

1 COMPOUND NOUNS

Combine a word from A with one from B to match each of the definitions below.

A	B
department	hunters
shopping	pitch
sales	stores
stock	chains
retail	offers
special	centre
bargain	turnover

- 1 _____ = a persuasive argument to sell a product
- 2 _____ = the rate at which goods are sold
- 3 _____ = sales promotions to attract customers
- 4 _____ = shops with outlets in many locations
- 5 _____ = customers who seek the lowest prices
- 6 _____ = large shops, usually located in city centres, which sell a wide variety of products.
- 7 _____ = retail facilities where customers have access to a variety of different stores in the same location

2 MAKE AND DO

Complete the sentences below with the correct form of *make* or *do* and a noun from the box.

suggestion	money
loss	their best
research	decision
mistake	complaint
plans	business

- 1 Price is not the only thing customers consider when they are _____ a _____ about which product to buy.
- 2 Since the early 1980s, many manufacturers have _____ into developing environmentally-friendly products.
- 3 Many retailers have extended opening hours and some are now even _____ on Sundays.
- 4 A customer has _____ a _____ about the poor quality of some frozen foods on sale at our store.
- 5 We _____ a _____ last year of approximately \$50,000.
- 6 Customers receive a questionnaire in which they are invited to _____ about new products that they would like to see on sale.
- 7 The results show that retailers can _____ more _____ by introducing products that carry their own brand name.
- 8 At the moment they are _____ to expand business into other countries.
- 9 The friendly shop assistants _____ to ensure that customers are satisfied.
- 10 The customer complained that the employee had _____ a _____ and overcharged her for the CD player.