

Business English

Sales Vocabulary • Lesson 3 • 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.

discount	refund	stock	offer
sale	cashier	till	bag
queue	barcode	checkout	voucher
return	exchange	wrap	scan
charge	accept	queue	deliver

Name: _____

Date: _____

Score: _____ / 20

Exercise 1: True or False (10 points)

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

1. A discount is a reduction in the price of something. _____
2. A cashier is the person who delivers things to your home. _____
3. A voucher is a piece of paper you can use instead of money. _____
4. To exchange something means to bring it back to the shop for a refund. _____
5. A barcode is the black and white lines on a product. _____
6. A queue is a line of people waiting to pay or be served. _____
7. To scan something means to put paper around it. _____
8. Stock is the goods that a shop has available to sell. _____
9. The checkout is the place in a shop where you pay. _____
10. A refund is money given back to you when you return something. _____

Exercise 2: Multiple Choice (10 points)

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

1. There is a 20% _____ on all items this week.
a) refund b) discount c) queue
2. Please take your items to the _____ to pay.
a) barcode b) stock c) checkout
3. I would like to _____ this jacket. It is the wrong size.
a) exchange b) deliver c) wrap
4. The _____ will scan your items and take your payment.
a) voucher b) cashier c) bag
5. Can you _____ my purchases? They are a gift.
a) charge b) wrap c) queue
6. I am sorry, we do not _____ cash. Cards only.
a) accept b) return c) scan

7. We do not have that item in _____. It will arrive next week.

- a) sale b) offer c) stock

8. There is a long _____ at the till. Let us wait.

- a) barcode b) queue c) voucher

9. I would like a _____ please. The product was broken.

- a) refund b) bag c) scan

10. We can _____ your order to your home within three days.

- a) charge b) deliver c) accept

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. till [____]	A. a special low price for a product
2. deliver [____]	B. to bring something to someone's home
3. sale [____]	C. black and white lines on a product
4. scan [____]	D. a container to carry things you buy
5. voucher [____]	E. to ask someone to pay a certain amount
6. return [____]	F. a period when a shop sells at lower prices
7. offer [____]	G. to bring something back to the shop
8. charge [____]	H. a machine where money is kept in a shop
9. bag [____]	I. to pass a barcode over a machine
10. barcode [____]	J. a piece of paper used instead of money

Exercise 4: Gap Fill (10 points)

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

discount refund queue stock voucher checkout wrap exchange scan offer

1. There is a special _____ this week — buy two and get one free.
2. I am sorry, this item is not in _____. Can I order it for you?
3. Could you please _____ this gift for me? It is for my mother.
4. The _____ at the till is very long today. Let us use the self-service.
5. I have a _____ for €10 off. Can I use it today?
6. I would like to _____ these shoes for a bigger size, please.
7. There is a 30% _____ on all coats this weekend.
8. Please take your items to the _____ at the end of the aisle.

9. The cashier will _____ the barcode on each item.

10. I would like a _____ please. This shirt has a hole in it.

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. a / there / on / 20% / all / is / discount / items

2. this / would / I / exchange / like / to / jacket

3. take / please / checkout / your / to / items / the

4. the / scan / cashier / barcode / will / the

5. do / accept / you / vouchers / ?

6. is / long / at / the / queue / very / till / the

7. can / refund / I / a / have / please / ?

8. we / deliver / your / can / home / order / to / your

9. the / in / is / not / item / this / stock

10. gift / wrap / I / this / can / for / you / ?

Exercise 6: Word Sort (10 points)

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

discount return refund exchange stock wrap offer scan sale charge cashier accept
till queue bag deliver barcode checkout voucher

Note: some words can be both a noun and a verb. Write them in both columns!

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.

discount refund stock voucher exchange checkout queue wrap deliver charge

1. A: Excuse me, do you have this coat in a size 12?

B: I am sorry, it is not in _____ right now. We can order it for you.

2. A: I have a _____ for €15 off. Can I use it here?

B: Yes, of course. I will take it off your total.

3. A: I would like to _____ these trousers for a smaller size.

B: No problem. Do you have your receipt?

4. A: There is a long _____ at the main till.

B: Yes, please use the self-service checkout. It is faster.

5. A: Can I have a _____ please? This coffee machine does not work.

B: Of course. I just need to see your receipt.

6. A: How much do you _____ for delivery?

B: We _____ €5 for standard delivery and €10 for next day.

7. A: Could you _____ this for me please? It is a birthday present.

B: Of course! Would you like a bow on it?

8. A: Is there a _____ for students?

B: Yes, students get 10% off with a valid student card.

9. A: Where do I pay? I cannot find the _____.

B: It is at the back of the shop, next to the exit.

10. A: Can you _____ this to my office?

B: Yes, we deliver Monday to Friday between 9 a.m. and 5 p.m.

ANSWER KEY – TEACHER COPY

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Exercise 1: True or False

1. T	2. F – a cashier takes your money in a shop
3. T	4. F – to exchange means to get a different item; a refund is money back
5. T	6. T
7. F – to scan means to pass a barcode over a machine; to wrap means to put paper around something	8. T
9. T	10. T

Exercise 2: Multiple Choice

1. b) discount	2. c) checkout
3. a) exchange	4. b) cashier
5. b) wrap	6. a) accept
7. c) stock	8. b) queue
9. a) refund	10. b) deliver

Exercise 3: Matching

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

Exercise 4: Gap Fill

1. offer	2. stock
3. wrap	4. queue
5. voucher	6. exchange
7. discount	8. checkout
9. scan	10. refund

Exercise 5: Word Order

1. There is a 20% discount on all items.	2. I would like to exchange this jacket.
3. Please take your items to the checkout.	4. The cashier will scan the barcode.
5. Do you accept vouchers?	6. The queue at the till is very long.
7. Can I have a refund please?	8. We can deliver your order to your home.
9. This item is not in stock.	10. Can I wrap this gift for you?

Exercise 6: Word Sort (note: some words appear in both columns)

NOUN	VERB
discount, refund, stock, offer, sale, cashier, till, bag, queue, barcode, checkout, voucher (also noun: return, exchange, charge, scan)	return, exchange, wrap, scan, charge, accept, queue, deliver (also verb: discount, refund, offer)

Exercise 7: Complete the Conversation

1. stock	2. voucher
3. exchange	4. queue
5. refund	6. charge / charge
7. wrap	8. discount
9. checkout	10. deliver