



SHOPPING & RETURNS

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1. What Are You Looking For?

Imagine you are shopping for clothes.

Choose **three** things you need. 🙌

Now tell your partner.

"I'm looking for a pair of jeans and a shirt."

Your partner asks:

"What kind of jeans are you looking for?"

2. Describe What You Want

Complete the sentences.

I'm looking for a _____.

I'd like something _____.

I need it for _____.

I'd prefer _____.

I'm looking for something in _____.

I'd like to spend about _____.

Now tell your partner exactly what you are looking for.

Choose **three** things you need.

- ☐ T-shirt
- ☐ jeans
- ☐ shirt
- ☐ jacket
- ☐ dress
- ☐ shorts
- ☐ shoes
- ☐ sweater
- ☐ something else:

3. You Are the Shop Assistant

Your partner is looking for something.

Ask questions to help them.

Try these:

- "What are you looking for?"
- "What size do you need?"
- "What colour would you like?"
- "Do you have a particular style in mind?"
- "How much would you like to spend?"
- "Is it for a special occasion?"

Then make a suggestion.

- "How about this one?"
- "You could try this one."
- "We have something similar over here."



4. The Customer Changes Their Mind

Your customer says:

“Actually, I'm not sure about that one.”

Respond naturally.

Try:

“No problem. What about this one?”

or

“Sure. Let me show you another one.”

Now continue the conversation.

REAL ENGLISH BOX

Shop assistants often use:

“Are you looking for anything in particular?”

A natural customer response is:

“Yes, I'm looking for a smart shirt for work.”

or

“Not really. I'm just looking around.”

“I'm just looking around.” is especially useful when you don't need help yet.