إنجليزي A2 الوحدة 10: التسوّق والفلوس والخدمات

التسوّق والفلوس، والخدمات والمشاكل، والشرط الصفري والأول (zero and first conditionals)، وجمل الزمن المستقبلي مع when / as soon as / until، وone / ones والضمائر غير المحددة (indefinite pronouns)، ومعاهم صفحة الإرجاع بتاعة محل أونلاين للقراءة، وإرجاع المنتجات وإرسال طرد، وإيميل شكوى تكتبه، ومراجعة للوحدة. 9 أوراق عمل معاها الإجابات النموذجية.

ENGLISH A2 · UNIT 10

Shopping, Money and Servi..

After this unit you can:

- ☐ I can say what happens if something is true and what I will do if a problem happens.
- ☐ I can say when I will do something (I'll call you when I get home.).
- ☐ I can talk about things without naming them exactly (something, anyone, the blue one, the cheaper ones).
- ☐ I can return or exchange something, ask for a refund and make a polite complaint in writing.

9 printable worksheets · answer keys included

بيلاش تنزّله وتطبعه وتستخدمه في البيت أو في الفصل أو في أي مكان.

ENGLISH A2 · UNIT 10 · VOCABULARY Name: _____ Date: _____

Shopping and money

Focus: shopping and money words: receipt, refund, exchange, bargain, afford, borrow, lend, owe, PIN

receipt **refund** **return** **exchange** **discount** **bargain** **sale** **price tag** **afford** **save** **spend** **borrow** **lend** **owe** **cash machine** **bank account** **PIN** **credit card** **online shopping** **delivery** **order** **brand** **fit** **suit** **coin**

1 Match the words and the definitions.

1. receipt	a. Money a shop gives back to you.
2. refund	b. You get cash from it with your PIN.
3. exchange	c. Paper that shows what you paid.
4. cash machine	d. Give it back, take a different one.

2 Complete the sentences with words from the box.

Example: If it doesn't fit, you can _____ it and get your money back. → return

1. Can I _____ twenty pounds until Friday? I haven't got any cash.
2. Tom still _____ me fifty pounds for the concert tickets.
3. Could you _____ me your charger for an hour?
4. These shoes don't _____ me. They're too small.
5. That colour really _____ you. You look great in green.
6. _____ is cheaper, but you can't try things on.

3 Put the words in the correct column.

afford **PIN** **discount** **spend** **credit card** **brand** **save** **coin** **bargain**

Verbs	Cash and cards	In the shop

ANSWER KEY

1 1 c, 2 a, 3 d, 4 b **2** 1 borrow, 2 owes, 3 lend, 4 fit, 5 suits, 6 Online shopping **3** Verbs: afford, spend, save | Cash and cards: PIN, credit card, coin | In the shop: discount, brand, bargain

ENGLISH A2 · UNIT 10 · VOCABULARY Name: _____ Date: _____

Services and problems

Focus: services and problems: complaint, guarantee, faulty, repair, replace, subscription, parcel, appointment

customer service **complaint** **complain** **guarantee** **faulty** **doesn't work** **battery** **charger** **repair** **replace** **contract** **subscription** **cancel** **bill** **phone company** **insurance** **post office** **parcel** **stamp** **sign** **form** **queue** **appointment** **hairdresser's** **dry cleaner's**

1 Choose the correct word.

Example: Keep the _____. You need it for a refund. (receipt / stamp / form) → receipt

1. This charger is _____. It gets very hot. (cheap / faulty / quiet)
2. I want to make a _____ about my late order. (complaint / queue / form)
3. The TV has a two-year _____. (stamp / bill / guarantee)
4. My music _____ costs ten euros a month. (parcel / subscription / form)
5. My _____ at the hairdresser's is at three. (appointment / bill / stamp)

2 Complete the sentences with words from the box.

Example: I paid the phone _____ online yesterday. → bill

1. I'd like to _____ my order, please. I don't need the shoes now.
2. The lock is broken. Can you _____ it, or do I need a new one?
3. The phone company will _____ the faulty charger with a new one.
4. My phone _____ only works for two hours now.
5. Read the _____ carefully before you sign it. It's for two years.
6. The _____ from my sister in Lisbon arrived this morning.
7. Put a _____ on the letter before you post it.
8. My car _____ pays if I have an accident.

3 Match the places and the reasons you go there.

1. post office	a. to complain about a faulty order
2. hairdresser's	b. to clean a suit or a coat
3. dry cleaner's	c. to send a parcel abroad
4. cash machine	d. when your hair is too long
5. customer service	e. to get cash with your card

ANSWER KEY

1 1 faulty, 2 complaint, 3 guarantee, 4 subscription, 5 appointment **2** 1 cancel, 2 repair, 3 replace, 4 battery, 5 contract, 6 parcel, 7 stamp, 8 insurance **3** 1 c, 2 d, 3 b, 4 e, 5 a

بيلاش تنزّله وتطبعه وتستخدمه في البيت أو في الفصل أو في أي مكان.

ENGLISH A2 · UNIT 10 · GRAMMAR

Name: _____ Date: _____

Zero and first conditional

Focus: zero conditional (facts and rules) and first conditional (real future possibilities); unless = if not

GRAMMAR: ZERO AND FIRST CONDITIONAL

Zero = facts, rules: **If** you **pay** by card, you **get** a receipt.
First = real future: **If** it **doesn't fit**, **I'll return** it. No will after if.
unless = if not: I won't pay **unless** I get a receipt. If-clause second: no comma.

1 Complete with the correct form of the verbs. Use short forms.

Example: If the shop _____ (be) closed, we go online. → is

1. If you _____ (not / have) the receipt, you won't get a refund.
2. If this one doesn't fit, _____ (we / order) a bigger size tomorrow.
3. You always _____ (get) a 10% discount if you pay in cash.
4. If the parcel _____ (not / arrive) before Friday, I'll complain.
5. I _____ (not / buy) the coat unless it's cheaper tomorrow.
6. What _____ (you / do) if they don't reply before Monday?
7. If a customer _____ (lose) the receipt, the shop gives an exchange, not a refund.
8. _____ (I / lend) you the money if you pay me back next week.

2 Choose the correct word.

Example: _____ you keep the receipt, you can't exchange it. (If / Unless) → Unless

1. You can't open an account _____ you have your passport. (if / unless)
2. If the headphones _____ faulty, we'll replace them. (are / will be)
3. If you _____ the form, they won't send it. (won't sign / don't sign)
4. If it rains tomorrow, we _____ to the market. (won't go / don't go)
5. _____ the bill is wrong, call the phone company. (If / Unless)
6. Unless we _____ now, we'll miss the sale. (leave / will leave)

3 Correct the mistake in each sentence.

Example: If I will find a cheaper one, I'll buy it. → If I find a cheaper one, I'll buy it.

1. If she don't like the colour, she'll exchange it.

   _____

2. The bank sends you a new card if you will lose the old one.

   _____

ANSWER KEY

1 1 don't have, 2 we'll order, 3 get, 4 doesn't arrive, 5 won't buy, 6 will you do, 7 loses, 8 I'll lend **2** 1 unless, 2 are, 3 don't sign, 4 won't go, 5 If, 6 leave **3** 1 If she doesn't like the colour, she'll exchange it. | 2 The bank sends you a new card if you lose the old one.

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ENGLISH A2 · UNIT 10 · GRAMMAR Name: _____ Date: _____

Future time clauses: when, as soon as, until

Focus: when / as soon as / before / after / until + present simple for the future; when (sure) vs if (not sure)

GRAMMAR: FUTURE TIME CLAUSES

when, as soon as, before, after, until + present simple. Main clause: **will**.
I'll email you **when** I **arrive**. Wait **until** he **comes back**. Not: until he will come.
when = sure: I'll pay **when** I get my salary. **if** = not sure: I'll pay **if** I can.

1 Complete with the correct form of the verbs. Use short forms.

Example: I'll email you as soon as the parcel _____ (arrive). → arrives

1. _____ (I / send) you the receipt as soon as I find it.
2. Don't pay the bill before you _____ (check) it.
3. When Lena _____ (get) her salary, she'll open a bank account.
4. Ali _____ (not / spend) any money until the sale starts next week.
5. After the hairdresser _____ (cut) my hair, I'll meet you.
6. _____ (you / call) me when you get to the post office?
7. _____ (we / go) to the dry cleaner's after we finish lunch.
8. The shop won't send the parcel until you _____ (pay) for it.

2 Choose the correct word.

Example: We'll leave _____ the film finishes. (when / if) → when

1. _____ you ever lose your credit card, call the bank immediately. (When / If)
2. Wait here _____ the receptionist calls your name. (until / after)
3. I'll send it as soon as I _____ the form. (fill in / will fill in)
4. Tom _____ you the money when he returns tomorrow. (gives / will give)
5. We'll have dinner _____ we finish the shopping. (until / after)
6. I'll keep the receipt _____ the guarantee ends. (until / before)

3 Put the words in order.

Example: I'll / until / wait / you call → I'll wait until you call.

1. will / you / wait / until / the shop / opens / ?

_____

2. until / Don't / the receipt / leave / you get

_____

ANSWER KEY

1 1 I'll send, 2 check, 3 gets, 4 won't spend, 5 cuts, 6 Will you call, 7 We'll go, 8 pay **2** 1 If, 2 until, 3 fill in, 4 will give, 5 after, 6 until **3** 1 Will you wait until the shop opens? | 2 Don't leave until you get the receipt.

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ENGLISH A2 · UNIT 10 · GRAMMAR Name: _____ Date: _____

one / ones and something, anyone, nowhere

Focus: one / ones instead of a noun; something / anything / nothing / everything, someone / anyone / no one, somewhere / anywhere / nowhere; + else

one / ones replace a noun: Which jacket? The black **one**. The cheaper **ones**.
some- positive · **any-** questions, negatives · **no-** = not any · **every-** = all
I need **something**. Is there **anything** else? **No one** answered. I looked **everywhere**.

1 Complete with one, ones or a word ending in -thing, -one or -where.

Example: Which bag do you want? The small _____. → one

1. I don't like these shoes. Can I see the brown _____?
2. This charger is faulty. Have you got another _____?
3. I put my receipt _____ in this bag, but I can't see it.
4. I can't find my credit card _____.
5. There's _____ wrong with my phone. It doesn't work.
6. _____ signed for the parcel, so it went back to the post office.
7. I don't need _____ else, thanks. Just the receipt.

2 Choose the correct word.

Example: Which jumper is yours? The blue _____. (one / ones) → one

1. I called the shop, but _____ answered. (someone / no one / anyone)
2. _____ in the office got a discount. (Anyone / Something / Everyone)
3. There isn't _____ cheaper than this TV. (anything / nothing / something)
4. I've looked _____ for the key. (nowhere / everywhere / somewhere)
5. I'm afraid there's _____ we can do. (anything / something / nothing)
6. These gloves are nice, but I prefer the black _____. (one / ones)
7. Does _____ know where the dry cleaner's is? (anyone / no one / something)

3 Correct the mistake in each sentence.

Example: I didn't buy nothing in the sale. → I didn't buy anything in the sale.

1. Which trainers do you prefer? I like the white one.

   _____

2. I can't find my glasses nowhere.

   _____

ANSWER KEY
1 1 ones, 2 one, 3 somewhere, 4 anywhere, 5 something, 6 No one, 7 anything **2** 1 no one, 2 Everyone, 3 anything, 4 everywhere, 5 nothing, 6 ones, 7 anyone **3** 1 Which trainers do you prefer? I like the white ones. | 2 I can't find my glasses anywhere.

ENGLISH A2 · UNIT 10 · READING Name: _____ Date: _____

Reading: Returns and refunds

Focus: reading a shop's help page: conditionals, time clauses, one / ones, indefinite pronouns

Help: returns and refunds

You can return your order up to 30 days after it arrives. In the first 14 days, you get a full refund. After that, you only get an exchange. If you need another size, we'll send a new one. Everything must be clean, with the price tag.

Fill in the form and put it in the parcel. You don't need a stamp because the delivery is free. When we get your parcel, we'll send you an email. We'll pay the refund to your card as soon as we check the clothes.

You don't need the receipt. Your order number is in your account. If something is faulty, call customer service before you return it. We will repair or replace it, or give you a refund.

1 Read the text. True or false?

1. You can return something for 30 days after the parcel arrives. ☐ T ☐ F
2. After 14 days you can still get a full refund. ☐ T ☐ F
3. You have to pay for a stamp when you return a parcel. ☐ T ☐ F
4. The shop sends an email when it gets the parcel. ☐ T ☐ F
5. If you lose the receipt, you can't get a refund. ☐ T ☐ F
6. You should call customer service before you return something faulty. ☐ T ☐ F

2 Answer the questions about the text.

Example: What must be on the clothes? → The price tag must be on them.

1. What do you get if you return something after 14 days?

   _____

2. Why don't you need a stamp?

   _____

3. Where can you find your order number?

   _____

4. What will the shop do if something is faulty?

   _____

ANSWER KEY

1 1 T, 2 F, 3 F, 4 T, 5 F, 6 T **2** 1 You only get an exchange. | 2 You don't need one because the delivery is free. | 3 It is in your account. | 4 They will repair or replace it, or give you a refund.

ENGLISH A2 · UNIT 10 · EVERYDAY ENGLISH Name: _____ Date: _____

Everyday English: Returns, refunds and parcels

Focus: everyday English: I'd like to return this. / Would you like a refund or an exchange? / These don't work.

Model dialogue: at the clothes shop

Anna: Hello. I'd like to return this jacket, please. It's too small.

Assistant: Of course. Have you got the receipt?

Anna: Yes, here it is.

Assistant: Would you like a refund or an exchange?

Anna: An exchange, please. Have you got it in a large?

Assistant: I'll check. If we haven't got one, I can order it for you.

Anna: Thanks. I'd like the blue one, not the red one.

order **work** **anything** **bought** **ones** **sorry** **cancel** **replace** **refund**

1 At the phone shop — Complete the dialogue with the words in the box.

Example: Hello. Can I _____ you? → help

Omar: Excuse me, these headphones don't _____.

Ken: I'm _____ about that. When did you buy them?

Omar: I _____ them here last week. Here's the receipt.

Ken: Thank you. If you bought them here, we'll _____ them.

Omar: Could I have a _____? I don't want the same ones again.

Ken: Yes, of course. Is there _____ else I can help you with?

Omar: Yes. Have you got this charger in black? I can only see white _____.

Ken: I'm afraid not, but I'll _____ it for you. It'll arrive on Monday.

2 Match the sentences and the replies.

1. I'd like to send this parcel.
2. Fill in this form, please.
3. Have you got this in a medium?
4. The black one or the grey one?
5. My new charger doesn't work.

a. OK. Have you got a pen?

b. The grey one. It suits me better.

c. Return it and we'll replace it.

d. Sorry, we've only got a large.

e. Does it contain anything valuable?

ANSWER KEY

1 1 work, 2 sorry, 3 bought, 4 replace, 5 refund, 6 anything, 7 ones, 8 order **2** 1 e, 2 a, 3 d, 4 b, 5 c

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ENGLISH A2 · UNIT 10 · WRITING Name: _____ Date: _____

Writing: An email of complaint

Focus: writing a formal email of complaint: Dear Sir or Madam, I am writing about ..., Yours faithfully

Dear Sir or Madam, · **I am writing about** my order. · Full forms: I am, do not.
End: **I look forward to hearing from you. Yours faithfully,** + your full name.

1 Match the informal and the formal phrases.

1. Hi,	a. I would like a refund.
2. I want my money back.	b. I look forward to hearing from you.
3. Write back soon!	c. Yours faithfully, Tom Harris
4. Bye, Tom	d. Dear Sir or Madam,

2 Write an email of complaint to a shop (60-80 words).

MODEL

Dear Sir or Madam,
I am writing about a coat which I ordered online in May. It arrived last week, but it is a large, not a medium. I emailed you, but no one replied. I would like a medium or a refund. If you do not reply before Friday, I will call my bank.
I look forward to hearing from you. Yours faithfully, Maria Petrosyan

- What did you buy, when and where? What is the problem?
- What did you do, and what do you want? (I emailed ... / I would like ...)
- What will you do if they do not reply? End the email politely.

Self-check: capital letters and full stops · subject + verb word order · this unit's grammar · this unit's words · the right length

ANSWER KEY
1 1 d, 2 a, 3 b, 4 c

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ENGLISH A2 · UNIT 10 · UNIT REVIEW Name: _____ Date: _____

Unit 10 review

Focus: unit review: zero and first conditional, time clauses, one / ones, indefinite pronouns, shopping words

1 Choose the correct word.

Example: If the price _____ too high, I won't buy it. (is / will be) → is

1. If you _____ the receipt, you can't get a refund. (will lose / lose)
2. I'll pay the bill as soon as I _____ my salary. (get / will get)
3. I won't buy the TV _____ they give me a discount. (if / unless)
4. These boots are too big. Have you got smaller _____? (one / ones)
5. There's _____ in my account, so I can't pay. (anything / nothing / something)
6. Did _____ call about the faulty charger? (anyone / no one / nothing)
7. Wait here _____ I find the receipt. (until / if)
8. If the shop _____ open, we'll come back tomorrow. (isn't / won't be)
9. I don't like this bag. Can I see that _____? (one / ones)
10. I'll call you _____ the parcel arrives. (when / until)

2 Complete with afford, owe, cancel, appointment, guarantee, parcel or queue.

Example: The _____ at the post office was very long. → queue

1. I can't _____ a holiday this year, so I'll stay at home.
2. I _____ my brother a hundred pounds, so I'll pay him on Friday.
3. If you don't use the gym, _____ your subscription.
4. I've got an _____ at the bank at ten tomorrow.
5. Keep the _____. If the TV stops working, the shop will repair it.
6. Your _____ will arrive in three days. Someone must sign for it.

3 Match the words and the meanings.

1. bargain	a. take money and give it back later
2. discount	b. a line of people waiting
3. faulty	c. money off the normal price
4. borrow	d. broken or not working well
5. queue	e. something good at a low price

ANSWER KEY

1 1 lose, 2 get, 3 unless, 4 ones, 5 nothing, 6 anyone, 7 until, 8 isn't, 9 one, 10 when **2** 1 afford, 2 owe, 3 cancel, 4 appointment, 5 guarantee, 6 parcel **3** 1 e, 2 c, 3 d, 4 a, 5 b

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