

● What do you think is the difference between public and private services?

In my opinion / I think public services are provided by the government on a non-profit basis. They are not commercial services. These services differ from other services in that (public) authorities have a responsibility to ensure them for everyone because they cover everything from environmental protection, social services, healthcare... to education. Usually... public services, especially for medical treatment / education... are cheaper / more widely available. Sometimes... private services are more expensive / more efficient / better quality.

● How do you benefit from public services?

I am sure (that) we all benefit from public services. I regularly... use / benefit from public transport, education, water and energy supply, rubbish removal / waste disposal, broadcasting and communication services. I rarely / hardly ever use medical services but my grandmother / aunt has been using medical services quite a lot recently. Other services which I need but which I don't often use are police and fire services.

● What private services do you use?

I go shopping almost every day, especially to buy food. I use the internet a lot, not just for school stuff. I go to a language school twice a week. Quite often, I use the services in restaurants / pubs... , customer services at shops and banks. I have dental check-ups twice a year at a private dentist. An essential private service for my sister is the hairdresser's / hair and nail salon, and she goes to a fitness centre / gym regularly, too.

● Why do you use the bank?

I don't go to the bank much. I usually go to an ATM / cash machine / cash point. Most often I do my banking online, via the internet / computer. I can transfer money / pay bills / check my account. When I go to the bank it would be to open an account / deposit money / close an account. When I'm older I might go to the bank to get a loan / mortgage... or apply for a credit card.

● Why do you use the post office?

I use the post office to post letters and packages (parcels) / buy stamps... , collect packages / registered post and pay bills, for example, telephone / electricity. I can also use the post office to send money to friends. My grandparents, disabled / unemployed people... use the post office to collect their pension / allowance. I can also post a letter / postcard by placing it in a letterbox / post box. Letters are / the post is /

the mail is delivered to our homes by a postman / mailman / mail carrier.

● What forms of communication do you use and when?

Mostly, I send text messages (from / via my mobile phone)... I write messages on my friends' Facebook walls... I use ICQ... These are the fastest / most efficient forms of communication. Sometimes I send emails / write comments on their blogs when there's something interesting to say... I call / telephone... my friends, usually in an emergency / if I need something quickly... I rarely / almost never write letters. I would write a letter only for a formal occasion or if it was required for a job application.

● What types of public transport do you use? Tell me about it.

I use public transport to... move about in the city. I travel / go by train / bus... every day / once a week... I buy my tickets at the train station / tram stop / from the ticket machine / on board / from the driver. I have a monthly / quarterly / annual travel pass. I'm (quite) satisfied with the train / bus because... it is regular / fast / cheap / goes to most places... I'm dissatisfied with the train / bus because... it is slow / often delayed / dirty / vandalized / there are many breakdowns... .

● How often do you go to restaurants? Why and when?

I go to restaurants once / twice a week / month. I go there to meet with my friends / to celebrate birthdays. We usually go to a typical Czech pub / a pizzeria / a Chinese restaurant. I like to eat out because... I can try different foods / I like to be waited on / I like to have a reason to dress up.

● What types of accommodation service do you have experience with? What services do they provide?

I prefer the cheapest types of accommodation – sleeping in a tent / staying at a campsite / in a hostel. Hostels provide beds / bunks in large rooms / dormitories. Hostels and camps offer only a few / basic services. They have communal showers and toilets. Sometimes, there's a communal kitchen. My friends prefer more comfortable, but also more expensive types of accommodation, for example, bed and breakfasts / guest houses / budget hotels. These often have private bathrooms / en suite bathrooms and toilets. / The rooms have their own bathroom with a shower and toilet. Sometimes there is a TV in the room. They will often have free Wi-Fi or internet connections in the lobby. They may have luggage storage.