



**fcfm**

Escuela de Ingeniería y Ciencias  
Área de Idiomas

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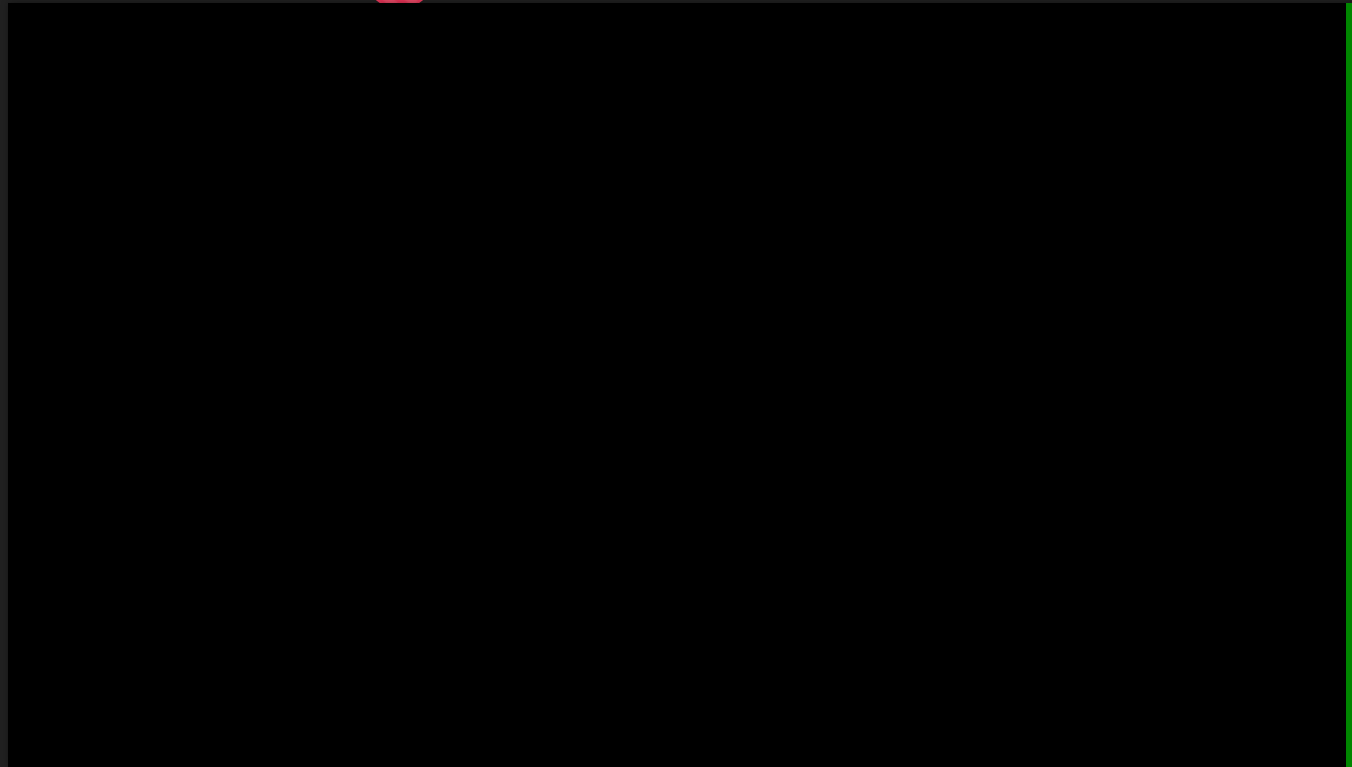
# Unit 5

## 8A SHOPPING

By misscarosama







# Never liked it anyway



<https://www.neverlikeditanyway.com/products/is-really-big/>

# Never liked it anyway



Welcome, Visitor! [[Register](#)] [[Login](#)]   

HOMEBUY ITSELL ITTELL IT

search breakin' dealsGO


## Welcome!

Never Liked It Anyway™ is a place where once loved gifts from once loved lovers get a second chance...

We've all been there.  
We've all got stories to tell and things to sell.  
This is a place full of marvelous deals.

Let the fun begin!

BARGAIN OF THE WEEK



### Sweet & Simple Engagement Ring

sold by [brien](#)

"Well when I first met him he was charming and sweet and funny – most of you know how that goes right? After a couple of years, things started happening... I found things that indicated he was cheating..."

Real World Price: \$2,500.00  
**Break-up Price: \$900.00**

NEVER

# Never liked it anyway

## Wedding dress

sold by [Marianne](#)



Real World Price: \$1,200.00

**Break-up price: \$500.00**

### The Product:

Never worn, still has price tags.  
Selling matching veil and other extras.

### The Story:

Two weeks before our wedding was supposed to take place, my fiancé called and told me that he was in love with another woman. I'm over it now, but selling the dress will help me to move on.

BUY IT

Price tag

Veil

Fiancé

To be over sth

To move on



# Never liked it anyway

## Apple MacBook Pro

sold by [Carl](#)



Real World Price: \$850

**Break-up price: \$250**

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### The Product:

Everything works fine. A few scratches.

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### The Story:

My ex-girlfriend left it here when she walked out. She said that she'd come and pick it up, but she never did. Her new guy must have a lot of money!

BUY IT

Scratch

# Never liked it anyway

## Tiffany™ heart necklace

sold by Ellie



Real World Price: \$1,400.00

**Break-up price: \$650.00**

### The Story:

I got this very beautiful necklace as a Christmas present from my boyfriend, Andy. A year later I went to a party at his office, and I saw a girl wearing the exact same necklace. I asked if it was new, and she said yes, it was a present, so I asked her who had given it to her, and she said Andy. I dumped him the next day.

BUY IT

Necklace  
To dump sb

# VOCABULARY GAME



**ROUND 1**



# Same or different?

To buy sth online

To buy sth on the internet



**SAME**



# Same or different?

Outlet store

Department store

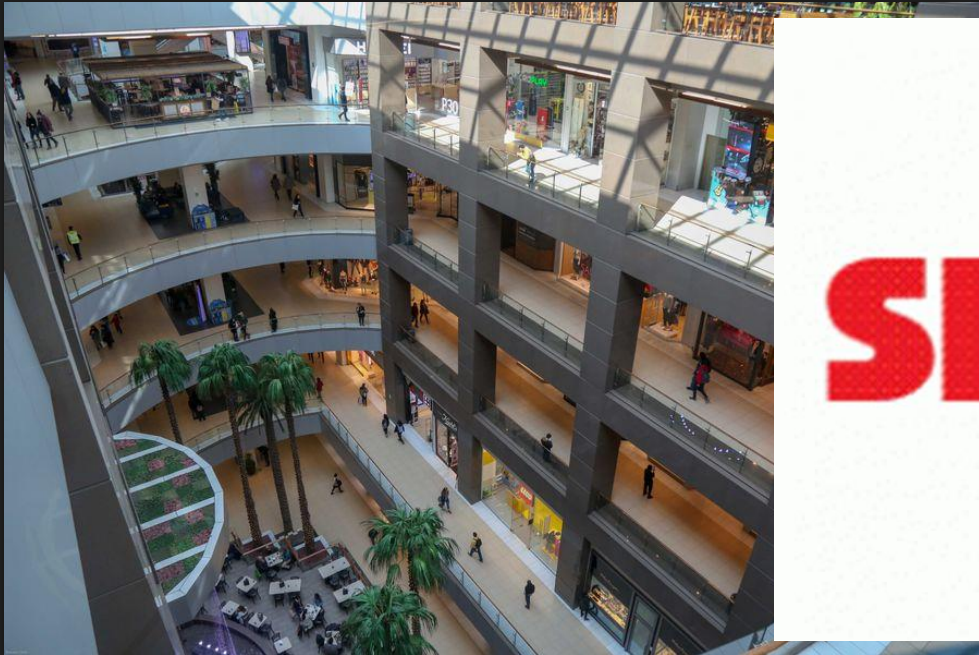


**≠**  
**DIFFERENT**



# Same or different?

Shopping Center



Shopping Mall



**SAME**

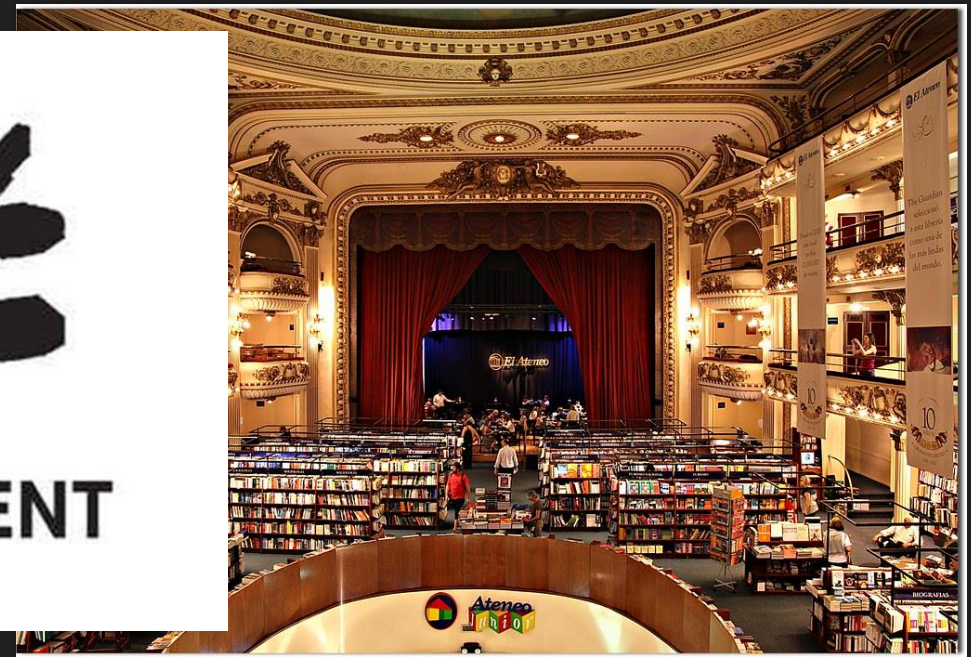


# Same or different?

Library



Bookstore



**≠**  
**DIFFERENT**

# Same or different?

To put on



**≠**  
**DIFFERENT**

To try on



# Same or different?

It fits you



It suits you



**≠**  
**DIFFERENT**



**BONUS**

# Same or different?

For sale



On sale



**≠**  
**DIFFERENT**

# Same or different?

Supermarket



Street market



**≠**  
**DIFFERENT**

**ROUND 2**

# Same or different?

Receipt

Price tag



**DIFFERENT**





# Let's practice

## 1 VOCABULARY shopping

a Complete the sentences.

- 1 We always book our flights online.
- 2 We spent all day checking out the different stores at the m\_\_\_\_\_.
- 3 Are you sure that jacket f\_\_\_\_\_ you?
- 4 My sister buys all her clothes at an ou\_\_\_\_\_ st\_\_\_\_\_ because it's cheaper.
- 5 There was a line at the b\_\_\_\_\_ st\_\_\_\_\_ because all the novels were half price.
- 6 That's a beautiful shirt. Why don't you t\_\_\_\_\_ it o\_\_\_\_\_?
- 7 They went to the ph\_\_\_\_\_ to buy some aspirin.
- 8 That store is having a s\_\_\_\_\_. All winter coats are 20% off.
- 9 I wouldn't buy that dress, if I were you. It doesn't s\_\_\_\_\_ you.
- 10 The sports section is on the top floor of the d\_\_\_\_\_ st\_\_\_\_\_.



# SPEAKING

## Shopping – in town or online?

1 What's your favorite store or website to buy...?

- ☐ a clothes
- ☐ b shoes
- ☐ c books and music
- ☐ d presents
- ☐ e food

2 Do you ever shop...? What do you buy?

- ☐ a in street markets
- ☐ b in supermarkets
- ☐ c in shopping centers or malls
- ☐ d online

3 What do you...?

- ☐ a enjoy buying
- ☐ b hate buying

4 Do you prefer shopping for clothes...?

- ☐ a by yourself or with somebody
- ☐ b at the beginning of the season or when stores have sales

5 What do you think are the advantages and disadvantages of buying clothes online?

Email address

Submit

Two years ago I bought two tickets online to see the love of my life in a play .....



# Actually, last night I had a dream with him

Ricardo Darin : Carol, I **love** you, I **have loved** you since the first time I **saw** you.  
**Run away** with me.

Carol: Ricardo, Our love **is** impossible. I **can't leave** my Beauchef students but I will always have you in my heart



# Reported speech

Ricardo Darin : Carol, I **love** you, I **have loved** you since the first time I **saw** you. **Run away** with me.

Carol: Ricardo, Our love **is** impossible. I **can't leave** my Beauchef students but I **will** always have you in my heart

Ricardo **TOLD Carol (that)** he **loved** her  
He **had loved** her  
since the first time he **had seen** her.  
He **told her to run away** with him.

Carol **SAID (that)** their love **was** impossible and that she **couldn't leave** her Beauchef students but she **would** always have him in her heart.

# Reported speech



## Tense, Direct & Reported Speech

### Tense

### Direct Speech

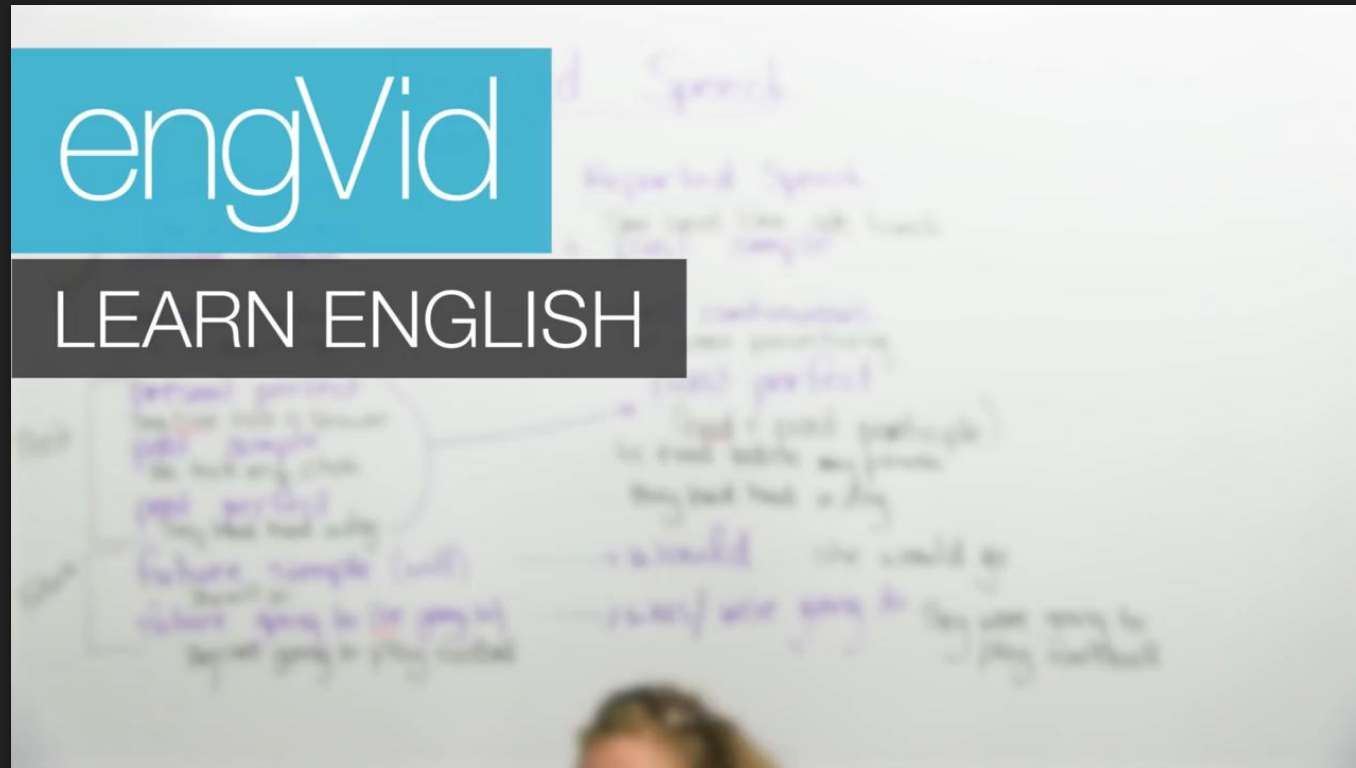
### Reported Speech

|                    |  |  |
|--------------------|--|--|
| Present Simple     | I <b>like</b> ice cream.                   | He said that he <b>liked</b> ice cream.              |
| Present Continuous | I am <b>living</b> in Paris.               | He said that he <b>was living</b> in Paris.          |
| Past Simple        | I <b>bought</b> a car.                     | He <b>Had bought</b>                                 |
| Past Continuous    | I <b>was walking</b> along the Street.     | He said he <b>had been walking</b> along the Street. |
| Present Perfect    | I <b>haven't seen</b> Mary.                | He said he <b>hadn't seen</b> Mary.                  |
| Past Perfect       | I <b>had taken</b> Spanish lessons before. | He said he <b>had taken</b> Spanish lessons before.  |
| Will               | I'll see you later.                        | He said he <b>would</b> see me later.                |
| Would              | I <b>would</b> help, but...                | He said he <b>would</b> help but...                  |
| Can                | I <b>can</b> speak perfect Spanish.        | He said he <b>could</b> speak perfect Spanish.       |
| Could              | I <b>could</b> swim when I was four.       | He said he <b>could</b> swim when he was four.       |
| Should             | I <b>should</b> call my mother             | He said he <b>should</b> call her mother.            |
| Might              | I <b>might</b> be late.                    | He said he <b>might</b> be late.                     |

May → Might

# Let's watch

<https://www.youtube.com/watch?v=lcNVMh0tR9w>





# Reported speech

| Direct Speech | Reported Speech                   |
|---------------|-----------------------------------|
| today         | that day                          |
| now           | then                              |
| tonight       | that night                        |
| last ...      | the ... before / the previous ... |
| yesterday     | the day before                    |
| ... ago       | ... before                        |
| last week     | the week before                   |
| next year     | the following year                |
| tomorrow      | the next day / the following day  |
| here          | there                             |
| this          | that                              |
| these         | those                             |

# REPORTED QUESTIONS

**SEARCH AND DESTROY**  
Find these words and destroy  
them

Use the words in CAPITAL letters  
instead.  
Place the words behind the subject.

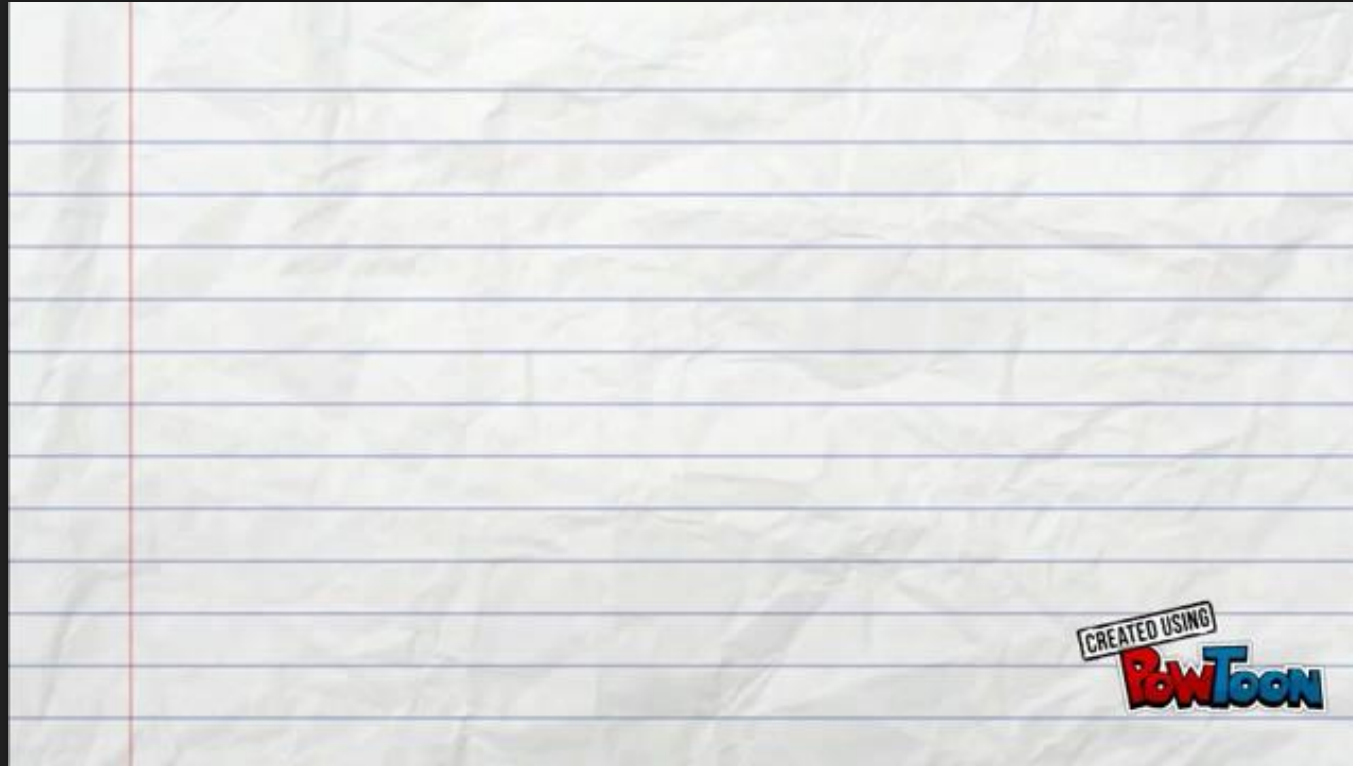
WWW.ENGAMES.EU

| Direct question | Reported question                        | Direct question                | Reported question                        |
|-----------------|--|--------------------------------|--|
| CAN             | COULD                                    | What can you do?               | She asked what I could do?               |
| HAVE / HAS      | HAD                                      | Where has it been?             | He asked where it had been               |
| IS / ARE        | WAS / WERE                               | Why is he sad?                 | They asked why he was sad.               |
| WAS / WERE      | HAD BEEN                                 | Where were they?               | She asked where they had been.           |
| WILL            | WOULD                                    | When will we go home?          | They asked when we would go home.        |
| DID             | put the verb into the past perfect tense | Where did you stay on holiday? | She asked where I had stayed on holiday. |
| DO / DOES       | put the verb into the past tense         | Do you smoke?                  | She asked whether I smoked.              |

NO WH... word at the  
beginning?

Add WHETHER/IF at the  
beginning of the  
question.

# Let's watch



# Let's practice

## Direct speech

1. "He works in a bank."
2. "We went out last night."
3. "I've never been there before."
4. "Do you want to dance?"
5. "When did you come?"
6. Can you speak English?
7. Can you go to the meeting ?

## Reported speech

1. He worked in a bank
2. They had gone out the previous night
3. He/She had never been there before
4. If I wanted to dance
5. When I had come
6. If I could speak English
7. He asked me to go to the meeting

# Requests and Commands

**Can** you speak English?

**Are you able** to speak English?



**QUESTION**



She asked me **If I could** speak English

**Can** you help with the housework?

**Do the housework**



**REQUEST**



She **asked me to do** the housework

# Commands

Clean your bedroom

My mom **told me to clean** my bedroom



**COMMAND**



# Let's practice

**a** Complete the sentences using reported speech.

"I'm in love with another woman."

*My boyfriend told me he was in love with another woman.*

- 1 "I'm selling all my books." My brother said \_\_\_\_\_.
- 2 "I've booked the flights." Emma told me \_\_\_\_\_.
- 3 "Your new dress doesn't suit you." My mother told me \_\_\_\_\_.
- 4 "I may not be able to go to the party." Matt said \_\_\_\_\_.
- 5 "I won't wear these shoes again." Jenny said \_\_\_\_\_.
- 6 "I didn't buy you a present." My girlfriend told me \_\_\_\_\_.
- 7 "I must get a dress for the party." Rachel said \_\_\_\_\_.
- 8 "I haven't been to the gym for a long time." Kevin said \_\_\_\_\_.
- 9 "I found a bargain at the sale." My sister told me \_\_\_\_\_.
- 10 "I can't find anywhere to park." Luke told me \_\_\_\_\_.

**b** Complete the sentences using reported speech.

"Why did you dump your girlfriend?" My friend asked me why I had dumped my girlfriend.

- 1 "When are you leaving?" My parents asked me \_\_\_\_\_.
- 2 "Have you ever been engaged?" She asked him \_\_\_\_\_.
- 3 "Will you be home early?" Anna asked Liam \_\_\_\_\_.
- 4 "Where do you usually buy your clothes?" My sister asked me \_\_\_\_\_.
- 5 "Did you wear a suit to the job interview?" We asked him \_\_\_\_\_.
- 6 "Do you ever go to the theater?" I asked Lisa \_\_\_\_\_.
- 7 "What time will you arrive?" He asked us \_\_\_\_\_.
- 8 "How much money did you spend at the sale?" I asked my girlfriend \_\_\_\_\_.
- 9 "Can you help me?" Sally asked the police officer \_\_\_\_\_.
- 10 "What size are you?" The salesperson asked me \_\_\_\_\_.

# Let's practice

## 2 GRAMMAR reported speech: sentences and questions

a Circle the correct answer. Check (✓) if both are correct.

- 1 Matt said yesterday that he will / would come shopping.
- 2 We asked the salesperson how much it ~~was~~ / was it.
- 3 My sister said me / ~~told~~ me that she had spent all her money at the sale.
- 4 I asked Lucy where she ~~bo~~ught / did she buy her clothes.
- 5 You told me that you may / ~~might~~ go shopping on Saturday.
- 6 My brother asked me if I can / if I ~~could~~ lend him some money to buy a new video game.
- 7 Kate said that she ~~had to~~ / ~~must~~ go to the supermarket.
- 8 I asked my sister ~~whether~~ / that the dress suited me, and she said I looked great!
- 9 Carolina asked me what I ~~wanted~~ / did I want from the mall.
- 10 Nick said that he couldn't pay me back, because he ~~has forgotten~~ / ~~had forgotten~~ his wallet.



## The **King** of Complainers



**C**live Zietman loves complaining – but not shouting in hotel lobbies, or angrily telling a salesperson to call the manager, or making a waitress cry. He loves complaining properly and in writing. Over the last 20 years, he has written over 5,000 letters of complaint. His successes include refunded vacations, countless free meals, and complimentary theater tickets.

So how has he achieved this? “Screaming and shouting is a complete waste of time and is usually directed at a person who is not in a position to do anything,” he says. “I like to write a polite letter to the company. People won’t want to help you if you are aggressive. They respond much better to good manners.”



It all started many years ago, on a boring train trip home to West London. The train passed by a cookie factory, and the smell of the cookies made Clive feel hungry. He wrote a letter to the managing director to complain, in a humorous way, about the fumes coming through the train window. The result? Some free packages of cookies. But since then there have been more serious victories as well. On one occasion he managed to get a Volkswagen Golf GTI within 24 hours for a friend who had been complaining for almost a year (without any success) about his faulty vehicle. On another occasion he got a travel agent to refund the cost of a vacation after Clive’s wife Bettina broke her leg when she slipped in a puddle of water in their vacation apartment in Spain.

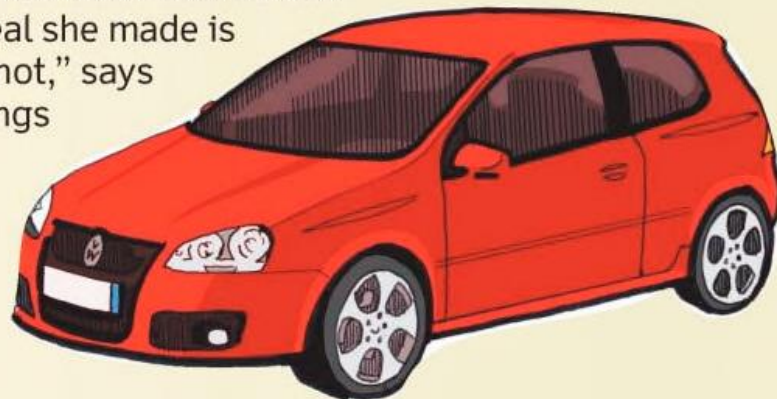




These days, there is almost nothing he won't complain about. After Clive was served moldy strawberries on a British Airways flight, he used a courier service to send the fruit to the airline's chief executive. To compensate, BA invited his daughters, Nina and Zoë, to Heathrow to personally inspect the airline's catering facilities. "I just can't bear bad service," says Clive. "We have a right to good service, and should expect it and demand it. In fact, what irritates me more than anything is that, unlike Americans, we British are hopeless at complaining."

So how do Bettina, his wife, and daughters Nina, 22, Zoë, 18, and 12-year-old son Joe cope with living with one of the world's biggest complainer? Surely he must be a nightmare to live with? Has he ever asked Bettina to explain why a meal she made is badly cooked? "Oh, no, of course not," says Clive. It seems there are some things even he knows you should never complain about!

*Adapted from the Daily Mail website*



## How to complain successfully:

Clive's top tips



**DON'T BE TOO SPECIFIC**  
**DON'T LOSE YOUR TEMPER**  
**KNOW WHO YOU ARE WRITING TO**  
**THREATEN ACTION**  
**WRITE A LETTER**  
**USE FLATTERY**



1

Never shout and **swear** – it achieves nothing. Don't **spoil** your meal or your vacation by getting into an argument with a waiter or customer service call center operator. Make a mental note of the circumstances and write a letter later.

2

Don't send emails, or standard, printed-out complaints forms. Companies may not read these, but they probably will read a letter. And unless you are particularly fond of Vivaldi, don't **waste your time** calling a customer complaint line! Your letter should be short and to the point, and should fit on one side of an 8 1/2" by 11" sheet of paper. And type it. Reading other people's handwriting is hard work.

3

Write to the company's marketing director or finance director because they're probably the least busy. Find his or her name on the Internet or by calling. Writing *Dear Sir / Madam* is lazy. Taking the time to find a person's name and title shows initiative.

4

If your complaint is serious enough, **make it clear** you will not **hesitate** to change to another bank / cell phone company. Smart companies know that changing an angry customer into a satisfied one will make the customer more loyal.

5

Don't say exactly what you expect to receive as compensation. Leave it to the company.

6

Use phrases like "I can only imagine this is an unusual departure from your usual high standards," and "I would love to shop with you again if you can demonstrate to me that you are still as good as I know you used to be."



# Speaking!

- 1 Who's best at complaining in your family? Give examples.
- 2 Can you remember a time when you (or someone in your family) complained...?
  - to a taxi driver
  - to a hotel receptionist
  - to a waiter
  - to someone else

Why did you complain? What did you say? What happened?



**VIETNAM!**

To fit/ To suit

To buy; Online/  
On the internet

To refund

Price tag

To put on

To make a complaint

To go shopping

Price

Cheap

Department  
store

Receipt

For/On  
sale

Shopping

Bargain

To ship

Outlet store

Sales

Manager

To try on

Salesperson

Street market

To complain

To exchange

|                        |   |
|------------------------|---|
| <b>SHOPPING ONLINE</b> | <ul style="list-style-type: none"><li>• Do you like shopping online? Why?</li><li>• What major challenges have you encountered while shopping online?</li><li>• If you had an online store and made a mistake, what kind of compensation would you give your clients?</li></ul> |
|------------------------|---|



# REFERENCES

<http://unchaval1.blogspot.com/2019/02/reported-speech.html>

<http://www.engames.eu/reported-questions/>