

Business English

Sales Vocabulary: In the Shop • Lesson 4 • Level A1

Beginner

Name: _____

Date: _____

Score: _____ / 70

Word List – Study these words before you start.

Use your vocabulary sheet or audio to study these words before you do the exercises.

aisle	shelf	trolley	basket
fitting room	window display	label	opening hours
loyalty card	gift card	size	change
browse	try on	fit	display
assist	complain	replace	recommend

Name: _____

Date: _____

Score: _____ / 20

Exercise 1: True or False (10 points)

Read each sentence. Write T (True) or F (False) on the line.

1. An aisle is the space between shelves in a shop where customers walk. _____
2. A loyalty card gives you a discount on every single item you buy. _____
3. A fitting room is where you try on clothes to see if they fit. _____
4. To browse means to go to the shop to buy a specific product. _____
5. A label shows the price or information about a product. _____
6. Opening hours are the times when a shop is open for business. _____
7. A gift card is money given back when you return a product. _____
8. To display products means to arrange them so customers can see them. _____
9. Change is the money given back when you pay more than the price. _____
10. To assist a customer means to help them in a shop. _____

Exercise 2: Multiple Choice (10 points)

Choose the correct word (a, b, or c) to complete each sentence.

1. Excuse me, where is the bread? I cannot find it in this _____.
a) label b) aisle c) size
2. I would like to _____ this dress before I buy it. Where is the fitting room?
a) assist b) browse c) try on
3. The _____ is closed today. We open again tomorrow at 9 a.m.
a) window display b) loyalty card c) shop
4. Do you have this shirt in a larger _____? This one is too small.
a) size b) change c) shelf
5. The products on this _____ are all reduced by 30% this week.
a) fitting room b) shelf c) basket
6. I paid €20 for something that cost €14.50. My _____ was €5.50.
a) label b) change c) gift card

7. Can I use this _____ to pay? My sister gave it to me for my birthday.

- a) loyalty card b) gift card c) trolley

8. She put all of her shopping into the _____ and pushed it to the checkout.

- a) trolley b) basket c) aisle

9. Can I _____ the jacket in the window? I would like to see it more closely.

- a) fit b) replace c) recommend

10. I would like to _____ about the quality of this product. It broke after one day.

- a) browse b) display c) complain

Name: _____ _____	Date: _____	Score: _____ / 20
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Exercise 3: Matching (10 points)

Match each word in Column A with its meaning in Column B. Write the correct letter in the box.

Column A	Column B
1. window display [___]	A. to help a customer in a shop
2. browse [___]	B. a card with money that can be used to buy things
3. loyalty card [___]	C. a small container for carrying a few items
4. replace [___]	D. the times when a shop is open for business
5. basket [___]	E. to look at products without intending to buy
6. fit [___]	F. a small piece of paper showing price or information
7. opening hours [___]	G. to give a customer a new item instead of a faulty one
8. assist [___]	H. the products shown in a shop window
9. label [___]	I. a card giving points or rewards when you shop
10. gift card [___]	J. to be the right size or shape for someone

Exercise 4: Gap Fill (10 points)

Complete each sentence with the correct word from the box. Use each word once.

aisle fitting room label trolley size change recommend display browse assist

1. She put all her shopping in the _____ and walked to the checkout.
2. The _____ says this jacket is €89.99.
3. I would like to try this on. Where is the _____?
4. Can you _____ me with these bags? They are very heavy.
5. Do you have this in a size 10? I normally wear that _____.
6. I paid with a €50 note and received €12.50 in _____.
7. Would you _____ this product to a friend?
8. The bread and cereals are in _____ five.

9. We need to _____ the new products in the window this afternoon.

10. I like to _____ the shops on a Saturday morning.

Name: _____

Date: _____

Score: _____ / 20

Exercise 5: Put the Words in Order (10 points)

Put the words in the correct order to make a sentence. Write the full sentence on the line.

1. the / is / aisle / bread / in / three

2. this / try / can / I / on / dress / ?

3. me / can / you / assist / please / ?

4. this / does / shirt / fit / you / ?

5. hours / are / the / opening / what / ?

6. the / I / would / like / to / in / products / window / see / the

7. card / do / you / a / have / loyalty / ?

8. large / do / have / you / a / in / this / ?

9. gift / I / a / card / like / to / would / buy

10. the / shelf / products / on / this / are / reduced

Exercise 6: Word Sort (10 points)

Write each word from the box in the correct column: Noun or Verb.

aisle shelf trolley basket fitting room window display label opening hours loyalty card
gift card size change browse try on fit display assist complain replace recommend

NOUN	VERB
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Name: _____

Date: _____

Score: _____ / 10

Exercise 7: Complete the Conversation (10 points)

Complete each conversation with the correct word from the box. Use each word once.

aisle fitting room size change loyalty card recommend label browse trolley gift card

1. A: Excuse me, where is the milk?

B: It is in _____ four, next to the juice.

2. A: Can I try this coat on?

B: Of course! The _____ is at the back of the shop.

3. A: Do you have this in a medium _____?

B: Let me check for you. One moment please.

4. A: I paid €10 for something that cost €6.50.

B: Your _____ is €3.50. Here you are.

5. A: Do you have a _____ with us?

B: Yes, here it is. Can I get points on this purchase?

6. A: I am looking for a birthday present. What would you _____?

B: These candles are very popular at the moment.

7. A: How much is this?

B: The _____ says €24.99.

8. A: I am just going to _____ for a while. I am not sure what I want yet.

B: Of course, take your time. Let me know if you need any help.

9. A: I need to go and get a few more things. Can I leave my _____ here?

B: Yes, of course. Just leave it by the door.

10. A: I need a present but I do not know what to buy.

B: Why not get a _____? Then they can choose what they want.

ANSWER KEY – TEACHER COPY

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Exercise 1: True or False

1. T	2. F – a loyalty card gives you points or rewards, not a discount on every item
3. T	4. F – to browse means to look at products without a specific intention to buy
5. T	6. T
7. F – a gift card has a set amount of money to spend; a refund is money back	8. T
9. T	10. T

Exercise 2: Multiple Choice

1. b) aisle	2. c) try on
3. c) shop	4. a) size
5. b) shelf	6. b) change
7. b) gift card	8. a) trolley
9. c) recommend	10. c) complain

Exercise 3: Matching

1. H	2. E
3. I	4. G
5. C	6. J
7. D	8. A
9. F	10. B

Exercise 4: Gap Fill

1. trolley	2. label
3. fitting room	4. assist
5. size	6. change
7. recommend	8. aisle
9. display	10. browse

Exercise 5: Word Order

1. The bread is in aisle three.	2. Can I try this dress on?
3. Can you assist me please?	4. Does this shirt fit you?
5. What are the opening hours?	6. I would like to see the products in the window.
7. Do you have a loyalty card?	8. Do you have this in a large?
9. I would like to buy a gift card.	10. The products on this shelf are reduced.

Exercise 6: Word Sort

NOUN	VERB
aisle, shelf, trolley, basket, fitting room, window display, label, opening hours, loyalty card, gift card, size, change	browse, try on, fit, display, assist, complain, replace, recommend

Exercise 7: Complete the Conversation

1. aisle	2. fitting room
3. size	4. change
5. loyalty card	6. recommend
7. label	8. browse
9. trolley	10. gift card