

At The Department Store

A Warmer

You can go to a department store to buy many things from the same place.

Imagine your town doesn't have a department store.

Which shop can you go to in order to buy these different things?



B Vocabulary

These are some of the words that you will hear in the listening in the next part of the lesson. Match the words with the definitions on the right.

Word	Definition
Wedding	High chair, often without a back.
Toaster	Used for cooking and baking food. Often large.
Appliance	Service that puts wooden border around pictures.
Escalator	Something that produces toasted bread.
Framing	Ceremony where two people get married.
Kitchen range	Moving stairs.
Stool	Tool or electrical instrument.

C Listening

You are going to listen to a customer who is visiting Everest Stores, a large department store in her town. She is speaking to a store assistant in the information booth on the first floor (see the diagram below).



As you listen the first time, mark on the floor plan where the customer wants to go and in which order she will move around the store.

Everest Stores - Floor Plan



C Listening

Now listen to the recording again and answer the following multiple choice questions.

1. How many times has the customer visited Everest Stores before?
 - a) Once.
 - b) Never.
 - c) A few times.

2. Why is the customer buying a hat?
 - a) Because she's going to her sister's wedding.
 - b) Because she's going on vacation in New Orleans.
 - c) It's not for her, but for her sister.

3. Why does she need a new toaster?
 - a) Her old one doesn't work anymore.
 - b) She needs a bigger one.
 - c) Her children asked her to get one.

4. What will the customer get on the 4th floor?
 - a) A small kitchen appliance and some information.
 - b) A small kitchen appliance and a large one.
 - c) A small kitchen appliance and a picture frame.

5. Why is she buying a DVD?
 - a) For her sister's birthday present.
 - b) Her daughter asked her to buy a DVD.
 - c) As a present for her daughter's birthday.

6. Why does she decide to go to the 6th floor first?
 - a) Because there's an escalator straight to the 6th floor.
 - b) Because she has to buy something that is large and heavy.
 - c) To get some more information.

D Game

You are going to play a speaking & memory game called "I went to Everest Stores".

Your teacher will divide the class into groups.

Listen very carefully to what the other students say!



Teacher Notes

Target Language:	Shopping & Shops, Listening
Duration:	45 minutes
Listening File Required:	1L9

1 Structure and Timing (all times approximate)

- A. Warmer (10 minutes)
- B. Vocabulary (10 minutes)
- C. Listening (15 minutes)
- D. Game (10 minutes)

Total: 45 minutes.

2 Procedure

A. Warmer

This warmer is to get students thinking about some shopping vocabulary. The names of the shops where these products are bought will vary depending on whether you are teaching in the UK, the US, Australia and so on. Here are some suggested answers:

florist, menswear shop, butcher, hardware shop, electronics shop, music shop, off licence, jeweller's, baker's, bookshop, greengrocer's, newsagent's.

If you want to make this part of the lesson more enjoyable for a stronger class, you can turn it into a memory game (their memories will also be challenged in the final part of today's lesson). Ask the students to look at the selection of products for a set time limit, say, 2 minutes. Then divide the class into teams and then ask them to write the shops where these products would be bought, which makes this not only a pure memory game but also good for vocabulary.

B. Vocabulary

You can use this as an opportunity to do some dictionary work with your students – using only monolingual dictionaries.

Answer Key

Word	Definition
Wedding	Ceremony where two people get married.
Toaster	Something that produces toasted bread.
Appliance	Tool or electrical instrument.
Escalator	Moving stairs.
Framing	Service that puts wooden border around pictures.
Kitchen range	Used for cooking and baking food. Often large.
Stool	High chair, often without a back.

C. Listening

For this listening, you will need the mp3 file **1L9** found in the *Listening Bank* of the Premium site. The PDF of the transcript can also be found there.

The first listening exercise involves a visual representation of the customer's route through the department store. The students will probably not have much difficulty identifying where she intends to go but may have problems correctly numbering in order the places she will visit, mainly because she makes a final decision based on her need to go straight up to the 6th floor for the chair.

For the second part, there are six multiple-choice questions. Get students to compare their answers in pairs and talk about why they chose the answer they selected before you correct this exercise.

Answer Key

The customer visits these parts of the department store in this order:

- ❑ 6th Floor: Home Furnishing – for the chair.
- ❑ 4th Floor: Small Kitchen Appliances – for the toaster.
- ❑ 4th Floor: Large Kitchen Appliances – for information about the fridge-freezer.
- ❑ 2nd Floor: Music & Movies – for the DVD for her daughter and the CD for herself.
- ❑ 1st Floor: Women's Hats – for the hat for her sister.

Multiple Choice Answers:

1. B – she says it's her first time.
2. C
3. A – it caught fire.
4. A – toaster and price of fridge-freezers.
5. C
6. B

D. Game

This is a simple chain story memory game. Divide your class into two or three groups. Ask the students to give you a sentence following the following model:

I went to Everest Stores and I bought a x from the y floor.

They will need to use the floor plan in order to fill in the "x" and "y" values correctly. The next student, on another team, has to repeat this first sentence and add one of their own. And so on.

Example:

I went to Everest Stores and I bought a model train from the 5th floor, a kilo of bananas from the 3rd floor, a cactus from the 1st floor, a tie from the 3rd floor and a large table from the 6th floor.

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