Can I just bring it back if it doesn't fit?
	It's a little tight. Do you have it in a larger size?	I'm not sure if it's really my colour. What do you think?	It fits okay but it's a bit too long. Can you take the legs up?
	Okay. No problem. I'll just take this one, then.	Oh, okay. When might you have it in?	I see. Can I order it, then?
	No, that's all, thanks.	Actually, there is just one more thing. Do you have any belts?	No, that's okay, thanks. I'll just come back another time.

	That might be nice. How much does it cost?	No, that's okay, thanks. Just a plastic carrier bag is fine.	Yes, please. It's a present.
	Can I pay with my mobile phone?	Here's a hundred.	Do you take American Express?
	Okay. Do you have a pen?	Sorry, where exactly do you mean?	Sorry, the pen doesn't seem to be working. Do you have another one?
	Thanks. Thanks for all your help.	Thanks. Have a good day.	Thanks.
	Thanks. You too.	Thanks. Bye.	You too. Bye.

Look at the cards for more ideas, the first time with your pens down and trying to memorise suitable phrases.