



## Shopping and Consumer Life

Informal email: visiting a new shopping mall

### 1. Lead-in discussion

Talk with a partner before you write.

1. What makes a shopping mall enjoyable to visit?
2. What small problems can happen when you go shopping?
3. Would you rather go shopping alone or with a friend? Why?

#### Exercise 5 at a glance

Write an informal email to a friend.

Cover all the prompts.

Develop ideas with details and reactions.

Use relaxed, natural language.

Make the email flow naturally.

### 2. Exam-style task

You have recently been to a new shopping mall. You enjoyed it, but you had a small problem during your visit.

Write an email to a friend about it.

In your email you should:

- say what you liked about your visit
- describe the problem that you had
- make a plan for you and your friend to visit together

Write about 120 to 160 words.

### 3. Model email

**Subject: You need to see this new mall!**

Hi Arun,

How are you? How are your exams going? Anyhow, I finally checked out Central View, the new shopping mall near the station, and I thought you'd want to hear about it!

The best thing was definitely the food court because it had loads of small restaurants, not just the usual fast-food places. I also loved the cinema area, which had huge screens and really comfy seats. Honestly, it felt quite busy but not too crowded.

The only annoying part was getting lost on the way out. I followed the wrong signs and ended up in the car park instead of near the train station. Luckily, a security guard showed me the right exit, so it wasn't a disaster.

Anyway, we should go together next Saturday if you're free. We could watch a film first and then try the noodle place I saw upstairs.

Write back soon,

Radri

P.S. Remind me not to trust mall signs again!

## 4. Explore the model: structure, content and tone

Work with the model email. You do not need to copy long answers. Underline, label or make short notes.

Focus	What to find	Done?
Email structure	Find the subject line, greeting, opening chat, main message, plan and sign-off.	
Content point 1	Where does the writer say what they liked about the visit?	
Content point 2	Where does the writer mention a problem during the visit?	
Content point 3	Where does the writer make a plan to visit with their friend?	
Informal audience	Find two places where the email sounds friendly or relaxed, such as a contraction, exclamation mark or chatty phrase.	
Development	Find one extra detail, reason or reaction that improves the answer.	

## 5. Language from the prompts

The prompts can guide your grammar choices. Notice which language each prompt naturally needs.

Prompt	Useful grammar	Why it fits	Example from the model
what the writer liked	past simple + opinion	The writer describes the visit and gives clear views.	The best thing was... / I also loved...
the problem during the visit	past simple + result	The writer tells the problem as a clear sequence.	the wrong signs / ended up in the car park
the plan to visit together	should / could + if	The writer arranges a relaxed plan with a friend.	we should go together / if you're free / We could watch...

## 6. Make it flow

Read the informal linking phrases. Underline one you could use for each purpose.

Job	Useful informal linkers
move into the topic	Anyhow, / I finally checked out... / you'd want to hear...
add detail or reaction	The best thing was... / I also loved... / Honestly,
introduce a problem	The only annoying part was... / instead of... / Luckily, / so it wasn't...
make a plan	Anyway, we should... / if you're free / We could watch... / and then...

## 7. Vocabulary and useful phrases

Use chunks that sound natural for this task. You can also upgrade your writing with precise words and phrases.

Purpose	Useful chunks / language	Add your own
describe the place	food court / loads of restaurants / huge screens / really comfy seats	
describe a problem	getting lost / followed the wrong signs / ended up in the car park / right exit	
sound informal	How are you? / Anyhow, / checked out / it wasn't a disaster	
make a plan	next Saturday / if you're free / watch a film / try the noodle place	
upgrade with adverbs	finally / definitely / honestly / really / luckily	

## 8. Plan your own email

Use the same task, or change the place to another shopping mall, leisure centre or market.

Prompt	My idea	Useful language	Link to next part
what I liked			
problem during the visit			
plan with my friend			
opening / ending			

