

# At the Department Store





# Warm-Up Conversational Questions

- 1** What are some common reasons people visit department stores?
- 2** How do you usually prepare for a shopping trip to a department store?
- 3** Share a memorable experience or purchase from a department store.

# Indoor Garden

**A green space with plants and seating within a department store.**

- 1** How do indoor gardens contribute to the ambiance of department stores?
- 2** Share an experience of relaxing in an indoor garden in a department store.
- 3** Why are indoor gardens increasingly incorporated into department store designs?

Sub Vocab: sales, diverse options, unique finds

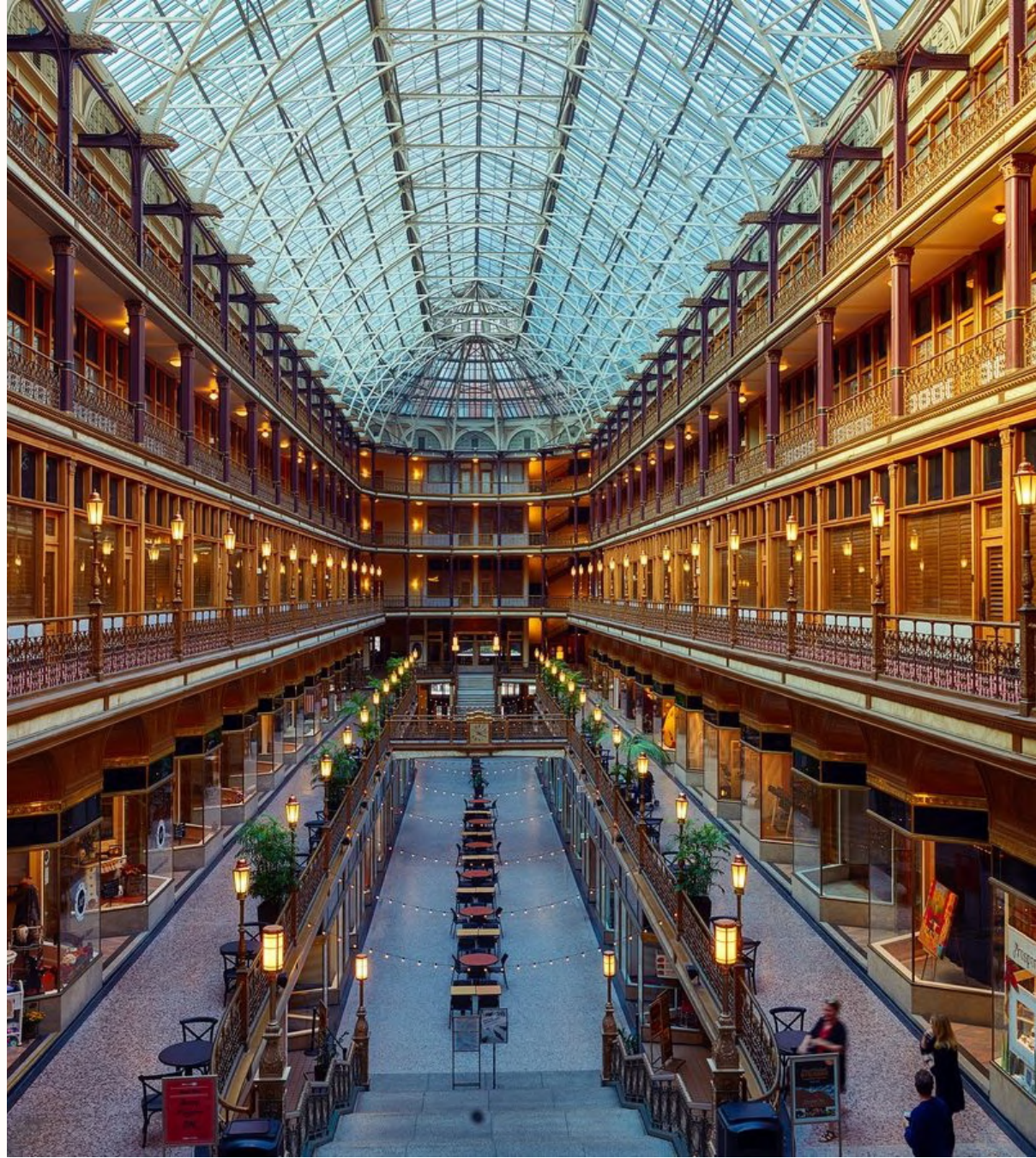


# Plaza

**An open public space within or near a department store.**

- 1 What activities can you enjoy in the plaza of a department store?
- 2 Have you attended events or performances in a department store plaza?
- 3 Why are plazas popular gathering spots in department stores?

Sub Vocab: shopping needs, entertainment, variety of options





# Department Store

**A large retail store, often an anchor tenant in a shopping center.**

What types of products does a department store typically offer?

Share an experience of exploring a department store in a shopping center.

Why do shopping centers feature prominent department stores?

Sub Vocab: planning, window shopping, budgeting



# Escalator

**Moving stairs for easy vertical movement between floors.**

- 1** How do escalators contribute to the accessibility of department stores?
- 2** Share an experience using an escalator in a department store.
- 3** Why are escalators common in multi-level department stores?

Sub Vocab: stairs, handrail, motion

# Food Court

An area with multiple food vendors in a department store.

- 1 What types of cuisines are usually found in department store food courts?
- 2 Share a memorable meal experience from a department store food court.
- 3 Why do department stores have diverse food options?

Sub Vocab: cuisine, fast food, variety of options





# Interactive Display

**Digital screens allowing customers to engage with content.**

- 1** How do interactive displays enhance the shopping experience?
- 2** Have you interacted with digital displays in a department store?
- 3** Why are interactive displays popular in modern department stores?

Sub Vocab: touchscreen ,options, login, logout



# Skywalk

## An enclosed pedestrian bridge connecting parts of a department store.

- 1 How do skywalks improve connectivity within department stores?
- 2 Share an experience of using a skywalk in a department store.
- 3 Why are skywalks beneficial in large department store complexes?

Sub Vocab: view, guide, viewing deck





# Luxury Stores

**Shots in the department store housing high-end brands.**

- 1** 1. What distinguishes luxury stores from other areas in a department store?
- 2** 2. Have you ever visited the luxury store in a department store?
- 3** 3. Why do department stores incorporate luxury brand offerings?

Sub Vocab: High quality, prestige, exclusive



# Theater

## A cinema or theater complex in a department store.

**1** How do theaters contribute to the entertainment aspect of department stores?

**2** Share an experience of watching a movie in a department store.

**3** Why are theaters popular attractions in department stores?

Sub Vocab: cinema, movie tickets, showtime, previews, IMAX



## Tech Zone

**A section of the department store dedicated to electronic gadgets.**

**1**

What types of tech products are commonly found in the tech zone?

**2**

Share an experience exploring the tech zone of a department store.

**3**

Why do department stores have dedicated tech sections?

Sub Vocab: computers, tablets, devices, upgrades, Bluetooth

# Playground

A play area for children within a department store.

- 1 How do playgrounds cater to families in department stores?
- 2 Have you observed or used a playground in a department store?
- 3 Why are playgrounds popular in family-oriented department stores?

Sub Vocab: Play area, slides, swings, designated area, seesaw



# Events Space

**An area within a department store for hosting large events.**

- 1** What types of events are typically held in events spaces?
- 2** Share an experience attending an event in a department store.
- 3** Why do department stores have spaces for hosting diverse events?

Sub Vocab: exhibition, show, unveiling



# Parking

## Extensive parking facilities available at a department store.

How does parking contribute to the convenience of department stores?

Share an experience finding parking at a department store.

Why is ample parking important for a department store?

Sub Vocab: parking spot, parking ticket, inspector, parking lot





# Bookstore

A retail store specializing in books and literary products.

1

What attracts you to visit a bookstore in a department store?

2

Share a memorable experience from a bookstore in a department store.

3

Why are bookstores considered valuable additions to department stores?

Sub Vocab: novels, magazines, selection, audiobooks, dictionary





# Customer Service Desk

**A designated area for addressing customer inquiries and assistance.**

**1**

How can the customer service desk enhance the shopping experience?

**2**

Share an experience of seeking assistance at a department store's service desk.

**3**

Why is a customer service desk a vital component of department stores?

Sub Vocab: information, maps, information guide, customer service, returns

1. Theater:

- *Meaning:* A cinema or theater complex in a department store.
- *Questions:* a. How do theaters contribute to the entertainment aspect of department stores? b. Share an experience of watching a movie in a department store. c. Why are theaters popular attractions in department stores?

2. Tech Zone:

- *Meaning:* A section of the department store dedicated to electronic gadgets.
- *Questions:* a. What types of tech products are commonly found in the tech zone? b. Share an experience exploring the tech zone of a department store. c. Why do department stores have dedicated tech sections?

3. Playground:

- *Meaning:* A play area for children within a department store.
- *Questions:* a. How do playgrounds cater to families in department stores? b. Have you observed or used a playground in a department store? c. Why are playgrounds popular in family-oriented department stores?

4. Events Space:

- *Meaning:* An area within a department store for hosting large events.
- *Questions:* a. What types of events are typically held in events spaces? b. Share an experience attending an event in a department store. c. Why do department stores have spaces for hosting diverse events?

5. Parking:

- *Meaning:* Extensive parking facilities available at a department store.
- *Questions:* a. How does parking contribute to the convenience of department stores? b. Share an experience finding parking at a department store. c. Why is ample parking important for a department store?

6. Customer Service Desk:

- *Meaning:* A designated area for addressing customer inquiries and assistance.
- *Questions:* a. How can the customer service desk enhance the shopping experience? b. Share an experience of seeking assistance at a department store's service desk. c. Why is a customer service desk a vital component of department stores?

7. Bookstore:

- *Meaning:* A retail store specializing in books and literary products.
- *Questions:* a. What attracts you to visit a bookstore in a department store? b. Share a memorable experience from a bookstore in a department store. c. Why are bookstores considered valuable additions to department stores?

8. Indoor Garden:

- *Meaning:* A green space with plants and seating within a department store.
- *Questions:* a. How do indoor gardens contribute to the ambiance of department stores? b. Share an experience of relaxing in an indoor garden in a department store. c. Why are indoor gardens increasingly incorporated into department store designs?

### Warm-Up Conversational Questions:

1. What are some common reasons people visit department stores?
  - *Sub Vocab:* shopping needs, entertainment, variety of options
2. How do you usually prepare for a shopping trip to a department store?
  - *Sub Vocab:* planning, researching stores, budgeting
3. Share a memorable experience or purchase from a department store.
  - *Sub Vocab:* sales, diverse options, unique finds
  
1. Plaza:
  - *Meaning:* An open public space within or near a department store.
  - *Questions:* a. What activities can you enjoy in the plaza of a department store? b. Have you attended events or performances in a department store plaza? c. Why are plazas popular gathering spots in department stores?
2. Department Store:
  - *Meaning:* A large retail store, often an anchor tenant in a shopping center.
  - *Questions:* a. What types of products does a department store typically offer? b. Share an experience of exploring a department store in a shopping center. c. Why do shopping centers feature prominent department stores?
3. Escalator:
  - *Meaning:* Moving stairs for easy vertical movement between floors.
  - *Questions:* a. How do escalators contribute to the accessibility of department stores? b. Share an experience using an escalator in a department store. c. Why are escalators common in multi-level department stores?
4. Food Court:
  - *Meaning:* An area with multiple food vendors in a department store.
  - *Questions:* a. What types of cuisines are usually found in department store food courts? b. Share a memorable meal experience from a department store food court. c. Why do department stores have diverse food options?
5. Interactive Display:
  - *Meaning:* Digital screens allowing customers to engage with content.
  - *Questions:* a. How do interactive displays enhance the shopping experience? b. Have you interacted with digital displays in a department store? c. Why are interactive displays popular in modern department stores?
6. Skywalk:
  - *Meaning:* An enclosed pedestrian bridge connecting parts of a department store.
  - *Questions:* a. How do skywalks improve connectivity within department stores? b. Share an experience of using a skywalk in a department store. c. Why are skywalks beneficial in large department store complexes?
7. Luxury Store:
  - *Meaning:* A section of the department store housing high-end brands.
  - *Questions:* a. What distinguishes luxury stores from other areas in a department store? b. Have you ever visited a luxury store in a department store? c. Why do department stores incorporate luxury brand offerings?
8. Theater:
  - *Meaning:* A cinema or theater complex in a department store.
  - *Questions:* a. How do theaters contribute to the entertainment aspect of department stores? b. Share an experience of watching a movie in a department store. c. Why are theaters popular attractions in department stores?
9. Tech Zone:
  - *Meaning:* A section of the department store dedicated to electronic gadgets.
  - *Questions:* a. What types of tech products are commonly found in the tech zone? b. Share an experience exploring the tech zone of a department store. c. Why do department stores have dedicated tech sections?
10. Playground:
  - *Meaning:* A play area for children within a department store.
  - *Questions:* a. How do playgrounds cater to families in department stores? b. Have you observed or used a playground in a department store? c. Why are playgrounds popular in family-oriented department stores?
11. Events Space:
  - *Meaning:* An area within a department store for hosting large events.
  - *Questions:* a. What types of events are typically held in events spaces? b. Share an experience attending an event in a department store. c. Why do department stores have spaces for hosting diverse events?
12. Parking:
  - *Meaning:* Extensive parking facilities available at a department store.
  - *Questions:* a. How does parking contribute to the convenience of department stores? b. Share an experience finding parking at a department store. c. Why is ample parking important for a department store?
13. Customer Service Desk:
  - *Meaning:* A designated area for addressing customer inquiries and assistance.
  - *Questions:* a. How can the customer service desk enhance the shopping experience? b. Share an experience of seeking assistance at a department store's service desk. c. Why is a customer service desk a vital component of department stores?
14. Bookstore:
  - *Meaning:* A retail store specializing in books and literary products.
  - *Questions:* a. What attracts you to visit a bookstore in a department store? b. Share a memorable experience from a bookstore in a department store. c. Why are bookstores considered valuable additions to department stores?
15. Indoor Garden:
  - *Meaning:* A green space with plants and seating within a department store.
  - *Questions:* a. How do indoor gardens contribute to the ambiance of department stores? b. Share an experience of relaxing in an indoor garden in a department store. c. Why are indoor gardens increasingly incorporated into department store designs?