

Words You Can Use for Shopping

Sale

A reduction in price

Discount

A deduction from the regular price

Clearance

Merchandise offered at a reduced price to clear inventory

Coupon

A paper or digital voucher entitling the holder to a discount on a particular product or service

BOGO



Buy one, get one free



Out of stock

A product that is not available for purchase

Refund

Money given back for a product that was returned

Exchange

Replacing a product with a different one of equal value

Loyalty points

A reward system for customers who make frequent purchases

Phrases for Greetings & Small Talk

Hi! How is your day going?



Morning to you! Would you know where
I can find some fresh organic produce?

What brings you shopping today?

Nice Jacket. Where did you get it?



Have you tried the snack samples at the entrance?

Hi, do you need assistance with anything?

Have you found what you are looking for?

What are you doing after shopping?



Hi, I see you often during the week.
Are you from around?

What do you hate most about grocery shopping?

Any plans after shopping?
I could really use some company.



Shopping Phrases for Greetings & Small Talk

- Good morning/afternoon/evening, how are you doing today?
- Have you been to our store before?
- Welcome to our store, can I help you with anything?
- It's a beautiful day outside, isn't it?
- How has your day been so far?
- I love your outfit, where did you get it from?
- Do you have any plans for the weekend?
- Have you seen any good movies or shows lately?
- Do you have any exciting travel plans coming up?
- Can I offer you a bottle of water or a cup of coffee?
- How was your commute to the store today?
- Do you prefer shopping online or in-store?
- Have you tried any of our products before?
- How can I assist you today?
- It's great to see you again.



Shopping Phrases for Asking Assistant



- Excuse me, do you work here?
- Can you help me find a specific item?
- I'm looking for a gift, could you suggest something?
- Could you please direct me to the fitting rooms?
- Can you suggest any products that are on sale or in clearance?
- Could you provide me with a product demonstration?
- I have a few questions about this product. Could you help clarify?



Shopping Phrases for Making Purchase

- I would like to purchase this item.
- How much does this cost?
- Could you please ring this up for me?
- Can I pay by credit card or cash?
- Would you like a bag for this item?
- Can you apply this coupon or discount to my purchase?
- I would like to redeem my loyalty points for this purchase.
- Do you offer any financing or payment plans for this product?
- Could you please gift wrap this item for me?
- Can I get a receipt for this purchase?
- Would you like to add an extended warranty to your purchase?
- Could you check if you have this item in stock in another location?
- Can you help me locate any related accessories or products?
- Can you recommend any complementary products to go with this item?
- Thank you for your assistance, I will make this purchase now.



Shopping Conversation

1 Phrases in English

Can I help you find something?



Do you have this in a different color/size/style?

Is there anything you're specifically looking for?

Is this for a special occasion?



Would you like to try it on before purchasing?

Can I offer you a coupon or discount?

We have a sale going on right now.
Would you like to see some of the items?

Do you have a loyalty card with us?



Is there anything else you need help with?

Thank you for shopping with us. Have a great day!

How much does this cost?



Shopping Conversation

2 Phrases in English

Do you offer any warranties or guarantees on this product?



Is there a limit on the quantity I can purchase?

Can I speak to a manager, please?

Do you have a refund/exchange policy?



Could you please gift wrap this for me?

Do you accept credit/debit cards or cash only?

Is there a discount for buying in bulk?

Do you have a loyalty card with us?



Are there any promotions or sales coming up soon?

Can I place an order for this item if it's currently out of stock?

How much does this cost?



Shopping Conversation

3 Phrases in English

Could you recommend a similar product?



How long is the warranty valid for?

Can I see the product from a different angle?

Do you have a try-before-you-buy policy?



Is this product made from eco-friendly materials?

Do you offer free shipping or delivery?

Can you provide more information on this product's features?



Could you hold this item for me until I return?

Are there any exclusive deals for members?



Do you have a customer rewards program?

Is there a sale or discount available for students, senior citizens, or military personnel?