

# Notes

## Would you like some coffee?

You can also ask if someone would like a drink or snack by using the word with rising intonation:

*More coffee? Tea? Sugar? Milk?*

## Do you take milk and sugar?

Also note:

*How do you like your coffee?*

*Just a little milk, please.*

*Help yourself to milk and sugar.*

*No milk for me, thanks.*

## Can I have a soft drink, please?

*Soft drinks* are non-alcoholic drinks:

*fruit juices* include *orange juice, apple juice,*

*grapefruit juice*

*I'd prefer water.*

*Would you like sparkling or still water?*

## Let me translate the menu for you.

When you need a translation:

*Could you translate the menu?*

*What's that in Italian?*

*Do you have an English menu?*

## ... 'Borsch', that's beetroot soup, ...

Language for explaining the menu:

*It's a speciality of this region.*

*Would you like to try one of the 'specials'?*

*It's a kind of soup.*

*It tastes like chicken.*

*It's delicious. I recommend it.*

## We're ready to order.

Or the waiter/waitress can say:

*Are you ready to order?*

*Can I take your order?*

## And for your main course?

Stages of a meal:

*I don't really want a starter.*

*Can I see the dessert menu?*

*Thank you. That was very good/delicious.*

## I'd like fried chicken ...

Some methods of cooking:

*roast (roast duck, roast beef)*

*boiled (boiled rice, boiled potatoes)*

*steamed (steamed vegetables, steamed fish)*

*grilled (grilled sardines)*

## Medium rare.

Other ways of cooking steak:  
*rare, medium, well done*

## Can we have the bill please?

The waiter might ask:

*Would you like anything else?*

*Possible replies:*

*No, just the bill, please.*

*Another coffee, please.*

## Excuse me, but could you tell me what this is for?

Asking about the bill:

*Sorry, I don't understand the bill.*

*Is service included?*

*We ordered one salad but you've charged us for two.*

## Do you take credit cards?

Other useful phrases:

*Can I pay by card?*

*How much do you normally tip? (not a question we usually ask the waiter!)*

## ... there's a cash machine just across the road.

*A cash machine, cash dispenser or cash point (UK) = an ATM (Automatic Teller Machine) (US)*

## British/American differences

### British

*Do you take milk and sugar?*

*beetroot soup*

*mashed potato*

*Can I have the bill please?*

*a starter*

*Is service included?*

### American

*Do you use milk and sugar?*

*beet soup*

*mashed potatoes*

*Can I have the check please?*

*an appetizer*

*Is the gratuity included?*

Phrases for beginning meals:

There is no special phrase in English for starting a meal. If something is said, it might be *bon appetit* or, informally, *Let's start*.

If wine is served, *Cheers* or *To your health* can be used.



# Dialogues 2

## Where you live

**A:** Where do you live, Xavier?

**B:** In Sitges, near Barcelona.

**A:** Oh, I know Barcelona very well. It's one of my favourite cities.

**B:** And mine. Sitges is a beautiful little town just along the coast from Barcelona. I've lived there all my life. It's a great place for a holiday but best to go out of season.

## Starting a conversation

**A:** Did you see the football match last night?

**B:** Yes, I did. I thought Owen played very well.

**A:** So did I. I thought his first goal was fantastic. So you like football, do you?

**B:** I quite like it. I watch international matches and I follow my local team, but I prefer basketball.

## Family matters

**A:** Where are you going for your summer holiday?

**B:** I'm going to the French Alps with the family. We all want to do different things, so it's a great place for us. My son and daughter can go mountain biking, and my partner and I can go walking and play some golf.

**A:** How old are your children?

**B:** Eleven and thirteen. What about you? Do you have any children?

**A:** Yes, but they're all grown up. They don't want to come on holiday with us any more.

## Cultural advice

**A:** I've been invited to dinner with Paulo and Maria this evening but I don't know what to wear. I'd also like to take a small present. Do you have any suggestions?

**B:** Just be casual. I'm sure they'd appreciate some flowers and maybe something from Scotland.

**A:** I've got a box of Scottish biscuits with me.

**B:** That would be fine.

## Sensitive issues

**A:** I'm looking forward to meeting David this afternoon.

**B:** Oh, haven't you heard? He's left the company.

**A:** I'm sorry to hear that. What happened? I thought he was doing very well with you.

**B:** He was, but there were a few problems. I'm afraid I can't really go into it now.

**A:** I understand. Tell me another time.

# Notes

## Where do you live, Xavier?

Note how English speakers often use a person's first name to be friendly and engaging. Note, however, that this is not appropriate in all cultures.

## Oh, I know Barcelona very well.

A typical expression/response for keeping a conversation going – some other possibilities:

*Oh, I've been there.*

*Really? What's it like?*

*Lucky you!*

*That's a nice place to live.*

## It's a great place for a holiday ...

Some other ways of recommending (and not recommending) somewhere for a holiday:

*I always spend my summer holidays there.*

*You must go there.*

*I wouldn't recommend it.*

*It isn't a good place for a holiday.*

## Did you see the football match last night?

Not everyone likes football! Some other ways to open a conversation:

*How was the weather when you left home?*

*Have you seen any good films recently?*

*Have you bought any souvenirs?*

## So you like football, do you?

Note the use of the 'question tag' for engaging the other speaker:

*Terrible weather, isn't it?*

*You're working next week, aren't you?*

*Liz is coming this evening, isn't she?*

## Where are you going for your summer holiday?

Keeping the conversation going:

*Do you travel a lot on business?*

*What are you doing at the weekend?*

*What are your first impressions of the town?*

## My son and daughter can go mountain biking. ...

Note some verbs which go with sports:

*go biking/swimming/riding*

*play tennis/golf/football*

*do gymnastics/weightlifting*

## Do you have any children?

Talking about your relatives:

*My uncle/aunt worked for the company.*

*My niece/nephew lives in Canada.*

*My cousin is getting married next year.*

## ... I don't know what to wear.

Some advice:

*It's very informal.*

*Wear something casual.*

*You'll need to wear a collar and tie.*

*What you're wearing is fine.*

## I'm sure they'd appreciate some flowers ...

*They'd appreciate ...* means *They'd really like ...*

## I'm sorry to hear that.

Other possible responses:

*Really?*

*That's a shame!*

*I don't believe it!*

## ... I can't really go into it now.

When you would prefer not to say anything:

*Sorry, but I don't really want to talk about it.*

*Do you mind if I tell you later?*

*Can we talk about it later?*

## I understand.

A useful response to demonstrate that the speaker is happy to be told the news another time. Alternatively:

*No problem!*

## British/American differences

### British

*football match*

*summer holiday*

*a box of biscuits*

*You'll need to wear a*

*collar and tie.*

### American

*soccer game*

*summer vacation*

*a package of cookies*

*You'll need to wear a*

*shirt and tie.*

# Practice

## 1 Write what you would say in these situations. Refer to the dialogues and notes.

EXAMPLE: Tell the waiter/waitress that you would like to order your meal.

..... We're ready to order. / We'd like to order. ....

a You don't understand the menu written in Turkish. Ask a colleague for help.

.....

b Order something to eat in a restaurant.

.....

c Ask for the bill.

.....

d Check an item on the bill that you do not understand.

.....

e Ask a business acquaintance where he/she lives.

.....

f Say something about where you live.

.....

g Say something about your holiday plans for the year.

.....

h You hear that a business contact has left the company. What do you say?

.....

## 2 Complete the sentences with a preposition.

EXAMPLE: How do you say that ... *in* ... English?

a What would you like ..... your main course?

b The grilled chicken comes ..... fried potatoes.

c Help yourselves ..... salad.

d Can I pay ..... credit card?

e Sydney is a great place ..... a holiday.

f Where are you going ..... holiday this year?

g I can't really go ..... detail now.

h Can we talk ..... it later?

**3 Complete the phrases 1-8 with the verbs in the box and match them with a-h to make questions.**

accept	wear	have	take	see	happened	watch	know
--------	------	------	------	-----	----------	-------	------

- |   |                             |   |   |
|---|-----------------------------|---|---|
| 1 | Can I <u>have</u> .....     | a | to David? Is he OK?                     |
| 2 | Do you ..... all            | b | the basketball game yesterday?          |
| 3 | Do you ..... if there is    | c | the dessert menu?                       |
| 4 | Do you .....                | d | credit cards?                           |
| 5 | Would anyone like to .....  | e | sugar in your coffee?                   |
| 6 | Did you .....               | f | to the reception?                       |
| 7 | What clothes should I ..... | g | a cash machine nearby?                  |
| 8 | What has .....              | h | the chicken and vegetable soup, please? |

**4 Complete the dialogue. Choose from the phrases in the box below.**

a	I wasn't surprised	e	Sarah is leaving the company next month
b	So, what's happening at work	f	Yes, I heard that
c	I thought she really enjoyed her job	g	How are things
d	Fine, thanks	h	Really

- A: Hi Nigel. ① .....
- B: ② ..... ③ .....
- A: Some sad news I'm afraid. ④ .....
- B: ⑤ .....
- A: I couldn't believe it. ⑥ .....
- B: ⑦ ..... ? ⑧ .....

**5 Choose an appropriate response.**

- |    |  |   |                           |
|----|--|---|---------------------------|
| 1  | Do you have any turkey?                    | a | Yes, I did.               |
| 2  | Do you take sugar?                         | b | It's a kind of bread.     |
| 3  | And for your main course?                  | c | I understand.             |
| 4  | Excuse me, what's this for?                | d | It's a service charge.    |
| 5  | And what would you like to drink?          | e | Tea, please.              |
| 6  | How would you like it cooked?              | f | I'm very sorry, we don't. |
| 7  | Did you play golf yesterday?               | g | I'll have the chicken.    |
| 8  | I can't really discuss this now.           | h | Not really.               |
| 9  | Would you recommend Elohleh for a holiday? | i | I'd like it fried.        |
| 10 | What's a 'tortilla'?                       | j | No, thanks.               |

**6 Which of the following sports and activities go with the verbs *play* and *go*. Look the words up in a dictionary if you do not know them.**

walking	golf	tennis	climbing	badminton	volleyball	hiking
basketball	diving	snorkelling	ping pong	cycling	sailing	

play .....

go .....

**7 Complete the sentences using the words in the box.**

niece	nephew	aunt	cousin	uncle
-------	--------	------	--------	-------

- a My brother's son is my .....
- b My mother's sister is my .....
- c My brother's son is my daughter's .....
- d My father's brother is my .....
- e My sister's daughter is my .....

**8 Put the dialogue in the right order.**

- a What are you going to do while you're there?
- b Why Hereford?
- c It's a beautiful part of the world
- d Where are you going
- e To the UK.
- f and we have some friends who live there.
- g We're staying in a small hotel in Hereford.
- h for your holiday this year?
- i We're planning to do some walking
- j and there are some excellent places to eat.
- k Maybe next year.
- l You must go there.

d, h, e, .....

## 7

## Travel

**Some useful phrases.****Listen to the recording and repeat.**

I'd like an aisle seat, please.

I'd like to sit next to my colleague.

I only have one bag to check in.

I'd like to book a hire car for three days.

Do I need an international driving licence?

How would you like to pay?

Do you take credit cards?

A single to Munich, please.

Do I need to reserve a seat?

Is the seat reservation included in the price of the ticket?

Do you have a double room for two nights?

A non-smoking room please, with a bath and a balcony.

We need your credit card number to hold the reservation.

I'm calling from room 21.

The TV doesn't work.

The bed hasn't been made.

I'd like to change my room.

I don't have any cash on me.

That's OK. You can pay by credit card.





# Dialogues 1

## Checking in for a flight

- A: Can I have your ticket and passport, please? Thank you. **Would you like an aisle or a window seat?**
- B: I'd like an aisle seat if possible.
- A: OK. I have given you a seat in the exit row. Is that all right?
- B: Yes, that's fine. Thanks. And I'd like to sit next to my colleague if possible.
- A: I'm sorry. We don't have any more seats together. Could you talk to the cabin attendant when you board the plane?

## Hiring a car

- A: Hello, **I'd like to book a hire car** for three days from March 14th –17th, please. Do I need an international driving licence to drive here?
- B: No, but there is a charge for an extra driver.
- A: So how much will it cost in total?
- B: \$300. **How would you like to pay?**
- A: By credit card, please.

## Taking the train

- A: **A single to Munich, please.**
- B: First or second class?
- A: First class, please.
- B: OK. That will be 70 euros. Please sign here.
- A: **Do I need to reserve a seat?**
- B: No, the seat reservation is included in the price.

## Booking a hotel

- A: Wellington Hotel. Can I help you?
- B: Yes, I've been trying to book a room on your hotel website but I can't complete the booking.
- A: Sorry, sir. I can do the booking for you.
- B: Thank you. **I'd like to book a twin room** for two nights, the 12th and 13th of June.
- A: Just one moment. I'll check our availability. Can I have your name please?
- B: Yes, it's Cook. **I won't be arriving until 11:00 p.m.** Do you need my credit card number to hold the reservation?
- A: Yes, please.

## Checking into a hotel

- A: Hello, **I have a reservation in the name of Perry.**
- B: I'm sorry, I cannot find a booking in that name. Did you book the room yourself?
- A: No, my company, Carditis, booked it.
- B: Ah yes, here it is. **Could you fill in this form, please?** Would you like a smoking or non-smoking room?
- A: A non-smoking room, please, with a bath and a balcony if possible.
- B: We have a non-smoking room with a balcony on the 10th floor. Enjoy your stay.



# Notes

## Would you like an aisle or a window seat?

Seating preferences:  
*I'd prefer an aisle seat.*  
*I don't really want a middle seat.*  
*Do you have a seat in the exit row?*  
*I'd like to change my seat.*

## ... I'd like to book a hire car ...

Useful phrases when you need to hire a car:  
*Is there a charge for an extra driver?*  
*Does it include insurance?*  
*Where do I return the car?*  
*Do you need my driving licence?*

## How would you like to pay?

Other language for making payments:  
*How do you want to pay?*  
*Are you paying by cheque/credit/debit card?*  
*I'd prefer to pay in cash.*

## A single to Munich, please.

Useful language at the ticket office:  
*I'd like a first class return to London, please.*  
*Which platform do I need?*  
*Is there a buffet car?*

## Do I need to reserve a seat?

More language for making reservations:  
*Do I need to book in advance?*  
*Are seat reservations compulsory?*  
*I'd like a forward/backward-facing seat.*  
*Will the train be crowded?*

## I'd like to book a twin room ...

Some hotel room options:  
*A double/single room.*  
*A quiet room with a good view.*  
*A suite with a balcony.*  
*An en suite room.* (a room with a separate bathroom)  
*A shared bathroom.*

## I won't be arriving until 11:00 p.m.

Alternatively we can say:  
*I hope to be there by 11:00 p.m.*  
*I'm hoping to arrive by 11:00 p.m.*  
*I should be there by 11:00 p.m.*

## ... I have a reservation in the name of Perry.

When you arrive at the hotel, you can say:  
*My name is (Mr Perry).*  
*Do you have a reservation for a (Mr Perry)?*  
*The reservation was made by my company.*

## Could you fill in this form, please?

Some hotels might not ask you to fill in a form:  
*I just need your passport.*  
*Just sign here, please.*

## British/American differences

### British

*a hire car*  
*a non-smoking room*  
*a double/single room*

### American

*a rental car*  
*a no-smoking room*

Note: hotels in the US use varying terminology but these are usual:

*a single = room with one double bed*  
*a double = a room with two double beds*  
*a queen = a room with one queen size bed*  
*a king = a room with one king size bed*

*an ensuite room* Note: this phrase is not used in American English.

*We have a non-smoking room with a balcony on the 10th floor.*

Note that the 10th floor in the UK would be the 11th floor in the US.

UK *Ground floor* US *First floor*  
UK *First floor* US *Second floor*

*I just need to see your passport.*

Americans usually use their driver's license or a special ID card for identification

Other useful travel vocabulary

Platform 1      Track 1  
Single ticket      One-way ticket  
Return ticket      Round trip  
Underground      Subway

Some UK – US spelling differences:

*driving licence/driving license, centre/center, cheque/check, colour/color, theatre/theater, traveller/traveler, favour/favor, defence/defense, fulfil/fulfill, practise (verb)/practise (verb and noun)*

# Dialogues 2

## At the check-in desk

- A: Can I see your hand luggage, please?  
B: **I just have this bag and a laptop.**  
A: Could you put them on the scales? I'm afraid **the bag will have to go in the hold.**  
B: Is that really necessary? It's very small.  
A: I'm afraid so.

## A flight delay

- A: I'm sorry Carmen, but **I'm not going to get to the meeting on time.** There was a delay coming into the airport and **I've just missed my connection.** If I'm lucky, I'll get a seat on the flight that leaves in half an hour.  
B: Don't worry, as long as you're here for the afternoon session, it doesn't matter too much.  
A: Thanks, **I'll let you know if I don't manage to catch the flight,** otherwise expect to see me about 12:30 – in time for lunch.

## A tight connection

- A: Excuse me. I have a connection to Chicago at 5:00. Am I going to make it?  
B: Yes, **there will be a minibus waiting at the gate** to take you to terminal B. There shouldn't be a problem.  
A: What about my luggage? I'm worried that my bags won't make the connection even if I do.  
B: Don't worry, the minibus will take you and your luggage. There are some other passengers who also have tight connections.  
A: Thanks for your help. **I'll keep my fingers crossed.**

## A hotel mix-up

- A: Hello, Reception.  
B: Hello, it's Amanda Lin from Room 205. **I asked for a non-smoking room** but someone has been smoking in this room. Oh yes, and the TV doesn't work. Also there are no drinks in the minibar and **the bed hasn't been made.** I'd like to change rooms.  
A: I'm very sorry, madam. I'll organise a different room for you and send someone up immediately to help you with your luggage.

## A payment problem

- A: I'm sorry but **we need some identification** if you'd like to pay by credit card.  
B: Oh, I don't think I have any identification with me and **I don't have enough cash.** I'm sure I paid by credit card last time I was here.  
A: Yes, **we do accept credit cards** but only if the bill is under 100 euros. I'm afraid it's a security rule.  
B: I understand. Can I pay 100 euros with my card and the rest in cash?  
A: Yes, that would be fine.