**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, 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?