

2

Shops

IN THIS UNIT, YOU:

- have a conversation about going shopping and what you bought
- tell an anecdote about a problem with shopping online
- roleplay different situations in shops and mediate the conversations

SPEAKING

1 Work in pairs. Answer the questions.

1 Look at the photo. How many of these things can you see?

coat	dress	hat	jeans
jewellery	shirt	shoes	skirt
suit	top	T-shirt	trainers

2 Would you wear any of the things in the photo? Why? / Why not?

3 Which of the things above can you see in your classroom?

2 Work with a new partner. Discuss the questions.

1 Do you like shopping for clothes and trying things on?

2 Is there anyone you like / don't like shopping with? Why? / Why not?

3 How important is what you wear to you?

4 What is your typical style? Do you have any favourite clothes? How long have you had that style / those clothes?



A man and woman shopping for clothes in Buenos Aires, Argentina.

Where did you get it?

IN THIS LESSON, YOU:

- have a conversation about going shopping and what you bought
- practise listening to a conversation about a shopping trip
- talk about events and habits in the past
- compliment people on clothes and possessions

VOCABULARY Describing things you bought

1 Complete the sentences with these pairs of words.

bright / original	complicated / follow
fit / uncomfortable	gold / suit
quality / lasted	second-hand / condition
smart / wear	thick / keep

- They're leather and really good _____. I had a similar pair before and they _____ for years.
- I bought a lovely _____ coat for the winter. It'll _____ me nice and warm in the cold weather.
- I bought them because they look really nice, but they don't really _____ well. They're quite _____ to walk in.
- They said in the shop it was easy to use, but I find it quite _____ and the instructions are difficult to _____.
- What do you think? I don't usually wear _____ jewellery, but I think these earrings quite _____ me!
- I got it in a _____ shop. A lot of stuff was in bad _____, but this is great.
- I bought this salad bowl in the market. I love the _____ colours and it's a really _____ design.
- I had to buy a _____ jacket for my friend's wedding but I'm not sure when I will _____ it again.

2 P Listen to the words from Exercise 1 and practise saying them on their own and in a phrase. Which words / phrases do you find hard to say? Practise saying them again.

3 Work in groups. Discuss the questions. Use a dictionary if you need to.

- Why might clothes or objects **last** a long time?
- What things **keep you warm**? What's the opposite?
- Why might something not **fit** you anymore? What would you do with it?
- Think of three things that might be **complicated**?
- What's the opposite of **bright colours**?
- When else do people usually wear **smart clothes**?

4 Work in pairs. How many of the words in Exercise 1 can you use to describe things you have?

I've got a great pair of black leather boots. I've had them for ages. They're really good quality.

I've got a few nice thick winter coats that keep me warm. My favourite one is long and dark blue.

LISTENING

5 Listen to two friends, Keira and Cleo, talking about El Rastro, a street market in Madrid, Spain. How many things did they buy at the market?

6 Listen again and complete the notes.

When Dani bought the camera: ¹ _____ ago

Jacket material: ² _____

Jacket condition: ³ _____

Earrings bought from stall on: ⁴ _____

Earrings style: ⁵ _____

Earrings cost: ⁶€ _____

7 Work in pairs. Discuss the questions.

- Are there any street markets where you live? Are they any good? Why? / Why not?
- Do you think it's good to buy any of these things second-hand? Why? / Why not?
 - a bike
 - a car
 - kids' clothes
 - a book
 - a coat
 - a video game
 - boots
 - a computer

GRAMMAR

Past simple

We use the past simple to talk about events and habits in the past.

*He **wanted** to take some photos.*

*I **saw** this great leather jacket that I **thought** about buying.*

*It **didn't** really fit.*

*They **weren't** very expensive.*

*Did you **have** a nice weekend?*

Was it expensive?

8 Look at the examples in the Grammar box. Complete these rules.

- To use a regular verb like *want* in the past simple, add _____.
- Many common verbs are irregular, such as see – _____, think – _____ and do – _____.
- To ask a question, use _____ + *you / he / they*, etc. + verb.
- To make a negative, use *I / you / we*, etc. + _____ + verb.
- To make negatives of the verb *be*, use *wasn't* or _____.

9 Rewrite the sentences (1–6) with the past simple.

- I buy a coat for my daughter, but I have to take it back to the shop.
- I go shopping on Saturday, but I don't get everything I need.
- I leave my old job delivering pizzas and get a new one in a clothes store.

- I want to go to the beach last weekend, but we don't go in the end.
- I receive a lot of money recently and I don't know what to do with it.
- He ask me on a date, but I say no.

10 Work in pairs. How many different reasons can you think of for each situation in Exercise 9?

1 *The coat was too big / small for her daughter.*

The coat had a hole in it.

Her daughter didn't like the coat.

11 Work in pairs. Tell your partner about either a great weekend you had recently or a bad weekend. Your partner asks questions to find out more.

G See Grammar reference 2A.

DEVELOPING CONVERSATIONS

Complimenting

We often compliment people and then ask a question – or make another comment.

A: *They're great! **Where did you get them exactly?***

B: *There's a jewellery stall on the main street.*

A: *I love your jumper. **It looks really nice and thick.***

B: *Yeah, it is. It's great. It really keeps me warm.*

12 Write the words in the correct order to make questions or comments. Then listen and check your answers.

- I love your ring. did / where / you / it / get ?
- That's a great bag. new / is / it ?
- Hey, cool phone! you / it / long / had / how / have ?
- I love your shirt. really / a / design / it's / nice .
- I like your boots. comfortable / look / really / they .
- That's a lovely jacket. really / you / it / suits .

CONVERSATION PRACTICE

13 Choose one of these tasks. Take turns to start.

- Talk to some other students. Compliment them on their clothes, or other things they have. Use language from Exercise 12. Continue the conversation for as long as you can.
- Work in pairs. Have a conversation about what you bought at the weekend. Start by asking, 'Did you do anything at the weekend?' You can invent the details. Continue the conversation for as long as you can.

A: *Did you do anything at the weekend?*

B: *Yeah, I went shopping.*

A: *Really? Did you buy anything nice?*

B: *Well, I got a jacket in that new second-hand shop.*



A customer checking out what's on offer in a Camden Market store, London, UK.

I bought it online

IN THIS LESSON, YOU:

- tell an anecdote about a problem with shopping online
- talk about statistics about shopping online and your experience
- work out the meaning of shopping phrases
- share stories you've read and discuss responses to them

SPEAKING

1 Read the Fact file. Then work in groups. Discuss the questions.

- 1 What do you think the figures might be for your country now?
- 2 Which facts do you think are interesting, (not) surprising or show a problem? Why?
- 3 Do you know anyone who works in a place like you see in the photo, or delivering things? Do you think they are good jobs? Why? / Why not?

FACT FILE

- In 2020, an online payments company found that people in Turkey spent an average of 20% of their salary online, people in Chile 12% and people in the UAE 4%.
- In 2022, 63% of the global population had access to the internet.
- The average person in the UK bought 60% more clothing in 2021 than in 2000, and searches for cheap clothes online went up 46% in 2020.
- In 2021, almost 1 million people were working for Amazon in the US, mainly delivering parcels and working in warehouses like the one in the photo.
- In 2021, young adults in Switzerland returned 20% of items they'd bought online.

VOCABULARY Shopping online

2 Work in pairs. Don't use a dictionary. Discuss what you think the phrases (1–9) in bold mean, or decide how to translate them into your first language.

- 1 I was looking online for some new trainers, and now I **keep getting ads** for them all the time.
- 2 I really needed it quickly, so I paid extra to **have it delivered** the next day.
- 3 I **clicked on the link** in the email, and it took me to a strange website.
- 4 I did some research about where to stay and this place was cheap but had **five-star reviews**, so I booked it.
- 5 I **can't afford** to buy a new mobile, so I'm going to buy one second-hand.
- 6 I need a new printer, but there's such a **huge range to choose from**, deciding which one to get is giving me a headache!

- 7 The laptop was reduced from \$300 to \$150 because it **was slightly damaged**. It still works well, though.
- 8 The shoes looked completely different on the website, so I complained, and they **gave me my money back**.
- 9 It wasn't exactly what I wanted, but I kept it anyway because there was a **charge to return it**.

3 Which of the sentences in Exercise 2 describe things that have happened to you? Tell your partner. Add some details.

I keep getting ads for wedding dresses because the other day I was talking about my sister's wedding on social media. I mean – I'm only 16!

READING

4 Work in pairs. You're going to read forum posts about online shopping on page 19. Read as fast as you can. Find out what happened to each person.

Student A: Read Alfonso's and Kristin's posts.

Student B: Read Sakda's and Ewa's posts.

5 Work with someone who read the same posts as you. Compare your ideas. Discuss:

- what you understood happened.
- if you think the writer made any mistakes when they shopped online.
- what you think of the situation. Is it something familiar, silly, funny, etc.?

6 Read your posts again and write down three words / phrases from each post to help you retell them to another person.

7 **M** Work with someone who read different posts. Close your book and retell the stories to your partner. Which one did you like the most? Why?

8 Quickly read the posts you didn't read before. Answer the questions. Then discuss your answers with your partner.

- 1 How well did your partner retell them?
- 2 Did they miss out any information? Was it important?
- 3 Did they add any information? Did that make the story more interesting?
- 4 Do you have any questions still about the posts?

SPEAKING

9 Take five minutes to make notes on a story about a problem you, or someone you know, has had from shopping online. Invent a story, if you need to. Then work in groups. Share your stories.

WHEN I GOT IT ...

Ordering stuff online is easy and convenient most of the time, but when we get it ... well, it's not always what we needed, or wanted. Tell us about your experiences!

It was my 40th birthday last year. My wife took me to a concert. It was great. We saw a band we both loved when we were at university. When we got home, my wife went to bed, but I stayed up to listen to music and have a look at stuff online. I started looking at ads for guitars and I saw this beautiful one. I've always dreamed of playing in a band and I guess the concert inspired me. It cost a silly amount of money, but I thought 'it's my birthday!' and so I clicked 'buy'. My wife thought it was quite funny when the guitar arrived the next week, and she laughed even more when I started playing it. The thing is, I still haven't told her how much it actually cost, but I don't want to return it.

Alfonso 14 posts 28 replies

I wanted to buy a computer for my daughter's tenth birthday. I did some research and a second-hand one seemed a good option – and they also say it's better for the environment. Anyway, I looked at a wide range of laptops and then saw an ad for a top-quality one, which was in excellent condition and much cheaper than I expected. The site had a couple of good reviews too, so I bought it, and even paid extra to have it delivered in time for my daughter's birthday. She was so excited when the parcel came, but when she opened it, she just found an empty box. I looked at the email receipt and I realized what it actually said: 'X1 Superlight Laptop box – good as new'. I emailed to ask for a refund, but I didn't get a reply.

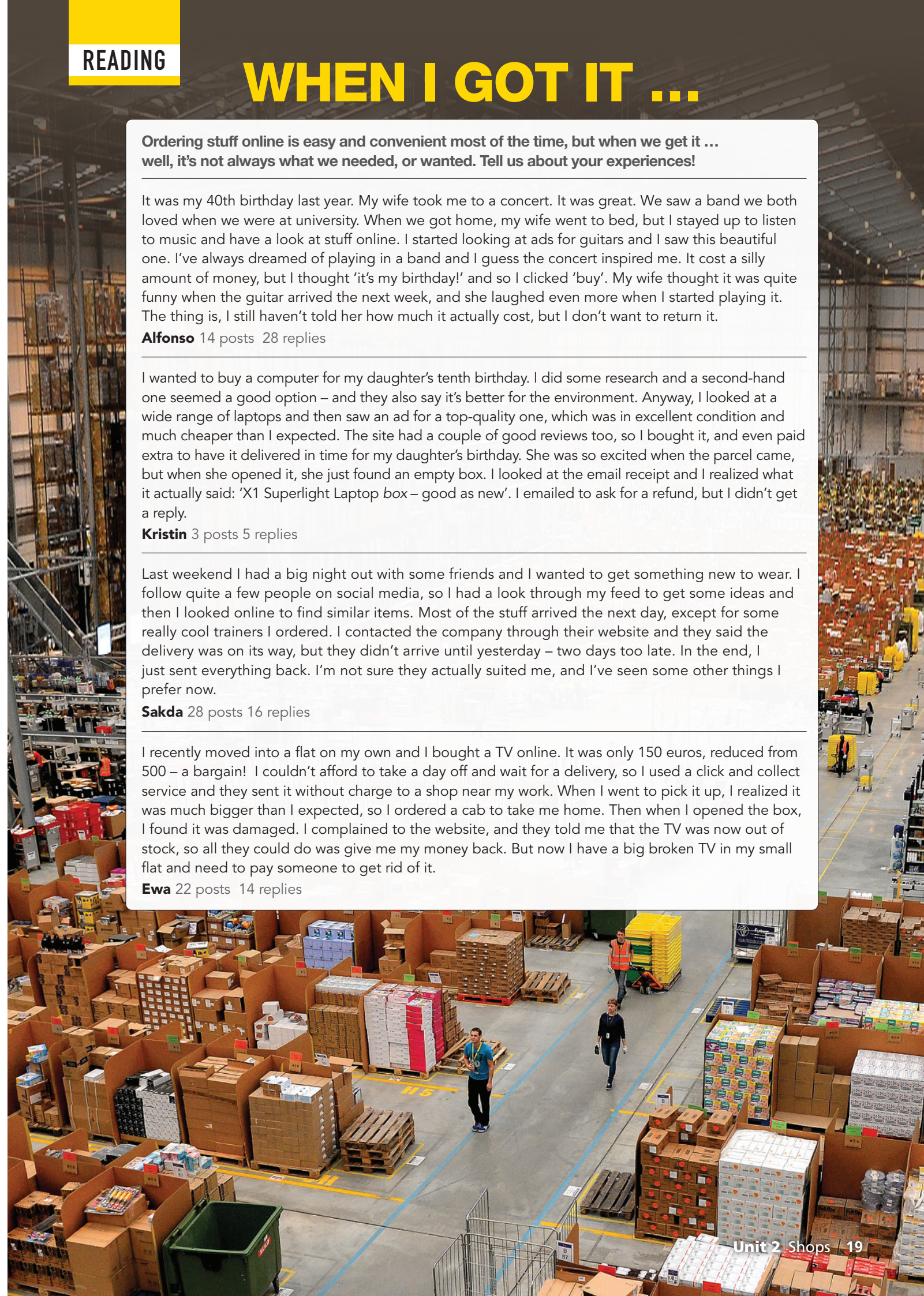
Kristin 3 posts 5 replies

Last weekend I had a big night out with some friends and I wanted to get something new to wear. I follow quite a few people on social media, so I had a look through my feed to get some ideas and then I looked online to find similar items. Most of the stuff arrived the next day, except for some really cool trainers I ordered. I contacted the company through their website and they said the delivery was on its way, but they didn't arrive until yesterday – two days too late. In the end, I just sent everything back. I'm not sure they actually suited me, and I've seen some other things I prefer now.

Sakda 28 posts 16 replies

I recently moved into a flat on my own and I bought a TV online. It was only 150 euros, reduced from 500 – a bargain! I couldn't afford to take a day off and wait for a delivery, so I used a click and collect service and they sent it without charge to a shop near my work. When I went to pick it up, I realized it was much bigger than I expected, so I ordered a cab to take me home. Then when I opened the box, I found it was damaged. I complained to the website, and they told me that the TV was now out of stock, so all they could do was give me my money back. But now I have a big broken TV in my small flat and need to pay someone to get rid of it.

Ewa 22 posts 14 replies



Can I help you?

IN THIS LESSON, YOU:

- roleplay different situations in shops and mediate the conversations
- discuss your preferences for shops and products
- practise hearing common words and phrases you hear in shops
- practise listening to conversations you hear in shops

SPEAKING

1 Work in pairs. Discuss the sentences. Which are true for you? Give examples, or say why they aren't true.

- 1 I hate going to shopping malls. I prefer going somewhere a bit less busy.
- 2 I find I make decisions more quickly if I have a friend with me.
- 3 I sometimes travel quite a long way to find a wider choice of shops than we have here.
- 4 I usually go to a local market to buy fruit and veg. It's much fresher than in a supermarket.
- 5 It's important to teach kids how to buy food, so they'll eat more healthily.
- 6 I prefer to spend money in local businesses, even if online shopping is easier.
- 7 I go shopping much more often than my parents.

- 4 It doesn't look very strong. I have two kids who will probably jump up and down on it, so I need something which is _____ quality and will last _____ . (good / long)
- 5 It's a bit plain and dark. Do they have something a bit _____ and a bit _____ ? (bright / colourful)
- 6 It's OK, but I think I need something a bit _____ . I don't have a car, so if I go on a bus, I really need something I can fold _____ and is a bit _____ to carry. (practical / easily / light)
- 7 That's a good present. If he has some easy recipes to follow, he might be a bit _____ and cook _____ and generally be a bit _____ . (lazy / regularly / healthy)

4 Work in pairs. What do you think the people are talking about in the sentences in Exercise 3?

5 Complete the sentences with your own ideas. Then explain your choices, using comparatives.

- 1 Shopping is better than _____ .
- 2 My phone is better than _____ .
- 3 _____ is a better shop for clothes than _____ .
- 4 Where I live now is better than _____ .

G See Grammar reference 2C.

GRAMMAR

Comparatives

When we compare things, we use *more*, *less* or *-er* with an adjective / adverb. We sometimes show how big the difference is by using *much* or *a bit*.

fresher *a wider choice* *easier*
more healthily *more quickly* *a bit less busy*
much more often than *my parents*

2 Look at the examples in the Grammar box. Complete these rules about comparatives.

- 1 We add _____ to the end of adjectives / adverbs of one syllable.
- 2 Two-syllable words ending in *-y* can change to _____ .
- 3 We use _____ or _____ before any two- or three-syllable adjectives / adverbs.
- 4 We show there's a small difference by adding _____ , and a big difference by adding _____ .
- 5 We use _____ after the comparative, if we want to be really clear about the other things / people we're comparing, but this is often not necessary.

3 Complete the sentences (1–7) with the comparative form of the words in brackets.

- 1 My feet are moving a bit inside them. Do you have them in a _____ size? (small)
- 2 It's for a child. I think I need something a bit _____ . (complicated)
- 3 I love the flowery pattern, but it's for work. I think I need something a bit _____ , a bit _____ . (bright / formal)

LISTENING

6 FS You're going to hear five conversations taking place in a shop. Phrases are often said fast before a key word. Listen to six phrases from the conversations. Write down a word or phrase that could complete each sentence.

7 Now listen to the conversations. Match the conversations (1–5) with these situations (a–f). There is one extra situation.

- a Someone is buying a present.
- b Someone is complaining about bad service.
- c Someone decides not to buy something.
- d Someone doesn't want to wait their turn in a queue.
- e Two people are arguing about what to buy.
- f Someone is taking something back to a shop.

8 Work in pairs. Decide which conversation these pairs of phrases came from. Why was each phrase said? Then listen again and check your answers.

- a suddenly realized / in a hurry
- b gift bags / queue again
- c closing the till / on display
- d grow into it / it's not fair
- e drop it / got rid of the box



A shop assistant provides help and advice, Beijing, China.

9 Work in groups. Discuss the questions.

- 1 Have you ever queued for a long time or had problems in a queue?
- 2 What was the last thing you did to help someone?
- 3 Did your parents ever make you wear something you didn't like when you were a child?
- 4 Did you have any favourite clothes when you were younger? What were they?

SPEAKING TASK

10 Work in groups. Answer the questions.

- 1 What are two reasons you might take things back to a shop?
- 2 What are two things you might say / ask in a queue?
- 3 What are two questions you might ask a member of staff in a shop?
- 4 What are two things a shop assistant might ask you when you pay?

11 Which of these phrases might be useful in the different situations in Exercise 10?

Excuse me. Could you help me?
Would you like (me) to ... ?
Could I maybe ... ?
Do you have something a bit ... ?
Do you have one of these in ... ?
I bought this the other day and ...
Are you sure?
Of course! Go ahead.

12 M You're going to roleplay some situations in a shop. Follow the instructions:

- 1 Choose how to do the roleplay:
 - In pairs, between a customer and shop assistant, both speaking English.
 - In groups of three. The customer or assistant doesn't speak English, so the third person needs to translate for them!
- 2 With your partner(s), choose three of the situations that you thought of in Exercise 10 to roleplay.
- 3 Roleplay the situations. Use the phrases from Exercise 11 to help you. Exchange roles after each roleplay.

MY OUTCOMES

Work in pairs. Discuss the questions.

- 1 What conversations were fun to practise in class? Do you think you'll use them in real life? If so, when and where?
- 2 Your friend is going on a shopping trip to an English-speaking country. What useful phrases, pronunciation tips or general advice would you give them?
- 3 What things did you compare in this lesson? Is the way we form phrases for comparing things different in English from your first language? If so, are they much different or only a bit different? How? What examples can you think of?
- 4 What do you most need to revise from this unit? How will you do that?

Writing a post about your work

IN THIS LESSON, YOU:

- write a post about a job
- make recommendations
- describe different kinds of jobs
- use time phrases to organize posts

SPEAKING

1 Work in pairs. Think of two jobs: jobs you do now or that someone you know does. For each job, explain why you would / wouldn't recommend the job and place of work to these people.

- your partner (for a career change / different place to work)
- a student (as work experience / a future career)
- a family member
- a friend

VOCABULARY Describing jobs

2 Complete the sentences with these words.

active	boring	creative	foreign
lonely	qualified	variety	worth

- 1 It took a lot of studying and work to **get** _____, but it was worth it.
- 2 You have to deal with a lot of problems, but **it's** _____ it when people thank you.

- 3 If you don't mind working on your own, it's good, but some people **feel** _____.
- 4 If you don't like sitting at a desk and want to **be** _____, this is the job for you.
- 5 There's **a lot of** _____. I love the fact I do something different every day.
- 6 It's **a bit** _____. I hate the fact that I just sit at a desk all day.
- 7 It helps if you are **quite** _____, because you need to think quickly.
- 8 It helps if you speak another language, because we deal with a lot of _____ **businesses**.

3 Work in pairs. What jobs do you think they're talking about in the sentences in Exercise 2? Which phrases in bold can you use to talk about jobs that people you know do?

WRITING

4 Read the blog post on page 23. Answer the questions.

- 1 What do you think the writer does?
- 2 Would you like to do this job? Why? / Why not?

It's hard work ... but I love it!

3 comments

Recently, a couple of people who are finishing university have contacted me as they think about their next move, so I thought I'd share what I told them in a post. Well, ¹ _____, my job's great if you want to travel, but if you want to get rich then this is not the job for you. I don't earn a lot of money. ² _____, I often work evenings, and some Saturdays too. The conditions in my job here in Hanoi are good, but it's not the same everywhere. ³ _____, I think it's a good job if you get on with lots of different kinds of people. I love the fact I hear so many stories in class. It's always interesting – never boring. It ⁴ _____ helps if you like working with kids, because it's difficult to find work only teaching adults. ⁵ _____, if you're interested in following my path and doing what I do, it's worth getting some training. Maybe in a future post, I'll recommend some places to go. I hope that helps!

5 Work in pairs. Discuss the questions about the post.

- 1 According to the author, what's the most important point in deciding if it's a good first job after university? What information do they give about this?
- 2 What other qualities / abilities do people need to do the job? What examples or reasons do they give for this?
- 3 What information does the author give about getting started in this job?
- 4 Do you think it would be useful to know anything else?
- 5 Do you think any information would change if the post was aimed at a retired person?

USEFUL LANGUAGE

Organizing ideas in a text

When you write a text, it's good to use words to show you are starting a new point or adding to a main idea. For example, we use **firstly** (for the first main idea), **secondly** (for the second main idea) and **finally** for the last idea. We can show we're adding to main ideas by using **also**.

6 Complete the blog post in Exercise 4 with these words. Use one word twice.

also	finally	firstly	secondly
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7 Choose one of the jobs in the photo. Write what you think of the job, using the words from Exercise 6. Then work in pairs. Share your ideas.

PRACTICE

8 You're going to write a short post offering information to people who are thinking about starting a job you know about or have experience of. Do the following.

- Choose who you're writing the post for (students / retired people / others looking for part-time work).
- Decide the most important point for these people in deciding to do the job or not.
- Note any qualities or abilities it's important to have.
- Note anything you particularly like / don't like about the job.
- Note ways people might get started in the job.
- Decide if you will use any of these phrases:

*Well, firstly being a / working as a ... is great if ...
But if ... , it's probably not the job for you.
It helps if ...
I love / hate the fact (that) ...
... is difficult / hard, but it's worth it.*

9 Write your blog post. Organize it with the words from Exercise 6. Write 100–150 words.

10 Work in small groups. Compare your posts. Then discuss the questions.

- Is the information given clear and organized?
- Would you like to know anything extra?
- Where might you add extra information to the post?



A window cleaner washes an office window in Düsseldorf, Germany.



VIDEO Out and about

1 Work in groups. Discuss the questions.

- 1 Have you ever returned anything you've bought?
- 2 If you have, when? Why?

Understanding accents

Some accents use a /l/ sound instead of a /r/ sound, so *right /raɪt/* may sound more like *light /laɪt/*.

2 Watch six people answer the same questions. Then work in pairs. How much can you remember about what they said? Did anyone have similar experiences to you?

3 Watch again. Match one sentence to each speaker. There are two extra sentences.

- a I only buy things I really want.
- b I had a problem when I took it back to the shop.
- c This happened when I was back in my own country.
- d I got this top here in Ireland.
- e I took it back to the shop two weeks ago.
- f They fitted badly and they were hurting.
- g I'm usually very careful when choosing what to buy.
- h I got very angry when I went back to the shop.

4 Work in groups. Discuss the questions.

- 1 Have you ever bought anything that was already broken? What was it?
- 2 Have you ever got annoyed because of things you bought? Why?
- 3 Have you ever got annoyed in a shop? Why?
- 4 Have you ever returned any electronic devices? Why?
- 5 Do you usually keep receipts? What are they for?

VIDEO Developing conversations

5 You're going to watch two people talking about what they do. Watch and take notes.

6 Work in pairs. Compare what you understood. Watch again if you need to.

7 Discuss the questions with your partner.

- 1 Which job sounds the best to you? Why?
- 2 Which place of work are you more likely to visit?
- 3 Do you know anyone who does any similar work?

8 Watch again. Complete the sentences with two words in each gap.

- 1 So what do you do? Like in terms of what _____ fitness instructor are you?
- 2 I teach classes to get stronger and to _____.
- 3 When I have to do the _____, sometimes it's really hard.
- 4 The staff in _____ are amazing.
- 5 They're normal hours, like nine-to-five hours, but it's seven days _____.
- 6 They're really nice people to _____.
- 7 Bedford? Oh, that's really _____ me.
- 8 Could I pop in and have _____?

CONVERSATION PRACTICE

9 Work in pairs. You're going to practise a conversation.

- 1 Choose a Conversation practice from either Lesson 1A or Lesson 2A.
- 2 Look at the language in that lesson.
- 3 Check the meaning of anything you've forgotten with your partner.
- 4 Have the conversation. Try to improve on the last time you did it.

GRAMMAR

1 Complete the text with the correct form of the verbs in brackets.

I'm at college and I ¹_____ (train) to become an electrician. I ²_____ (really like) the course and I ³_____ (do) quite well. Last week, we ⁴_____ (learn) how to install all the electrics in a house. It's quite complicated, but I ⁵_____ (pass) the test with 90%. Every weekend, I ⁶_____ (work) in a café in town. I mainly ⁷_____ (make) coffees and teas, but I sometimes ⁸_____ (help) in the kitchen. It's OK to get some money, but I ⁹_____ (want) to find a job with an electrician, to get some experience. Last week, I ¹⁰_____ (have) an interview, but I ¹¹_____ (not get) the job. There ¹²_____ (be) a lot of other people also interested. That's the problem: if there are several people applying, they ¹³_____ (choose) the person with the most experience.

2 Write the words in the correct order to make questions.

- 1 now / are / what / doing / you ?
- 2 work / your / does / you / brother / with ?
- 3 for / working / she / still / Amazon / is ?
- 4 long / last / did / how / the / meeting ?
- 5 do / want / you / me / to / carry / that ?
- 6 me / bag / you / give / a / could / bigger ?
- 7 if / you / work / office / more / do / you're / in / the ?
- 8 anything / you / a / bit / do / complicated / less / have ?

3 Complete the text with one word in each gap.

I don't really like shopping for clothes and buying shoes is even ¹_____ enjoyable because I find it really difficult to find shoes that ²_____ me well. Often, I try them in the shop and they seem OK, but if I wear them for ³_____ bit longer at home, they begin to feel uncomfortable, so I put them in a cupboard and hardly ever wear them again. At other times, ⁴_____ I find something more comfortable, they are usually not smart enough for work or they ⁵_____ not suit me. Last time I went shopping, I took a friend with me to ⁶_____ me some advice, but he bought two pairs of shoes and I didn't find anything I could wear. After that, I decided that there was only one thing to do. I ⁷_____ now taking a course to learn how to make shoes that are better ⁸_____ the ones in the shops.

4 Listen and write the six sentences you hear.

VOCABULARY

5 Match the two parts of the collocations.

- | | |
|------------------------|--------------------|
| 1 look for / apply for | a my own company |
| 2 learn / practise | b a job in IT |
| 3 do / according to | c a work event |
| 4 earn / increase | d new skills |
| 5 organize / go to | e the minimum wage |
| 6 wear / gold | f research |
| 7 run / start | g earrings |

6 Decide if these words are connected to jobs and work or clothes and shopping.

afford	a contract	deal with	fit
gift	interview	IT	part-time
return	second-hand	training	thick

7 Complete the sentences with the correct form of the words in bold.

- 1 I bought a new pair of _____ for the gym. **train**
- 2 When it arrived, it was badly _____. **damage**
- 3 I don't wear much _____. **jewel**
- 4 I had an _____ with one of my co-workers. **argue**
- 5 She said I didn't follow her _____, which is why the customer complained. **instruct**
- 6 We have a lot of _____ about working here, but I don't deal with them. **enquire**
- 7 I have to give a _____ at work. **present**

8 Choose the correct options (a-c) to complete the text.

I ¹_____ an online fashion company. We sell a small ²_____ of items for customers at any one time, but we change the designs constantly. Our industry is very competitive. To be successful, it's essential that the designs of the clothes are top ³_____ and that you have an excellent website with lots of five-star ⁴_____. The website needs to be uncomplicated so customers can quickly find what they like, ⁵_____ to buy it and have the product delivered to them the next day. We provide free delivery, but we have a ⁶_____ to return items. We want our clothes to ⁷_____ and look good for a long time. We also want them to ⁸_____ a wide range of customers so our reviews are always positive.

- | | | |
|--------------|-------------|-----------|
| 1 a work | b work for | c do |
| 2 a range | b choose | c stuff |
| 3 a original | b condition | c quality |
| 4 a links | b reviews | c ads |
| 5 a click | b push | c queue |
| 6 a pay | b money | c charge |
| 7 a last | b stay | c keep |
| 8 a look | b suit | c display |