

Elementary English for Tourism and Hospitality
LESSON 12 - Shopping
STUDY NOTES
Characters

Mona: Guest
 Mai: Shop Assistant
 Emma: Cashier

The story

Mona is still in the clothing store, deciding what to buy.

Language Practice – Conducting payments

Below are some model dialogues for conducting payments. Guests can pay by credit card, cash or traveller's cheque. Read the dialogues with a friend.

A: That's \$150. How will you be paying for that? →

B: **Credit card**, thank you.

A: Of course.

A: That's \$240. How would you like to pay? →

B: **Traveller's cheque**, please.

A: Fine.

A: The total amount comes to \$310. How will you be paying? →

B: **Cash**, thanks.

A: OK

Language Practice - Patience Phrases

Here are some examples of the use of "patience" phrases in context.

A: I can't seem to find my card. I'll just be a minute.

B: **No problem.**

A: I need a minute to decide which one I'll buy.

B: **Take your time.**

A: Sorry this is taking so long.

B: **No worries.**

A: I need to phone my friend to check if it's OK.

B: **That's fine. Take your time.**

A: I've left my wallet in my room. I'll just go and get it.

B: **Sure.**

A: Can I just have a minute to think about it?

B: **Certainly. Take your time.**

EXERCISES

1. Key vocabulary

Look up the meaning and pronunciation of these words in your dictionary.

better	box
cashier	credit (card)
feel	lovely
nice	receipt
sign	try

2. Vocabulary

Choose a word from the box above to complete each of the sentences. When you have checked your answers, say the dialogues with a friend.

- 1 A: That's \$150. How will you be paying for that? ↘
 B: _____, thank you.
 A: Of course. Would you like a _____? ↗
 B: Yes please.
- 2 A: This is a really _____ scarf.
 B: Would you like to _____ it on? ↗
 A: Yes. Oh, it is _____.
 B: It looks _____ on you.
 A: I think I'll buy it. Where is the _____? ↘
 B: She's over there, next to the _____.

3. Language Practice - Patience phrases

Write the missing letters to complete the following patience phrases. Then practice saying them.

- 1A: I can't seem to find my card. I'll just be a minute.
 B: **No p** _____.
- 2A: I need to phone my friend to check if it's OK.
 B: That's fine. **T** _____.
- 3A: Sorry this is taking so long.
 B: **No w** _____.
- 4A: Can I just have a minute to think about it?
 B: **C** _____ **Take your time.**

4. The Chant

Practise saying this chant out loud.

Follow me
 Follow me
 Follow me to the cashier

Could you
 Could you
 Could you just sign here?

Suggested Answers: 2. 1) B. credit card A. receipt 2) A. lovely or nice B. try A. lovely or nice B. lovely or nice A. cashier B. sign 3. 1) B. problem 2) B. Take your time. 3) B. worries 4) B. Certainly