



VOCABULARY BUILDER WORKSHEET: ADVANCED ENGLISH



SHOPPING

Key Terms & Definitions

Term	Definition
Receipt	A paper or digital record of a purchase.
Exchange	Returning an item and taking another one in its place.
Price tag	A small label that shows the cost of an item.
Clearance	Final sale of items, often at very low prices.
Cashier	The person who takes your payment at the checkout.
Shipping cost	The fee charged to deliver an item.
Fitting room	A place in the store to try on clothes.
Return policy	The store's rules about giving items back for a refund or exchange.
Coupon	A piece of paper or code that gives you a discount.
Sales tax	A small percentage added to the price of an item when you buy it.

Use in Context

Word Bank: Receipt, Exchange, Price tag, Clearance, Coupon

1. I saved 50% because I used a _____ at checkout.
2. This shirt doesn't fit—I need to go back and ask for an _____.
3. Always keep your _____ in case you need to return something.
4. The red sticker on the _____ says this item is \$12.99.
5. I bought these boots on _____—they were the last pair!

Match

Match the shopping word with what it relates to:

___ 1. Fitting room	a. A space in a store where you can try on clothing
___ 2. Sales tax	b. The item is not available in the store
___ 3. Cashier	c. Helps with returns, complaints, or questions
___ 4. Out of stock	d. A percentage added to your purchase total
___ 5. Customer service	d. The person who checks out your items

Create Your Own Sentences

Write a sentence as if you're speaking in a store using the words below:

Coupon: _____

Fitting room: _____

Exchange: _____



Key Terms & Definitions

Term	Definition
Refund	Money returned to a customer after a return.
Second-hand	An item that has been owned or used by someone else before. It's not brand new.
Impulse buy	A sudden, unplanned purchase.
Out of stock	When an item is not available in the store.
Online order	A purchase made through the internet.
Tracking number	A code used to follow the delivery status of an item.
Customer Rewards	A system where customers earn rewards or discounts over time.
Gift receipt	A receipt that hides the price, used when giving a gift.
Customer service	The department that helps customers with issues or questions.
Warranty	A written guarantee to repair or replace a product within a certain period.

Use in Context

Word Bank: rewards, inventory, refund, out of stock, customer service

1. I signed up for the store's _____ program and earned points on every purchase.
2. We called _____ because the online order never arrived.
3. The shoes I wanted were _____, so I asked when they'd be restocked.
4. Due to a pricing error, the manager offered me a full _____.
5. The item wasn't in the store, but they checked their _____ system to locate it.

Match

Match the term with its correct definition:

___1. Gift receipt	a. A purchase made through a website or app
___2. Online order	b. A receipt that hides the price, often used when giving gifts
___3. Warranty	c. Help desk or department for handling questions and returns
___4. Customer service	d. A promise to repair or replace a product within a set time
___5. Second-hand	e. An item that has been owned or used before

Create Your Own Sentences

Use these shopping terms in sentences:

Impulse buy: _____

Customer Service: _____

Warranty: _____

