



# **SITUATIONAL ENGLISH**

Listen to Everyday Situations in English  
and Practise What You Need to Say

***SELF-STUDY EDITION***

**Paul Hancock**

LISTEN AND SPEAK PUBLICATIONS



How can you find the most useful expressions of everyday English and then **practise using them** enough, so that you really learn them?

**LISTEN & SPEAK Situational English** is the answer.

It gives you listening and speaking practice with a large selection of useful expressions that foreign speakers of English need to learn. There are **37** sections on different themes, including:

**Shopping, Telephoning, Business Telephoning, Meetings, Being a Guest, Helping and Thanking, Apologising.**

You **listen** to a short description of a situation and then have to **remember and say** the expression you need, before hearing a model answer that you repeat.

You can look at the situations and expressions in the **self-study book** at first, but the most important practice is listening and speaking, which you can do using the **CDs or cassettes** without the book. You can then use them wherever you have a CD or cassette player (e.g. **at home, in the car**) and with a walkman you can practise your English **anywhere**.

Practise remembering and saying the right expressions **again and again until you really know them** and can say them quickly and fluently. Then you'll be able to use them automatically when you are talking with people in English.

**LISTEN & SPEAK Situational English** is suitable for different levels, from Lower Intermediate and Intermediate to Upper Intermediate and Advanced. It is ideal for people who are:

- learning and using English as an international language.
- studying, working or travelling in Britain, or preparing to do this.
- living in Britain and using English as a Second Language.
- preparing for exams which involve speaking.

Learning how to use these expressions and use them fluently will help you to pass exams such as **Cambridge First Certificate, Advanced and Proficiency, IELTS, ARELS and LCCI (SEFIC)**.

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# Instructions for Self-Study

At first you can use the book to help you understand the situations and read/remember the answers. As soon as possible you should try to practise the situations without looking at the book.

Press **'Play'** and listen to the situation. Try to say the answer or read it from the book. **Don't worry if there isn't enough time to do this at first - press 'Pause' until you are ready to hear the answer.** Listen to the answer and repeat it. Again, if you can't do this quickly enough at first, **press 'Pause' so that you have more time before the next situation begins.** The more you practise, the easier it will be to remember the answers and say them more quickly.

The CD or cassette gives you enough time to remember the answer and say it quite quickly the first time, and just enough time to repeat it at natural speed the second time.

This gives you practice at responding quickly, just as in real life, and at speaking fluently in the way that native speakers speak and understand. It also means that when you can answer quickly enough and play the CD or cassette without pauses, you won't have to wait a long time to hear the answer or next situation.

## Recording Yourself

If you have a cassette machine with a microphone (or another cassette machine if you are listening to the situations on cassette), you could record yourself saying the answers.

Play the situations on a CD or cassette player through the loudspeaker, so that the microphone on the other cassette will record what you hear. The microphone will also record your voice when you speak.

You can then play back the recording to listen to your own pronunciation and intonation.

## Notes

1. The **main** stress in each answer is shown by a dot ( . ). This is usually the most important information. Try to imitate the **stress and rhythm** of the native speaker on the recording.

It is important to practise **linking words in pronunciation**.

The basic rule is: when a word ends with a

**consonant sound** e.g. couldd lookk havev and the next word begins with a

**vowel sound** e.g. at in of (but **not** 'one', which begins with a 'w' sound),

these words are **linked together** and sound like one word in natural speech.

e.g. Could I have a look at one of the watches in the window, please? (p.13)

Look at the sentences and listen to the way the speaker does this and then try to do the same. If you learn to do this, you will find it much easier to speak more fluently.

2. If the answer uses a name, the name **'Chris Smith'** is used ('Chris' can be a man or a woman). You can repeat this, or you can use your own name instead if you prefer.
3. You will often find the pronoun **'they'** used, when the situation is talking about **one** person. This is a common way English speakers avoid having to say 'he or she' when they don't know if a person is male or female, e.g. 'Someone tells you their name' (not 'his or her name').
4. Many of the answers begin with **'Excuse me'** and end with **'please'**. Of course, you could use these with other answers if you are trying to get someone's attention politely.
5. Some of the units have **Notes** to give you more information about usage and other possible answers. Words which might be difficult are explained in the **Vocabulary** section at the back of the book.
6. Sometimes the model answer is the **only** correct answer. In other cases it has been chosen because it is commonly used by native speakers **and** is suitable for a foreign learner to use. **You might often think of different possible answers you could use** - but check them with a native speaker first if possible! You can also think of **different situations** in which you could use the expressions, sometimes without changing them, or sometimes by changing words to fit the context.

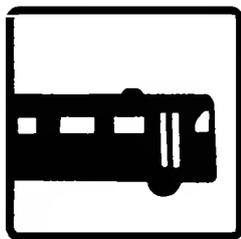
# **Part One**



# Unit 1

## TRAVELLING TRAINS

1. You want to know about train times for Cambridge. What do you ask?  
**Could you tell me the times of trains to Cambridge, please?**
2. Ask if you can stay on the same train all the way.  
**Do I need to change?**
3. Ask how long the journey is.  
**How long does it take to get there?**
4. You want to know how much it costs if you go today and come back another day.  
What do you ask?  
**How much is a period return?**
5. You decide to go for the day. What do you say at the ticket office?  
**A day return to Cambridge, please.**
6. How do you ask if you can get anything to eat and drink on the train?  
**Is there a buffet service on the train?**
7. There's a train on the platform and you want to check it's the one you need.  
What do you ask an official?  
**Excuse me, is this the right train for Cambridge?**
8. On the train you see an empty seat. What do you ask the man sitting next to it?  
**Excuse me, is this seat free?**
9. He's English. How do you ask if he's going to the same station as you?  
**Excuse me, are you getting off at Cambridge by any chance?**
10. You'd like him to tell you when you're near the station. What do you ask?  
**Could you tell me when we're nearly there, please?**



## BUSES

11. Ask how often the buses to the city centre are.  
**How often do the buses to the city centre run?**
12. You want to know the latest time you can return. What do you ask?  
**What time is the last bus back?**
13. Ask the driver for a ticket to the city centre, and if a return ticket is cheaper.  
**City centre please. Is it cheaper to get a return?**
14. You're going to the hospital and see a bus at the bus stop. What do you ask the driver?  
**Excuse me, does this bus go to the hospital?**
15. You'd like the driver to tell you when it's your stop. What do you ask?  
**Could you tell me when to get off, please?**



## CARS

16. You're driving and see 2 friends walking home. How do you offer to take them?  
**Would you like a lift?**
17. If someone gives you a lift, how do you tell them when you want to get out?  
**Could you drop me off here, please?**
18. You've arranged to drive a friend to the airport and will be at her house at 7 o'clock.  
What do you say?  
**I'll pick you up at 7.00.**
19. You're driving to Stratford and think you've gone the wrong way. What do you ask someone?  
**Excuse me, I'm lost. Is this the right road for Stratford?**
20. You have a map. What do you ask the person?  
**Could you show me where I am on the map, please?**



## Unit 2

# BEING A TOURIST

1. You can't find the town centre in Cambridge. What do you ask someone?  
**Excuse me, could you tell me how to get to the town centre? <sup>1</sup>**
2. How do you ask for the Tourist Information Centre?  
**Excuse me, could you tell me where the Tourist Information Centre is? <sup>2</sup>**
3. Someone asks *you* for directions. What do you say?  
**I'm afraid I can't help you. I'm a stranger here myself.**
4. You need a toilet. What do you ask someone?  
**Excuse me, are there any public toilets near here?**
5. Someone asks you how long you're staying. How do you say you're on a day trip?  
**I'm just here for the day.**
6. You decide to stay overnight but don't want to spend too much. What do you ask at Tourist Information?  
**Could you recommend a reasonably priced hotel or bed and breakfast? <sup>3</sup>**
7. Ask the distance to the hotel.  
**How far is it from here?**
8. Ask how to get there.  
**Could you give me directions, please?**
9. The assistant asks if you're in a car, but you're walking. What do you say?  
**No, I'm on foot. <sup>4</sup>**
10. He tells you the address but you'd like it on a piece of paper. What do you ask?  
**Could you write it down for me, please?**

11. How do you ask a travel agent about holidays in Wales?  
**Could you give me some information about holidays in Wales, please?**<sup>5</sup>
12. You'd like to know what to see there. What do you ask?  
**What would you recommend me to visit?**
13. You visit a town and someone tells you about a beautiful church there.  
How do you ask if you can walk to it?  
**Is it within walking distance?**
14. You need a bicycle. What do you ask at the bicycle shop?  
**Do you have bicycles for hire?**
15. How do you ask if you can take photographs in a church?  
**Is photography allowed in here?**

**Notes:**

- 1 If you **think** you are going the right way, you could check by asking "Excuse me, is this the right way to the town centre?"
- 2 In this sentence, after "Could you tell me ...", you need the indirect question form, so the verb ('is') comes **after** the subject ('Tourist Information Centre').  
If you begin the sentence with 'Where', you need the usual direct question form: "Where is the Tourist Information Centre?", but this is not polite enough for asking a stranger.
- 3 'Reasonably priced' means not too expensive, but not cheap (which might be poor quality).
- 4 Remember that you go **by** car, bus, bicycle, train, plane or ship, but **on** foot.
- 5 This is a good example of an expression which can be used in many situations, e.g. "Could you give me some information about language schools, please?"  
"Could you give me some information about hotels in London, please?"



## Unit 3

# THE HOTEL

1. What do you say when you telephone a hotel to reserve a room?  
**I'd like to make a reservation, please.**
2. You'd like to stay for two evenings by yourself. What do you ask?  
**I'd like a single room for two nights, please.**
3. You'd like a room for you and your husband or wife, with a bathroom. What do you say?  
**I'd like a double room with en suite bathroom, please.**
4. You want a room for you and your friend, with separate beds, and a shower.  
What do you ask?  
**I'd like a twin-bedded room with shower, please.**
5. You'd like to see the sea from your room. What do you ask?  
**Do you have a room with a view of the sea?**
6. Ask if you have to pay extra for breakfast.  
**Does the price include breakfast? <sup>1</sup>**
7. Ask how much it costs to have evening meals in the hotel.  
**How much is half board? <sup>2</sup>**
8. Ask how much it costs to have all your meals in the hotel.  
**And how much is full board?**
9. What do you say when you arrive at the hotel?  
**Hello, I have a reservation. The name is Chris Smith.**
10. You find the traffic outside your room very noisy. What do you say at reception?  
**Excuse me, my room's rather noisy. Do you have anything a bit quieter? <sup>3</sup>**

**Notes:**

- 1 In restaurants you can ask "Does the bill include service?" or in a travel agent's "Does the price include tax?"
- 2 Hotels usually offer bed and breakfast, so half board means bed and breakfast **and** evening meals.
- 3 'Rather' is a more formal way of saying 'a bit'. Both are used here to complain more politely (see p.58 n. 1).
- 4 'Reasonably priced' means not too expensive, but not cheap (which might be poor quality) (as in p.5 n. 6).
- 5 Another example of using 'a bit' to complain tactfully. You can still **sound** angry in your voice if you want to!
- 6 The present continuous is used for a future arrangement that has already been made (see p.47).

11. You'd like to find a cheap local restaurant. What do you ask the receptionist?  
**Could you recommend a reasonably priced restaurant near here? <sup>4</sup>**
12. Ask the receptionist for a taxi.  
**Could you call a taxi for me, please?**
13. You make a telephone call from reception and want to pay for it when you leave.  
What do you ask?  
**Could you put it on my bill, please?**
14. You need to get up at 6 o'clock and you don't have an alarm clock. What do you ask at reception?  
**Could you give me an alarm call at 6 o'clock in the morning, please?**
15. At midnight the people in the next room are talking and shouting. What do you say to them?  
**Could you make a bit less noise, please? I'm trying to sleep. <sup>5</sup>**
16. You want to stay three days longer. What do you ask?  
**Could I extend my stay for three more days, please?**
17. You close the door and it locks with your key inside the room. What do you tell the receptionist?  
**Excuse me, I've locked myself out.**
18. You're leaving tomorrow and want to know the latest time you can leave the room?  
What do you say?  
**I'm leaving tomorrow. What time do I have to check out by? <sup>6</sup>**
19. What do you say at reception when you're ready to leave?  
**I'd like to check out, please.**
20. You don't understand one of the things listed on your bill. What do you ask?  
**Could you tell me what this charge is for, please?**



## Unit 4

# THE RESTAURANT

1. You wanted a table for you and a friend tonight at 8.00. What do you say when you ring the restaurant?  
**Hello, I'd like to book a table for 2 for 8 o'clock this evening, please.**
2. What do you say when you arrive?  
**Good evening. I rang earlier and reserved a table.**
3. Ask if your friend wants a first course.  
**Are you having a starter?**
4. It's an Indian restaurant and you don't know much about the food. What do you ask the waiter?  
**Could you recommend something from the menu?**
5. He recommends 'Chicken Korma'. What do you ask?  
**What exactly is Chicken Korma?**
6. Ask if you need to order rice with it.  
**Does it come with rice?**
7. The waiter goes away while you decide. What do you ask when you're ready?  
**Could we order, please?**
8. Order some vegetable soup.  
**I'd like the vegetable soup, please. 1**
9. Your friend orders Chicken Korma and you want it too. What do you say to the waiter?  
**I'll have the same, please.**
10. Your food comes but the waiter doesn't come back with the drinks. What do you say to another waiter?  
**Excuse me, we ordered some drinks but they haven't arrived.**

11. After the meal the waiter asks if you want anything else. How do you say no?  
**No thank you. Could we have the bill, please?**
12. The bill includes coffee, which you didn't have. What do you say?  
**Excuse me, I think there's been a mistake. You've charged us for coffee and we didn't have any.<sup>2</sup>**
13. You want to pay for your friend. How do you say this?  
**Let me get this.**
14. Your friend wants to pay. How do you say that you really want to?  
**No, I insist.**
15. Your friend is determined to pay. What do you say?  
**Oh, alright then, if you insist. But you must let me pay next time.**

**Notes:**

**1** You could also say "Could I have the vegetable soup, please."

If you decide what you want to have and speak at the same time as you are looking at the menu, you can use the simple future (will):

e.g. "I'll have the vegetable soup, please." (see p.48 note 4).

**2** As you can see from many of the examples, British people are not very direct when they complain! (You can be more direct if you want to, but most British people will find it rude and may not want to be very helpful). We often say "I think there's been a mistake" when we **know** there has been one.



## Unit 5

# THE PUB

1. How do you suggest going for a drink with a couple of friends?  
**Do you fancy a drink? <sup>1</sup>**
2. Everyone has ordered a drink and you'd like to pay. What do you say?  
**I'll get these.**
3. You see some other friends. What do you ask before you sit down with them?  
**Do you mind if we join you?**
4. You need a chair from another table. What do you ask the people sitting there?  
**Is it alright if I take this chair?**
5. A friend has finished their drink. What do you ask?  
**Can I get you another drink?**
6. How do you ask what they want?  
**What can I get you? <sup>2</sup>**
7. Someone asks for lager. What do you ask?  
**A pint, or a half?**
8. There are a lot of people in front of the bar. What do you say as you move through them?  
**Excuse me.**
9. The barman asks "Who's next?" and it should be the man next to you. What do you say to him?  
**I think you were first. <sup>3</sup>**
10. You need 2 pints of lager and 2 cokes. What do you say?  
**2 pints of lager and 2 cokes, please. <sup>4</sup>**

**Notes:**

- 1 This is for suggesting a drink with friends. A more formal suggestion is "Would you like to go for a drink?"
- 2 This is also quite informal. A more formal question would be "What would you like?"
- 3 If it's your turn and someone tries to go before you, you could say "Excuse me, I think I was first!"
- 4 You don't **need** to say 'I'd like ...' or 'Could I have ...' in a pub. 'Please' after the request is enough.
- 5 This can be used to 'drink to' different things, e.g. "Here's to Jane and Michael!" or "Here's to the future!"
- 6 As people tend to drink less in an evening nowadays, buying a round is not as common as it used to be.
- 7 This can be used for any machine or equipment, e.g. "The photocopier isn't working."

11. One friend has just got a new job. What do you say as you all lift your glasses to drink?  
**Cheers! Here's to your new job!** <sup>5</sup>
12. A friend asks you later if you'd like another drink. How do you say no?  
**No, I'm alright thanks.**
13. Each person is taking a turn to buy everyone a drink. What do you say when it's your turn?  
**It's my round. What's everyone having?** <sup>6</sup>
14. You need to telephone someone. What do you ask?  
**Is there a pay phone round here?**
15. You've only got a £5 note. What do you ask a friend?  
**Can you change a £5 note? I need some change for the phone.**
16. You'd like a meal. What do you ask the barman?  
**Do you serve food?**
17. You try to buy some cigarettes from a machine, but nothing happens. What do you say to the barman?  
**Excuse me, the cigarette machine isn't working.** <sup>7</sup>
18. You hear some people at the next table say they're going to visit the town that you're from. How could you start talking to them?  
**Excuse me, I couldn't help overhearing that you're going to visit .....**
19. You find an umbrella under your table. What do you say when you give it to the barman?  
**Excuse me, I think someone's left this behind.**
20. You leave your green scarf in the pub. What do you ask the barman when you go back?  
**Excuse me, has anyone handed in a green scarf?**



## Unit 6

# SHOPPING

## GETTING SERVED

1. A shop assistant asks if you need any help. How do you say no?  
**No thanks, I'm just looking.**
2. You like a watch that's in the shop window. What do you ask?  
**Could I have a look at one of the watches in the window, please?**
3. You want to look at a camera that costs £90. Ask the assistant.  
**Could you show me that camera, please - the one that costs ninety pounds?**
4. You want a black and white film but you can't see any. What do you ask?  
**Excuse me, do you have any black and white films? 1**
5. The assistant goes to look and another assistant asks if you need any help. What do you say?  
**I'm being served, thanks.**



## DECIDING

6. An assistant shows you a walkman that's nice but too expensive. What do you say?  
**It's nice, but it's beyond my price range. Do you have anything a bit cheaper?**
7. You're not sure whether to buy something. What could you say to the assistant?  
**I can't decide. Perhaps I'll go away and think about it.**
8. You want to know if you can return something later if you don't want it. What do you ask?  
**Can I bring it back and get a refund if it's not alright?**
9. What do you say when you decide to buy something?  
**OK, I'll take it**
10. You decide you don't want to buy something the assistant has shown you. What do you say?  
**I think I'll leave it. Thanks anyway.**



## THE CLOTHES SHOP

11. You like a jumper but don't know if it's the right size. What do you ask?  
**Could I try this jumper on, please?**
12. It's not big enough. What do you say?  
**It's too small. Do you have it in a larger size?**
13. You like some trousers, but they're black and you want green ones. What do you ask?  
**Excuse me, do you have these trousers in green?**
14. The assistant finds some green ones with a pattern, which you don't want. What do you say?  
**I don't like the pattern very much. Do you have any in plain green? <sup>2</sup>**
15. The green is too light for you. What do you say?  
**I'm not sure about the colour. Do you have them in a darker shade? <sup>3</sup>**
16. You like their raincoats, but they've just sold the last one in your size. What do you ask?  
**Will you be getting any more in?**
17. You look at a jacket and want to know what the material is. What do you ask?  
**What's it made of?**
18. You want to know if you can wear the jacket in heavy rain. What do you ask?  
**Is it waterproof?**
19. How do you ask if you can wash it in a washing machine?  
**Is it machine-washable?**
20. You'd like to buy it, but the sleeves are too long. What do you say?  
**The sleeves are too long. Would it be possible to have them altered? <sup>4</sup>**

### Notes:

- 1 You can use this to ask for anything in any shop, e.g. "Excuse me, do you have any strawberry ice-cream?"
- 2 It's better to use 'very much' after 'I don't like', as without it you can easily sound too aggressive in English.
- 3 "I'm not sure about ..." is a good way to tell someone that you don't really like something that they show you, e.g. "I think the trousers look really good on you, but I'm not sure about the shoes."
- 4 There are still some shops in Britain that will have clothes altered for you, though not as many as in the past.



## THE BOOKSHOP

21. You want a book by a Spanish writer, but don't know the name of it in English.  
What do you say?  
**I wonder if you could help me. I'm looking for a book by a Spanish writer but I don't know the title in English.**
22. The assistant finds the title. What do you ask?  
**Do you have a copy in stock?**
23. They don't have any. What do you ask?  
**Could you order one for me?**
24. Ask how long you'll have to wait.  
**How long will it take to arrive?**
25. The assistant has helped you a lot. What do you say as you leave?  
**Thank you. You've been very helpful.**



## THE PHOTO SHOP

26. What do you say when you take your film into the shop?  
**Could I have this film developed, please?**
27. How do you ask for some extra pictures a week later?  
**Could I have some copies made from these negatives, please?**
28. You'd like two copies of each picture. What do you ask?  
**Could I have two prints of each negative, please?**
29. How do you ask for bigger copies of some photos?  
**Could I have these photos enlarged, please?**
30. Ask how long it will take.  
**When will they be ready?**



## PAYING

31. There's no price on something. What do you ask the assistant?  
**How much is this?**
32. Ask if students can get a lower price.  
**Do you offer discounts for students?**
33. Ask if you can pay by Visa card.  
**Do you take Visa?**
34. You buy something for 40p and you only have a £20 note. What do you say?  
**I'm sorry I haven't got anything smaller.**
35. You buy 2 things and the assistant asks if you want anything else. How do you say no?  
**No, that's all thanks.**



## PROBLEMS

36. You pay for something and the assistant doesn't give you enough money back. What do you say?  
**Excuse me. I think you've given me the wrong change. <sup>1</sup>**
37. Someone gave you a T-shirt that's too big. What do you say when you take it back?  
**Excuse me. This was a present and it's too big. Could I change it for a smaller one? <sup>2</sup>**
38. The watch you bought last week doesn't work. What do you say to the assistant?  
**Excuse me. I bought this watch here last week and there's something wrong with it.**
39. Ask for your money back.  
**I'd like a refund, please.**
40. What do you say when you give her the piece of paper to prove that you bought it there?  
**Here's the receipt.**

**Notes:** <sup>1</sup> Even if you know it's wrong, "I think you've given me the wrong change" sounds less aggressive.  
<sup>2</sup> You may see a notice saying 'Exchanges', but you ask if you can **change** one thing **for** another.

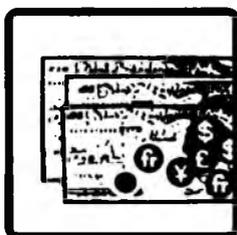


## Unit 7

# SERVICES

## THE POST OFFICE

1. How do you ask to send a letter so that it'll arrive the next day?  
**Could I send this first class, please?**
2. You're sending a birthday card abroad. Ask when it will arrive.  
**How long will it take to get there?**
3. You want to send some books to Japan but need to check it's not too expensive. What do you ask?  
**Excuse me, how much would it cost to send these books to Japan?**
4. You wrap the books later and take them to the post office. What do you say?  
**Could I send this parcel to Japan, please?**
5. It's too big to push into the post box. What do you ask the man behind the counter?  
**Can I leave it with you?**



## THE BANK

6. You go into a bank with your traveller's cheques. What do you say to the cashier?  
**I'd like to change some traveller's cheques, please.**
7. She asks how much you want to change. You need a hundred pounds. What do you say?  
**A hundred pounds worth, please.**
8. You want to know how much of your currency you have to pay for each pound. What do you ask?  
**What's the exchange rate?**
9. Ask how much the bank charges for changing the money.  
**How much commission do you charge?**
10. The cashier asks "How would you like the money?" What do you say?  
**4 twenties and 2 tens, please. <sup>1</sup>**

**Note: 1** Or any combination of 'fives, tens, twenties or fifties'. Some shops don't accept £50 notes.



## THE TICKET AGENCY

11. You'd like to see 'Cats' on Friday night. What do you ask?  
**Do you have any tickets left for 'Cats' on Friday night?**
12. You don't want to spend more than £25. What do you ask?  
**What do you have available under twenty five pounds?**
13. You're offered some seats. How do you ask if they're upstairs or downstairs?  
**Are they in the circle or the stalls?**
14. You want to make sure you can see well in the seats she suggests. What do you ask?  
**Do you get a good view of the stage from those seats?**
15. How do you ask if there's an afternoon performance?  
**Is there a matinee performance?**



## THE HAIRDRESSERS

16. Ask how much it costs to have your hair washed, cut and dried.  
**How much is a cut and blow dry, please?**
17. You'd like an appointment tomorrow morning. What do you ask?  
**Could you fit me in tomorrow morning? 2**
18. You don't want much hair cut off. What do you say to the hairdresser?  
**Just a trim, please.**
19. The hairdresser has finished, but you think it's too long at the back. What do you ask?  
**Could you take a bit more off the back, please.**
20. It costs £18. You give the hairdresser £20 and want to leave a £2 tip. What do you say?  
**Keep the change.**

**Note: 2** Especially useful if you think that someone may be busy and have a lot of appointments.

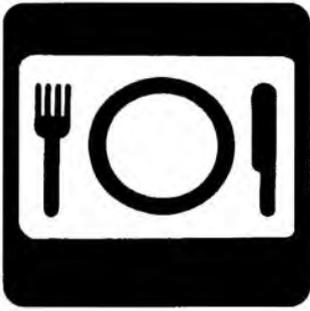


## Unit 8

# BEING A GUEST

## VISITING

1. Your host asks, "Would you like a cup of tea?" How do you say yes?  
**Yes please, I'd love one. <sup>1</sup>**
2. You're offered alcohol, but you've got your car with you. What do you say?  
**I'd better not drink because I'm driving.**
3. How do you ask if you can smoke in the house?  
**Do you mind if I smoke? <sup>2</sup>**
4. You need to go to the toilet. What do you ask?  
**Could you tell me where the toilet is?**
5. You have dinner before visiting some friends. What do you say when they ask if you want to eat with them?  
**No thank you, I've already eaten.**
6. You make a very short visit to a friend's house. What do you say when you arrive?  
**I can't stay long.**
7. You spend the evening at a friend's house. What do you say a few minutes before you leave?  
**I'd better be going soon.**
8. What do you say just before you get up to leave?  
**Well, I really must go. <sup>3</sup>**
9. You're at someone's house and start to feel very ill. What do you say?  
**I'm afraid I don't feel very well. Could you call a taxi for me?**
10. Your friend drives you home. What do you say afterwards?  
**Thank you. I'm sorry to cause you so much trouble. <sup>4</sup>**



## HAVING DINNER

11. You arrive for dinner and can smell the food. What do you say?  
**Mmm, that smells good.**
12. What do you say when the food comes to the table?  
**It looks wonderful.**
13. Your host offers you some spicy food, which you don't like. What do you say?  
**No thanks, I'm not very keen on spicy food. <sup>5</sup>**
14. She asks if you'd like some carrots. How do you say yes?  
**Yes please, I'd love some. <sup>6</sup>**
15. How do you ask someone to give you the salt at the table?  
**Could you pass the salt, please?**
  
16. What do you say after tasting the food?  
**Mmm, it's delicious.**
17. You don't want very much dessert. What do you say when your host offers you some?  
**Could I just have a small portion, please?**
18. She offers you some more. How do you say no?  
**No thank you. That was delicious, but I really couldn't eat another thing.**
19. You're offered more wine. How do you say you want a small amount?  
**Just a drop, please.**
20. What do you say when it's time to leave?  
**Thank you for a lovely evening. The meal was wonderful.**



## STAYING WITH PEOPLE

21. How do you ask if you can have a shower?  
**Would it be alright if I had a shower? 7**
22. You don't know how to use the shower. What do you ask?  
**Could you show me how it works, please?**
23. It's too cold in your room at night. What do you say?  
**I'm a bit cold at night. Would it be possible to have another blanket?**
24. You break a cup. What do you say?  
**I'm really sorry, I've broken one of your cups. Can I buy you another one?**
25. You stay with a family for 2 weeks. What do you say when you leave?  
**Thank you for having me. I've really enjoyed my stay.**

### Notes:

- 1 This is the standard answer when someone asks "Would you like a ..?" You don't repeat the verb 'like' ("Yes, I'd like one" sounds strange) but change it to 'love' to make your answer sound enthusiastic.
- 2 You can be more formal by asking "Would you mind if I smoked?" (see p.50 notes 8 & 9).
- 3 A more informal possibility is "Well, I really must be off." Both are used when you **really** want to leave.
- 4 This can be used whenever you feel you have caused someone a lot of extra 'work'. It is used especially with people you don't know very well.
- 5 This is a polite way to say that you don't like something. This expression is not often used in the positive form ('I'm keen on ...') as people usually say "I like ...", but say tactfully "I'm **not** keen on ..."
- 6 This is the standard answer when someone asks "Would you like **some** ..?" rather than 'a' as in note 1.
- 7 This is another form of polite request, a bit less formal than 'Would you mind if I ..?' (see p.49 n. 9)



## Unit 9

# BEING A HOST

1. Your guest is at the door. What do you say?  
**Hello, come in!**
2. What do you say as he takes his coat off?  
**Let me take your coat.**
3. What do you say when you're in the living room?  
**Please, sit down!**
4. You want him to feel relaxed in your house. What do you say?  
**Make yourself at home.**
5. Part of the room is a bit untidy. What do you say?  
**I'm sorry about the mess.**
6. How do you ask if your guest wants a drink?  
**Can I get you something to drink? <sup>1</sup>**
7. Ask if he wants a hot drink or something alcoholic.  
**Would you like tea or coffee, or something stronger?**
8. How do you ask if he wants sugar in his coffee?  
**Do you take sugar? <sup>2</sup>**
9. What could you ask if he doesn't want a hot drink or alcohol?  
**Would you like a soft drink?**
10. You're pouring him a drink and want to know how much he wants. What do you say?  
**Say when.**

11. How do you ask if he wants to eat something?

**Can I get you anything to eat?** <sup>3</sup>

12. He doesn't, but you put some crisps on the table. What do you say?

**Have a crisp.**

13. A visitor is still there when it's time for dinner. What do you ask her?

**Would you like to stay for dinner?**

14. At dinner, your guest asks if she can have some more potato. What do you say? <sup>4</sup>

**Yes, of course. Help yourself.**

15. You have a lot more food. What do you ask when she's finished eating?

**Would you like some more? There's plenty.**

16. Your guest asks if he can use your phone. How do you say yes?

**Yes, of course. Go ahead.** <sup>5</sup>

17. He asks if he can smoke. How do you say no politely?

**I'd rather you didn't, actually.** <sup>6</sup>

18. After a party, a guest thanks you for a lovely evening. What do you say?

**Thank you for coming.**

19. He's driving and it's raining. What do you say?

**Drive carefully!**

20. A friend is babysitting for the evening. How do you tell her to have tea or coffee if she wants?

**Help yourself to tea or coffee, won't you!**

21. There's a TV and lots of videos she can watch. What do you say?  
**Feel free to watch the TV or a video.** <sup>7</sup>
22. You come back very late. How do you say that your friend can sleep at your house?  
**You're welcome to stay the night, if you want.** <sup>8</sup>
23. She stays and you show her the bed. How do you check that she won't be too cold?  
**Will you be warm enough?**
24. What do you say to her when she goes to bed?  
**Goodnight! Sleep well!**
25. What do you ask her the next morning?  
**Did you sleep well?**

**Notes:**

- 1 You use 'something' here because you have a clear idea in your mind of the different possibilities.
- 2 You can also ask "Milk and sugar?" If someone wants sugar, you can ask them "How much?" or "How many?" (teaspoons).
- 3 You could use 'something' here, but when there are so many possibilities, 'anything' is more common.
- 4 This is mashed (puréed) potato, and is uncountable. If they're not mashed, you offer more potatoes.
- 5 This is the standard expression for saying 'yes' when someone asks for permission to do something.
- 6 This is a good way to say 'no' politely, though you need to use 'actually' after it to sound really polite. The 'd' is short for 'would', so it's like a 'second' conditional in that you use a 'past tense' after 'would', e.g. "I'd rather you smoked outside, actually."
- 7 Don't say "Help yourself to the TV", because it would mean that you are inviting someone to steal it!
- 8 You say 'You're welcome to ...' when you're fairly sure that the other person would like to do what you are offering. If you're not sure, you make it more of a question by asking 'Would you like to ...?'



## Unit 10

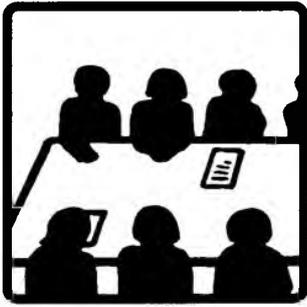
# AT WORK

1. What do you say to people when you arrive at work?  
**Morning!**
2. What do you say when you leave work?  
**See you tomorrow.**
3. What do you say when you leave on Friday afternoon?  
**Have a nice weekend!**
4. What do you say when someone says "Have a nice weekend!"?  
**Thanks. You too!**
5. What do you say on Monday morning?  
**Morning! Did you have a nice weekend?**
6. Someone comes for a job interview and doesn't know the building. What do you ask her?  
**Would you like me to show you round?**
7. What do you ask her after the interview?  
**How did it go?**
8. A colleague is busy and you want to ask a question. What do you say?  
**Sorry to bother you. Could I just ask you a quick question? <sup>1</sup>**
9. A colleague is talking to a customer and there's a phone call for him. What do you say?  
**I'm sorry to interrupt, but there's a phone call for you. <sup>2</sup>**
10. A colleague is talking to someone.  
How do you ask to talk to him alone about something serious?  
**Could I have a word with you in private?**

**Notes:**

- 1 With a colleague or anyone that you know well, you don't need to say "I'm sorry to ...", just "Sorry to ..."
- 2 Here your colleague is with a customer, so you are more formal and say "I'm sorry to...", not just "Sorry to..."
- 3 This means that you are not promising anything, but you'll do your best.
- 4 When talking to someone at reception you usually say "The name is .." rather than "My name is .." (see p.7 n. 9).
- 5 This is a good way to ask someone about a price when you intend to do some bargaining and make it lower.
- 6 As explained in notes 1 & 2, if you are talking to someone you know quite well, you could say "Sorry to ..."

11. Someone gives you some work. Ask how long you've got to do it.  
**When do you need it done by?**
12. They ask you to do it by tomorrow, which is difficult, but you'll try. What do you say?  
**I'll see what I can do.**<sup>3</sup>
13. How do you ask someone to do some work by Friday if you know it's difficult?  
**Is there any chance of it being ready by Friday?**
14. You're meeting Mr Woods at 11 o'clock in his company office. What do you say at reception?  
**Good morning. I have an appointment with Mr Woods at 11 o'clock.**  
**The name is Chris Smith.**<sup>4</sup>
15. He asks you for some information which you don't have. What do you say?  
**I'm afraid I don't know offhand. I could find out, though.**
16. He's selling some machinery and you want an idea of how much he wants for it.  
What do you ask?  
**What kind of price did you have in mind?**<sup>5</sup>
17. Ask if you have to pay before you get the machinery.  
**Do you need payment in advance?**
18. You arrive late for an appointment with a client. What do you say?  
**I'm sorry to keep you waiting.**<sup>6</sup>
19. What do you say as you show her into your office?  
**After you. Have a seat.**
20. You're late for your next meeting. The other person is late and apologises. What do you say?  
**That's alright. I've only just got here myself.**



# Unit 11

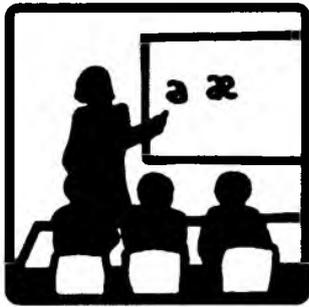
## MEETINGS

1. People are talking before the meeting. What do you say when it's time to start?  
**Right then. Shall we get down to business?**
2. The first thing to discuss is new products. What do you say?  
**The first item on the agenda is new products.**
3. How do you check that people have understood something you've said?  
**Is that clear? <sup>1</sup>**
4. Someone complains about what they think you said, but you didn't say this.  
What do you tell them?  
**I think you've misunderstood. <sup>2</sup>**
5. Someone talks and you don't understand the last part. What do you say?  
**I'm afraid you've lost me there. Could you go over that last part again?**
6. Someone says a product will be ready 'soon', and you want to be clear what they mean.  
What do you ask?  
**What exactly do you mean by 'soon'?**
7. You're not sure if someone is saying that production should be stopped. How do you check?  
**I'm not sure I've understood properly – are you saying that production should be stopped?**
8. What do you say after someone talks and you want to say more on that subject?  
**Could I just add something?**
9. How could you suggest continuing with the product?  
**I think we should continue with the product.**
10. It's not what anyone really wants to do, so how would you suggest selling it for no profit?  
**We could always sell it at cost price. <sup>3</sup>**

11. Someone says what you think. What do you say?  
**I agree.**
12. What do you say when someone says exactly what you think?  
**I couldn't agree more.** <sup>4</sup>
13. Someone says something you agree with partly, but only in theory. What do you say?  
**I see your point, but I don't think it would work in practice.**
14. What do you say when someone says the opposite of what you think?  
**I disagree with you there.** <sup>5</sup>
15. It's time to discuss the next point. What do you say?  
**Right, I think we should move on.**

**Notes:**

- 1 You could also ask "Are there any questions?"
- 2 If you want to be tactful, it's better to say "I **think** you've misunderstood" rather than "You've misunderstood."
- 3 The most common way to make a suggestion is to say "We could ..." (see p.48 n.16).  
"We could always ..." is for a suggestion that is not the most popular, and you usually make suggestions in this way after all the other possibilities have already been suggested unsuccessfully.
- 4 The meaning here is that you agree so much, it would be impossible to agree to a larger extent.
- 5 Usually British people are not very direct in expressing disagreement. The use of the word 'there' in this sentence makes your disagreement more tactful, because it suggests that you do agree with some part of what the speaker says.



# Unit 12

## THE LANGUAGE CLASS

1. You see a picture of something and want to know its name in English. How do you ask?  
**What do you call this in English?**
2. Your teacher says it's 'muggy' today, and you don't understand. What do you ask?  
**What does 'muggy' mean?**
3. How do you ask for another word with a similar meaning?  
**What's another way of saying 'muggy'? <sup>1</sup>**
4. How do you ask for its opposite?  
**What's the opposite of 'muggy'?**
5. You don't know how to write it. What do you ask?  
**How do you spell it?**
6. You read a word but don't know how to say it. What do you ask?  
**How do you pronounce this word?**
7. You're not sure whether it's correct to say 'hotel' or 'hotel'? What do you ask?  
**Is the stress on the first or the second syllable?**
8. Your teacher explains something but you don't understand. What do you say?  
**I'm sorry, could you explain that to me again?**
9. Your teacher gives you some instructions and you don't understand everything.  
What do you say?  
**I'm sorry, i'm not quite sure what I have to do.**
10. You need to go to the toilet. What do you ask the teacher?  
**Could I leave the room a minute, please? <sup>2</sup>**

**Notes:** <sup>1</sup> If you want to use the more formal term, you can ask "What's a synonym for muggy?"

<sup>2</sup> In Britain it isn't polite to just leave a room without saying anything to the people in the room.

# **Part Two**



# Unit 1

## MEETING PEOPLE

1. Someone meets you formally and says “How do you do”. What do you say?  
**How do you do.** <sup>1</sup>
2. What do you say when you’re introduced to someone?  
**Pleased to meet you.**
3. Someone calls you by your surname, which you think is too formal. What do you say?  
**Please, call me Chris.**
4. You can’t remember the person’s name later. What do you say?  
**I’m sorry, but I’ve forgotten your name.**
5. You’re introduced to someone. What do you say if you think you know them already?  
**I think we’ve met before, haven’t we?**
6. At a party, you want your friend John to meet your sister, Anna. What do you ask him first?  
**Have you met Anna?**
7. How do you introduce her?  
**Can I introduce you to my sister? This is Anna. Anna, this is John.** <sup>2</sup>
8. How do you introduce yourself to the person you think is John’s sister?  
**Hello, I’m Chris. You must be John’s sister.**
9. Someone you’ve never met says “Jo! How lovely to see you!” What do you say?  
**I’m sorry. You must have mistaken me for someone else.**
10. You see your friend’s brother, who you’ve met once before. What do you say?  
**Nice to see you again.**

11. What do you say when you meet a friend you haven't seen for a long time?  
**It's good to see you! I haven't seen you for ages!** <sup>3</sup>
12. Someone's going to meet a friend of yours. What do you say?  
**Say hello from me, won't you!**
13. Someone's going to visit some friends of your parents. What do you say?  
**Give them my regards, won't you!** <sup>4</sup>
14. Your colleague Michael has asked you to greet some other colleagues abroad.  
What do you say to them?  
**Michael sends his regards.** <sup>5</sup>
15. How do you greet someone formally at 7pm?  
**Good evening.** <sup>6</sup>

**Notes:**

- 1 This is very different from "How are you?" You only use it with people you haven't met before, so you can't ask them how they are (see p.51 n. 3). 'How do you do' is simply a formal way of saying "Hello."
- 2 In a more formal situation you can say "I'd like to introduce you to my sister ..."
- 3 You could also say "Hi! It's good to see you!" 'Hi!' is a common way to say hello to a good friend.
- 4 This is a more formal way of saying the same thing as in number 12.
- 5 Less formally, you could say "Michael asked me to say hello" or, if appropriate, "Michael sends his love."
- 6 Note that this is a way of saying 'hello' and is completely different from "Goodnight" (see p.33 n.10).



## Unit 2

# GOODBYES

1. How can you say goodbye to a good friend?  
**Bye!**
2. How do you say goodbye to a friend you'll see again today?  
**See you later!**
3. A friend visits you at home unexpectedly. What do you say when he leaves?  
**Thanks for calling round! <sup>1</sup>**
4. You enjoyed the visit because you hadn't seen him for a long time. What do you say?  
**It was good to see you again!**
5. You're staying with a family and want to leave the house for a few minutes. What do you say?  
**I'm just going out. I won't be long. <sup>2</sup>**
6. You've been introduced to someone. How do you say goodbye later?  
**Nice to have met you. <sup>3</sup>**
7. You meet someone and have a very interesting conversation. What do you say at the end?  
**Goodbye. It's been very interesting talking to you.**
8. You'd like to meet her again. What do you say?  
**Hope to see you again sometime. <sup>4</sup>**
9. What do you say as you give someone your business card?  
**Here's my card. Do get in touch sometime!**
10. How do you say goodbye late in the evening?  
**Goodnight. <sup>5</sup>**

11. A good friend is going to live abroad. What do you say?  
**Goodbye. I'll really miss you.**
12. How do you ask her to write or telephone sometimes?  
**Keep in touch, won't you!**
13. A friend is leaving to travel around Africa. What do you say to her?  
**Goodbye, and take care! <sup>6</sup>**
14. How do you ask for a postcard  
**Send me a postcard, won't you!**
15. A friend's parents are going back to their country. What do you say?  
**Have a good journey!**

**Notes:**

- 1 If a friend pays you an unexpected and **short** visit, you can say "Thanks for dropping in."
- 2 If you're going to leave the house (or leave a room) for a very short time and will keep other people waiting, you can say "I won't be a minute" (informal).
- 3 Note the difference between this and "Nice to meet you", which is similar to "Pleased to meet you" (p.31).
- 4 We very often don't use the subject pronoun 'I' before the verb 'hope', e.g. "Hope everything goes well."
- 5 Remember the difference between this, which means 'goodbye', and "Good evening" (p.32).
- 6 Some British people often say "Take care!" when they say goodbye in an everyday situation. It's a way of saying that you care about the other person and hope that they manage to avoid any problems.



## Unit 3

# MAKING CONVERSATION

1. The weather's very cold. How do you start a conversation at the bus stop?  
**It's cold today, isn't it? <sup>1</sup>**
2. You're in a long queue at the supermarket. What could you say to the person next to you?  
**It's busy today, isn't it? <sup>2</sup>**
3. You want to start a conversation with someone. What could you ask?  
**Excuse me, do you have the time?**
4. You're wearing a watch. How could you start the conversation?  
**Excuse me, what time do you make it? <sup>3</sup>**
5. You're in Oxford and want to know if the person is a local. What do you ask?  
**Are you from Oxford?**
6. The person says she's from Canada. What do you ask?  
**Whereabouts in Canada?**
7. How do you ask if she's been to England before?  
**Is this your first visit to England?**
8. Ask how long she will stay.  
**How long are you here for? <sup>4</sup>**
9. How do you ask for her opinion of London?  
**What do you think of London?**
10. How do you ask what her job is?  
**What do you do for a living?**

11. Ask if she's happy in her job.  
**Do you enjoy your work?**
12. You feel it's time to know each other's names now. What do you say?  
**I'm Chris, by the way. What's your name?** <sup>5</sup>
13. You're going to have lunch in a nearby cafe. How do you invite her?  
**I was just about to have lunch in a cafe near here. Would you like to join me?** <sup>6</sup>
14. What do you say if someone asks you something that you don't want to answer?  
**I'd rather not say, actually.**
15. If someone's trying to chat you up, how could you tell them to go away? <sup>7</sup>  
**Could you leave me alone, please. I'm not interested.**

**Notes:**

- 1 & 2** Question tags ('... isn't it', '... is it', '...doesn't it' etc) are a common way of starting conversations in Britain. You can open a conversation with a stranger by saying something like "It isn't very warm today, is it?" Check in a grammar book if you're not sure how to use them. With the verb 'to be' the rule is:  
If the verb in the sentence is positive (e.g. 'is'), the question tag is negative (e.g. 'isn't it?')  
If the verb in the sentence is negative (e.g. 'isn't'), the question tag is positive (e.g. 'is it?').  
Make sure your intonation goes **down** at the end of these question tags, not up. The intonation goes up when you're not sure about something and it's a real question, not a conversation starter.
- 3** This means that you are checking whether your watch is correct. The other person could answer "I make it four minutes past two", so you can see if your watch is fast or slow.
- 4** The **present** tense is used to talk about the period of your stay including the **future**, so you say:  
"I'm here for 3 weeks."                      If you are talking about **past** time, you need to use the **present perfect**:  
"I've been here for 3 weeks"                (the question form is 'How long have you been here?')
- 5** 'By the way' is for introducing something not connected with what you are talking about (see p.56 n.13).
- 6** 'I am/was just about to do something' means that you are going to do it immediately.
- 7** 'To chat someone up' means to start a conversation because you want a romantic relationship with them. If you don't want to be chatted up, this response is very clear and firm, without being too rude or aggressive.



## Unit 4

# TELEPHONING

1. You haven't spoken to your friend John for a while. What do you say when his wife answers the telephone?  
**Hello, could I speak to John, please?**
2. What do you say when he comes to the phone?  
**Hi, it's Chris here. I was just ringing to find out how you are. <sup>1</sup>**
3. A friend offers to find you a phone number.  
You ring her late at night and don't want a conversation. What do you say?  
**I'm sorry to ring so late, I just wanted to ask you for that phone number. <sup>2</sup>**
4. You phone a friend for an address but have a long talk before you ask for it. What do you say?  
**Actually, the real reason I phoned was because I need an address. <sup>3</sup>**
5. You need to rent a flat and see one advertised in the local newspaper. What do you say when you call?  
**Hello, I'm ringing about the flat you advertised in the local newspaper.**
6. You're at a friend's house in Oxford and you'd like to phone someone in Oxford. What do you ask?  
**Could I use your phone? I just need to make a quick local call.**
7. You ring but the line is engaged. What do you say to your friend?  
**I couldn't get through. I'll try again later if that's alright.**
8. A friend isn't in, and his flatmate asks if you want to leave a message. What could you say if there's no message?  
**Could you just tell him I called?**
9. How do you say you'll phone again later?  
**Could you tell him I'll ring back later?**
10. You want your friend Susan to ring you at 5 o'clock. What message could you leave with her sister?  
**Could you ask her to ring me at 5 o'clock, please?**

**Notes:**

- 1 This tells the other person that you've rung just to be friendly, not because of some important news.
- 2 'Just' is used again here, this time to tell someone that it will be a short phone call.
- 3 Remember that 'actually' means 'to tell the truth'. It is also used in number 14.
- 4 This is an example of the 'will' future used because you make the 'plan' as you speak (see p.47 n. 9). You can also say "I'll get it" when someone rings the doorbell, or alternatively, "I'll go."
- 5 '... by the way' (see p.56 n. 13) is often used when you want to tell someone something before you forget.
- 6 & 7 'Just a moment' can be used in formal and informal situations. 'Hang on' is very informal.

11. How do you ask a friend to telephone you this evening?

**Could you give me a ring tonight?**

12. The phone rings and you think it's for you. What do you say to your flatmate?

**I'll get it. 4**

13. It's a friend calling to ask how you are. What do you say at the end of the call?

**Bye! Thanks for ringing.**

14. A friend rings for a chat but you have guests in the house. What do you say?

**I've got some people here at the moment, actually. Can I call you back later?**

15. Someone from Spain has promised to phone you this evening. What do you say to your flatmate?

**I'm expecting a call from Spain this evening by the way. 5**

16. The phone rings and a man asks for your flatmate. What do you say to her?

**It's for you.**

17. Someone asks to speak to your mother, who's in the kitchen. What do you say?

**Just a moment, I'll get her for you. 6**

18. Someone asks for your sister, but you don't know if she's in. What do you say?

**Hang on, I'll see if she's in. 7**

19. Your sister's out. What do you say?

**I'm afraid she's out at the moment. Do you want to leave a message or shall I ask her to call you back later?**

20. You're talking to a friend and your flatmate, Anne, wants to say something to him. What do you say?

**Anne would like a quick word with you. I'll just hand you over.**

21. You don't know the area number for Cambridge. What do you ask the operator?  
**Could you tell me the code for Cambridge, please?** <sup>8</sup>
22. You call a friend but when the phone is answered a man says:  
"Chopsticks Chinese Restaurant?" What do you say?  
**I'm sorry, I must have dialled the wrong number.** <sup>9</sup>
23. You answer the telephone at home and someone asks "Is that the cinema?"  
What do you say?  
**I think you've got the wrong number.** <sup>10</sup>
24. Someone speaks too quickly for you to understand. What do you ask?  
**I'm sorry, could you speak a bit more slowly, please?** <sup>11</sup>
25. The other person's voice is difficult to hear. What do you ask?  
**Could you speak up a bit, please? The line's not very good.**

**Notes:**

- 8** A code is the number you dial before the main number. There are 'area codes' and 'international codes.' If a code has another number (or two) before it, this is called a 'prefix.'
- 9** If you think you dialled the right number but the connection is still wrong, you can say "I'm sorry, I must have **got** the wrong number."
- 10** As usual, British people usually say 'I think' even when they know that the other person has made a mistake. Here it's better to say "I think you've got the wrong number" rather than 'dialled', because it's a way of saying that it might not be the other person's fault.
- 11** This is something you might also need to say when you are in direct face to face conversation with someone. As usual, 'a bit' doesn't necessarily **mean** not very much, it's just a polite way to ask someone to change their behaviour. The other person will probably try and speak a **lot** more slowly!



## Unit 5

# BUSINESS TELEPHONING ANSWERING

1. Your name is Chris Smith. What do you say when you answer the telephone?  
**Hello, this is Chris Smith. Can I help you?**
2. You answer the phone and someone asks for you. What do you say?  
**Speaking.**
3. The caller asks for your boss, but he's busy on another line. What do you say?  
**I'm afraid his line's engaged at the moment. Do you want to hold? <sup>1</sup>**
4. How do you ask who the caller is?  
**Who shall I say is calling?**
5. The caller gives her name but you don't understand it. What do you say?  
**I'm sorry, I didn't catch your name. Could you repeat it, please? <sup>2</sup>**
6. How do you ask what the person is calling about?  
**Could you tell me what it's in connection with?**
7. How do you ask for the caller's telephone number?  
**What number are you on?**
8. Someone asks to speak to a colleague but he's busy. What do you say?  
**I'm afraid he's unavailable at the moment. Would you like me to take a message or shall I ask him to call you back when he's free? <sup>3</sup>**
9. What do you say after taking a message?  
**Right, I'll make sure he gets your message.**
10. What do you say at the end of a call?  
**Goodbye. Thank you for calling.**

**Notes:** <sup>1</sup> If you only want someone to hold while you connect them, you say "Hold the line, please."  
<sup>2</sup> This is also useful in face to face conversation, e.g. "I'm sorry, I didn't catch that."  
<sup>3</sup> 'Unavailable' is a good word to use because it covers every possible reason for being busy.

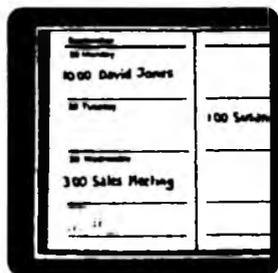


## MAKING CONTACT

11. Someone left you a message. What do you say when you call them back?  
**Hello, it's Chris Smith here. I understand you called earlier and left a message.**
12. The person you need to speak to is out. What do you ask?  
**Do you know what time he'll be back?**
13. No-one knows, so you want him to call you. What do you ask?  
**Could you ask him to call me back as soon as possible?**
14. How do you ask a switchboard operator for an internal phone number, 356?  
**Hello, could I have extension 356, please?**
15. You need the sales department. What do you ask the switchboard operator?  
**Could you put me through to the sales department, please?**
16. You want to know if the person who answers is Peter Jones. What do you ask?  
**Hello, is that Peter Jones?**
17. You need some travel insurance and telephone a large insurance company.  
What do you ask when someone answers?  
**Hello, could I speak to someone who deals with travel insurance, please? <sup>1</sup>**
18. You need to speak to a manager. How do you tell her secretary that it's important?  
**Could I speak to the manager, please? It's rather urgent. <sup>2</sup>**
19. You telephone a company to ask about their prices. What do you say?  
**Hello, I'm ringing to enquire about your prices. <sup>3</sup>**
20. Your boss, Jane Wood, asks you to call her doctor's about an appointment tomorrow.  
What do you say?  
**Hello, I'm ringing on behalf of Jane Wood. It's about her appointment tomorrow.**

### Notes:

- <sup>1</sup> If you don't have the name of the person you want, you can always ask for "someone who deals with ..."
- <sup>2</sup> "It's urgent" sounds a bit too dramatic, so you can use 'rather', which is a formal way of saying 'a bit'.
- <sup>3</sup> "Hello, I'm ringing to enquire about .." is a good way to begin any formal phone call when you need information.



## ARRANGING A MEETING

21. Someone wants to make an appointment with you. Look in your diary and suggest Thursday.  
**Just a moment, I'll look in my diary. Would Thursday be convenient?**
22. You've arranged to meet on Thursday at 3.15. How do you confirm this?  
**I'll see you on Thursday at 3.15, then. <sup>1</sup>**
23. Another caller confirms an appointment with you. How do you end the call?  
**I'll look forward to seeing you. Goodbye. <sup>2</sup>**
24. You have an unexpected problem and can't go to an appointment today. What do you say?  
**I'm afraid something's come up and I won't be able to make our appointment today. <sup>3</sup>**
25. Ask if you can arrange another time.  
**Would it be possible to arrange another time?**
26. Ask what time would be best for the other person.  
**When would suit you best?**
27. They suggest next week, which is a problem for you. Suggest the week after that.  
**Next week's a bit difficult for me, I'm afraid. Would the following week be possible?**
28. They suggest Thursday at 2 o'clock. How do you say that this is OK?  
**That would suit me fine.**
29. Someone thinks they can see you tomorrow at 12.00, but they aren't sure.  
What do you say when you write it in your diary?  
**I'll pencil you in for tomorrow at twelve, then. <sup>4</sup>**
30. The person calls later to say they can't come. What do you say?  
**Well thank you for letting me know.**

### Notes:

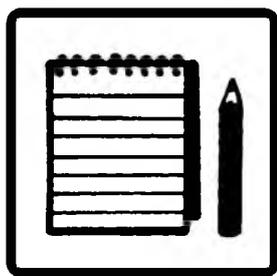
- 1** '...then' is used for confirmation in many situations, e.g. a shop assistant will say "That's £3.50, then."
- 2** 'I look forward to seeing you' is used at the end of formal letters ('Looking forward to seeing you' is less formal). You could use 'I look forward' here, and in fact they sound the same in spoken English!
- 3** The advantage of saying that something has 'come up' is that people never usually ask you what it is!
- 4** You 'pencil something in' when you're not sure if it will happen. If you do use a pencil, you can rub it out later.



## PROBLEMS

31. A caller asks to speak to someone you've never heard of. What do you say?  
**I'm afraid there's no-one here by that name. Are you sure you've got the right number?**
32. The line goes dead in the middle of a call. What do you say when you call back?  
**I'm sorry about that — we must have got cut off.**
33. A colleague rings when you're having an important discussion. What do you say to her?  
**I'm afraid this isn't a good time to talk. Could you call back later?**
34. Your mobile phone rings in a meeting and you know it's an important call. What do you say to the other people?  
**I'm sorry, do you mind if I take this? It's rather important. <sup>1</sup>**
35. A client complains about not receiving something. How do you reassure her that she'll get it very soon?  
**I'll send it off to you immediately and you should receive it tomorrow.**
36. Another caller has a complaint. Apologise and say that you'll investigate it.  
**Oh dear, I'm sorry to hear that. I'll look into it for you and get back to you as soon as possible.**
37. What do you say if you need to find some information that a caller needs?  
**Could you just bear with me a moment? <sup>2</sup>**
38. You don't have the information a caller asks for. What do you say?  
**I'll have to get back to you on that, I'm afraid.**
39. A customer calls about a problem and you're busy. What do you ask a colleague?  
**Could you deal with this?**
40. You have to change an appointment with a client for the fourth time. What do you say?  
**I'm sorry to mess you around like this. <sup>3</sup>**

**Notes:** 1 "It's important" can sound very self-important, so you can use 'rather', meaning 'a bit' (see p.41 note 2).  
2 People serving you also often use this in face to face conversation when they have to keep you waiting.  
3 This is a good way to apologise for making many changes. 'Messing around' means not acting properly.

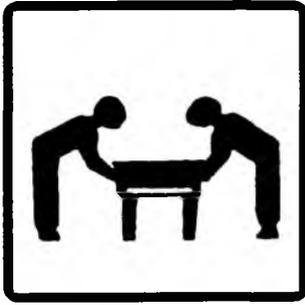


## WRITING IT DOWN

41. Someone wants to dictate something to you but you haven't got anything to write with. What do you say?  
**Just a moment, I'll get a pen and paper.**
42. What do you say when you're ready to take the information?  
**OK, go ahead.**
43. When you've finished, you want to check that it's correct. What do you say?  
**Can I just read that back to you? <sup>1</sup>**
44. The caller gives you his address but you don't know how to write it. What do you ask?  
**Could you spell that for me, please?**
45. You've been given some information and want to write down the details now. What do you ask?  
**Could you run through the details again, please, so that I can make a note of them?**
46. A company has asked you to send a document. Ask who it should go to.  
**Who should I address it to?**
47. A customer phones you with an order which you'd like in a letter too. What do you ask?  
**Could you confirm that in writing, please? <sup>2</sup>**
48. You've asked for information about English courses and would like to know more in writing. What do you ask the secretary?  
**Could you send me some more details, please?**
49. You'd like some details by fax. What do you ask?  
**Could you fax the details through to me, please? <sup>3</sup>**
50. How do you ask for something to be sent through your computer?  
**Could you send it by e-mail, please?**

**Notes:** 1 If you give information by phone and want to check it, ask "Could you read that back to me, please?"

2 Or, "Could you confirm that by post / letter, please?" 3 Or, "Could you fax me the details, please?"



## Unit 6

# HELPING & THANKING

1. You see someone carrying something very heavy. What do you say?  
**Do you need any help with that?**
2. How do you offer to help a friend do the washing up?  
**Can I give you a hand with the washing up?**
3. A friend is in a very difficult situation. How do you offer to help?  
**Is there anything I can do to help? <sup>1</sup>**
4. How do you ask a friend if he's got a bit of time to help you?  
**Have you got a minute to spare?**
5. Ask him to help you carry a heavy chair.  
**Could you give me a hand with this chair?**
6. A friend does the washing up for you. What do you say?  
**Thank you for doing the washing up.**
7. A friend helps you paint your flat. How do you thank her afterwards?  
**Thanks for all your help. I couldn't have done it without you.**
8. What do you say when someone gives you their seat on the bus?  
**Thank you. That's very kind of you.**
9. Someone offers to drive you into town. What do you say?  
**Thanks, that'd be great.**
10. A colleague says she'll keep something secret for you. What do you say?  
**I'd appreciate that. <sup>2</sup>**

**Notes:**

1 You use this when someone is really having a crisis and you feel they might need some support.

2 You say this to show that you understand that someone is making a special effort to help you.

3 Notice the strong stress on the word 'you'.

4 In a more formal situation you can say "Don't mention it".

5 & 6 Both of these would obviously not be used if you have helped someone do a very unpleasant job!

11. Someone offers to help you. What do you say if you think it might be a lot of trouble?  
**Are you sure it's no trouble?**
12. Someone asks if you need any help carrying something. How do you say no?  
**No thanks, I can manage.**
13. Someone offers you a lift somewhere but your brother's taking you. What do you say?  
**Thanks for the offer, but my brother's taking me.**
14. Someone tries to help you find something, but they can't. What do you say?  
**Oh well, thanks anyway.**
15. Someone says 'Thank you' and you feel it's *you* that should be doing the thanking.  
What do you say?  
**Thank you!**<sup>3</sup>
16. What do you say when someone thanks you for helping them?  
**You're welcome!**
17. Someone thanks you and you don't think it's really necessary. What do you say?  
**That's OK.**<sup>4</sup>
18. You've enjoyed helping someone. What do you say when they say thank you?  
**My pleasure.**<sup>5</sup>
19. What do you say when someone thanks you and you'd be happy to help them again?  
**Any time.**<sup>6</sup>
20. Someone thanks you for your help and apologises for the trouble. What do you say?  
**Don't worry, it's no trouble at all.**



## Unit 7

# PLANNING FREE TIME

1. Your friend suggests watching TV. How do you say you don't want to?  
**I don't really feel like watching TV.**
2. How do you ask someone what films are showing at the cinema?  
**What's on at the cinema at the moment?**
3. Your friend asks which film you want to see. How do you tell her to choose?  
**I don't mind. You choose.**
4. Ask if your friend has arranged anything for the weekend.  
**What are you doing this weekend?**
5. She asks what you are doing. What do you say if it's an ordinary weekend?  
**Nothing special.**
6. She asks about the next weekend. You think you might visit Peter in Stratford. What do you say?  
**I'm thinking of visiting Peter in Stratford. <sup>1</sup>**
7. You've decided to visit Peter, but haven't arranged it yet. What do you say when someone asks?  
**I'm going to visit Peter. <sup>2</sup>**
8. You've arranged the visit with Peter. How do you tell someone?  
**I'm visiting Peter next weekend. <sup>3</sup>**
9. You get a message that Peter can't see you, so you quickly decide to visit Annette in London. What do you say?  
**Oh, in that case I'll visit Annette in London. <sup>4</sup>**
10. How do you tell another friend about your change of plans?  
**I was going to visit Peter, but I'm going to visit Annette instead now. <sup>5</sup>**

**Notes:**

- 1 Here you talk about the idea of a plan. Nothing is sure yet because you haven't decided if you really want to do it.
- 2 'To be going to' is used when you've decided to do something in your mind but haven't arranged it with anyone yet.
- 3 The present continuous is used for a future plan which has been fixed and arranged with someone.
- 4 'Will' is used for plans which you make as you are speaking (see also n.19 when offering). The question form for 'I' and 'we' is 'Shall' (see n.13)
- 5 Notice the strong stress on **was** to show that the arranged plan has changed.
- 6 Here the stress on **was** shows that you are ready to change your plan if the other person suggests another plan.
- 7 You can use 'in' or 'at' with someone's house, e.g. "There's a party at Richard's house on Saturday."

11. How do you ask if someone has any arrangements for this evening?

**Are you doing anything this evening?**

12. You thought you might go swimming. What do you say when someone asks you if you're doing anything?

**I was thinking of going swimming. Why? <sup>6</sup>**

13. You decide to go out together. How do you ask about a meeting time?

**What time shall we meet?**

14. How do you then ask about a place to meet?

**Whereabouts?**

15. You plan to go to a party but can't. What do you say when you see the host the next day?

**I'm sorry I couldn't make it last night. How was it?**

16. You're discussing where to have a friend's birthday party. Suggest your house.

**We could have it in my house. <sup>7</sup>**

17. You're discussing which day to have it. Suggest Friday.

**How about Friday?**

18. The others suggest Saturday. How do you say that's OK for you?

**That's fine by me.**

19. Someone has to get a birthday cake. Offer to do it.

**I'll do it.**

20. It's easy for you to get the drinks too. How could you offer?

**Do you want me to get the drinks?**



## Unit 8

# REQUESTS & RESPONSES

1. You want to borrow a pen from a friend to write down a phone number. How do you ask?  
**Can I borrow your pen for a second? <sup>1</sup>**
2. Ask to borrow someone's umbrella.  
**Could I borrow your umbrella? <sup>2</sup>**
3. You want to borrow someone's new walkman. How do you ask?  
**Could I possibly borrow your walkman? <sup>3</sup>**
4. What do you say before asking someone to do something quite difficult for you?  
**Could I ask you a favour? <sup>4</sup>**
5. How do you ask a teacher to correct some class work?  
**Could you correct this for me, please?**
6. You'd like your teacher to correct a letter you've written to a university. How do you ask?  
**Would you mind correcting this letter for me? <sup>5</sup>**
7. You're reading in a library and someone's tapping their pen on the table. What do you say?  
**Excuse me, would you mind not tapping your pen on the table, I'm trying to read. <sup>6</sup>**
8. Ask if you can borrow a cassette from the school you go to.  
**Would it be possible to borrow this cassette? <sup>7</sup>**
9. You're in a waiting room and want to open the window. What do you ask the person next to you?  
**Would you mind if I opened the window? <sup>8</sup>**
10. It's hot in your office and you want to open the window. What do you ask your colleagues?  
**Does anyone mind if I open the window? <sup>9</sup>**

11. Someone asks, "Would you mind helping me?" How do you say yes?  
**No, not at all.** <sup>10</sup>
12. Someone asks, "Could you give me a lift?" How do you say you're happy to do it?  
**Yes, of course. I'd be glad to.**
13. Someone asks, "Would you like to see my photographs?" How do you say yes?  
**Yes, I'd love to.**
14. Someone asks, "Would you like to go swimming?" What do you say if you're busy working?  
**I'd love to, but I've got a lot of work to do.**
15. Someone asks if you'll translate a letter for them. What do you say if you're too busy?  
**I'm afraid I haven't got time at the moment. Is there anyone else you could ask?**

**Notes:**

The most informal 'request' is an order followed by "will you?", e.g. "Pass me that pen, will you?"

You can only use this if you know someone extremely well, and it is not generally recommended.

- 1 'Can I' / 'Can you' is used for 'small', everyday requests with people you know well.
- 2 'Could I' / 'Could you' is more polite and used for 'bigger' requests, or with people you don't know well. It is not too formal and can be used in **all** situations.
- 3 'Could I / Could you possibly' is even more polite and is used for 'big' requests, or with people you don't know very well or not at all. 'May I' is used by some people, but it is **very** formal and rather old-fashioned.
- 4 'Could you **do** me a favour' is less formal and is used when you **expect** that the person **will** do it for you.
- 5 'Could you correct...' is polite enough in number 5 because it's the teacher's job to correct your work. Here you ask something extra of the teacher, which may be a problem, so 'Would you mind ...ing' is better.
- 6 This is a polite form, but how polite you sound will depend on your voice and intonation!
- 7 This is not a personal request, but checking the regulations and normal routine.
- 8 Notice the 'past tense' **opened** in this more formal request, after 'would' is used (it is a 'second' conditional).
- 9 The present tense **open** is used after 'do' in this less formal request.
- 10 Be careful! The question is "Would you **mind** ...ing", so "Yes" means "I would mind" = NO, I WON'T HELP. "No, not at all" means "I wouldn't mind" = YES, I WILL HELP.



## Unit 9

# SOCIAL NEWS

1. You've never met your friend's sister and want to know about her character.  
What do you ask?  
**What's your sister like?**
2. Ask about her physical appearance.  
**What does she look like?**
3. You know your friend's mother. How do you ask if she's well?  
**How's your mother? <sup>1</sup>**
4. Someone asks "How are you?" What do you say?  
**I'm fine thanks. And you?**
5. How could you reply if life isn't very good at the moment?  
**So so. How about you? <sup>2</sup>**
6. A friend asks what you did at the weekend. What do you ask after telling her?  
**What about you?**
7. Ask how your friend's life is.  
**How are things?**
8. A friend started a new job recently. What do you ask when you see him?  
**How are you getting on in your new job?**
9. How do you ask someone if anything new has happened?  
**So, what's new?**
10. You haven't seen someone for years. How do you ask about their work and life?  
**What are you doing these days?**

- Notes:**
- 1 You can't use 'how' to ask about character. You must know someone **already** to ask "How is he?"
  - 2 As in most countries, when someone asks 'How are you?', they don't really want to hear all about your life usually. The most common standard reply is "I'm fine thanks". Other possibilities for positive answers include "I'm very well" / "I'm well" / "I'm OK". If you want to let someone know that things aren't so good, there is also "Not too bad".
  - 3 Notice the use of the past tense, because you are talking about when you **heard** the news.
  - 4 The present simple 'I hear' suggests that it's something you hear often, even if you've heard it once.
  - 5 You can also say "Oh, what a shame!"

11. Someone tells you that their grandfather has died. What do you say?  
**I'm sorry to hear that.**
12. You hear that your neighbour's had an accident. What do you say when you see him?  
**I was sorry to hear about your accident.** <sup>3</sup>
13. Someone tells you that a friend is moving house. What do you say when you see her?  
**I hear you're moving!** <sup>4</sup>
14. A friend tells you she's going to have a baby. What do you say?  
**Congratulations! I'm very happy for you.**
15. Someone asks you to keep some news secret. What do you say?  
**Don't worry. I won't say a word to anyone.**
16. A friend tells you about something very good that's happened. What do you say?  
**Oh, that's wonderful!**
17. What do you say when someone tells you something surprising?  
**Really!**
18. Someone tells you about something very bad that's happened. What do you say?  
**Oh no! How awful!**
19. What do you say when you hear about something disappointing?  
**Oh, what a pity!** <sup>5</sup>
20. Someone tells you they're in a very difficult situation. What do you say to make them feel better?  
**Never mind. I'm sure things will work out alright.**

21. A friend is worried about his driving test. What do you say to him?

**Don't worry, I'm sure it'll be OK.**

22. What do you say just before the test?

**Good luck! I'll be thinking of you.** <sup>6</sup>

23. How do you ask him to tell you what happens?

**Let me know how you get on, won't you!**

24. What do you say when he tells you he passed?

**Oh that's brilliant! Well done!** <sup>7</sup>

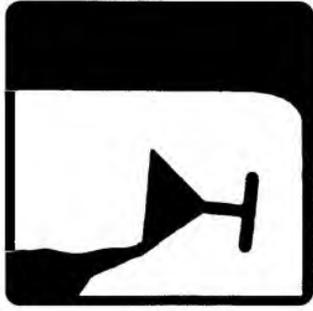
25. What do you say if he failed?

**Oh, I am sorry! Never mind, better luck next time!**

**Notes:**

**6** To say that you'll continue wishing someone good luck, there is the expression "I'll keep my fingers crossed for you."

**7** You could also use 'congratulations' here. 'Well done' can be used in a more general way to say that you think someone has done something well. 'Congratulations' is usually used for major life events, such as job promotions, marriages, passing exams etc.



# Unit 10

## APOLOGISING

1. You use someone's pen because you think it's yours. What do you say?  
**I'm sorry, I used your pen by mistake.**
2. You're late for a meeting because of the traffic. What do you say?  
**I'm sorry I'm so late. I got held up by the traffic.**
3. A neighbour complains because your music is very loud. How do you apologise?  
**I'm very sorry, I didn't realise it was so loud. I'll turn it down.**
4. You feel very bad about disappointing someone. What do you say?  
**I really am very sorry.**
5. You pick up a newspaper in a cafe and the man next to you says it's his. How do you apologise?  
**I'm terribly sorry. I didn't realise it was yours.**
6. A friend apologises for breaking a glass. What do you say if it's not important to you?  
**Don't worry about it. It doesn't matter.**
7. A friend apologises for losing an article you lent him, but you have another copy. What do you say?  
**That's alright. It was only a spare copy.**
8. What do you say if he keeps apologising?  
**Forget about it!**
9. A friend has to cancel an evening out with you. What do you say when she apologises?  
**Never mind. Maybe another time.**
10. Someone apologises for something but you still feel angry with them. What do you say?  
**I should think so too! <sup>1</sup>**

**Note:** 1 This is not at all friendly and is usually spoken angrily, so you should be careful about using it.



# Unit 11

## SHORT REMARKS

1. What do you say when you don't hear what someone says?  
**Sorry?** <sup>1</sup>
2. What do you say when you sneeze loudly?  
**Excuse me!** <sup>2</sup>
3. What do you say when someone else sneezes?  
**Bless you!**
4. A friend steps into the road and a car is coming. What do you say?  
**Watch out!**
5. A tall person doesn't notice a low doorway. What do you say?  
**Mind your head!**
6. The path to your house is icy. What do you say as a friend leaves?  
**Be careful!** <sup>3</sup>
7. You tell someone you've never been in hospital. What do you say next?  
**Touch wood!** <sup>4</sup>
8. A friend is afraid to ask someone for directions. How do you tell him to do it?  
**Go on!**
9. You're late and a friend is looking in a shop window. What do you say?  
**Come on!**
10. It's time to leave the house. What do you say to your friend?  
**Let's go!**

**Notes:**

- 1 You can say "Pardon?" It's more formal and a bit old-fashioned (though adults often tell children to use it!)
- 2 You can use this after your body does anything socially unwelcome, e.g. when you burp after eating.
- 3 "Be careful" is a suggestion to be prepared for **possible** danger. "Watch out!" is a warning of **urgent** danger.
- 4 You say this to avoid bad luck after saying you're lucky. In some countries people knock on wood.
- 5 You can say this even when you know that the person definitely wants to give something to you. It's a way of saying that you appreciate that they are being extremely generous.
- 6 'Absolutely!' means that you strongly agree with the idea. 'Exactly!' or 'Precisely' means that you think the particular **way** someone has expressed something describes the situation perfectly.

11. A classmate says "Good Luck!" before you both take an exam. What do you say?  
**Same to you!**
12. What do you say as you hand something to someone?  
**Here you are.**
13. You suddenly remember something not connected with the conversation. What do you say?  
**Oh, by the way .....**
14. A friend tells you he's going on holiday to the Bahamas next week. What do you say?  
**Lucky you!**
15. You think the city museum is free. What do you say when someone asks if it's free?  
**I think so.**
16. A friend offers to give you one of his CDs. What do you say before you accept it?  
**Are you sure? <sup>5</sup>**
17. What do you say when someone says something you strongly agree with?  
**Absolutely! <sup>6</sup>**
18. You find trains very expensive in Britain. What do you say when someone tells you they're expensive?  
**I know!**
19. You really want to see a new film. What do you say when someone asks if you're going to see it?  
**Definitely!**
20. You had a terrible meal in a restaurant. What do you say when someone asks if you'd go there again?  
**Certainly not!**



## Unit 12 ADVICE

1. You're not sure whether to apply for a job. Ask a colleague's opinion.  
**What do you think I should do? Do you think I should apply for it?**
2. Another colleague is thinking of applying for a job. Advise her to.  
**I think you should apply for it.**
3. She is offered the job. You would accept it. What do you say to her?  
**If I were you, I'd accept it.**
4. The job involves working in London a lot. How could you suggest the idea of moving?  
**Have you thought of moving to London?**
5. She says she can't afford a house there. Suggest getting a lodger.  
**Why don't you get a lodger?**



## Unit 13 SOCIAL COMMENTS

1. You meet a friend who looks healthy and happy. What do you say?  
**You look well!**
2. What do you ask if a friend looks unhappy?  
**What's the matter? <sup>1</sup>**
3. A colleague at work has a new haircut. What do you say?  
**You've had your hair cut! It looks really nice.**
4. A friend is wearing a very nice jacket. What do you say?  
**I like your jacket. Where did you get it?**
5. What do you say when someone says that your English is good?  
**Thank you. It's very kind of you to say so.**

**Note:** 1 If you're not sure whether there is a problem or not, you can ask "Are you alright?"



## Unit 14

# BEING TACTFUL

1. A friend lends you a book, which you find boring. How do you tell him?  
**I thought it was a bit boring, actually. <sup>1</sup>**
2. You look at a restaurant your friend suggested going to and it's very expensive. What do you say to her?  
**It's not very cheap, is it? <sup>2</sup>**
3. In a restaurant, a friend orders you a dish which you find too spicy. What do you say when she asks if you like it?  
**I quite like it, but it's a bit too spicy for me.**
4. You go to see a flat for rent and it's not right for you at all. What do you say to the landlord?  
**It isn't quite what I'm looking for.**
5. Someone tells you they're angry about a message you left for them, but you didn't leave a message. What do you say?  
**I think there's been a misunderstanding.**



## Unit 15

# HEALTH

1. How do you tell someone you feel ill and might need to vomit?  
**I don't feel very well. I think I'm going to be sick.**
2. You get a sore throat. What do you ask at the chemist's?  
**Do you have anything for sore throats?**
3. You need to see a doctor. What do you say to the receptionist?  
**I'd like to make an appointment to see a doctor, please.**
4. You're better the next day. What do you say when someone asks you how you are?  
**I feel much better, thanks.**
5. What do you say to someone when they tell you they're ill?  
**I hope you feel better soon.**

**Notes:** <sup>1</sup> Using 'a bit' before an adjective of criticism makes it sound much more acceptable.  
<sup>2</sup> Another way to criticise tactfully is to use 'not very' before the opposite positive adjective.

# Vocabulary

|                         |  |
|-------------------------|--|
| <b>abroad</b>           | (p.17) - if you send something abroad, you send it to another country.   |
| <b>to add</b>           | (p.27) - to say another thing, after what you or someone else has said.  |
| <b>an agenda</b>        | (p.27) - a list of things (or items) that will be discussed in a meeting.                                      |
| <b>to alter</b>         | (p.14) - to change something, so that it is different.   |
| <b>to apply for</b>     | (p.57) - (a job) if you apply for a job, you contact the company and try to get it.                            |
| <b>to appreciate</b>    | (p.45) - to be pleased and thankful that someone has done something for you.                                   |
| <b>available</b>        | (p.18) - if something is available, it's possible for you to have it.  |
| <b>to bear with</b>     | (p.44) - to tolerate something that causes you some kind of problem.   |
| <b>a blanket</b>        | (p.21) - a large piece of thick material that some British people put on beds in winter.                       |
| <b>a buffet service</b> | (p.3) - a service that provides snacks and drinks (not full meals).  |
| <b>to call round</b>    | (p.33) - to visit someone at home, usually without planning it and for a short time.                           |
| <b>to cancel</b>        | (p.54) - to say that you can't do something that you had arranged to do.                                       |
| <b>to catch</b>         | (p.40) - (what someone says) to hear it and understand it.   |
| <b>a chat</b>           | (p.38) - a talk with a friend about everyday life.   |
| <b>to chat up</b>       | (p.36) - to make conversation because you want a romantic relationship.  |
| <b>to check out</b>     | (p.8) - (of a hotel) to pay your bill at reception and leave.  |
| <b>the circle</b>       | (p.18) - upstairs (the first floor) in a theatre or cinema.  |
| <b>a colleague</b>      | (p.25) - someone that you work with.   |
| <b>to come up</b>       | (p.42) - if a problem or event comes up, it happens unexpectedly.  |
| <b>convenient</b>       | (p.42) - easy for you, because it doesn't cause you any problems.  |
| <b>currency</b>         | (p.17) - the money people use in a country, e.g. pounds in the UK, yen in Japan.                               |
| <b>to deal with</b>     | (p.43) - to have responsibility for. If you deal with a problem, you try to solve it.                          |
| <b>details</b>          | (p.44) - all the important pieces of information.  |
| <b>to develop</b>       | (p.17) - (a film) to make it into photographs.   |
| <b>en suite</b>         | (p.7) - part of your own bedroom (from French).  |
| <b>to fit s.o. in</b>   | (p.18) - to find time for someone in your schedule.  |
| <b>a flatmate</b>       | (p.37) - a person who shares a flat (apartment ) with you.   |
| <b>for hire</b>         | (p.6) - if something is for hire, you can pay to use it for a period of time.                                  |
| <b>to get sth. in</b>   | (p.14) - to receive a delivery of something in a shop.   |
| <b>to hand sth. in</b>  | (p.12) - to give something that you find to the police or to someone working for the place where you found it. |
| <b>to hand over</b>     | (p.38) - (on the telephone) to pass the telephone to another person.   |
| <b>a hotel</b>          | (p.29) - the correct pronunciation is <u>hotel</u> , with the stress on the second syllable.                   |
| <b>to hold up</b>       | (p.54) - to delay something or someone and make it happen later than planned.                                  |
| <b>icy</b>              | (p.55) - covered in frozen water.  |
| <b>an item</b>          | (p.27) - one of the things on a list, e.g. a shopping list or agenda (see 'agenda').                           |
| <b>to insist</b>        | (p.10) - to refuse to change your mind.  |
| <b>in stock</b>         | (p.15) - in the shop.  |

|                                      |   |
|--------------------------------------|---|
| <b>keen on</b>                       | (p.20) - usually used in the negative. "I'm not keen on" is politer than "I don't like".  |
| <b>a landlord</b>                    | (p.58) - a man who owns accommodation which other people rent.  |
| <b>a lodger</b>                      | (p.57) - a person who rents a room in your house, usually to help pay the costs.  |
| <b>to look into</b>                  | (p.43) - to investigate.  |
| <b>to make it</b><br>(the time)      | (p.35) - Different people's watches can give different times, so you ask "what time do you make it?" to check if your watch is right.<br>If someone asks you, you can say "I make it three minutes past ten". |
| <b>muggy</b>                         | (p.24) - when the weather is hot and very humid, we say it's muggy.   |
| <b>offhand</b>                       | (p.26) - if you know some information offhand, you can give it to someone without needing to do any research or preparation.  |
| <b>to overhear</b>                   | (p.12) - to hear other people's conversation in a public place.<br>"I couldn't help overhearing" means that I wasn't trying to listen, it was impossible not to hear.   |
| <b>a pattern</b>                     | (p.14) - a design of lines or shapes.   |
| <b>to pencil in</b>                  | (p.42) - to write something in a diary when you know that it might not happen.<br>You <i>could</i> use a pencil, so that you can erase it later if necessary.   |
| <b>a pint,</b><br><b>half a pint</b> | (p.11) - beer is still sold in Britain in glasses that contain a pint (half a litre) or half a pint (a quarter of a litre).   |
| <b>plain</b>                         | (p.14) - if a colour is plain, it doesn't have any pattern on it (see <b>a pattern</b> ).   |
| <b>to pour</b>                       | (p.22) - to fill a glass or cup with a drink from a big container.  |
| <b>a price range</b>                 | (p.13) - between the highest and lowest prices that you want to pay, e.g. £60 - £90.  |
| <b>a queue</b>                       | (p.35) - a line of people standing and waiting for something.   |
| <b>a refund</b>                      | (p.16) - the money you get back when you return something to a shop.  |
| <b>a round</b>                       | (p.12) - (of drinks) a drink for everyone in your group.  |
| <b>a shade</b>                       | (p.14) - the same colour can be different shades, e.g. bright green or dark green.  |
| <b>to show round</b>                 | (p.25) - to show a visitor all the parts of a building.   |
| <b>to sneeze</b>                     | (p.55) - you sneeze when you have a cold or when something goes up your nose.   |
| <b>a soft drink</b>                  | (p.22) - a non-alcoholic drink.   |
| <b>to spare</b>                      | (p.45) - if you can spare a thing, you don't need it and don't mind giving it away.   |
| <b>spare</b>                         | (p.54) - something that is extra in case you need it, e.g. a spare wheel for the car.   |
| <b>spicy</b>                         | (p.20) - spicy food has hot spices in it, like pepper, chilli or curry.   |
| <b>the stalls</b>                    | (p.18) - downstairs (the ground floor) in a theatre or cinema.  |
| <b>the stress</b>                    | (p.29) - the part of a word or sentence where you put most emphasis in speech.  |
| <b>a surname</b>                     | (p.31) - your surname is your second or family name, e.g. Smith.  |
| <b>a syllable</b>                    | (p.29) - a part of a word with a vowel sound. 'Exercise' has got 3 syllables.   |
| <b>to tap</b>                        | (p.44) - to hit the table lightly with something hard, so that it makes a noise.  |
| <b>touch wood!</b>                   | (p.55) - you say this to try and avoid bad luck after saying how lucky you are.   |
| <b>to vomit</b>                      | (p.58) - to be sick, when food comes up out of your stomach.  |
| <b>to wrap</b>                       | (p.17) - to cover something, usually with paper.  |

Published by:

**LISTEN AND SPEAK PUBLICATIONS**  
**Box 90, 266 Banbury Road, Oxford OX2 7DL**

**E-mail: [listenandspeak@bigfoot.com](mailto:listenandspeak@bigfoot.com)**

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Set in Helvetica by Paul Medley and Paul Hancock, Oxford.

Printed by Alden Press Ltd, Osney Mead, Oxford.

|                     |                   |
|---------------------|-------------------|
| Voices: Colin Benn  | Paul Hancock      |
| Marilena Di Gennaro | Steve Hirtenstein |
| Fern Judet          | Helen Naylor      |

Recorded at 'Hats Off' Studio, Stonesfield, Oxfordshire.

Sound Engineering by Michael Taylor, 'Hats Off' Studio.

**ISBN 0-9533481-0-5**                      **Self-study Edition**

**ISBN 0-9533481-1-3**                      **Classroom Edition**

**ISBN 0-9533481-2-1**                      **Double CD**

**ISBN 0-9533481-3-X**                      **Double Cassette**