



SHOPPING & RETURNS

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Part 1 – You Have \$150

You need to buy clothes for a new job.

You need:

- one shirt
- one pair of trousers
- one pair of shoes
- one jacket

You are shopping during the **Summer Change Sale** from PDF 1.

You have **\$150**.

Choose what you will buy. 🙌

My shopping list

Shirt: _____ \$ _____

Trousers: _____ \$ _____

Shoes: _____ \$ _____

Jacket: _____ \$ _____

Total: \$ _____

Money left: \$ _____

Now explain your choices to your partner.

Part 2 – Your Budget Changes

Oh no!

You now have only **\$120**.

You need to change your shopping list.

What will you buy?

What will you leave?

Explain your decisions.

- “I’ll keep the shoes because...”
- “I’ll leave the jacket because...”

Part 3 – Something Goes Wrong

You buy your clothes.

The next day, you discover:

The shoes are too small.

You return to the shop.

Explain the problem and ask for an exchange.

But there is another problem:

The shop has no larger size.

What will you do? 🙌

Choose:

- ☐ choose another pair
- ☐ ask for a refund
- ☐ choose a different colour
- ☐ ask for a discount
- ☐ ask the shop to order your size
- ☐ another solution: _____

Explain your choice.

Part 4 – Customer vs Shop Assistant

Work with a partner.

Customer

You bought a jacket during the sale.

It has a small problem.

You want to return it.

But the shop assistant says:

“I'm sorry. Sale items cannot be returned.”

Explain why you think the shop should help you.

Try to reach an agreement.

Shop Assistant

Listen carefully.

Ask questions.

Check the customer's receipt.

Explain what you can offer.

Try to find a solution.

Part 5 – The Final Shopping Mission

Work in pairs.

You have **\$200**.

You need to buy clothes for:

A weekend trip

You need:

- something for hot weather
- something for a cool evening
- comfortable shoes
- one smart item for a nice restaurant

You can choose from the sale flyer. 👉

You have 10 minutes to:

1. choose your clothes,
2. stay within your budget,
3. explain your choices,
4. compare different options,
5. solve one unexpected problem.

Your partner suddenly says:

“I don't like that one. Let's look for something else.”

Discuss it.

Don't simply agree.

Explain what you think would be better.

REAL ENGLISH BOX

Shopping conversations often include **soft suggestions**.

Instead of: “**Buy this.**”

Try:

- “How about this one?”
- “What about this?”
- “You could try this one.”
- “I'd go for this one.”
- “I think this would work better.”
- “Why don't we look at another one?”

These phrases help you make suggestions without sounding too direct.