

TOM 2

MATURA 2023

# REPETYTORIUM Z JĘZYKA ANGIELSKIEGO DLA LICEÓW I TECHNIKÓW

POZIOM PODSTAWOWY

Z MATERIAŁEM ROZSZERZONYM



 Pearson

Sue Kay / Vaughan Jones / Robert Hastings  
Atena Juszko / Dominika Chandler / Joanna Sosnowska

Konsultacja: Małgorzata Wieruszewska

**P** Poziom podstawowy **R** Poziom rozszerzony

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<b>07</b>	4–21	Rodzaje sklepów i towary • Cechy towarów • Sprzedawanie i kupowanie • Kupowanie ubrań • Ceny i okazje • Środki płatnicze • Finanse i bankowość • Promocja i reklama • Korzystanie z usług • Reklamacje 4–7   Czytanie 9, 10   Lista słownictwa 18–19   Słuchanie 13, 14   Powtórzenie 20	<b>P</b> Wybór wielokrotny 8–9 <b>R</b> Dobieranie zdań do luk w tekście 10
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# 07

# ZAKUPY I USŁUGI

## SŁOWNICTWO



1



2



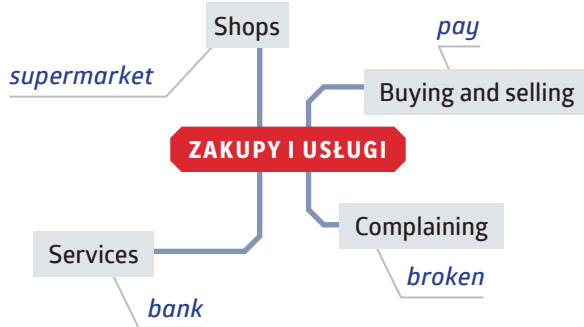
3



4

### LOOK BACK

- 1 In pairs, look at the categories below. How many words in each category can you think of?



### SHOPS AND GOODS | RODZAJE SKLEPÓW I TOWARY

- 2 Name the shops in photos 1–5 above, using the words from the box. There are two extra words. Write the answers in your notebook. What can you buy in these shops? How often do you shop in these places?
- bakery butcher's florist's health food shop  
newsagent's souvenir shop toy shop
- 3 Listen to five recordings. Where are the speakers? Copy the table. Complete the second column ('Shops') with the words from the box. There are three extra words.
- chemist's clothes shop department store  
gift shop grocer's jeweller's second-hand shop  
supermarket

Recording	Shops	Goods
1	?	?
2	?	?
3	?	?
4	?	?
5	?	?



5

- 4 Listen to the recordings again. What are the speakers buying? Complete the third column ('Goods') in Exercise 3 with the words from the box. There are four extra words.
- clothing electrical goods groceries jewellery  
make-up medicine menswear pet food  
toiletries
- 5 Look at the words in the box. In pairs, answer the questions.
- antique shop boutique market perfume shop  
pet shop shopping centre
- Which of the places do you visit most often?
  - Which do you not visit at all?
  - Which are in your neighbourhood?

### DESCRIBING GOODS | CECHY TOWARÓW

- 6 In pairs, write the antonyms of these words. More than one answer might be correct. Write the answers in your notebook. Then describe the things that you have recently bought using these words.
- brand-new ≠ ?
  - useful ≠ ?
  - top-quality ≠ ?
  - valuable ≠ ?



## SELLING AND BUYING | SPRZEDAWANIE I KUPOWANIE

- 7 Complete the text with the words from the box. There is one extra word. Write the answers in your notebook. In pairs, discuss what annoys you the most when you shop in supermarkets.

aisles assistant code customers online products  
receipts till trolley walkways

## A shopper like no other

Just like any other shopper, Steph Roberts is annoyed when she arrives at the supermarket entrance and there isn't a(n) <sup>1</sup> ? in sight. But unlike other shoppers, she makes a note of it on her phone. She then goes to pick up a basket only to find old <sup>2</sup> ? and pieces of food on the bottom. Again, she makes a note.

Steph isn't a real shopper, she's a mystery shopper. With more and more people shopping <sup>3</sup> ? , it's important that regular stores offer the best service possible to attract <sup>4</sup> ? . And this is where mystery shoppers come in. They act like other shoppers by walking up and down the <sup>5</sup> ? , and picking <sup>6</sup> ? off shelves. But their main job is to report on things that the shop could do better.

Today, Steph is working in a large supermarket. She's timing how long it takes to stand in the queue at the <sup>7</sup> ? . When it's her turn, the bar <sup>8</sup> ? on a box of eggs doesn't want to scan and the checkout <sup>9</sup> ? is getting irritated, and asks her to get another box. Steph, of course, makes another note that will be sent to the shop owners ...



- 8 Which words complete the text correctly? Write the answers in your notebook. Have you noticed the trend described in the text?

R

During an emergency or a health crisis, people exhibit various erratic behaviours, one of them being hoarding food items and other supplies, also called <sup>1</sup> *impulse / panic / purchase* buying. This can lead to product <sup>2</sup> *shortages / bargains / consumption* or even some necessities no longer being in stock for long periods of time. We observed this at the start of the Covid-19 pandemic in 2020. According to studies, this phenomenon was noted in at least ninety-three countries around the world. Consumers worried that everything would quickly sell <sup>3</sup> *out / up / at* and that shops would <sup>4</sup> *lift / raise / put* up their prices. People were stocking <sup>5</sup> *off / up / in* on everything, from toilet paper, disinfectant spray and wipes, to pasta and tinned food. They were buying <sup>6</sup> *up / out / off* most products in supermarkets leaving shelves completely empty. As a result, daily necessities were unavailable for months. Fortunately, after a few months, consumers realised that hoarding wasn't necessary and things returned to normal.



## SHOPPING FOR CLOTHES | KUPOWANIE UBRAŃ

- 9 Complete the dialogues with the words from the boxes. Write the answers in your notebook.

coupon label tag

Customer: Excuse me, what's this sweater made from?

Assistant: Let me have a look at the <sup>1</sup> ? . OK, it says it's 100% acrylic.

Customer: Great, I'll take it. I have this £10 off <sup>2</sup> ? .

Assistant: Sure, let me just scan it.

Customer: And could you please cut off the price <sup>3</sup> ? ? I'm going to wear it now.

fit match suit

James: What do you think of this shirt? Does it <sup>4</sup> ? me?

Helen: Yes, of course! And I love it.

James: Will it <sup>5</sup> ? those grey trousers that I have?

Helen: Sure, it'll be perfect. But does it actually <sup>6</sup> ? ? It looks a bit tight.

fashion outfit size

Gemma: I really like this <sup>7</sup> ? . What do you think?

Anne: I'm not sure. It looks a bit old-fashioned.

Gemma: Really!? I thought it was in <sup>8</sup> ? .

Anne: Maybe, I don't know. But have they got your <sup>9</sup> ? ?

- 10 Complete the questions with the correct prepositions. Write the answers in your notebook. Then in pairs, ask and answer the questions.

- Do you enjoy going ? the shops? Why? / Why not?
- How often do you shop ? clothes?
- Do you always try clothes ? before you buy them?
- What do you do when something is out ? stock?

## PRICES AND BARGAINS | CENY I OKAZJE

11 Match descriptions a–e to posters 1–4. There is one extra description. Write the answers in your notebook.



1 ?



2 ?



3 ?



4 ?

- They are 50% off.
- If you buy two of these, you will get the third one free of charge.
- You won't find more competitive prices anywhere.
- Reduced by a quarter.
- We will get it to you for no additional cost.

12 Copy the table and complete it with the words in the box. Write the answers in your notebook. Then in pairs, talk about things you've recently bought or you want to buy using the words below.

budget cheap and cheerful  
cost a small fortune cost an arm and a leg  
costly dirt cheap low-cost rip-off  
unaffordable

Low prices	High prices
?	?

## PAYMENTS | ŚRODKI PŁATNICZE

13 Listen to the recordings. Which words complete the sentences correctly? Write the answers in your notebook.

- They need a *coin* / a *five-pound note* / a *penny*.
- The girl is putting the money in her *purse* / *moneybox* / *wallet*.
- The speaker needs to pay *by cheque* / *in cash* / *by bank transfer*.

## FINANCE AND BANKING | FINANSE I BANKOWOŚĆ

14 Complete the text with the words from the box. There are three extra words. Write the answers in your notebook. How do you usually pay for items in a shop?

card cashless contactless currency  
debit enter insert installments  
reader splash

## Forms of payment at SuperStar Market



- You can pay in cash.
- You can pay by credit or <sup>1</sup>? card.
- <sup>2</sup>? payment is possible, but you can also <sup>3</sup>? your card in the device if preferable.
- Purchases over £45 will require you to <sup>4</sup>? your PIN.
- Other <sup>5</sup>? payment options are paying by cheque or using a gift <sup>6</sup>?
- Please note that we do not accept payments by bank transfer or in <sup>7</sup>?

15 Which words complete the questions correctly? Write the answers in your notebook. Then in pairs, ask and answer the questions.

- Why do you think people regularly *invest* / *deposit* money into bank accounts?
- What should you do to avoid being in the *blue* / *red*?
- Is it a good idea to put *aside* / *off* some of your earnings on a regular basis?
- What would you do if someone *owed* / *charged* you money and didn't want to pay you back?
- In what ways are *transfer* / *standing* orders useful?
- Is withdrawing money from *money* / *cash* machines popular in Poland?
- Where can you find the best exchange rate if you want to *change* / *repay* money before going abroad?
- Why do you think it's important to regularly go through your bank *statement* / *overdraft* and check all your transactions?

## PROMOTION AND ADVERTISING | PROMOCJA I REKLAMA

16 Match the words from the box to the definitions. There are two extra words. Write the answers in your notebook. Then in pairs, discuss which form of advertising is most efficient.

brand name commercial hoarding jingle  
leaflet logo slogan

- a melody that is easily remembered and especially one used in advertising ?
- an advertisement on TV or the radio ?
- a large advertisement in an outdoor area ?
- a phrase that a company uses to make their products more memorable ?
- a short booklet that gives information about a product or service ?



**17** Complete the text with the words from the box. There is one extra word. Write the answers in your notebook. What do you think of this type of advertising?

R

audience boost brands endorse prospective  
publicity sample



Nineteen-year-old Holly is in her home studio recording a new video for her 100k social media followers. This time she's talking about a new skincare line and showing her daily routine using the products. But Holly didn't choose the products herself. A company contacted her and asked her to <sup>1</sup> ? the products to her followers.

Holly is an 'influencer'. Influencers are experts in their field and have a huge social media following. As a well-known beauty blogger, Holly mainly attracts beauty <sup>2</sup> ? . By mentioning the products, she creates <sup>3</sup> ? and, as a result, helps <sup>4</sup> ? sales. This is called influencer marketing. Instead of paying millions for a commercial that might not even be seen by the target <sup>5</sup> ? , marketers prefer to split that money between a number of influencers who already have an audience which includes the company's <sup>6</sup> ? customers. So, next time you see an influencer talking about a product or service, ask yourself if they're trying to sell you something.

**SERVICES | KORZYSTANIE Z USŁUG**

**18** Read the comments. What kind of service should the speakers use? Match the words from the box to the comments. There are four extra services. Write the answers in your notebook. In pairs, discuss how often you use these services.

bank branch car wash driving school dry cleaner's  
estate agency garage hairdresser's insurance agency  
undertaker

1 I really need a cut and colour. My roots are so long and I have split ends. ?

2 We're ready to finally buy our own home, but we have no idea where to start. ?

3 I need to sign some documents so that I can take out a mortgage. ?

4 I can't start my car. I thought the battery was dead, but it's not that. ?

5 This dress isn't machine-washable, but there's a stain on it, so I really need it cleaned. ?

**COMPLAINTS | REKLAMACJE**

**19** Listen to the recording. Complete the form with one word in each gap. Write the answers in your notebook.

**Customer Complaint Form**

Date:	January 11th
Customer's name:	Diana Nicholls
Telephone number:	675 876 3456
Product:	tablet
Complaint details:	damaged <sup>1</sup> ? , <sup>2</sup> ? screen, <sup>3</sup> ? case, <sup>4</sup> ? keyboard
Proposed action:	a refund or a(n) <sup>5</sup> ? for all the items
Action taken:	customer chose to <sup>6</sup> ? the items and get a refund

**20** Complete the questions with the words from the box. There is one extra word. Write the answers in your notebook. Then in pairs, ask and answer the questions.

back complaint faulty past return

- 1 Have you ever bought something that was ?? What did you do with it? What did you ask the store to do?
- 2 Do you ever eat food that is ? its sell-by-date?
- 3 When was the last time you brought something ? to the shop? Why did you do it?
- 4 Have you ever made a written ? about a product or service? What was it?

**GO FOR IT**

**21** In pairs, do the task. Your English friend wants to buy souvenirs from Poland for his/her family.

- Look at the words below and choose the place which, in your opinion, will be the best place to buy the souvenirs.
- Think about the choice of products, prices, methods of payments, the possibility to return the goods, etc.
- Give your reasons for rejecting the other places.





VS.



## The problem with online shopping

by Alison White

I've never really enjoyed shopping. It's no fun fighting your way through crowds of shoppers on the High Street, especially during the sales. I can't stand queuing up to pay and I hate self-service checkouts. Trying on clothes in changing rooms is a pain. (It's always so hot!) And my memory is not great, so more than once I've carried heavy shopping bags down to an underground car park only to find I don't remember which level I parked on.

So last month I decided to do all my shopping online. What's it been like?

Obviously, it's much more convenient to buy anything you want with just a click of the mouse. There's an incredible range of products online. And if you like bargains, you can find some great reductions. You can save money as long as you're careful and just buy what you need. If not, you can spend a fortune. However, I am careful so, overall, my experience of online shopping has been a success.

But ... there is one disadvantage. Online shopping isn't exactly 'what you see is what you get'. When you look around real shops, you can

pick up and examine your potential purchases. Not online. You rely on adverts: photos and descriptions. And they're not always accurate.

- 20 One problem is colour. I bought some new curtains for my room. In the photo, they were a beautiful shiny gold. In reality, they looked like mud hanging over my windows. Another problem is size, especially for shoes and clothes. I'm not really into the latest fashions or trendy designer clothes, but I was looking for a new party dress. I found one that looked perfect. What's more, it was last year's model, so it was fairly inexpensive. The website had a chart to help you choose the right size, so I measured myself carefully and ordered the dress. It came the next day, but it was so tight I couldn't pull the zip up. I exchanged it for a bigger size. But that one was too loose! Other disasters include a tiny bottle of perfume in a huge box, a T-shirt with a big red stain on the front (was it ketchup?) and some trousers that were torn in a very important place. Fortunately, when you're unhappy with something you've bought online, they replace it, no questions asked. Or you can just return it without paying anything. Just as well, really.

- 1 What ways of shopping can you see in the photos? Which do you prefer? Why?
- 2 Read the text quickly and say how Alison prefers to shop.

### TRENING MATURALNY

- 3 Read the paragraph below and choose the correct answer. Write the answer in your notebook.

#### Want to get some new looks for the summer? Searching for bargains?

Well, you don't need to look any further than Pretty Poppy. We only opened nine months ago, but already we've been described as the only place to go when you want to look good.

And starting from next Saturday, it's our crazy summer sale. Fantastic reductions and great quality. Now the lowest prices in town are lower than ever.

Pretty Poppy clothes shop – the coolest fashions in the High Street for the hottest summer in your life.

What is the main purpose of this text?

- a To explain why shoppers like bargains.
- b To inform about the history of a shop.
- c To attract customers to a shop.
- d To describe the latest summer fashion trends.

- 4 Read the tip below. Then match explanations 1–3 to the wrong options in Exercise 3. Write the answers in your notebook.

- 1 This answer refers to a common belief about the world, which is not explained in the text. ?
- 2 This answer mentions 'the coolest fashions' and 'the hottest summer', but it doesn't say what the trends are. ?
- 3 This answer is wrong because the text only mentions one minor detail (when the shop opened), but it doesn't give the history of the shop. ?

W zadaniu wielokrotnego wyboru często pojawiają się pytania o intencję autora. Niepoprawne odpowiedzi mogą:

- dotyczyć jednego z tematów poruszanych w tekście, ale niewyrażającego intencji autora,
- opisywać intencję autora wyrażoną tylko w niewielkich fragmentach tekstu,
- zawierać fałszywe uogólnienia,
- wspominać o ogólnie znanym fakcie.



## ZADANIE MATURALNE

- 5 Przeczytaj tekst. Które z podanych odpowiedzi A–D są właściwe i zgodne z treścią tekstu? Zapisz odpowiedzi w zeszycie.
- 1 Sharon sometimes forgets
    - A why she dislikes shopping.
    - B what to do at self-service checkouts.
    - C things in changing rooms.
    - D where she's left her car.
  - 2 What does she dislike about shopping online?
    - A There's too much choice.
    - B You can't always find everything you need.
    - C It makes her spend money she hasn't got.
    - D You can't touch the products.
  - 3 What did she like about the dress she saw online?
    - A It was a lovely colour.
    - B It was really fashionable.
    - C It didn't cost much.
    - D It came in several sizes.
  - 4 What's Sharon's experience of returning unsatisfactory online purchases?
    - A It's usually a disaster.
    - B She finds it very easy to do.
    - C The sellers ask a lot of questions.
    - D It can be expensive.
  - 5 What is the main purpose of this text?
    - A To point out one major problem with online shopping.
    - B To explain how to shop online effectively.
    - C To describe some shopping disasters she's suffered.
    - D To show why shopping for clothes online is popular.

- 6 **SŁOWNICTWO** Complete the sentences with the words from the box. Write the answers in your notebook. Then in pairs, ask and answer the questions.

bargains exchange fortune inexpensive sales

- 1 Do you like shopping during the  ?
- 2 Are you good at finding  when you go shopping?
- 3 Are  clothes always worse quality than expensive ones?
- 4 If you won the lottery, would you spend a(n)  on clothes?
- 5 If you buy something that doesn't fit you, do you prefer the shop to  it for a different size or to give you a refund?

- 7 **SŁOWNICTWO** Match the words to make collocations. More than one answer might be correct. Write the answers in your notebook.

- |                   |                      |             |
|-------------------|----------------------|-------------|
| 1 changing        | <input type="text"/> | a clothes   |
| 2 designer        | <input type="text"/> | b fashions  |
| 3 fifty percent   | <input type="text"/> | c reduction |
| 4 high street     | <input type="text"/> | d room      |
| 5 the latest      | <input type="text"/> | e shop      |
| 6 a wide range of | <input type="text"/> | f model     |

- 8 In your notebook, write questions using the collocations from Exercise 7. Then ask your class.
- 9 In pairs, answer the questions.
  - 1 Do you agree with Alison's complaints about high street shopping and online shopping? Why? / Why not?
  - 2 What kind of things do you prefer to buy in high street shops and which online? Give reasons for your answer.
  - 3 Do you think online shopping will become more and more popular? Why? If so, what do you think will happen to traditional shops?

## LIFE SKILLS | Making a complaint

- 10 Read the advice. Then in pairs, role-play situations 1 and 2 below so that you get what you want.

When you want to complain about an unsatisfactory product or service, ...

- make sure you have the receipt for the thing you bought / paid for,
- explain clearly what the problem is,
- don't shout or get emotional,
- ask to see the manager if the shop assistant is not helpful.

## Situation 1

**STUDENT A:** You bought a pair of jeans. When you got them home, you noticed there was a small stain on one knee. You take them back to the shop and ask for a refund.

**STUDENT B:** You work in a clothes shop. Your boss wants you to keep the customers happy, but he prefers you to exchange unsatisfactory items rather than to give a refund.

## Situation 2

**STUDENT A:** You paid to have your bike repaired because it was making an annoying noise. It seemed all right at first, but after cycling a few hundred metres, you realise it's still making the same noise. You take it back to the shop.

**STUDENT B:** You work in a bicycle repair shop. A customer complains that the bike you fixed still has the same problem. You're really busy today. There are two other customers waiting for their bikes to be fixed.

# Colleen's Eco Farm Shop & Garden Centre

St Ives, Cornwall



## Great news!

Our loyal customers know all about the quality of the produce that we sell in our farm shop and garden centre. <sup>1</sup> ? No wonder! Everything is reasonably priced and Fatima's cakes are the most delicious you'll ever taste!

Now, we're delighted to say we're opening a new shop right next to the café. It's not a normal shop because it's not for profit. You can't spend any money in it.

<sup>2</sup> ? Our new shop is called The Swap Shop! The idea <sup>10</sup> is that you bring in things you don't want any more

and exchange them for things you need.

We've received a ton of donations to get us started, so we've already

<sup>15</sup> got a wide selection of clothes, accessories, jewellery, footwear, domestic appliances, furniture, electronics, books and lots more. It's like a megastore of second-hand goods!

<sup>20</sup> Why pay through the nose for badly-made clothes in a chain store when you can help recycle perfectly good garments at The Swap Shop? <sup>3</sup> ? Is there any reason to go bargain hunting in retail parks when the consumer society has no place in your heart? So, feel free to drop in any time and see what we've got. You'll always get a good deal from our super-friendly, highly-trained staff Piotr and Francesca.

<sup>25</sup> By the way, would you like to know how to re-fashion worn-out things to give them new life? <sup>4</sup> ? The classes are free as long as you promise to donate your time in exchange to teach something you know how to do, e.g. music, painting or foreign languages.

<sup>30</sup> Come to Colleen's this Saturday for the opening of The Swap Shop. Bring your family and friends and make a day of it. For the kids, there are free donkey rides and farm animals <sup>35</sup> to feed. You can stock up on fresh fruit and veg at the farm shop, browse around the plants in the garden centre, have a tasty snack in the café and swap to your heart's content in our brand-new Swap Shop!



Gdy rozwiązujesz zadania polegające na dobieraniu zdań do luk w tekście, pamiętaj o następujących punktach.

- 1 Po pytaniu zazwyczaj następuje odpowiedź.
- 2 Po jednym pytaniu może nastąpić kolejne.
- 3 Czasem zdania mogą wiązać się ze sobą poprzez wyrazy i zwroty wprowadzające informacje dodatkowe lub przeciwstawne.
- 4 Niektóre zdania rozwijają myśl wyrażoną w poprzednim stwierdzeniu.

### ZADANIE NATURALNE

**1** Przeczytaj tekst, z którego usunięto cztery zdania. Które zdania A–E uzupełniają luki 1–4, tworząc spójny i logiczny tekst? Jedno zdanie zostało podane dodatkowo i nie pasuje do żadnej luki. Zapisz odpowiedzi w zeszycie.

- A If you would, you could join Francesca every Saturday at 3 p.m. to learn sewing, dyeing and other techniques.
- B This is something you can't always find in today's commercial world, no matter how much money you might have.
- C Although we're not putting anything up for sale, we're not giving things away for free, either.
- D And since we opened our café and delicatessen last year, we've welcomed more customers than ever.
- E What's the point of forking out on electronic devices at rip-off prices when you can come here and help prevent the climate crisis?

**2 SŁOWNICTWO** Complete the questions with one word from the text in each gap. The first letter of each word has been given. Write the answers in your notebook. Then in pairs, ask and answer the questions.

- 1 Do you ever s ? things with your friends?
- 2 Do you ever give d ? to charity shops?
- 3 Do you enjoy bargain h ? ?
- 4 Do you ever b ? around a shop and end up not buying anything?
- 5 What shops in your town offer good service and r ? priced products?
- 6 Do you think it's ever a good idea to f ? out on an expensive meal?
- 7 Have you ever paid through the n ? for something that really wasn't worth it?

## Sety leksykalne

### TRENING NATURALNY

- 1 Which option a–c completes both gapped sentences correctly? Read the tip below and answer questions 1–3. Write the answers in your notebook.

If you decide you don't like the dress I bought for your birthday, you can always  it back.

I'm afraid they don't  credit cards at this new second-hand shop.

a accept b take c bring

- Które dwa czasowniki spośród opcji a–c łączą się z wyrażeniem *it back* w pierwszym zdaniu?
- Które dwa czasowniki spośród opcji a–c mogą poprawnie uzupełnić drugie zdanie?
- Który czasownik poprawnie uzupełnia oba zdania?



Gdy rozwiązujesz zadanie typu set leksykalny z trzema opcjami odpowiedzi, sprawdź najpierw, czy wybrany przez siebie wyraz tworzy poprawne wyrażenie z wyrazami znajdującymi się bezpośrednio wokół luki. Następnie przeczytaj całe zdanie i upewnij się, że ma ono sens. Wybrana odpowiedź musi poprawnie uzupełniać oba zdania.

- 2 In your notebook, match the words from the box to the pairs of expressions. The same word should complete both expressions correctly. Write the answers in your notebook. Then make questions with these expressions. In pairs, ask and answer your questions.

around clothes get off out shopping

- |                                     |   |
|-------------------------------------|---|
| 1 go <input type="text"/>           | 2 <input type="text"/> a refund             |
| <input type="text"/> list           | buy one, <input type="text"/> one free      |
| 3 go <input type="text"/> the shops | 4 <input type="text"/> of order             |
| look <input type="text"/>           | <input type="text"/> of stock               |
| 5 designer <input type="text"/>     | 6 50% <input type="text"/>                  |
| trendy <input type="text"/>         | pick a product <input type="text"/> a shelf |

- 3 In your notebook, complete each set of three sentences with one word.

R

1 If you shop around a bit, I'm sure you can  a good deal on a second-hand motorbike.

The constant TV commercials are starting to  on my nerves.

If you've just bought this mobile and it's not working, you should  a replacement.

2 My parents have decided to take  a loan to buy a small piece of land.

The new trendy Christmas toy released at the beginning of November sold  in record time.

I can see you really splashed  on your new computer, Nick!



Przed wypełnieniem luk w zadaniu otwartym typu set leksykalny przeczytaj wszystkie zdania i zdecyduj, jaką częścią mowy jest wyraz, którego potrzebujesz. Jeśli wiesz, jakim wyrazem uzupełnić jedno ze zdań, wstaw go do dwóch pozostałych i sprawdź, czy mają one sens i są poprawne. Pamiętaj, że odpowiedź musi poprawnie uzupełniać wszystkie zdania.

- 4 In your notebook, complete each set of expressions with one word. Use the word list on pages 18–19 to help you. Then make sentences with these expressions.

- |                                     |   |
|-------------------------------------|---|
| 1 classified <input type="text"/>   | 2 <input type="text"/> up front           |
| bombarded with <input type="text"/> | <input type="text"/> in instalments       |
| banner <input type="text"/>         | <input type="text"/> through the nose     |
| 3 household <input type="text"/>    | 4 <input type="text"/> a packet           |
| branded <input type="text"/>        | <input type="text"/> a fortune            |
| perishable <input type="text"/>     | <input type="text"/> an arm and a leg     |
| 5 chain <input type="text"/>        | 6 <input type="text"/> comparison website |
| DIY <input type="text"/>            | retail <input type="text"/>               |
| convenience <input type="text"/>    | rock-bottom <input type="text"/>          |



- 5** In your notebook, complete each pair of sentences with one preposition.
- I've decided to go to the new branch  our bank.  
Your first lesson in our driving school is free  charge.
  - I must admit I spend a lot of money  clothes.  
Can I pay by card? I'm afraid I don't have enough cash  me.
  - I got these earrings for you  a gift shop in Rome.  
The brand-new sofa was quite expensive, but I managed to buy it  a discount.
  - The price of all our furniture has been reduced  a quarter.  
I passed  a new sports shop on my way to school.
  - I've decided to make a complaint  the faulty mobile phone I purchased the other day.  
I'm a bit bored in their company as all they talk  is shopping.
- 6** In your notebook, complete each pair of sentences with one word. Use the word list on pages 18–19 to help you.
- To me, a low  is more important than high quality.  
I once tore a new piece of clothing while removing the  tag.
  - I would never  in a queue to purchase a popular new video game.  
I can't  shopping in big crowded places with hundreds of people fighting over everything.
  - I've never bought anything on an online auction site, but I'd like to  one day.  
Shopping for clothes online is not for me – I want to be able to  things on before buying them.
- 7** In pairs, discuss the sentences from Exercise 6. Which of them are true for you?

- 8** In your notebook, complete each set of three sentences with one word.

R



- I usually try to  some money aside every month.  
I have never  anything up for sale in an online auction.  
If they  up the price of my favourite ice cream by fifty percent, I would still continue to buy it.
- I don't often buy  impulse, I prefer planning my purchases well in advance.  
I once forked out  a device that I have never used.  
My parents like stocking up  essential food items.

## ZADANIE MATURALNE

- 9** Z podanych odpowiedzi A–C wybierz wyraz, który poprawnie uzupełnia oba zdania w każdej parze. Zapisz odpowiedzi w zeszytcie.
- I need a new suit, but I don't want to  a fortune!  
How much time a week do you usually  shopping for food?  
A pay          B take          C spend
  - I don't understand why these products were available yesterday but are not  sale today.  
I'm looking  a black evening dress in a size 38.  
A for          B on          C at
  - I don't want these jeans, they don't  me.  
The chair you want to buy will not  in the back of my car, I'm afraid.  
A suit          B fit          C get

## ZADANIE MATURALNE

R

- 10** Zapisz w zeszytcie wyraz, który poprawnie uzupełnia wszystkie trzy zdania w zadaniach 1–4. Wymagana jest pełna poprawność ortograficzna wpisywanych wyrazów.
- Some of the most popular video games are already in  supply.  
The hardware shop in the town centre closed down at  notice.  
We are  of fruit and vegetables – I need to pop into the greengrocer's on the way home.
  - Electronic equipment companies are constantly searching for innovations that would give them a(n)  edge over their rivals.  
OK, I agree, your bike was much better value for money than mine – but why do you always have to be so ?  
They will not attract any new customers as their prices are not very .
  - If I buy a car now, I'll be  the red until the end of the year.  
This leather jacket was dirt cheap – I got it  the sales.  
To cut down on costs, our office buys paper and stationery items  bulk.
  - What am I supposed to do if I want to return an item I have collected from a pick-up ?  
Good customer service is our company's strongest .  
What's the  of purchasing the premium membership for this app if it doesn't offer any substantial benefits?

Odpowiedzi na pytania

- In pairs, discuss the following questions and compile three lists. Then discuss your lists with other students in the class. Do you agree?
  - the top 3 most recognisable Polish brands
  - the top 3 most recognisable international brands
  - the top 3 most memorable TV or social media adverts

TRENING MATURALNY

- Read the tip below and questions 1–3. What do you expect the recording to be about?
  - What are the two main characteristics of a successful TV advert?
  - Why is it insufficient to simply have a cute baby or dog in an advert?
  - What was wrong with a popular Christmas advert featuring a young girl dancer?



W zadaniu musisz odpowiedzieć na pytania otwarte na podstawie informacji zawartych w nagraniu. Przeczytaj uważnie polecenie i pytania, następnie zastanów się, na jakich informacjach musisz się skupić podczas słuchania. Pamiętaj, że poprawna odpowiedź będzie najprawdopodobniej wyrażona w nagraniu za pomocą innych słów niż w pytaniach.

- Listen to the recording. Is it the sort of recording you were expecting to hear? Why? / Why not?
- The box contains words and phrases from the recording. Match them with underlined words and phrases with a similar meaning in the questions in Exercise 2. Write the answers in your notebook.
 

just little not enough really great  
the problem was the secret to
- Listen again and answer the questions in Exercise 2. Write the answers in your notebook.
- In pairs, read the questions in Exercise 7 and discuss what you think the recording will be about.

ZADANIE MATURALNE

- Usłyszysz dwukrotnie rozmowę dwojga pracowników agencji reklamowej. Na podstawie informacji zawartych w nagraniu odpowiedz na pytania 1–5. Zapisz odpowiedzi w zeszycie.
  - What type of products are successfully advertised using celebrities?
  - What had a negative influence on sales of a shampoo promoted by one celebrity?
  - What two things are important when choosing a celebrity?
  - What is the main problem when making an advert for a shampoo?
  - Is it better to have a female or male celebrity to promote shampoo?
- SŁOWNICTWO** Copy the table into your notebook and complete the word families with words from the recordings in this lesson. Use the audioscript on page 233 to help you.

Noun	Verb	Adjective
advertising ad/advert/advertisement	1 ?	
attraction	2 ?	attractive
3 ?	compete	competitive
4 ? producer	produce	productive
5 ?	sell	

- SŁOWNICTWO** Complete the questions with words from Exercise 8 in the correct form. Then in pairs, ask and answer the questions.
  - Which hair ? – including shampoo – do you normally use?
  - Which website has the most ? prices for fashion brands?
  - What is your favourite TV or online ? at the moment?
  - Which famous Poles have been used in ? campaigns?
  - How much do you think commercials with celebrities really affect the ? of famous brands?





## TRENING NATURALNY

1 Read the tip below and questions 1 and 2. Guess what the recording is about. Decide which question is about one specific piece of information, and which question is about something more general.


- 1 The shop assistant finds out that
- there is one item in stock.
  - there are four items in stock.
  - there are none in stock.
- 2 The customer wants to
- complain about an advert on the website.
  - try on several different sizes.
  - find an item of clothing in a store.

Gdy czytasz treść zadania, spróbuj określić temat nagrania, które usłyszysz, oraz miejsce lub osoby, jakich dotyczy. Aby to zrobić, porównaj opcje odpowiedzi i zawarte w nich słowa kluczowe. Jeśli to możliwe, zdecyduj, czy pytanie dotyczy konkretnej informacji w nagraniu (daty, liczby, nazwy własnej), czy wymaga zrozumienia całej wypowiedzi.



- 2  Listen to the recording and answer the questions in Exercise 1. Write the answers in your notebook. Why do you think the customer wants to talk to the manager?
- 3  Listen again. What information do you hear that matches words and phrases in the incorrect options? Look at the audioscript on page 233 and check.

## ZADANIE NATURALNE


4  Usłyszysz dwukrotnie trzy teksty. Które z podanych odpowiedzi A–C lub A–D są właściwe i zgodne z treścią nagrań? Zapisz odpowiedzi w zeszytcie.

## Text 1

- 1 Dan went back to the store because he wanted to
- try on some shoes which he'd seen on display.
  - swap a pair of shoes he had bought previously.
  - meet the shop assistant who had served him before.

## Text 2

- 2 Which of the following is stated in the dialogue as **a fact about Paul's bank**, not an opinion?
- Opening a savings account requires a visit to a branch.
  - Checking your balance and transferring money is easy using the app.
  - The bank's online service is the same high quality as other big banks.

5  **SŁOWNICTWO** Complete this very positive staff announcement with one word in each gap. The phrases are all from the recordings in the lesson. Write the answers in your notebook. Then listen and check.

Congratulations on winning <sup>1</sup>P ? Shopper of the Year. In this challenging time for shopping centres everywhere, you have managed to increase <sup>2</sup>r ? profits. You are a highly <sup>3</sup>s ? worker, who is always willing to move <sup>4</sup>h ? and earth to improve your customers' experience. Your manager has this message: thanks for never missing <sup>5</sup>o ? on a sale. You know how to create a personal <sup>6</sup>b ? with your clients and once they meet you, they don't feel the need to <sup>7</sup>s ? around anywhere else. If there were more <sup>8</sup>s ? providers like you, shopping centres would soon be buzzing again!

## Text 3

3 The speaker is giving the talk to young people who

- are trying to secure an internship in the retail sector.
- are unsure about whether to consider a career in retail.
- are interested in hearing about a typical career path in retail.
- are about to begin work in the retail sector as interns.

4 The speaker talks about the current situation in order to

- describe the difficulties caused by online domination.
- warn against entering the profession at this particular time.
- question the idea that opportunities in retail no longer exist.
- stress that imagination and creativity are always highly valued.

5 A sales assistant can really impress a shopper by

- being particularly polite and helpful.
- giving them plenty of time to browse.
- asking whether they need any assistance.
- providing an additional, more personalised service.

6 To be a successful intern, you need to

- sell your customers as many items as you can.
- find the right product for each customer.
- give customers a wide choice of options.
- become very friendly with your customers.




## Rozmowa z odgrywaniem roli

- 1 In pairs, discuss whether you enjoy doing the activities in the box. Put them under these two headings: *A great day out* and *An awful day out*. Add your own ideas.

a bike ride   a museum visit   a picnic in the park  
a shopping trip   a walk

### TRENING MATURALNY

- 2  Read the task below. In pairs, discuss what you might say about the four topics. Then listen to students doing the task and write down what they say. Compare your ideas.


Planujesz niespodziankę dla kolegi/koleżanki: wspólną wyprawę na zakupy. Porozmawiaj o pomysły z innym kolegą / inną koleżanką. Poniżej podano cztery kwestie, które musicie omówić w rozmowie. Rozmowę rozpoczyna uczeń A.

Powód wyprawy

Miejsce zakupów

Wybór sklepów

Przerwa na obiad

- 3  Read the tip below. What three things does Student B 'express doubt' about during the task? How does Student A respond? Listen again and check.

W trakcie rozmowy z odgrywaniem roli rozmówca może wyrazić wątpliwość, nie zgodzić się z jakąś kwestią lub poprosić o wyjaśnienie. Potraktuj to jako część zadania, nie negatywną ocenę umiejętności. Wysłuchaj uważnie pytania lub uwagi i odpowiedź w adekwatny i naturalny sposób.



- 4 Copy the Useful Phrases box into your notebook and complete it with one word in each gap.

### USEFUL PHRASES

► STR. 225

#### Asking for advice

Where do you <sup>1</sup> ? I should (go)?

Should I (book a table)?

#### Giving advice and making suggestions

<sup>2</sup> ? don't you (call Emma)?

If I <sup>3</sup> ? you, I'd (try Jones).

Why don't we (take her out)?

(Perhaps) we could (get the bus)?

How <sup>4</sup> ? (having lunch)?

#### Accepting and rejecting advice or suggestions

OK, why not?

That <sup>5</sup> ? great / like a good plan.

Good idea.

I'm not <sup>6</sup> ? ...

I don't know ...

I don't think that's a very good idea ...

- 5 In pairs, try to act out the same role-play with the notes you made in Exercise 2 and appropriate Useful Phrases.

- 6 In pairs, do the task in Exercise 2 again. Invent different reasons for the trip, a different location, different shops and different lunch suggestions. Take it in turns to be Student A and B.

- 7 Read the Culture Bit. In pairs, discuss whether there is anything similar in Poland. How would you try to sell unwanted household goods?

### CULTURE BIT | UK car boot sales



Car boot sales are a form of market where people come together – usually in a large field or similar space – and sell unwanted household goods or personal belongings. You usually pay a small entrance fee, park your car, set up a table or literally sell your stuff out of your car boot.

### ZADANIE MATURALNE

- 8 In pairs, do the task below.

#### UCZEŃ A

Po zakończeniu studiów w Wielkiej Brytanii chcesz sprzedać niepotrzebne przedmioty na samochodowej giełdzie staroci. Porozmawiaj o pomysły ze współlokatorem/ współlokatorką. Poniżej podano cztery kwestie, które musicie omówić w rozmowie. Rozmowę rozpoczyna uczeń A.

Przedmioty na sprzedaż

Informacje na temat giełdy

Prognozowana pogoda

Ceny

► UCZEŃ B STR. 246



## PRZYKŁADOWE ZADANIE I MODELOWA WYPOWIEDŹ

Bardzo lubisz książki i często odwiedzasz księgarnie. Napisz o tym post na blogu. W poście:

- napisz, co sądzisz o kupowaniu książek w stacjonarnych księgarniach,
- wyjaśnij, dlaczego pracownicy twojej ulubionej księgarni są atutem tego miejsca,
- opisz inne wyjątkowe cechy twojej ulubionej księgarni,
- doradź czytelnikom, jak najlepiej wykorzystać pobyt w księgarni.

Rozwiń swoją wypowiedź w każdym z czterech podpunktów. Długość tekstu powinna wynosić od 100 do 150 słów, nie licząc zdań, które są podane.

- 1 In pairs, tell your partner about the last time you bought a book to read. Discuss whether it is better to buy books second-hand or new, online or in a bookshop. Give reasons for your answers.
- 2 Read the sample task above. In pairs, discuss the sort of things you could write to develop each of the four points. Then read the model answer and compare your ideas.



### I want to tell you why bookshops are my happy place!

Most people buy their books online. Don't get me wrong – there's nothing bad about that. I just think it's a shame not to experience the pleasure of spending time in a bookshop and the deep satisfaction of knowing that you're supporting a local business.

My favourite bookshop is a truly magical place. I just love it! You can't imagine how passionate the staff are! They write personal reviews of new titles and stick them on the bookshelves for customers to read.

There's also a café where you can look through books while enjoying a cappuccino. Then, every month, they hold a special event when they invite an author to read from their books and sign copies.

For the best bookshop experience, give yourself plenty of time to browse the bookshelves. I'd highly recommend exploring new titles by authors you know and love, as well as being open to new discoveries.

You can never spend too much time in your local bookshop!

- 3 Copy the Useful Phrases box into your notebook and complete it with one word in each gap.

#### USEFUL PHRASES

▶ STR. 229

##### Sounding positive and enthusiastic

Don't <sup>1</sup> ? me wrong ...

You can't <sup>2</sup> ? / wouldn't believe how ...

I can't tell you how ...

You don't want to miss out on ...

##### Using emotive adjectives

the <sup>3</sup> ? satisfaction

how <sup>4</sup> ? the staff are (about) ...

the best bookshop experience

##### Using strong intensifiers

a <sup>5</sup> ? magical place

I'd <sup>6</sup> ? recommend ...

It's a really good idea to (give yourself plenty of time).



- 4 In your notebook, rewrite the sentences replacing the underlined words with an alternative Useful Phrase with a similar meaning. Change the grammar if necessary.
- I want to tell you about my favourite shop – I can't tell you how much I love it.
  - Don't get the wrong idea – I'm not a shopaholic.
  - But I enjoy the excellent feeling of finding something that fits me and looks good.
  - I really think you should go there if you need something for a special occasion.
  - You wouldn't believe how much the staff want to help you to find the right thing.
  - They've created an exciting shopping experience – it's an absolutely amazing place.
- 5 In pairs, tell your partner about your own favourite shops. What makes them so good?
- 6 Read the tip below. Copy the sentences into your notebook and add *just*. What is the meaning of *just* in each sentence and in what sort of shopping situation might you hear each one?
- It's what I've always wanted.
  - It's OK, I'm looking.
  - I knew you'd want one, too!
  - This place is perfect!
  - I need to try it on first.
  - I'm amazed by the huge range.



*Just* jest jednym z najczęściej używanych angielskich słów i ma ono kilka znaczeń. Jeśli nauczysz się poprawnie używać potocznych zwrotów i wyrażań z *just*, twoje wypowiedzi będą brzmiały naturalniej. Oto trzy z najbardziej przydatnych znaczeń *just*, stosowane do wyrażania preferencji:

- podkreślenie (= *really, so*), np. *I just love it!*
- zmniejszenie nacisku/wagi (= *simply, only*), np. *I just think that ...*
- precyzowanie (= *exactly*), np. *That's just what I need.*

- 7 In your notebook, rewrite this neutral text so it is more positive and enthusiastic. Use at least three each of emotive adjectives, strong intensifiers and *just*.

I didn't use to like shopping for clothes. I am very tall and it was difficult to find anything in my size. The other day, I was happy to discover an online store for tall people. It's a good website and easy to use. They have a wide range of good quality, fashionable clothes in my size. The prices are reasonable and they deliver everything the next day. It was good to find a shop I can buy clothes from. If you are tall, you should visit this online store.

### CULTURE BIT | Bookshops in the UK



- The oldest bookshop in the UK is Hatchards in London, founded in 1797 by the publisher John Hatchard. You can find it in the centre of London, near Piccadilly Circus. There are five floors full of books arranged by subject (e.g. History, Cookery or Art).
- The area of London famous for books is less than a kilometre away – Charing Cross Road (and nearby Cecil Court), where you can still find many specialist and second-hand bookstores. The location inspired the book (and later a film starring Anthony Hopkins) *84 Charing Cross Road* about a long-lasting correspondence between a writer and a bookshop manager.

- 8 In pairs, think about the last time you went to a shopping centre and brainstorm what you could write about in the four points in the task in Exercise 9.

#### ZADANIE NATURALNE

- 9 Do the task below in your notebook.

W twoim mieście niedawno otwarto nowe centrum handlowe. Opisz swoje wrażenia z tego miejsca we wpisie na blogu. W poście:

- poinformuj, kiedy byłeś/byłaś w nowym centrum handlowym i co sądzisz o tym miejscu,
- napisz, jakiego rodzaju sklepy się tam znajdują i jak zorganizowana jest przestrzeń,
- opisz swój ulubiony sklep,
- wyjaśnij, jak można tam spędzić czas poza robieniem zakupów.

*Rozwiń swoją wypowiedź w każdym z czterech podpunktów. Długość tekstu powinna wynosić od 100 do 150 słów, nie licząc zdań, które są podane.*

#### MY BLOG

I usually do all my shopping online, but this might be about to change ...

?

## SHOPS | RODZAJE SKLEPÓW

antique shop – sklep z antykami  
 baker's/bakery – piekarnia  
 bookshop – księgarnia  
 boutique – butik  
 butcher's – sklep mięsny  
 chain store – sklep należący do sieci  
 chemist's – apteka  
 clothes shop – sklep odzieżowy  
 convenience store – niewielki sklep osiedlowy  
 department store – dom towarowy/handlowy  
 discount shop/store – dyskont  
 DIY shop/store – sklep/market budowlany, sklep dla majsterkowiczów  
 florist's / flower shop – kwiatarnia  
 furniture shop – sklep meblowy  
 gift shop – sklep z upominkami  
 grocer's / grocery shop – sklep spożywczy  
 health food shop – sklep ze zdrową żywnością  
 jeweller's – jubiler  
 market – rynek, targ  
 farmers' ~ – targ, na którym handlują okoliczni rolnicy  
 music shop – sklep muzyczny  
 newsagent's – kiosk z gazetami  
 perfume shop – perfumeria  
 pet shop – sklep z artykułami dla zwierząt, sklep zoologiczny  
 pharmacy – apteka  
 second-hand shop – sklep z używanymi rzeczami  
 shoe shop – sklep obuwniczy  
 shopping centre – centrum handlowe, galeria handlowa  
 souvenir shop – sklep z pamiątkami  
 sports shop – sklep sportowy  
 supermarket – supermarket  
 sweet shop – sklep ze słodyczami  
 the high street – główna ulica handlowa  
 toy shop – sklep z zabawkami  
 charity shop – sklep charytatywny **R**  
 fishmonger's – sklep rybny  
 greengrocer's – warzywniak  
 vending machine – automat (z napojami, słodyczami)

## GOODS | TOWARY

beauty products – kosmetyki  
 clothing – odzież  
 electrical goods – urządzenia elektryczne  
 frozen foods – mrożonki  
 groceries – artykuły spożywcze  
 jewellery – biżuteria  
 make-up – produkty do makijażu  
 medicine – lekarstwa  
 menswear – moda męska  
 pet food – karma dla zwierząt  
 toiletries – artykuły toaletowe  
 womenswear – moda damska  
 convenience food – gotowe potrawy **R**  
 daily necessities – artykuły pierwszej potrzeby  
 disinfectant spray – środek dezynfekujący w sprayu

line – linia, gama (produktów) **R**  
 stationery – artykuły papirnicze  
 wipes – chusteczki

## DESCRIBING GOODS | CECHY TOWARÓW

brand-new – zupełnie nowy, fabrycznie nowy  
 impractical – niepraktyczny  
 low-quality – niskiej jakości  
 pre-owned – używany, z drugiej ręki  
 second-hand – używany, z drugiej ręki  
 top-quality – najwyższej jakości  
 useful – przydatny, użyteczny  
 useless – nieprzydatny, bezużyteczny  
 valuable – wartościowy, cenny  
 worthless – bezwartościowy  
 end-of-line – z końcówki serii **R**  
 fragile – kruchy, delikatny

## SELLING AND BUYING | SPRZEDAWANIE I KUPOWANIE

## IN THE SHOP | W SKLEPIE

aisle – alejka sklepowa  
 bar code – kod kreskowy  
 basket – koszyk  
 cashier – kasjer, kasjerka  
 checkout – kasa w sklepie  
 ~ assistant – kasjer, kasjerka  
 self-service ~ – kasa samoobsługowa  
 counter – lada, kontuar  
 coupon – kupon, bon  
 customer – klient, klientka  
 department – dział  
 entrance – wejście  
 escalator – schody ruchome  
 level – poziom  
 lift – winda  
 price tag – metka z ceną  
 queue – kolejka  
 receipt – paragon  
 shelf – półka  
 shop assistant – sprzedawca, sprzedawczyni  
 shopper – osoba robiąca zakupy  
 shopping bag – torba na zakupy  
 shopping list – lista zakupów  
 till – kasa (urządzenie)  
 trolley – wózek na zakupy  
 underground car park – parking podziemny  
 walkway – pasaż, przejście  
 wide range (of products) – szeroka gama (produktów)  
 consumerism – konsumpcjonizm **R**  
 impulse buying – kupowanie pod wpływem impulsu  
 in short/low supply – deficytowy  
 panic buying – masowe wykupywanie towarów  
 regular customer – stały klient, stała klientka  
 shortage – brak, deficyt  
 trade – handel  
 window shopping – oglądanie wystaw sklepowych

## VERBS AND PHRASES | CZASOWNIKI I ZWROTY

be in stock – być na stanie, być dostępnym w sprzedaży  
 pass by – przechodzić obok, mijać  
 pick a product off a shelf – wybrać produkt z półki sklepowej  
 purchase – zakupić, nabyć  
 queue (up) – stać w kolejce  
 shop online – kupować przez internet  
 stand in a queue – stać w kolejce  
 be out of stock – być wyprzedanym / niedostępnym w sprzedaży **R**  
 browse – rozglądać się  
 buy in bulk – kupować hurtowo  
 buy on impulse – kupować pod wpływem impulsu  
 buy up – wykupywać  
 exhibit erratic behaviour – przejawiać nieobliczalne zachowanie  
 hoard – robić zapasy  
 put sth up for auction/sale – wystawić coś na aukcję/sprzedż  
 put up the price – podwyższyć cenę  
 sell out – wyprzedawać się  
 stock up on sth – robić zapasy czegoś  
 swap things – wymieniać się rzeczami

## SHOPPING FOR CLOTHES | KUPOWANIE UBRANŃ

accessories – dodatki  
 changing room – przymierzalnia  
 designer clothes – markowe ubrania  
 fashion – moda  
 be in ~ – być modnym, być w modzie  
 the latest ~ – najnowsza moda  
 fashionable – modny  
 fitting room – przymierzalnia  
 label – metka  
 last year's model – model z ubiegłego roku  
 outfit – strój  
 size – rozmiar  
 the right ~ – odpowiedni rozmiar  
 too loose – za luźny  
 too tight – za ciasny

## VERBS AND PHRASES | CZASOWNIKI I ZWROTY

be size (38) – nosić rozmiar (38)  
 fit – pasować (pod względem rozmiaru)  
 gift-wrap – zapakować na prezent  
 go round/around the shops – chodzić po sklepach  
 go shopping – iść na zakupy  
 look for sth – szukać czegoś  
 look round – rozglądać się  
 match – pasować (pod względem koloru, wzoru)  
 shop for clothes – kupować ubrania  
 suit – pasować (do osoby, jej stylu)  
 try sth on – przymierzać coś

## PRICES AND BARGAINS | CENY I OKAZJE

bargain – okazja, produkt w niskiej cenie; targować się  
 cheap – tani  
 competitive prices – konkurencyjne ceny  
 delivery – dostawa  
 expensive – drogi  
 (fifty) percent discount/off – (pięćdziesiąt) procent zniżki  
 great reductions – znaczne obniżki cen  
 inexpensive – niedrogi  
 price – cena  
 fair ~ – uczciwa cena  
 half ~ – za pół ceny  
 low ~ – niska cena  
 sale(s) – wyprzedaż  
 special offer – oferta specjalna, promocja

## PHRASES | WYRAŻENIA I ZWROTY

be reduced by a quarter – być przecenionym o 1/4  
 be reduced from 100 pounds to 50 pounds – być przecenionym ze 100 funtów na 50 funtów  
 buy sth at a discount – kupić coś ze zniżką  
 buy two, get one free – jeśli kupisz dwa, jeden dostaniesz gratis  
 cost a fortune – kosztować fortunę  
 for no additional cost – za darmo  
 for sale – na sprzedaż  
 free of charge – za darmo  
 in the sale(s) – na wyprzedaży  
 on sale – w sprzedaży;  
 na wyprzedaży  
 save money – oszczędzać pieniądze  
 spend a fortune – wydać fortunę  
 spend money on sth – wydać pieniądze na coś **R**  
 bargain hunting – pogoń za okazjami  
 budget – tani, na każdą kieszeń  
 cheap and cheerful – tani, ale dość dobrej jakości  
 cost an arm and a leg – bardzo dużo kosztować  
 cost a packet – kosztować fortunę  
 cost a small fortune – kosztować fortunę  
 costly – kosztowny  
 dirt cheap – tani jak barszcz  
 fork out on/for sth – wybulić na/za coś  
 get a good deal – trafić na okazję  
 low-cost – tani  
 pay through the nose – przepłacić  
 price comparison website – porównywarka cenowa  
 reasonably priced – w przyzwoitej cenie  
 retail price – cena detaliczna  
 rip-off – zdzierstwo  
 rock-bottom prices – ceny najniższe z możliwych  
 wholesale price – cena hurtowa  
 unaffordable – nieprzystępny cenowo, zbyt drogi

## PAYMENTS | ŚRODKI PŁATNICZE

(bank)note – banknot  
 bank transfer – przelew bankowy  
 pay by ~ – płacić przelewem bankowym  
 be broke – być spłukanym  
 cash – gotówka  
 pay in ~ – płacić gotówką  
 cent – cent  
 change – reszta, drobne  
 cheque – czek  
 pay by ~ – płacić czekiem  
 coin – moneta  
 credit card – karta kredytowa  
 accept/take ~s – honorować karty kredytowe  
 currency – waluta  
 foreign ~ – waluta obca  
 dollar – dolar  
 euro – euro  
 moneybox – skarbonka  
 not have enough cash on oneself – nie mieć przy sobie wystarczającej ilości gotówki  
 penny – pens  
 pence – pensy  
 piggy bank – skarbonka  
 pocket money – kieszonkowe  
 pound – funt  
 purse – portmonetka  
 take out money – wypłacać pieniądze  
 wallet – portfel  
 zloty – złoty

## FINANCE AND BANKING | FINANSE I BANKOWOŚĆ

ATM (automated teller machine) – bankomat R  
 bank statement – wyciąg z konta  
 cashless – bezgotówkowy  
 cash machine – bankomat  
 contactless payment – płatność bezdotykowa  
 debit card – karta debetowa  
 overdraft – debet  
 payday loan – pożyczka krótkoterminowa, „chwilówka”  
 standing order – stałe zlecenie

### PHRASES | ZWROTY

be in the red – być na minusie R  
 change money – rozminiać, wymieniać pieniądze  
 deposit money – wpłacać pieniądze  
 enter your PIN – wprowadzić numer PIN  
 give donations – wpłacać datki, darowizny  
 insert a card – włożyć kartę  
 invest money – inwestować pieniądze  
 open a savings account – otworzyć konto oszczędnościowe  
 owe sb money – być komuś winnym pieniądze  
 pay in advance / up front – płacić z góry  
 pay in/by instalments – płacić w ratach  
 put (money) aside – odkładać (pieniądze)

take out a loan – zaciągnąć kredyt R  
 withdraw money – wypłacać pieniądze

## PROMOTION AND ADVERTISING | PROMOCJA I REKLAMA

ad/advert/advertisement – reklama  
 place an ~ – zamieścić ogłoszenie  
 advertise – reklamować  
 advertising campaign – kampania reklamowa  
 affect the sales of sth – wpłynąć na sprzedaż czegoś  
 attract the crowds – przyciągać tłumy  
 brand name – nazwa handlowa  
 brochure – broszura reklamowa  
 commercial – reklama telewizyjna/radiowa  
 commercial break – przerwa na reklamę  
 hoarding – billboard  
 jingle – melodyjka reklamowa, dżingiel  
 leaflet – ulotka reklamowa  
 logo – logo  
 on display – na wystawie  
 poster – plakat  
 product placement – lokowanie produktu  
 slogan – hasło reklamowe  
 banner ad – baner reklamowy R  
 w internecie

beauty brand – marka kosmetyczna  
 bombarded with ads – bombardowany reklamami  
 boost sales – zwiększyć sprzedaż  
 classified ad – ogłoszenie drobne  
 cold calling – akwizycja przez telefon  
 direct mail – reklama wysłana pocztą do domów, gazetki reklamowe  
 endorse a product – wystąpić w reklamie produktu (o znanej osobie)  
 free sample – darmowa próbka  
 junk mail – spam (w skrzynce na listy)  
 prospective customer – potencjalny klient, potencjalna klientka  
 publicity – reklama, rozgłos  
 small ad – ogłoszenie drobne  
 subliminal – działający na podświadomość  
 target audience – docelowi odbiorcy

## SERVICES | KORZYSTANIE Z USŁUG

bank – bank  
 ~ branch – oddział banku  
 beauty salon – salon piękności  
 car wash – myjnia samochodowa  
 currency exchange – kantor wymiany walut  
 day care centre – punkt opieki nad dziećmi, miniprzedzszkole  
 driving school – szkoła jazdy

dry cleaner's – pralnia chemiczna  
 electrician – elektryk  
 estate agency – biuro nieruchomości  
 garage – warsztat samochodowy  
 hairdresser's – salon fryzjerski  
 insurance agency – agencja ubezpieczeniowa  
 language school – szkoła językowa  
 laundry – pralnia  
 multi-screen cinema – multikino  
 petrol station – stacja benzynowa  
 post office – poczta  
 service – usługa  
 travel agency – biuro podróży  
 undertaker – przedsiębiorca pogrzebowy  
 collection point – punkt odbioru przesyłek R  
 create a personal bond – stworzyć osobistą więź  
 highly skilled worker – wykwalifikowany pracownik, wykwalifikowana pracownica  
 increase retail profits – przyczynić się do wzrostu zysku detalicznego  
 miss out on sth – przegapić coś  
 move heaven and earth – poruszyć niebo i ziemię  
 personal shopper – osobisty stylistka, osobista stylistka  
 pick-up point – punkt odbioru przesyłek  
 service provider – dostawca usług  
 strongest point – przewaga konkurencyjna

## INSURANCE | UBEZPIECZENIE

car/health/travel/life insurance – ubezpieczenie samochodu / zdrowotne / podróżnych / na życie R  
 claim (for) sth on your insurance – zgłosić roszczenie ubezpieczeniowe  
 compensation – odszkodowanie  
 damage – szkoda  
 ~s – odszkodowanie  
 MOT station – stacja kontroli pojazdów  
 MOT test – obowiązkowy przegląd techniczny pojazdów w Wielkiej Brytanii

## COMPLAINTS | REKLAMACJE

broken – zepsuty  
 complaint – reklamacja  
 cracked – pęknięty  
 damaged – uszkodzony  
 dissatisfied – niezadowolony  
 faulty – wadliwy, mający usterki  
 missing – brakujący  
 out of order – zepsuty  
 past the sell-by date – po dacie przydatności, przeterminowany  
 replacement – wymiana; towar na wymianę  
 return – zwrot  
 scratched – porysowany  
 stain – plama  
 torn – rozdarty

chipped – wyszczerbiony R  
 faded – wyblakły  
 under guarantee/warranty – objęty gwarancją

## VERBS AND PHRASES | CZASOWNIKI I ZWROTY

bring/take sth back – oddać/zwrócić coś  
 complain about (a product) – zgłosić reklamację  
 exchange – wymienić  
 get a refund / your money back – otrzymać zwrot pieniędzy  
 give a refund – zwrócić pieniądze  
 keep crashing – ciągle się zawieszać, przestawać działać  
 make a (written) complaint – złożyć reklamację (na piśmie)  
 offer a solution – zaproponować rozwiązanie  
 replace – wymienić  
 return – zwrócić  
 work – działać (o urządzeniu)  
 meet expectations – spełniać oczekiwania R  
 shrink – skurczyć się

## CONSUMER RIGHTS | PRAWA KONSUMENTA

accurate information – precyzyjne informacje R  
 anti-trust laws – prawodawstwo antymonopolowe  
 consumer ombudsman – rzecznik praw konsumenta  
 consumer protection – ochrona konsumenta  
 inspection – kontrola  
 price fixing – zмова cenowa  
 price gouging – zawyżanie ceny  
 product safety – bezpieczeństwo użycia produktu  
 provisions – postanowienia, przepisy  
 statutory – ustawowy



## SŁOWNICTWO

- 1 Answer the questions. More than one option might be correct. Write the answers in your notebook.
- Where do you expect to buy food?
    - at a butcher's
    - at a grocer's
    - at a florist's
    - at a bakery
  - Which of these can be printed?
    - a receipt
    - a till
    - a trolley
    - a bar code
  - Which of these will probably make customers happy?
    - competitive prices
    - 20% off coupons
    - bargains
    - queues
  - Which of these are types of advertisements?
    - refunds
    - commercials
    - leaflets
    - hoardings
  - Which of these mean that the shoes you're trying on are not your size?
    - They don't fit.
    - They don't match.
    - They don't suit me.
    - They don't look good on me.

- 2 In your notebook, complete the sentences with the words from the box. There are two extra words.

additional aisles brand fashion faulty goods range tag

- When I buy clothes, I pay more attention to the quality than to the price .
- We've got all kinds of accessories from the 1980s that are back in  now. Be quick as they sell out fast!
- Customers returning  products can get their money back or ask for a repair or a replacement.
- There's a(n)  new supermarket near my place with self-service tills.
- This online shop offers a wide  of top-quality toiletries at attractive prices.
- I think that electrical  should last longer and be cheaper to repair.

- 3 Decide if the sentences are true or false. Correct the false ones. Write the answers in your notebook.

R

- A contactless payment is a type of cash payment.
- When something costs an arm and a leg, it's affordable.
- A standing order prevents people from forgetting to pay their monthly bills.
- When something is a rip-off, you pay a small fortune for something that is worth the money.
- If you're in the red, it means that you have an overdraft.
- When a celebrity endorses a product, they speak highly of it to help boost sales.

## ŚRODKI JĘZYKOWE

## ZADANIE NATURALNE

- 4 Z podanych odpowiedzi A–C wybierz wyraz, który poprawnie uzupełnia oba zdania w każdej parze. Zapisz odpowiedzi w zeszycie.
- We wouldn't have got the money back if we hadn't  a complaint.  
Excuse me, is this jacket  from wool?  
A brought      B written      C made
  - All the products can also be delivered at weekends  an additional cost.  
I've been shopping  electronic devices online lately.  
A on                      B for                      C with
  - The shop assistant made a  of my number and said she'd text me when the product was in stock again.  
The new ten-pound  isn't made from paper, but a thin plastic called a polymer.  
A coin                      B note                      C picture

## ZADANIE NATURALNE

R

- 5 Zapisz w zeszycie wyraz, który poprawnie uzupełnia wszystkie trzy zdania w zadaniach 1–4. Wymagana jest pełna poprawność ortograficzna wpisywanych wyrazów.
- Products that are  their sell-by-date cannot be sold even if they've been reduced.  
There's a self-service car wash five hundred metres  the shopping centre.  
At five  nine, the supermarket was already full of people doing their weekend shopping.
  - You will be asked to  your PIN if your contactless card payment is higher than £100.  
Customers mustn't  the shop without a face mask.  
It's relatively easy to  the job market when you want to work in services.
  - Be careful with Black Friday bargains as some dishonest shops  prices instead of reducing them.  
The article looks at how much it costs to  a child in different countries around the world.  
The price of the meal must make a lot of people  their eyebrows. It's a rip-off.
  - We guarantee that all our toiletries are  from harmful chemicals.  
Is there a place in the town centre where dogs can run ?  
The delivery of every order over €50 is  of charge.

**ROZMOWA WSTĘPNA**

W parach odpowiedzcie na pytania.

**UCZEŃ A**

- 1 Do you like big shopping centres? Why? / Why not?
- 2 What kind of products do you like to buy online?

**UCZEŃ B**

- 1 Where do you usually go shopping for food? Why?
- 2 Is the brand important to you when you buy clothes? Why? / Why not?

**ZADANIE 1**

**UCZEŃ A**

W trakcie studiów w Wielkiej Brytanii wynajmujesz mieszkanie z kolegą/koleżanką. W waszym mieszkaniu zepsuła się pralka. Rozważacie możliwość skorzystania z pralni samoobsługowej (*laundrette*). Rozmawiacie na ten temat. Poniżej podano cztery kwestie, które musicie omówić.

Cennik pralni samoobsługowej

Sposób, w jaki możecie wykorzystać czas spędzony w pralni

Lokalizacja najbliższej pralni

Jakość prania

Rozmowę rozpoczyna uczeń B.

► **UCZEŃ B** STR. 246

**ZADANIE 2**

Opisz zdjęcie i odpowiedz na pytania.



- 1 Why do you think the woman is upset?
- 2 How do you usually pay in shops: in cash or by card? Why?
- 3 Tell me about a situation when you or someone you know had a problem while shopping.

**ZADANIE 3**

Popatrz na Zdjęcie 1., Zdjęcie 2. i Zdjęcie 3.

Studiujesz poza domem i samodzielnie organizujesz sobie posiłki. Rozważasz zrobienie weekendowych zakupów w jednym z trzech miejsc.

- Wybierz miejsce, które uważasz za najlepsze, i uzasadnij swój wybór.
- Wyjaśnij, dlaczego odrzucasz pozostałe propozycje.



**UCZEŃ A**

- 1 Will online shopping completely replace in-store shopping in the future? Why? / Why not?
- 2 Some people say that women like shopping more than men. Do you agree? Why? / Why not?

**UCZEŃ B**

- 1 Should all shops be closed on Sundays? Why? / Why not?
- 2 What are some techniques that shops use to make customers buy more?