At preparation for the lesson, you could ask students to look at one or two UK-based shopping websites before class (e.g. www.amazon.co.uk, www.johnlewis.com), note down any words they see repeatedly (e.g. basket, checkout, delivery, sign in) and check their meanings in the Macmillan Dictionary.

2 Make a copy of the worksheet for each student.

3 Start the lesson by asking students if they shop online, and if so, what was the last thing they bought? Ask them to read the statement in exercise 1 and elicit opinions. Which way of shopping do they prefer? Why?

4 Tell students that they’re now going to watch a video in which different individuals talk about their experiences of shopping online. Ask them to read the sentences in exercise 2a in preparation. Play the video. Give students time to complete exercise 2a, and then replay the video so that they can check their answers. Go through the answers as a class.

5 Before completing exercise 2b, explain that you’re going to play a section of the video and that students will need to listen out for two words to complete each of the sentences. Ask them to read the sentences and briefly think about what the words might be. Play section 2:00–4:18 of the video, pausing if necessary. Once students have completed the exercise, check the answers as a class, showing how the questions highlight typical phrases which crop up in this situational context, i.e. get something delivered, make a purchase, look like the picture/photo, send something back (= return), go through (= of a payment, be approved/completed), wrong item, customer services, rectify (= correct) the problem.

6 Ask students to carefully read the sentences in exercise 3a and then work in pairs to complete the exercise. Encourage them to first complete any answers they immediately know so that they can be eliminated. Check the answers as a class and point out some features of the vocabulary, e.g. we can add items to or remove items from the basket, products can be either in stock (= available) or out of stock (= unavailable), you can sign in to or sign out of your account. Note that sign in/out has a conventional meaning students may be familiar with (that of officially adding or removing your name from a list), but with online shopping accounts it’s a common synonym for log in/out.
online shopping

7 Exercise 3b puts the words featured in the previous exercise in a context simulating what students might encounter if they’re making a purchase on a UK-based shopping site. Ask students to complete the exercise, and if they need help, tell them to look back at sentences 1–8 in Exercise 3a. Check answers.

8 Complete the reordering exercise, 3c, as a class activity, ensuring that the correct answers are available for all to see, as they will form a resource for students in the following productive exercise.

9 Divide students into pairs for exercise 4. Tell them to read the question and each note down some ideas for instructions. Remind them to look back at the words and phrases featured in earlier exercises, as well as the suggestions in the box at exercise 4. Ask them to take turns in giving each other instructions. (If they have computer access, they might like to complete the exercise whilst both looking at a live UK/US shopping site – suggest that they use websites that neither they nor their partner have used before.)

10 Ask students to change pairs and discuss the questions in exercise 5. They should interview each other, taking notes, then each share their partner’s answers with the class.

11 As a wind-up, ask students if they know or can guess what is meant by the new English word showrooming (= looking at product in a shop before buying it online more cheaply – see verb entry showroom in the Macmillan Dictionary www.macmillandictionary.com/dictionary/british/showroom_2). Have students done this? Did they save money? For further reading, see the Macmillan Dictionary BuzzWord article on showrooming at www.macmillandictionary.com/buzzword/entries/showrooming.html.
1 Warmer

Read the following statement. Do you agree? Why/Why not?

'Shopping online is much better than shopping on the high street.'

2 Video

a Watch the video and decide if the following sentences are true (T) or false (F).

1 Tim is the person who has shopped online the longest.
2 Pete decides what he's going to buy before he looks at a shopping website.
3 Sam only does his food shopping online.
4 Pete once ordered the wrong item.
5 Fauzia decided to return an order she wasn't happy with.
6 Derek has never had any problems with online shopping.
7 Eloise often shops for things she can wear.
8 Tim wasn’t satisfied with the last thing he bought online.

b Watch the responses to the third question (2:00–4:18) and complete the sentences with the correct words.

1 When you ________ it ________, you have to be in your house to receive it.
2 Once I ________ quite a large ________ from an online sari shop.
3 When I ordered it, it didn’t ________ anything ________ the picture.
4 It would have been too much of a hassle to ________ it ________.
5 For example the payment might not ________ ________ properly.
6 Occasionally the ________ ________ has been delivered.
7 Their customer ________ are quite good at helping you, and rectifying the ________.
3 Language in use

a. Read the sentences. Look at the words in bold and match them with their meanings a–h.

1. Click ‘confirm’ to place an order.
2. You need to sign in to your account before you can buy anything.
3. Does it say whether they have that model in stock?
4. You’ve accidentally added two of those to the basket; you need to remove one.
5. After you’ve clicked ‘go to checkout’, you can enter your payment details.
6. The price seems cheap but it doesn’t include postage and packing.
7. The estimated date for delivery is 28th September.
8. If you’d like to buy two copies, make sure you’ve selected the correct quantity.

<table>
<thead>
<tr>
<th>Number</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>a</td>
<td>to type particular words so that you can start using a computer system</td>
</tr>
<tr>
<td>b</td>
<td>the amount of something</td>
</tr>
<tr>
<td>c</td>
<td>the money that you pay to have something you have bought sent to you</td>
</tr>
<tr>
<td>d</td>
<td>a part of a shopping website where you enter information to make a payment</td>
</tr>
<tr>
<td>e</td>
<td>available to buy</td>
</tr>
<tr>
<td>f</td>
<td>a part of a shopping website that contains information about what you have chosen to buy before you pay for it</td>
</tr>
<tr>
<td>g</td>
<td>when parcels, letters, goods, etc are taken to a place</td>
</tr>
<tr>
<td>h</td>
<td>to make a request for a product to be delivered to you</td>
</tr>
</tbody>
</table>

b. Complete the information on this online shopping website with words from the box below. There is one word you don’t need.

basket  checkout  delivery  order  packing  postage  quantity  sign  stock

Subtotal: £7.99

(6) ________ and (7) ________ and £3.50

Order total: £11.49

Go to (8) ________
c. Put the words in order to make sentences about online shopping.

1. basket / remove / from / item / the / your / .
2. create / account / you / first / need / to / an / .
3. your / order / review / checkout / to / go / and / .
4. the / payment / enter / details / and / confirmation / wait / for / .
5. delivery / free / is / spend / you / £50 / if / over.
6. this / out / currently / stock / is / of / item / .
7. out / shopping / sign / you / when / finished / have / always / .
8. remember / select / quantity / to / correct / the / .

4 Communicate

Your friend wants to buy two copies of a book from an online bookstore. He/She has never shopped online before. Help your friend by giving him/her some simple instructions.

Useful language

First, create an account. click/go to ... review/place your order
sign in/out ... add/remove ... to/from basket Enter your card/payment details.

5 Discussion

Discuss the following questions with a partner and share your answers with the class. Try to use the red words below in your discussion.

How long have you been shopping online?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Have you ever had any problems?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

What was the last thing you bought?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Were you happy with it?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Red Words

account (noun) *** order (noun) *** delivery *** stock (noun) *** payment ***