



AT THE PHARMACY



SECRETARIADO
DO BRASIL



1

Warm up

Discuss each question in small groups.

1. What are some common pharmacies in your town or city? Do you have one that you prefer? Why/not?
2. When is the last time you went to the pharmacy? Why did you need to go? What did you buy?
3. Do you usually ask the pharmacist for help? Why/not?





2 Vocabulary

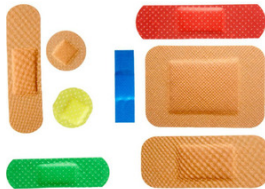
Look at the things you can buy at a pharmacy and match the words to the pictures.

a cream
drops



1. _____

a thermometer
mosquito spray



2. _____

cough sweets
painkillers



3. _____

cough syrup
plasters



4. _____



5. _____



6. _____



7. _____



8. _____

Now match the items to the health problems. There can be more than one answer for each problem.

A) a cough

B) a temperature

C) a headache

D) an insect bite

E) a cut

F) a sore throat

G) an earache

H) a cold



**3****Language point: questions for your pharmacist**

To form questions in English, we change the position of the *be* verb or auxiliary verb in a sentence. Study the sentences below.

The children **are** taking medicine.

Are the children taking medicine?

The medicine **is** okay for children.

Is this medicine okay for children?

In the first question, the auxiliary verb (*are*) now comes before the subject (*the children*).

In the second question, the *be* verb (*is*) now comes before the subject (*this medicine*).

When there is no *be* verb or *auxiliary verb*, we use the verb *do* to form questions.

1. This medicine works fast.
2. **Does** this medicine work fast?

We usually put 'question words' (*who, what, which, when, how*) at the beginning of a sentence to form questions.

1. **What** is the price of these plasters?
2. **When** will the medicine start to work?



Put the words into the correct order.

pills? / take / I / When / the / should

1. _____

take/I/Do/to/medicine/have/the/meals?/with

2. _____

okay/Is/alcohol?/it/drink/to

3. _____

long/the tablets/I/for?/should/How/take

4. _____

there/Are/side effects?/any

5. _____

best/Which/cold?/medicine/for/is/a

6. _____

medicine?/Where/keep/I/should/the

7. _____

use/I/How/medicine?/do/this

8. _____

Now, match the questions to their replies.

(A) Five days.

(B) Once in the morning and once in the evening.

(C) In the fridge.

(D) No, it's not a good idea.

(E) Not really, but you might feel a little drowsy.

(F) Put it on your skin twice a day.

(G) This one. It works really fast.

(H) Yes, you should take it with food.



4

Listening 1

A customer visits a pharmacy with a prescription. Listen to the dialogue and answer the questions.

1. How often does the customer have to take the medicine?
 - a. Three times a day
 - b. Two times a day
 - c. Once a day
2. What should the customer do with the medicine?
 - a. Not drink alcohol when she takes it
 - b. Take it with water
 - c. Finish all of it
3. What might happen when the customer takes the medication?
 - a. She might feel drowsy.
 - b. She might feel sick.
 - c. She might get a headache.
4. What does the customer want to know about the probiotics?
 - a. She wants to know how often she should take them.
 - b. She asks if they will have some side effects.
 - c. She asks if they are expensive.
5. What does the pharmacist ask the customer to do with her card?
 - a. To put it in the machine
 - b. To touch it on the machine
 - c. To give it to her





5 Listening 2

Complete the dialogue with the words below.

Pharmacist Next, please.

Customer Hi. I have this prescription for Bactrim from my doctor. Do you have it _____¹ ?

Pharmacist Let me see. Hmm, give me a minute to check. Yes, we have it - here it is.

Customer Oh, good.

Pharmacist Now, you need to take these _____² twice a day with meals, once in the morning and once in the evening.

Customer How long do I need to take them for?

Pharmacist Five days. It's important that you finish the whole package.

Customer Okay. Are there any _____³ ?

Pharmacist Er, you might feel a little sleepy, so if you do, it's better that you don't drive.

Customer That's good _____⁴ . Is there anything else that I should know?

Pharmacist Yes. It's a _____⁵ to take probiotics with this medicine.

Customer Oh, what do they do?

Pharmacist They help the good _____⁶ in your stomach. I recommend these.

Customer Are they _____⁷ ?

Pharmacist No, not very.

Customer Hmm, well okay then. Can I pay with my card?

Pharmacist Of course, just tap it on the _____⁸ . Thank you.

Customer Great, thanks. And thanks for your help.

Pharmacist No problem. Bye.

Customer Bye.

Now listen to the dialogue again to check your answers.



6

Practice: Role-play

Work with a partner. One person wants to buy some medicine at the pharmacy. The other should be the pharmacist. Use questions and answers from the previous exercises and the listenings to have a conversation. Then change roles. You can start the conversation like this:

Pharmacist: Hello, how can I help you?

Customer: Hello. I want to buy this medicine but I have some questions about it.

Can you think of any other questions that you might want to ask a pharmacist?



7

Talking point

Discuss each question with a partner.

1. Would you like to be a pharmacist? Why/not?
2. Which questions from the lesson will you most likely use next time you are at the pharmacy?
3. What are three more questions you can ask a pharmacist?
4. Do you feel more comfortable about speaking English at a pharmacy?



Transcripts

4. Listening 1

Pharmacist: Next, please.

Customer: Hi. I have this prescription for Bactrim from my doctor. Do you have it in stock?

Pharmacist: Let me see. Hmm, give me a minute to check. Yes, we have it - here it is.

Customer: Oh, good.

Pharmacist: Now, you need to take these pills twice a day with meals, once in the morning and once in the evening.

Customer: How long do I need to take them for?

Pharmacist: Five days. It's important that you finish the whole package.

Customer: Okay. Are there any side effects?

Pharmacist: Er, you might feel a little sleepy, so if you do, it's better that you don't drive.

Customer: That's good advice. Is there anything else that I should know?

Pharmacist: Yes. It's a good idea to take probiotics with this medicine.

Customer: Oh, what do they do?

Pharmacist: They help the good bacteria in your stomach. I recommend these.

Customer: Are they expensive?

Pharmacist: No, not very.

Customer: Hmmm, well okay then. Can I pay with my card?

Pharmacist: Of course, just tap it on the machine. Thank you.

Customer: Great, thanks. And thanks for your help.

Pharmacist: No problem. Bye.

Customer: Bye.



Key

1. Warm up - listening the audio

2. Vocabulary

5- 8 mins.

- | | | | |
|----------------|------------------|-------------------|-----------------|
| 1. painkillers | 2. plasters | 3. a cream | 4. cough sweets |
| 5. drops | 6. a thermometer | 7. mosquito spray | 8. cough syrup |

Students work in pairs to match items (1-8) to the health problems (A-H). Be sure that students understand that more than one answer is possible for each problem and that items can be used more than once.

Answers:

By pharmacy item: 1C/H; 2E; 3D; 4A/F/H; 5G; 6B/H; 7D; 8A/H

By health problem: A) 4/8; B) 6; C) 1; D) 3/7; E) 2; F) 4/8; G) 5; H) 1/4/6/8

3. Language point: questions for your pharmacist

Be sure to check examples of other auxiliary and modal auxiliary verbs that are inverted in questions: *should*, *will*, *have*, etc. Auxiliary verbs are verbs such as *be*, *do*, and *have* that are used with main verbs to show tense. Modal (auxiliary) verbs add meaning to the main verb, for example *will*, *should*, *can*, and *may*.

1. When should I take the pills?
2. Do I have to take the medicine with meals?
3. Is it okay to drink alcohol?
4. How long should I take the tablets for?
5. Are there any side effects?
6. Which medicine is best for a cold?
7. Where should I keep the medicine?
8. How do I use the medicine?

Questions and replies:

1B; 2H; 3D; 4A; 5E; 6G; 7C; 8F



4. Listening 1

5 mins

1. b 2. c 3. a 4. c 5. b

5. Listening 2

5 mins.

- | | | | |
|--------------|-------------|-----------------|------------|
| 1. in stock | 2. pills | 3. side effects | 4. advice |
| 5. good idea | 6. bacteria | 7. expensive | 8. machine |



**SECRETARIADO
DO BRASIL**