

Výukový materiál v rámci projektu OPVK 1.5 Peníze středním školám

Číslo projektu:	CZ.1.07/1.5.00/34.0883
Název projektu:	Rozvoj vzdělanosti
Číslo šablony:	II/2
Datum vytvoření:	1. 11. 2012
Autor:	Mgr. Jana Jeřábková
Určeno pro předmět:	Anglický jazyk
Tematická oblast:	Člověk a jeho každodenní život
Obor vzdělání:	Fotograf 34-56-L/01 - 2. ročník
Název výukového materiálu:	Shopping and Services
Druh výukového materiálu:	Pracovní list s prezentací, otevřenými i uzavřenými otázkami k tématu Nakupování a služby a cvičením k procvičení slovní zásoby.
Čas:	30 minut
Využití:	Seznámení se se slovní zásobou týkající se tématu Shopping and Services, procvičení si slovní zásoby a nacvičení si schopnosti vyjádřit se k danému tématu.

SHOPPING AND SERVICES

Are services important in people's lives?

The services are important in our lives because we need some help in various problems or needs.

Describe the British and Czech services:

Generally, the services in the Czech Republic and UK are very similar. There are lots of companies providing services for example **decorator, photographer, hair-dresser, book-binder, watchmaker, travel agent, cosmetician** or **beautician, masseur, plumber, electrician, shoe repairman, tailor...** . People mostly need a **trade license** for practicing these professions. Women go to the **beauty salons** or **nail studios** which provide complexion treatment, manicure, pedicure or slimming procedures. **Fitness centers** help you keep fit and firm your body. The British often take the washing to the **laundry** whereas the Czech people have a washing machine at home. However, people sometimes use **dry-cleaner's** for cleaning coats, jackets or suits.

What kind of services do you usually use?

I (always / usually / sometimes / rarely / often / never) use hairdresser, tailor, photographer, plumber, chimney-sweeper, beautician, computer programmer (regularly / once a week/month/year) because my shoes / watch / tap / computer must be repaired

What role does shopping play in the lives of modern people?

Shopping is a part of our everyday lives. Some shops are small specialized stores called **corner shops** but most people do shopping in the shopping centers which offer everything under one roof. There are many kinds of stores, cafés, restaurants and sometimes even a cinema, post office, bank, hairdresser and other services.

What can you find in a typical shop and how can you pay?

There are **counters with cash registers** on it, supermarkets usually have got **checkouts**. The customers use either **shopping baskets** or **shopping trolleys**. After you pay for the goods, you get a **receipt** that gives you a **guarantee** and possibility of taking the goods back and getting a **refund**. You can pay either **in cash, by debit** or **credit cards** or **cheques**. Some chain shops (TESCO, DM) also offer **customer's cards** for loyal customers. They can collect points for products they buy and gain reduction. Only a few shops, mainly the Internet shops, deliver goods to you. It is more often in foreign countries but for example SCANTO, IKEA or other stores which sell furniture offer this kind of service also in the Czech Republic.

Where do people usually do their shopping?

People usually do big purchases at a **self-service shop**, supermarket, hypermarket, department store, shopping mall, small **purchases** at corner shops and from **vending machines** because they are open non-

stop. Many things on the Internet are cheaper but you usually have to pay for the transport and you cannot try or see the goods in advance.

What do shops do to make you spend more money?

There are lots of tricks to make a client spend more money. Shop window must be attractive and often changed, there is always nice music and shops often offer reduction on prices. The products are promoted / have advertisement on TV and in leaflets or magazines which are sent to the mailboxes / post boxes.

Does advertising influence you when you do shopping?

I am influenced by the advertisement a little / a lot because.....
.....

What do you think of ads? Do you like them and why? What is or should be forbidden in the ads?

.....
.....

Name some specialized shops:

People buy:

- books at the **bookshop**,
- newspapers, magazines, matches, post stamps or postcards at the **newsagent's**,
- notebooks, paper, ruler, rubber / eraser, pens, fountain pens, felt-tip pens, markers, sellotape, scissors, compasses, ballpoint pens, pencil sharpener, crayons, coloured pencils or pencils at the **stationer's**,
- petrol, car accessories, motor oil or a snack at the **petrol station**,
- screws, nuts, bolts, wires or pipes at the **ironmongery**,
- CD's, sheet music or musical instruments at the **music shop**,
- white / brown/dark / wholemeat/wholewheat / multi-grain/wholegrain / corn / rye / caraway seed bread, rolls, buns, baguette / French bread, croissants, pastry, doughnut, pie (plněný koláč) and cakes at the **baker's**,
- fish and seafood at **fishmonger's**,
- groceries at the **grocer's**,
- meat, poultry and smoked meats (uzeniny) at the **butcher's**,
- wide range of shoes, shoelaces, umbrellas, hand-bags, purses, wallets and rucksacks at the **shoe shop**,
- flowers at the **florist's**,
- fruit and vegetables at the **greengrocer's**,
- medicine, shampoo, painkiller, pill / tablet, vitamins, drops, ointments, cream, gel, powder, spray, syrup, contraceptive (antikoncepce), plaster, bandage and cosmetics at the **chemist's**,

- gold and silver jewellery, watch, ring, chain, bracelet, pendant, string of beads, earrings, brooch, gem / jewel, diamond, ruby, emerald or crystal at the **jeweller's**,
- various toys for children such as ball, Frisbee, kite, hula hoop, toy gun, water pistol / gun, skipping / jump rope, doll, toy car, puzzle, teddy bear, cuddly / soft toy animal, yo-yo, toy brick / block, doll's pram / carriage / house or rocking horse at the **toyshop**,
- clothes at the **clothes shops** where customers can try the clothes in the **fitting rooms**.

What do you think about the quality of services?

The quality of services should be high. People who do services should be kind, polite, willing and helpful.

Which services need improvement?

I think that..... (the stuff could be more pleasant, courteous and willing).

What are the shopping possibilities / facilities in your city?

Shopping park and Futurum are big, luxurious and quite expensive shopping malls. There are various kinds of goods which people need, a lot of new boutiques, restaurants, pizzerias or cafés. In Futurum we can go to the cinema as well. Nová Karolína is the newest in Ostrava and the biggest shopping centre in the Czech Republic. We can do shopping in too.

Do you know any famous British shops?

Harrods is a famous luxurious British department store.

Mark and Spencer is a famous British chain store with clothes. (Chain stores is a chain of stores that are the same everywhere, the prices are almost the same and you know the shop although you are in another country or city.)

What services does the post office offer?

The post office offers sending and delivering letters, postcards, parcels, money or express mail.

Homework:

1. Answer these sentences:

Do you like shopping via Internet and what do you buy there and why?

Do you write a shopping list and why?

What do you spend most of your money on?

What is the shopping of future?

Has shopping become a major pastime for a lot of people?

What is your attitude toward shopping? / Where do you usually do shopping?

Do you shop for a certain brand / mark?

2. Match the articles or services on the left with the correct places on the right:

1. To buy pills and drops	a. the baker's	1.
2. To buy books	b. the confectionary	2.
3. To buy cakes and pastry	c. the chemist's	3.
4. To buy fish	d. the bookshop	4.
5. To buy flowers	e. the dry cleaner's	5.
6. To buy fruit	f. the fishmonger's	6.
7. To buy a newspaper	g. the florist's	7.
8. To buy perfume and shower gel	h. the greengrocer's	8.
9. To buy a pipe	i. the grocer's	9.
10. To buy soup	j. the ironmonger's	10.
11. To buy stamps	k. the laundry	11.
12. To buy sweets	l. the library	12.
13. To buy tools	m. the newsagent's	13.
14. To buy vegetables	n. the tailor's	14.
15. To borrow a book	o. the tobacconist's	15.
16. To have a suit made	p. the post office	16.
17. To have your clothes washed		17.
18. To have a suit cleaned		18.