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Reading – Order, Match, and Gap-Fill

Etiquette Rules for Shopping Like the English

These cards show how the English generally pay at a British supermarket. Work with a partner or small group. Print this page on card, then cut out the cards and mix them up. Put the 'instruction' cards in time order, then match a 'tip' card with each one. As you work, complete the gaps with the following words and phrases:

receipt clear space payment bagged up liaising discounts atmosphere divider queue eye contact
cashier purchases purse checkouts politeness conveyor belt customer loyalty cards trolley coupons

Discuss how you pay for goods at a supermarket. How does that procedure differ from this one?

Instructions:	✂	Tips:
Enter the supermarket and do your shopping as usual.		Take your time; don't rush. Pick up items you want to buy and place them in a basket or a) _____.
Find the b) _____.		They are usually at the front of the store, standing in a line. Whatever you do, DO NOT select a self-service checkout. They will form the basis of a different lesson.
Choose one which is not too busy.		Consider not only the length of the c) _____, but also how many items each shopper has in their basket, and the speed / fitness / work ethic of the d) _____.
Place your shopping on the e) _____.		First, place a f) _____ to separate your items from those of the person in front. Then stand another divider after your goods. Allow the g) _____ behind to put their first items on the conveyor belt.
Wait patiently while the purchases of the people in front are processed.		DO NOT speak to or make h) _____ with any other shoppers or the cashier. DO NOT sing, whistle, or otherwise make a noise. Just stand there meditatively.
Move forward gradually with the other customers.		DO NOT touch any other shopper's items with your hands, clothes, or items. Keep at least 10cm of i) _____ between your dividers and other people's shopping.
Wait behind the till.		DO NOT attempt to go past the till while another person is paying or j) _____ with the cashier. You MUST NOT stand and pay while behind the till, because then you can't pack your shopping, and the next customer's shopping may mingle with your precious items – disaster!
When it is your turn to be served, say hello to the cashier.		Remember, they are human too. A smile, a cheerful word, a happy approach will go a long way to improving the k) _____.
Move in front of the till and bag your l) _____ after the cashier has scanned them.		Scan – bag up – scan – bag up. <i>Work with the cashier!</i> Your aim is to get all your shopping m) _____ and hidden away before you need to pay.
When they have finished, all your purchases should be bagged.		If it was an effort to do this, don't give it away, but stand calmly – as if you do such heroic things every day.
Pay for your shopping.		Have n) _____ ready, as well as any o) _____ and p) _____, as fumbling around in your q) _____ or wallet for ages significantly increases the waiting time for the rest of the queue. Think of other people.
Take your r) _____ as the cashier hands it to you. Smile and thank them keenly.		Keep this so that inaccuracies can be rectified with an assistant manager later, if necessary.
Smile and say thank you again. Add a cheerful, but slightly apologetic, goodbye.		Again, s) _____ does not cost anything. It will make you feel good and may bring a shaft of joy to the cashier.
Pick up your bag(s) and leave the area immediately.		Get out of the way! DO NOT hang about! Once you've got your receipt, you and your bags should be gone.
Take a moment to inspect your receipt to check that you have not been double-charged and that you have received all t) _____ due to you.		Make sure you do this out of sight of the cashier, so they don't feel like you didn't trust them. But do it close enough to the store so that you can easily pop back to the Customer Service desk in case of an anomaly.

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Answers:

- a) trolley
- b) checkouts
- c) queue
- d) cashier
- e) conveyor belt
- f) divider
- g) customer
- h) eye contact
- i) clear space
- j) liaising
- k) atmosphere
- l) purchases
- m) bagged up
- n) payment
- o) loyalty cards
- p) coupons
- q) purse
- r) receipt
- s) politeness
- t) discounts

Note: o) and p) could be reversed