



Language Support for Migrants *A Council of Europe Toolkit*

Tool 62 - Scenario: shopping in the host country

Aim: To give migrants support in understanding how shops and stores work in the host country and to enable them to communicate with staff in shopping situations.

Communicative situations

- Understand the signs indicating where the different sections or departments of a store are.
- Ask for an item that they want to buy.
- Ask about prices and quantities.
- Buy credit or a SIM card for a mobile phone (example).

Materials

- A) Pictures of supermarkets, shops and markets.

Language activities

Activity 1

Ask learners to describe a market in their country using questions like the following: *How do you say "market" and "shop" in your language? What time do markets start? What can you buy there? What kinds of things do you normally buy? Where do you normally do your shopping – in a market, a shop, or a supermarket? Can you find a photo on the internet of a typical market in your country? etc.*

Activity 2

Use materials A) to:

- familiarize learners with the most important signs in a supermarket, shop or market in the host country
- elicit what learners know about where to buy certain products.

Invite learners to:

- write the key expressions from the discussion on cards
- note down the words on the signs

Check comprehension by asking learners to match words with pictures and signs.

Activity 3

Play a recording of an announcement that the supermarket is about to close, e.g.: *This is a customer announcement: the supermarket will be closing at 7:30. Please bring your shopping to the checkout now. Thank you!* Play the recording again if necessary. Then check understanding by asking questions, e.g.: *What time will the supermarket close? What do customers need to do?*

Activity 4

Show pictures of banknotes (or use realia) for 5, 10, 20 euro.

Show some examples of receipts. Ask learners, for example: *If you pay with a 20 euro note and what you buy costs 5 euro, how much change will you get?* Continue with similar examples.

Activity 5

Show learners the pictures again.

- Ask them to point to a place where it is possible to buy a SIM card for a mobile phone in their country, and to compare these with the places in the host country where this can be done.
- Introduce a dialogue like the following, either in a recording or by writing it on the board or a handout and reading it yourself:
 - A. *Good morning, can I buy sim card for my phone here?*
 - B. *Yes, you can.*
 - A. *How much does it cost?*
 - B. *25 euros with 1 gigabyte, 45 euros with 2 gigabytes.*
 - A. *Can I have 1 gigabyte, please?*
 - B. *OK here you are.*
 - A. *Thanks.*
- Check understanding focusing in particular on key expressions like *Can I buy ...? Do you sell ...? How much is it?* etc.
- Learners do a role play following the example given asking about and buying different items in a shop (allow time for preparation).

Sample materials

A)







