

## Lesson Plan: Shopping English

<b>Level</b>	Beginner / Intermediate (A1–B1)
<b>Time</b>	50–60 minutes
<b>Skills</b>	Vocabulary, speaking, listening
<b>Focus</b>	Retail phrases; asking for help and sizes; polite requests; prices; returns and refunds

### OBJECTIVES

By the end of the lesson, students will be able to:

- Use key phrases for shopping interactions confidently
- Ask for help, sizes, and information politely
- Understand and respond to typical shop assistant language
- Handle returns, complaints, and payment in English

### TARGET LANGUAGE & EXAMPLES

#### Customer phrases

- Can I help you? / I'm just looking, thanks. (polite way to decline help)
- Do you have this in a size 10? / Have you got this in blue?
- Could I try this on? / Where are the fitting rooms?
- How much is this? / How much does it cost?
- I'll take it. / I'll leave it, thanks. / Could I get a refund?

#### Shop assistant phrases

- Can I help you? / Are you looking for anything in particular?
- That's £24.99. / Would you like to pay by card or cash?
- I'm afraid we're out of stock in that size.
- We have it in blue, red, and black.
- Shall I gift-wrap it for you?

#### Useful vocabulary

- receipt, refund, exchange, sale, discount, price tag, fitting room, checkout
- Clothing sizes: small (S), medium (M), large (L), extra-large (XL)
- Saying prices: £12.50 = twelve pounds fifty / \$9.99 = nine dollars ninety-nine

#### Meaning & Nuance

Phrase	Register	Notes
I'm just looking.	informal/polite	Polite way to decline help without being rude
I'm afraid we're out of stock.	formal/polite	Soft way to say 'we don't have it'
How much is this?	neutral	Most natural price question — very common
What's the damage?	informal/humorous	Slang: asking how much something costs

Can I get a refund?	neutral	Asking to return something for money back
Have you got this in...?	BrE	AmE equivalent: 'Do you have this in...?'

## LESSON PROCEDURE

### 1. Warm-up: Different shops (5 min)

**Task:** Images of different shops: clothing store, electronics, supermarket, market stall.

- What's the same / different about shopping in each?
- What English vocabulary do students already know?

### 2. Presentation (10 min)

**Task:** Present customer and shop assistant phrases in two groups.

- Focus on polite request forms: Could I...? / Do you have...? / I'm looking for...
- Saying prices — drill until confident with £/\$ and cent/pence.

### 3. Roleplay: Shopping scenarios (20 min)

**Task:** Pairs: customer and shop assistant. Scenario cards provided.

- Scenario 1: Buying a birthday present for someone difficult to buy for.
- Scenario 2: Returning a damaged item bought online.
- Scenario 3: Buying clothes for a job interview on a budget.
- Rotate roles and scenarios.

### 4. Listening: Store announcement (5–10 min)

**Task:** Teacher reads a short store announcement. Students answer comprehension questions.

- 'The sale ends today. All items on the second floor are 30% off...'
- Questions: What's on sale? Where? How long? What floor?

## TEACHER NOTES

- Shopping roleplays work excellently for building real-world confidence — use realistic price points.
- 'I'm just looking' is extremely useful social vocabulary for learners visiting English-speaking countries.
- The return / refund / exchange distinction is often unclear to learners — worth explaining.

## EXTENSION / HOMEWORK

Choose one or more:

1. Write a dialogue between a customer and shop assistant (10–12 lines) using target phrases.
2. Write a product description for an item you own, including size, color, price, and a short review.
3. Find 5 shopping-related phrases in an English TV show or film and write the context for each.