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.

<table>
<thead>
<tr>
<th>better</th>
<th>box</th>
</tr>
</thead>
<tbody>
<tr>
<td>cashier</td>
<td>credit (card)</td>
</tr>
<tr>
<td>feel</td>
<td>lovely</td>
</tr>
<tr>
<td>nice</td>
<td>receipt</td>
</tr>
<tr>
<td>sign</td>
<td>try</td>
</tr>
</tbody>
</table>

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?