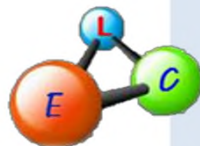




Natural Conversation

2

**A good way to practice
and develop your
conversation skills.**



Happy English

Natural Conversation

MIDDLE LEVEL

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Unit 5

Shopping

Dialogues



1. Reagan: Excuse me. May I ask you a question?

Cole: Yes. What is it?

Reagan: How do you get to the mall?

Cole: You have to go straight along this road for about 200 meters. Turn right when you see Apple street. carry on straight ahead till you see a Tesco supermarket. The mall is opposite the supermarket.

Reagan: How long until I get there?

Cole: Hmm... I guess you'll arrive there in less than 15 minutes.

Reagan: Thank you.

Cole: You're welcome.

Dialogues

2. Clara: Excuse me. Can you tell me the way to the nearest shopping center?

April: Yes, sure. Turn left at the end of this street.

Clara: At the traffic lights?

April: Yes. Then go as far as the roundabout.

Clara: And at the roundabout?

April: Turn right at the roundabout into Dee Road.

Clara: OK ... right at the roundabout.

April: Go down Dee Road. The shopping center's on the left.

Clara: Thank you.

April: Goodbye.

3. Emma: Excuse me! I can't see any mall directories around. Could you tell me where I can find the bookstore?

Lyn: Walk straight and turn left. You'll see the bookstore there between the nail shop and the hair salon.

Emma: Thank you very much.

Lyn: You're welcome.



Sample Phrases

Here are sample phrases you can use when asking for directions in going to a shopping center/mall and also inside the mall.

- Excuse me. How do I get to the nearest mall?
- Is there a shopping center near here?
- Can you please tell me how I can get to the mall?
- Where is the supermarket?
- Where is the food court? Can you tell me please?
- How can I get to the parking area?
- Where are the ATM machines?
- Where can I find some footwear?
- Where is the department store?
- Can you tell me where I can find cosmetics?
- Which way is the movie theater?
- Where is the restroom?
- Go straight on till you see the department store then turn left.
- Turn right, walk straight and you can see the hair salon there.
- It's on the 2nd floor.
- To get to the parking area, leave the M5 at Junction 17 and follow the signs to the mall. There are free parking spaces all around the mall.
- You can find baby products inside the department store.
- There are dress boutiques on the 3rd floor. The elevator is at the right.
- The pet shop is between the bank and the
- Go to the 4th floor. There you can see electronic devices and gadgets.

C onversation



Bobby: Jeanie, do you know how to get to Central Mall.?

Jeanie: Are you driving or taking the subway?

Bobby: The subway.

Jeanie: Take the blue line from 14th avenue and change to the grey line at Andrew Square. Get off at 83rd street.

Bobby: Just a moment, let me take this down!

Jeanie: Take the blue line from 14th avenue and change to the grey line at Andrew Square. Get off at 83rd street. Got it?

Bobby: Yes, thanks. Now, once I get to Andrew Square, how do I proceed?

Jeanie: Once you are on 83rd street, Go straight on, past the bank. Take the second left and continue straight on. It's opposite Jack's Bar.

Bobby: Thanks Jeanie. How long does it take to get there?

Jeanie: It takes about half an hour.

Bobby: OK. Thanks Jeanie.

Jeanie: No problem.

C onversation Questions

1. How do you feel about shopping in malls or shopping centers?
2. Is there a mall near you? How to get there and how long would it take?
3. Is it easy for you to remember establishments inside a mall? Why/why not?
4. Which store do you prefer – big or small? Why?
5. What's your favorite store? Why do you like it?

Sample Answers

1. Shopping in malls or shopping centers is okay for me. I think it's very good for people who want to shop with less hassle. It's very convenient because you can find almost any item/product you need in just one location. Plus I think you get more security and assurance shopping there than in local shops.
2. Yes there is a mall near my place. To get there you have to ride a bus. It's not too far. It would just take 15 minutes at most.
3. Yes it is easy for me to remember establishments inside a mall. I don't have a photographic memory but I can remember establishments/shops and directions inside a mall vividly even if I just visited it once.
4. I prefer big stores to small ones because first, almost everything I need is inside a big store. Second, I find it boring to shop in a small store. Third, big stores often get visited by shoppers. I like seeing a busy crowd therefore big stores are really my preference.
5. My favorite store is Urban Outfitters because it offers nice inexpensive clothes ranging from casual to formal. It's easy to pick fashion items at the store since they offer a wide variety of selections, even sizes.

Word Bank

food court n. [food kawrt, kohrt]

- a space, as in a shopping mall, with a concentration of fast-food stalls and usually a common eating area

roundabout n. [round-uh-bout]

- a circular area at a place where several roads meet; you drive round it until you come to the road you want

junction n. [juhngk-shuhn]

- an intersection of streets, highways, or roads

I diomatic Expressions

means of transportation

- general term for the different kinds of transport facilities that are often used to transport people or cargo

take something down

- to write down spoken words

Role-play the following scenarios:

- A. A tourist asks you directions on how to get to the mall near you. Give him/her directions carefully. Tell him/her also other alternative routes or means of transportation when one is unavailable.
- B. You're a customer service agent at a mall. Based on the mall directory below, give directions on how to get to the establishments listed as follows:
 - a. the customer is at the sports area wanting to get to the food stalls
 - b. the customers are at the baby store wanting to get to the bookstore
 - c. the customer is at the toys section wanting to get to the beauty salon
 - d. the customers are at the gift shop wanting to get to the electronic shop



Dialogues

1. Looking Around

Natasha: Can I look around?

Salesperson: Yes.

Natasha: Thanks. Let me see if there are items here that would interest me.

2. Looking for an Item

Maddie: Excuse me. Do you have some colorful scarves?

Salesperson: Yes Madam. We have colorful scarves in different shades and patterns. You can choose from the display wall over there.

Maddie: Thanks.



Dialogues

3. Trying Items on

Coreen: This dress looks gorgeous. May I try it on?

Salesperson: Sure. We have a fitting room there on your right. You may try on three items at a time.

Coreen: Alright. Thanks.

4. Looking for a Gift

Brice: Hello. I'm looking for a perfect gift for my girlfriend. Do you have items there that would make her feel special?

Salesperson: How much do you expect to spend?

Brice: I could spend up to 100 dollars.

Salesperson: Well, you can buy nice items with your budget. We have dresses, shoes and bags. You can choose one that would suit her lifestyle.

Brice: I'll consider that. Thanks.

5. Looking for other Items

Olivia: Excuse me. Do you have this item in a different color?

Salesperson: What color do you want?

Olivia: I want a more vibrant color. This one looks sad.

Salesperson: Let me get our stocks.

Olivia: Thanks. I'll be waiting.



6. Warranty/Customer Assurance

Lorna: Do you have a warranty for this product?

Salesperson: Yes, we have. We offer free repair service for 6 months.

Lorna: So repairs are free of charge for 6 months?

Salesperson: Yes, for this item. But after that it won't be free anymore. We still offer services but with a price.

Lorna: I understand. Thanks.

7. When the Items aren't Good

Ariana: Hello. I like these shoes. Do you have a size 9 please?

Salesperson: Let me check for a while. (returns) I'm sorry. We don't have a size 9 anymore. But we have a similar pair of shoes in brown. Here it is.
Do you want to try them in?

Ariana: I'm sorry. That's not what I was looking for. I'll come back another time.

Salesperson: Okay. Feel free to visit us again. Thank you.



Sample Phrases

Here are sample phrases and sentences that will help you find the right words when going shopping. To politely ask something, the customer can start his or her question with "Excuse me, ...".

Customer

- Do you have any...?
- Do you have these in a size smaller/bigger too?
- Could you tell me where the...is/are?
- Do you sell...?
- Have you got any...?
- I'm just looking around.
- I'm looking for some nice trousers.
- What's your bestseller?
- What are your most popular products?
- Do you have items on sale?
- Do you offer discounts?
- I'm looking for an anniversary gift.
- Do you have gift items under \$30?
- I need a nice dress.
- Do you have some trekking shoes?
- Do you have other sizes for this?
- Can you show me other items?
- I only have a \$20 budget.
- What can you recommend for a high school graduation gift?
- Where can I find ...?
- Where can I buy...?
- Do you work here?
- Could you help me?
- Could I ask you something?
- I'll take it.
- It's not quite what I wanted.
- How much is it?

Sample Phrases

Here are sample phrases for a consulting service. These phrases or sentences could help you to find the right responses to specific questions of customers. To politely ask something, the salesperson can approach the customer with "May I help you?".

Salesperson

- Are you looking for something in particular?
- How can I help you?
- Is someone looking after you?
- What size are you?
- How much/many would you like?
- How about one of these?
- What size do you take?
- Would another color do?
- They are over there.
- Did you find everything you needed?
- Sorry, we are out of...
- Would you like to try it on?
- Is that everything?
- That blouse suits you very well.
- Here you are.
- Do you want anything else?
- They are on sale.
- Do you like it?
- The fitting rooms are over there.
- Buy two for the price of one.
- Will that be all for today?