

Shopping and Services

Vocabulary:

reasons for shopping (dôvody nakupovať): favourite/pleasant/enjoyable activity (*oblúbená/prijemná/radostná aktivita*), waste of time (*stráta času*), useless (*zbytočné*), necessity (*nevyhnutnosť*), hunting for bargains (*lov na výhodné ceny*)

trading activities (obchodné aktivity): to do the shopping, to buy, to purchase (*nakupovať*), to negotiate the price, to haggle over a price (*zjednať cenu*), to queue, to stand in a line (*stáť v rade*), to go on a shopping trip, to go on a shopping spree (*ísť na nákupy*), to go window shopping (*činnosť prezerania tovaru vystaveného vo výkladoch, najmä bez úmyslu niečo kúpiť*), to run a shop (*prevádzkovať obchod*), to sell (*predávať*), to retail (*maloobchod*), to wholesale (*veľkoobchod*)

people in trade (ľudia v obchode):

- shop assistant, retailer, wholesaler, cashier (*predavač, maloobchodník, veľkoobchodník, pokladník*)

- customer, bargain hunter, window shopper (*zákazník, lovec zliav, obzerač výkladov*)

ways of shopping (spôsoby nakupovania):

direct sale: market, small specialized shops, large shopping centers (*priamy predaj: trh, malé špecializované predajne, veľké nákupné centrá*)

indirect sale: mail order, door-to-door selling, hire purchase, catalogue sale, online sale (*nepriamy predaj: zásielkový predaj, podomový predaj, splátkový predaj, katalógový predaj, online predaj*)

ways of payment (spôsoby platenia): in cash (*v hotovosti*), by bank card (credit card/debit card) (*bankovou kartou (kreditná karta/debetná karta)*), by cheque (AmE: check) (*šekom (AmE: šek)*), hire purchase (in instalments) (*splátkový predaj (na splátky)*), electronic forms of payment (Internet banking) (*elektronické formy platby (internet banking)*), direct bank transfer (*priamy bankový prevod*), postal payment (*poštová platba*), invoice (*faktúra*)

prices (ceny): expensive (*drahé*), unbelievable (*neuveriteľné*), it costs a fortune (*stojí to majlant*), costly (*nákladné*), reasonable (*rozumná*), affordable (*cenovo dostupné*), cut (*znižená cena/úspora*), half (*polovičná*), full (*plná*), reduced (*znižená*), low (decreased) (*nízka (znižená)*), high (increased) (*vysoká (zvýšená)*)

- prices go down/fall, drop in prices (*ceny klesajú/klesajú, pokles cien*)

- prices go up, rise in prices (*ceny stúpajú, ceny stúpajú*)

in the shops (AmE: stores) (v obchodoch (AmE: obchody): cash desk (*pokladňa*), shopping cart, shopping basket (*nákupný košík*), shopping bag (*nákupná taška*), shopping list (*nákupný zoznam*)

goods (tovar): out of stock (*vypredané*), warehouse (*sklad*), in short supply (*nedostatok*), price-tag (*cenovka*), care label (*ošetrovací štítok*), on sale, clearance (*výpredaj*)

small specialised shops (malé špecializované obchody): grocer's, baker's, ironmonger's, butcher's, stationer's, greengrocer's, corner shop, bookshop, shoe shop, boutique, clothes shop, gift shop, chemist's (AmE: drugstore), DIY stores, pet shop, deli- catessen, coffee shop, off-licence, tobacconist's, confectioner's, junk shop, toy shop, newsagent's, florist's

(*potraviny, pekáreň, železiarstvo, mäsiareň, papiernictvo, zelovoc, kútik, kníhkupectvo, obuv, butik, obchod s oblečením, darčekový obchod, lekáreň (AmE: lekáreň), obchody pre domáчих majstrov, obchod s domácimi zvieratami, lahôdky, kaviareň, mimo licencie, trafika, cukráreň, nepotrebný tovar, hračkárstvo, trafika, kvetinárstvo*)

larger shopping centres (väčšie obchodné centrá): supermarket, department stores (*obchodné domy*), hypermarket, shopping malls (*obchodné centrá*), chain stores (*obchodné reťazce*)

other ways of shopping (iné spôsoby nakupovania): mail order, door-to-door selling, hire purchase (*zásielkový predaj, podomový predaj, splátkový predaj*)

customers' preferences (preferencie zákazníkov): personal contact with shop assistants (*osobný kontakt s predavačmi*), fresh foodstuffs (*čerstvé potraviny*), a wide choice of goods (*veľký výber tovaru*), reasonable prices (*rozumné ceny*), sales (*zľavy*), bargains (*výhodné ponuky*), everything is under one roof (*všetko pod jednou strechou*), free parking (*parkovanie zadarmo*), shopping bags for free (*nákupné tašky zadarmo*), payment by credit card (*platba kartou*)

advertisements (adverts/ads) (reklamy): intention, potential customers, consumers, promoting goods and brands market: exported and imported products, domestic goods, offer and request/supply and demand, supporting your/one's own economy, credit crunch, financial crisis

(*zámer, potenciálni zákazníci, spotrebiteľia, propagácia trhu tovarov a značiek: vyvážené a dovážané produkty, domáci tovar, ponuka a dopyt/ponuka a dopyt, podpora vlastnej ekonomiky, úverová kríza, finančná kríza*)

Visual stimulation

Talk about advantages and disadvantages of the shops shown in the pictures. Mention prices, quality and service

Describe shopping in your family/town

Shopping as a family can be a fun and bonding experience, but it also requires some planning and coordination to ensure everyone's needs and preferences are taken into account.

In my family we shop very frequently. We buy groceries almost everyday, it's always something we need to supplement or some snacks. Usually we go shopping together and always before heading out, create a shopping list that includes items everyone in the family needs or what we need for cooking. We buy all the groceries in Gelnica, there is Fresh, Tesco, Milkagro and some small shops.

Sometimes we go shopping to Košice, either to Aupark, Optima or Galéria. We buy clothes and shoes there. There are different shops with different styles so everyone finds what they like. We always look for things that are in sale, you can find some good deals there. Me and my sister also like to shop in second hand stores, it's ecological and also cheap. I don't like spending big money on clothes.

Also we like to shop in pepco, it's also in Gelnica, there are a lot of different goods there, clothes, small furniture, decorations, kitchen supplies and many more. They also have amazing prices. Also we like to shop on Favi, they have all the furniture and home decorations from different sites so you can see all the offers.

Shopping online is also our thing. Nowadays almost every shop also have an online shop, so that is an easier way of shopping. We don't have to travel anywhere.

Mention modern ways of shopping (Internet, credit cards)

Modern ways of shopping have evolved significantly, thanks to advancements in technology. Here are some contemporary methods of shopping that have become increasingly popular:

Online Shopping:

Websites and Apps: Online marketplaces and retailers offer a wide range of products through websites and mobile apps. Customers can browse, select, and purchase items from the comfort of their homes.

E-commerce Platforms: Platforms like Amazon, eBay, and Alibaba connect buyers and sellers, providing a vast array of products from various vendors.

Mobile Shopping Apps:

Dedicated mobile applications allow users to shop directly from their smartphones or tablets. Many retailers have their own apps, providing a streamlined and user-friendly shopping experience.

Contactless Payments:

Credit/Debit Cards: Traditional plastic cards have evolved to include contactless payment options, allowing users to make transactions quickly by tapping their cards on compatible terminals.

Mobile Wallets: Services like Apple Pay, Google Pay, and Samsung Pay enable users to make payments using their smartphones, enhancing security and convenience.

These modern shopping methods offer convenience, accessibility, and a range of options for consumers, making it easier than ever to find and purchase the products they need or want.

Topic

1. People's attitude to shopping

Shopping is a daily part of our life. People's attitudes toward shopping can vary, but many enjoy it as a way to find things they need or want. Some see it as a fun activity, while others view it as a chore. For many people it is only a waste of time.

With the internet, many folks prefer shopping online for convenience. People often use credit cards or digital wallets to pay. Some like exploring stores physically, while others like the ease of ordering from home. Overall, attitudes to shopping depend on personal preferences and the experience people have had with it.

2. Name and compare different types of shops (local, hypermarkets, markets)

There are many types of shops – from large ones such as hypermarkets, supermarkets, shopping centres, large department stores to small specialized shops like the grocer's, baker's, butcher's, greengrocer's, stationer's, chemist's, ironmonger's, florist's, pet shop, book shop....

Grocery Store: Sells food and household items. Examples: Fresh, Tesco, Milkagro

Clothing Store: Specializes in apparel and fashion items. Examples: H&M, Zara, Bershka.

Electronics Store: Offers electronic gadgets and devices. Examples: Apple Store, Datart, Alza, Nay elektro

Bookstore: Sells books and sometimes related items like stationery. Examples: Panta Rhey, Martinus

Hardware Store: Provides tools, building materials, and home improvement products. Examples: Home Depot, Aurora - Gelnica

Pharmacy/Drugstore: Offers medicines, health products, and personal care items. Examples: Doktor Max, Lekáreň Apotheke - Gelnica

Department Store: Carries a wide range of products, including clothing, electronics, and home goods. Examples: Macy's, Target, Marks & Spencer.

Toy Store: Focuses on selling toys and games. Examples: Altoys, Dráčik

Furniture Store: Specializes in selling furniture and home decor. Examples: IKEA, Favi

Pet Store: Offers products for pets, including food, toys, and accessories. Examples: Petco, Pets at Home.

Liquor Store: Sells alcoholic beverages. Examples: FirstDay

Jewelry Store: Specializes in selling jewelry and precious stones. Examples: Pandora

Sporting Goods Store: Offers sports equipment, apparel, and accessories. Examples: Decathlon

Convenience Store: Provides everyday items and snacks, often open 24/7. Examples: 7-Eleven

Art Supply Store: Sells art materials and supplies. Examples: Blick Art Materials, Michaels.

Hypermarkets are usually situated outside a town, where there is a space for a large car park. People can buy almost anything there. One of the positive things about them is that they are able to offer lower prices. They also sell their own brand products which are usually cheaper.

A shopping mall is a large indoor shopping centre that contains many different types of stores. These shops are open for long hours, including evenings and Sundays. The shopping malls have cafés, snack bars, restaurants, cinemas, wellness centres, bowling centres and many other services.

In **markets** people sell their homegrown and homemade products, usually fruit and vegetable. They are fresh, high quality goods but the prices are usually higher than in supermarkets. Markets are popular with people at weekends because of their special atmosphere. They are noisy and overcrowded. People can walk from stall to stall, touch the products and try to reduce the price.

Large shops – A: parking spaces, everything under one roof, they save time, are open almost always, great variety of goods, offer lower prices, a lot of bargains, playing areas for children, fastfood, cinema, bowling, restaurant,...

D: long queues, many people, a lot of burglars, mess, we buy things that we don't really need

Small shops – A: specialized shops, fresh goods, better contact, every product is unique, not so crowded, they are usually close to our houses

D: are closed in the evenings and holidays, only several sorts of goods, stuff can be expensive

3. Give examples of goods you can buy in different shops

Grocery Store: Fruits, vegetables, dairy products, meat, canned goods, snacks, and beverages.

Clothing Store: Shirts, pants, dresses, shoes, hats, and accessories.

Electronics Store: Smartphones, laptops, televisions, headphones, and cameras.

Bookstore: Books (fiction, non-fiction), magazines, notebooks, and stationery.

Hardware Store: Tools, nails, paint, lumber, plumbing supplies, and gardening equipment.

Pharmacy/Drugstore: Medicines, vitamins, toiletries, first aid supplies, and health and beauty products.

Department Store: Clothing, electronics, home goods, beauty products, and furniture.

Toy Store: Action figures, board games, dolls, puzzles, and outdoor toys.

Furniture Store: Sofas, chairs, tables, beds, and home decor items.

Pet Store: Pet food, toys, bedding, grooming supplies, and accessories.

Liquor Store: Beer, wine, spirits, and mixers.

Jewelry Store: Rings, necklaces, bracelets, earrings, and watches.

Sporting Goods Store: Sports equipment (tennis rackets, basketballs), athletic apparel, and footwear.

Convenience Store: Snacks, beverages, toiletries, and basic household items.

Art Supply Store: Paints, brushes, canvases, sketchbooks, and art tools.

These examples illustrate the diverse range of goods available in different types of shops, catering to various needs and preferences of consumers.

4. Describe shopping in your family, your favourite shops

*mentioned in visual stimulation

5. Discuss shopping in your town and region.

Gelnica is not a very big town but we have plenty of shops. I will tell you about ones I know. We have grocery shops like Tesco, Fresh, Milkagro and a few little ones in the centre of the town. Then we have shops that have clothes, toys, house supplies and many more. I call them „všehochuť“ shops. Those are 3n or pepcco and some smaller shops owned by asian people. Also we have a really nice bakery. Also there are some drug stores like „Teta drogéria“ or „101 drogéria“, chemist's, DIY shops like „Aurora“ and some more. There are also some coffee shops like „Morning smile“ or the one in Fresh, pubs like „Tatran“ or „K33“ and many more.

6. Give examples of different types of services and their using

There are many companies that provide services for people. In everyday life people need different kinds of services, mostly cleaning, repair and maintenance services.

Transportation Services: Getting a ride in a taxi, bus, or train to go from one place to another.

Healthcare Services: Visiting a doctor or a hospital when you are not feeling well or need medical help.

Educational Services: Going to school or taking classes to learn new things.

Banking Services: Keeping your money safe in a bank, withdrawing cash, or checking your account balance.

Postal Services: Sending letters or packages to friends or family using the postal service.

Cleaning Services: Hiring someone to clean your home or office space.

Food Delivery Services: Ordering food from a restaurant and having it delivered to your home.

Internet Services: Connecting to the internet to browse websites, send emails, and watch videos.

Utilities Services: Having electricity, water, and gas supplied to your home.

Entertainment Services: Going to the cinema, watching TV, or playing video games for fun and relaxation.

Legal Services: Consulting a lawyer for legal advice or help with legal matters.

Repair Services: Calling a repairperson to fix things like a broken appliance or a leaky pipe.

Fitness Services: Going to the gym or participating in fitness classes to stay healthy and active.

Hair and Beauty Services: Visiting a salon for a haircut, styling, or other beauty treatments.

Travel Services: Booking flights, hotels, or tours for a vacation or business trip.

- car mechanics, garden designers, plumbers, doctors, post, financial services, police, cinemas, wellness centres, sports centres

7. Define modern ways of shopping and paying (internet, catalogues, accounts, cards, instalments)

Internet Shopping: Shopping online has become a common way to buy things. You can use a computer or a smartphone to browse websites, choose items, and make purchases. The goods are then delivered to your doorstep, making it convenient and accessible.

Catalogue Shopping: Catalogue shopping involves selecting items from a catalog, which can be a physical booklet or an online version. After choosing the products you want, you place an order, and the items are delivered to your home. This method is often used for a variety of goods, from clothing to household items.

Accounts: Many people have online accounts, which are like personal spaces on the internet. These accounts can be used for various purposes, including managing money, paying bills, and keeping track of transactions. Online banking is an example of using an account to handle financial activities.

Cards: Instead of carrying cash, people often use plastic cards for transactions. Credit cards and debit cards are common examples. You can use them to make purchases in stores or online. It's a convenient and secure way to pay for goods and services.

Instalments: Some purchases can be paid for in instalments. This means you don't have to pay the full amount all at once. Instead, you make smaller, regular payments over a period of time until the total cost is covered. This is often used for more expensive items, like furniture or electronics.

8. Your attitude to shopping, your favourite shops

I love shopping, sometimes I think I'm a shopping addict. I love browsing on online shops and liking all the stuff I like. Also I love buying goods when they are on sale.

My favourite kind of shops are clothing shops, bookstores, furniture stores and pet stores. I buy most of my clothes on Vinted or in Bershka but also there are some good clothes on Aliexpress. Also I love looking for furniture and household items. I love designing rooms and flats/houses so I spend a lot of time browsing on favi or ikea. I really enjoy reading books, especially horrors or crime/detective books. I buy them in Panta Rhey or Martinus. And I love pet stores, I dont have any pets but I like to look at animals they have.

Role play

You bought a sweater and left it in the store by mistake. When you found it out, you returned to the store and asked the shop assistant if she had seen it. She does not remember, so you are trying to remind her by providing all the details.

Customer: Excuse me, I was in here a little while ago, and I think I left a sweater behind. Have you seen it?

Shop Assistant: Oh, I'm not sure. We get a lot of customers. Can you describe the sweater?

Customer: Sure, it's a light blue sweater, kind of a crew neck style. Very soft fabric, and it had a small logo on the left sleeve.

Shop Assistant: Hmm, I'm sorry, I can't recall. Can you remember anything else about it?

Customer: Of course. It's a medium size, and there was a little tag with washing instructions near the neckline. Also, the brand was "Cotton Comfort."

Shop Assistant: Cotton Comfort, got it. Let me check in the lost and found real quick.

The shop assistant walks to the lost and found area and returns after a moment.

Shop Assistant: I'm sorry, but I couldn't find anything matching that description. Are you sure you left it here?

Customer: Positive. I remember trying it on in the fitting room, and then I got distracted by a call. I must have left it on the hanger somewhere. Is there any chance someone else found it?

Shop Assistant: I'll check with my colleagues and see if anyone has reported finding a sweater. Could you wait for a moment?

Customer: Sure, I'll wait. I really hope we can find it. It's a gift for my sister, and she's been wanting a light blue sweater for ages.

Shop Assistant: I understand. I'll do my best to locate it for you. Please give me a moment.

The shop assistant checks with her colleagues and eventually finds the sweater.

Shop Assistant: Good news! I found your sweater. It was placed in the back room by mistake. I apologize for the inconvenience.

Customer: Oh, thank goodness! I appreciate your help. Thank you so much for finding it. You've made my day!

Shop Assistant: You're welcome! I'm glad we could locate it for you. If there's anything else you need, feel free to ask. Enjoy your day!