

The Podcast – Liz

Listen to the interview with Liz.

1 Tick ✓ the questions that you think the interviewer asked Liz.

- 1 What did you think about the title?
- 2 What possible solutions does the article mention?
- 3 How do you feel about customer services online and over the phone?
- 4 Do you ever write letters of complaint to customer services?
- 5 Will online shopping one day replace real-life shopping?
- 6 Do you shop online regularly?
- 7 What do you think about credit card security?
- 8 Have you ever been a victim of credit card fraud?
- 9 What did you find interesting in the article?
- 10 What do you think of the picture in the article?

Listen again and complete the following.

2 Circle the correct information.

- 1 Liz *prefers / doesn't prefer* online shopping to buying products in the shop.
- 2 Liz occasionally buys *CDs / DVDs / books / clothes* online.
- 3 Liz believes a picture of a sales person *could / wouldn't* influence whether or not she would buy a product online.

3 Decide if the following are true (T) or false (F).

- 1 E-tailing is becoming more and more popular.
- 2 A lot of people buy windows online.
- 3 Web chatting can improve sales.

4 Match the words and phrases with their synonyms.

- | | |
|------------|------------|
| 1 browse | a centre |
| 2 dither | b convince |
| 3 entail | c hesitate |
| 4 mall | d involve |
| 5 pastime | e look |
| 6 persuade | f hobby |

Discuss in pairs.

5 Online shopping will replace high street shopping in the near future.



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Teacher's Notes

1

2, 3, 5, 6, 6, 9, 10

2

- 1 doesn't prefer
- 2 CDs, books
- 3 wouldn't

3

- 1 true
- 2 false – a lot of people window shop (just look but don't buy)
- 3 true

4

1 e 2 c 3 d 4 a 5 f 6 b

- 5 Ask students to discuss the future and how we might shop differently. Will high street shops one day close because of online shopping?