B: Here you are. The fitting rooms are at the back.
A: Thanks. ... It fits. I'll take it. Can I pay by card?
B: Of course.

Role card / Рольова гра

Situation	Your task / Твоє завдання
In a store	Find an item, ask about size or color and price, and pay. *Знайди товар, запитай про розмір чи колір і ціну, заплати.*

Picture task / Робота з малюнком



Describe the garage sale. What things are for sale? Choose one thing and buy it from your partner. Ask about the price and try to get a better one.

Опиши гаражний розпродаж. Які речі продають? Вибери одну річ і купи її в партнера. Запитай ціну й спробуй поторгуватися.

Talk on your own / Самостійне висловлювання

Talk for one minute about your favorite store or a thing you bought recently. Why did you buy it?

Говори хвилину про свій улюблений магазин або про те, що ти нещодавно купив. Чому ти це купив?

Check yourself: Ask about price, size and color.
Перевір себе: Запитай про ціну, розмір і колір.

B1 Going further

Хочу... / I want to ...	Useful English
повернути	I'd like to return this. It doesn't work.
обміняти	Could I exchange it for a different size?
повернення грошей	Would a refund be possible?
гарантія	Is there a warranty on this?

Хочу… / I want to …	Useful English
чек	Do you have the receipt? – Yes, here it is.
записатися на сервіс	I'd like to make an appointment for a haircut.
онлайн-замовлення	My order hasn't arrived yet. Could you check it for me?

Dialogue – Returning headphones

A: Hi, I'd like to return these headphones. The left side doesn't work.

B: I'm sorry to hear that. Do you have the receipt?

A: Yes, here it is.

B: We can replace them or give you a refund.

A: I'd prefer a replacement, please. Could I try them here?

B: Sure. … Do they work now?

A: Yes, perfectly. Thank you.

Role card

Situation	Your task
Customer problem	Explain what is wrong with something you bought. Ask for an exchange or a refund and react to the offer.

Check yourself: Explain a product problem in two sentences and ask for a solution.

Vocabulary link (Exam Vocabulary): Shopping; Clothes and Fashion; Services in Everyday Life

Grammar link: 1.7b This, that, these, those; 1.7c Numbers and prices; 1.7a Comparatives and superlatives

14. Food and eating out

Audio starspangledenglish.com/c2-14

Їжа й ресторан

Goal: Order food, ask about ingredients, pay and solve a simple problem.

Мета: Замовити їжу, запитати про інгредієнти, заплатити й розв’язати невелику проблему.

Workbook: Conversation Workbook, B1 lesson 14 · ♫ uk-cw2-14

A2 Basic phrases

Хочу… / I want to …	Useful English
замовити	I'd like a cheese sandwich, please. / I'll have the soup.