

### 1 Match the words and phrases to the definitions.

customer service   discount   exchange  
online shopping   promotion   purchases  
receipt   refund

- dealing with customers in a polite, helpful way:  
.....  
customer service
- advertising something with a special offer:  
.....
- things that you buy: .....
- a reduction in price: .....
- a piece of paper or an email that shows you bought something: .....
- the money a shop gives you back because you aren't happy with what you bought: .....
- to change one thing for another thing: .....
- buying on the internet: .....

### 2 Choose the correct words.

- The department store has a promotion / discount on at the moment.
- The market is my favourite place to purchase / shop.
- There's no one to exchange / serve me in this shop!
- Don't go to that restaurant. They exchange / charge too much for their food.
- I don't like this computer, so I want to refund it / send it back.
- There is a €5 charge / exchange for using the internet here!

### 3 Complete the dialogue with words from Exercise 1 or 2.

- A:** That's a nice laptop. Did you spend a lot of money on it?
- B:** No, there was a <sup>1</sup> promotion on the internet. I know some websites which <sup>2</sup> c..... less money than the usual shops, and I also got a 10% <sup>3</sup> d..... on this laptop.
- A:** I don't like online <sup>4</sup> s..... . If you have a problem, you can't <sup>5</sup> s..... it back easily.
- B:** That's not always true. With this laptop, if there's a problem, I don't get a <sup>6</sup> r..... , but I can <sup>7</sup> e..... it for another one.

### 4 Match the sentence beginnings to the endings.

- |                                                                  |       |
|------------------------------------------------------------------|-------|
| 1 I didn't feel well yesterday, and today I still don't feel     | D     |
| 2 I don't go to the market, because there isn't one in this town | ..... |
| 3 I've looked, but I can't find the shop                         | ..... |
| 4 The shop was empty – there wasn't                              | ..... |
| 5 I'm tired. I don't want to shop                                | ..... |
| 6 I sent the bag back because it wasn't                          | ..... |
| 7 I didn't spend any money. There wasn't                         | ..... |

- A anyone there.  
B anywhere.  
C any more.  
D any better.  
E any good.  
F any longer.  
G anything I wanted.

### 5 Correct the underlined mistakes.

- I don't shop in the centre any better.  
.....  
any longer
- I haven't got anyone nice to wear!  
.....
- Have you got any better money?  
.....
- I bought a new computer, but it isn't any than the old one.  
.....
- How is the new clothes shop? Is it good any?  
.....
- I don't know anywhere who likes shopping on busy weekends.  
.....
- Do you know anything that I can buy some good trainers?  
.....

### 6 Choose the correct options.

- A:** I don't have <sup>1</sup> ..... to wear for the party at the weekend.
- B:** Don't worry! There won't be <sup>2</sup> ..... important there!
- A:** Yes, but I don't want to wear the same old clothes <sup>3</sup> ..... .
- B:** Well, do you know that store in the city centre, in the square? They're having a <sup>4</sup> ..... at the moment. You can get a 10% <sup>5</sup> ..... on clothes.
- A:** But they always <sup>6</sup> ..... a lot – 10% isn't <sup>7</sup> ..... when the original price is so high.
- B:** How about the market on Saturday morning? It's a great place to <sup>8</sup> ..... for unusual old things.
- A:** Great idea!
- |                     |              |
|---------------------|--------------|
| 1 A <u>anything</u> | B any more   |
| 2 A any             | B anyone     |
| 3 A any more        | B any better |
| 4 A refund          | B promotion  |
| 5 A refund          | B discount   |
| 6 A charge          | B serve      |
| 7 A any more        | B any good   |
| 8 A shop            | B serve      |

### 1

- 1 *customer service*
- 2 *promotion*
- 3 *purchases*
- 4 *discount*
- 5 *receipt*
- 6 *refund*
- 7 *exchange*
- 8 *online shopping*

### 6

- 1 A
- 2 B
- 3 A
- 4 B
- 5 B
- 6 A
- 7 B
- 8 A

### 2

- 1 *promotion*
- 2 *shop*
- 3 *serve*
- 4 *charge*
- 5 *send it back*
- 6 *charge*

### 3

- 1 *promotion*
- 2 *charge*
- 3 *discount*
- 4 *shopping*
- 5 *send*
- 6 *refund*
- 7 *exchange*

### 4

- 1 D
- 2 F/C
- 3 B
- 4 A
- 5 C/F
- 6 E
- 7 G

### 5

- 1 *any longer*
- 2 *anything*
- 3 *any more*
- 4 *any better*
- 5 *any good*
- 6 *anyone*
- 7 *anywhere*