

ROZMOWA WSTĘPNA

1. Do you like shopping? Why? / Why not?
2. Would you like to work as a shop assistant? Why? / Why not?
3. Tell us about an advertisement you have recently seen and liked.
4. Have you ever bought something you didn't need? What was it?
5. Is it important to you whether the product you buy was made in your country or imported from abroad? Why? / Why not?

PRZYDATNE SŁOWA I WYRAŻENIA

1. *it's exciting / boring, nice to have new things, it takes too much time, you spend a lot of money, see the latest fashion, have to buy food and toiletries*
2. *hard work, low pay, financial responsibility, meet a lot of people, you can be the first to buy something in the sales*
3. *it was a TV commercial / hoarding (billboard) / leaflet, funny, surprising, with a twist, produced by ..., it advertised a new ..., showed (presented) ...*
4. *usually try to buy useful things, be careful with money, be persuaded to buy something absolutely useless, holiday souvenirs, act / don't act on (my) emotions*
5. *support national industry / agriculture, trust well-known brands, good / poor quality, local / imported products, higher / lower price, read the ingredients on the label, Fairtrade / eco products, GM food (genetically modified food)*

ZADANIE I

Kupiłeś / Kupiłaś wadliwy towar i składasz reklamację w miejscu zakupu. Poniżej podane są cztery kwestie, które musisz uwzględnić w rozmowie z egzaminującym.



Rozmowę zaczyna egzaminujący.

PRZYDATNE SŁOWA I WYRAŻENIA

Rodzaj towaru i przyczyna reklamacji

I'm making a complaint because ..., I bought a pair of shoes and they're different sizes, a book with several pages missing, speakers that make cracking noises, a laptop with a USB port that doesn't connect

Termin i dowód zakupu

yesterday, last week, a few days ago, this morning; here is the receipt, I've lost the receipt but you must remember me, I've got a warranty signed by your firm

Cena i sposób płacenia przy zakupie

It cost (£20), was very expensive, was bought on special offer / in the sale, I paid by credit card / in cash

Oczekiwane rozwiązanie problemu

I'd like to receive a full refund, get my money back, exchange it for a good one, have it repaired, talk to the manager