

BUSINESS ENGLISH - INGLÊS COM FOCO EM NEGÓCIOS – PARTE 02

BUILDING VOCABULARY

5 Ways to Ask for Clarification

1. Pardon? (if you didn't hear or understand what the person said)
2. Would you mind repeating that?
3. What do you mean? (asking for more information)
4. I'm not sure I follow you. (= I don't understand)
5. Could you explain... ?

5 Ways to Check if the Other Person Understands You

1. Do you understand what I'm saying?
2. Does that make sense? 3. Do you know what I mean?
4. Are you with me so far? (often used in the middle of a long explanation or instructions)
5. Is that clear? (often used after giving orders, or expressing disapproval or another negative attitude)

5 Ways to Ask for Help

1. I need a little help.
2. Could you help me out?
3. Could you give me a hand? (usually used for physical tasks)
4. Could you spare a couple minutes?
5. Could you do me a favor?

5 Ways to Interrupt Someone

1. Sorry to interrupt, but...

2. Excuse me – could I talk to you for a minute? / do you have a minute? (when interrupting a conversation between two other people, to talk to one of them)
3. Could I jump in here? (use this when interrupting a discussion among many people)
4. Sorry – I just want to say that...
5. (formal) May I have a word?

10 Ways to Encourage Someone

1. Keep up the good work!
2. That was a nice try. (say this after someone made a good effort but failed)
3. That's a real improvement.
4. You're on the right track.
5. You've almost got it.
6. You're doing great.
7. Don't give up! / Hang in there! (when someone is currently having difficulties)
8. You can do it! 9. Give it your best shot. (best shot = best try, best effort)
10. Nice job! / You did great! (after the person has done something good)

10 Ways to Talk About Price

1. It cost a fortune.
2. It cost an arm and a leg.
3. That's a rip-off. (= overpriced; far more expensive than it should be)
4. I can't afford it. (= I don't have enough money to buy it)
5. That's a bit pricey.
6. That's quite reasonable. (= it's a good price)
7. It's 20% off. (= there's a 20% discount)
8. That's a good deal. (= a good value for the amount of money)

9. It was a real bargain.
10. It was dirt cheap. (= extremely inexpensive)

10 Excuses for Being Late

1. Sorry I'm late.
2. I overslept. (= I slept longer than I should have)
3. My alarm didn't go off.
4. I had to wait ages for a bus. (ages = a very long time)
5. The bus was late.
6. The traffic was terrible.
7. I couldn't find a parking spot.
8. I got lost coming here.
9. I was tied up in a meeting. (tied up = occupied, impossible to escape)
10. I just lost track of time. (= I didn't notice what time it was)

5 Ways to Say Someone is Correct

1. That's right.
2. That's spot on.
3. You've hit the nail on the head. / You've nailed it.
4. I suppose so. (use this when you agree, but you are not completely convinced)
5. I'm afraid you're right. (use this in response to bad news, to say the bad news is correct)

5 Ways to Say Someone is Wrong

1. I'm afraid that's not quite right.
2. I'm afraid you're mistaken.

3. No, you've got it wrong.
4. No, that's all wrong.
5. (informal – rude) Baloney. / Bullshit.

5 Ways to Say Someone is Smart

1. He's really sharp.
2. She's brilliant.
3. He's very bright.
4. She's a genius.
5. He's a smart cookie.

5 Ways to Say Someone is Stupid

1. He's not the sharpest tool in the shed.
2. She's a few cards short of a deck.
3. He's a bit slow.
4. She's a complete idiot.
5. He's really dumb.

10 Ways to Avoid Answering a Question

1. No comment.
2. I'm not at liberty to say. (= I don't have permission to give the information)
3. Wait and see. (= you will discover the answer later)
4. Let me get back to you. (= I will give you the answer later)
5. I'm sorry, that's confidential.
6. I'm sorry, that's personal.
7. I'd rather not talk about it.

8. It's none of your business.
9. Mind your own business.
10. Why do you want to know?

#8 and #9 are rather rude – telling the other person to stop inquiring about your life

15 Phrases for Being Rich & Poor

1. He's short on cash.
2. He's broke. (= he has no money)
3. His bank account is overdrawn.
4. He's just scraping by. (= he is just barely surviving on little money)
5. He makes minimum wage. (= he earns the minimum salary)
6. He's pinching pennies.
7. He's scrimping and saving.
8. She's very wealthy.
9. She's quite well-off.
10. She's loaded.
11. She's filthy rich.
12. She inherited a fortune.
13. She's making a killing.
14. She's raking in the cash.
15. She's rolling in dough.

#6 and #7 express the idea that the person is trying to conserve money, when they have very little money.

10 Phrases for Talking about Statistics

1. The crime rate rose.

2. The crime rate went up.
3. There was a sharp increase in crime. (sharp = sudden and large)
4. There was a gradual rise in crime.
5. There was a spike in crime. (spike = a sudden increase and then decrease)
6. The crime rate reached its peak. (peak = the highest point)
7. The crime rate plateaued. (plateaued = stayed at the same level)
8. There was a slight decrease in crime.
9. The crime rate dropped.
10. The crime rate plummeted. (= decreased a lot, very quickly)

10 Phrases for Telling Someone to Wait

1. Could you give me a minute?
2. (informal) Hang on a sec / Just a sec.
3. Hold on...
4. Let me see/think...
5. I'll be right with you.
6. Bear with me.
7. That'll have to wait. 8. Be patient.
9. Not so fast!
10. Hold your horses!

#9 and #10 are used for cautioning someone to wait and not make a bad decision or take reckless action.

10 Phrases for Decisions

1. I'm debating between... [option A and option B]
2. I can't make up my mind.

3. I'm on the fence. (= I'm in the middle, I don't know what to decide)
4. I'll take that into consideration.
5. On the other hand...
6. I'm having second thoughts. (= I'm reconsidering my decision)
7. I changed my mind. 8. He convinced/persuaded me to...
9. Looking back, I know it was the right decision.
10. It's up to you. (= You can decide)

15 Phrases for Certainty & Probability

1. I'm absolutely sure.
2. I'm positive that...
3. I have no doubt that...
4. I'm a hundred percent certain.
5. I'm convinced that...
6. Chances are that... (= this will probably happen)
7. Odds are that... (= this will probably happen)
8. I seriously doubt it.
9. I don't think so.
10. Probably not.
11. It's not very likely.
12. There's not much chance of that.
13. I'd be very surprised if that happened.
14. I wouldn't bet on it. (= there's a small chance it could happen... but it probably won't happen)
15. That'll never happen.

10 Ways to Say You Don't Believe Someone

1. Yeah, right.
2. You're kidding.
3. You're pulling my leg.
4. That's a bit of an exaggeration.
5. He's stretching the truth.
6. He's not telling the whole truth.
7. She's being economical with the truth. (= she's lying or not telling the entire truth)
8. His story is fishy.
9. That's an outright lie.
10. That's a pack of lies.

10 Expressions for Bad People

1. He's a creep. (= unpleasant, suspicious, makes you afraid/uneasy)
2. He's a pervert. (= someone with disgusting sexual tendencies)
3. He's a sicko.
4. He's a scumbag.
5. He's an asshole.
6. He's a jerk.
7. He's a bastard.
8. She's a bitch. (= she's irritating and unpleasant)
9. She's a psycho. (= crazy, irrational)
10. She's a slut. (= she has sex with a lot of people)

10 Phrases for Bad Travel Experiences

1. My flight was overbooked. (overbooked = there were too many passengers and not enough seats)
2. My flight was delayed/canceled.
3. My luggage was lost.
4. I was jet-lagged. (= I felt tired because of the time zone difference between my origin and destination)
5. My hotel was in a seedy area. (seedy = possibly unsafe)
6. I was mugged. (= I was robbed on the street)
7. The weather was miserable.
8. I got the runs. (= diarrhea)
9. The place was a tourist trap. (= made only for tourists; not authentic)
10. I couldn't wait to get back home.

PRACTISE - ROLE PLAY

Pretend you are ordering something at McDonald's.

Order-taker: How may I help you?

Costumer: Hi, Could you please take my order?

Order-taker: Yeah, Sure.

Costumer: I want two Chicken Mc-Grill Burgers, and in Vegetarian, I want two Veg surprises and one Mc Veggie Burger. Thank you!

Order-taker: Thank you Sir. Do you want cheese in Chicken Burgers?

Costumer: Yes, I would want one with cheese and the other one without cheese.

Order-taker: Thanks, could you plz tell me about Mac-Veggie Burger also?

Costumer: That too without cheese.

Order-taker: Do you want French-Fries along with them?

Costumer: Yes, I want two large French-Fries, Also, Can you make a Happy meal of Egg & Cheese Mc Muffin?

Order-taker: Yeah Sure sir, So your Order includes two Chicken Mc-Grill Burgers one with Cheese and the other one without the cheese, One Mc-Veggie Burger with cheese, Two large fries, and one Happy Meal of Egg & Cheese Mc Muffin. Do want something else sir?

Costumer: Oh, I forgot the drinks. Plz, add two Ice teas and two large cokes.

Order-taker: Yeah sure sir, Your Order would take just five minutes.

Costumer: No Problem

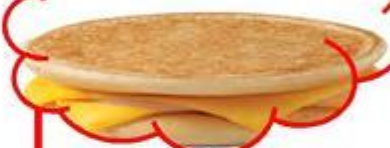
USE THE MENU BELOW AND CREATE NEW CONVERSATIONS



McDonalds Menu



What's your favourite
McDonalds meal? What
do you usually order?
Which of these you never
tried?



1. Donut
2. Toast
3. Chicken wings
4. Strawberry
shake
5. Cheeseburger
6. Shrimps
7. Chicken
nuggets
8. Croissant
9. Ice cream
10. Cool pie
11. Cherry pie
12. French fries

COFFEE SHOP

Conversation #1 - Practice with a partner.

Scene: Tom is ordering at a coffee shop.

Jenny Good morning! Can I take your order?

Tom Yes. Could I have a caffè latte?

Jenny Sure. What size would you like?

Tom Er...tall please. And I'll have a chocolate muffin.

Jenny OK. That'll be \$6.30 in total.

Tom Here's \$7.

Jenny And here's your change. You can pick up your order over there.

Practice the conversation again, using the cues below.

Role Play Card #1

- a caffè mocha (s)
- a slice of apple pie
- \$7.00

Role Play Card #2

- a caffè latte (s) & a cappuccino (t)
- a muffin
- \$11.90

Role Play Card #3

- an espresso (double)
- a caramel slice
- \$6.90

Role Play Card #4

- an iced coffee (g)
- a cinnamon roll
- \$8.10

Function: We can use “Would like” for making offers and requests in a more polite way. “Can” is used in a more casual way.

Making offers:

- Can I help you?
- Would you like to have a starter?
- Would you like anything to drink?
- Can I bring you anything else?

Making requests:

- I'd like to have the set lunch.
- I'd like to have a bowl of chicken soup, please.
- I'd like to have a glass of Coke.
- I'd like to have a grilled cheese sandwich.
- I'd like to have the bill.

Conversation #2 - Practice with a partner.

Read the following dialogue carefully to see how Kitty orders her food:

Waiter: Hello. Can I help you?

Kitty: Yes. I'd like to have lunch.

Waiter: Would you like to have a starter?

Kitty: Yes, I'd like to have a bowl of chicken soup, please.

Waiter: And what would you like to have for the main course?

Kitty: I'd like to have cheese burger.

Waiter: Would you like anything to drink?

Kitty: Yes, I'd like to have a glass of Coke.

Waiter (After Kitty having her lunch): Can I bring you anything else?

Kitty: No thank you. But I'd like to have the bill, please.

Waiter: Certainly. (After a moment)

Waiter: That's \$34. Kitty: Here you are. Thank you very much.

Waiter: You're welcome. Have a nice day.

Kitty: Thank you, same to you.

Questions to Order Food in English

1. Would you like to start with a drink?
2. Would you like to taste the wine?
3. Can I take your order?
4. Are you ready to order?
5. Can I get you a drink?
6. Can I get a drink for you all?
7. Would you all like to order a drink now?
8. What drinks would you like?
9. Do you have question about the menu?
10. Do you want the combo meal?
11. How would you like your meat cooked?
12. How would you like your eggs cooked

Questions Made by the People who Go to the Restaurant

1. What would you recommend?
2. What are the specialities?
3. What are today's specials?

4. Can we have the bill, please?
5. Can we have the check, please?
6. What do you have?
7. Can we have a table for two?

Sentences useful to Order Food in English

1. Hi, Welcome to Applebee's
2. **I'd like** a cheese pizza, please.
3. **I'm going to have the** eggs and toast.
4. **I'll get the** coconut ice cream.
5. **I'll take the** burger
6. **I'm going to take the** hot chocolate
7. That will be \$8

PRACTISE 2

ANSWER THE QUESTIONS BELOW

What's an important city in your country? Tell us about it.

What forms of public transportation do you have there / here?

What do you like about your hometown?

When was the last time you were in your hometown?

What do you like about your school / job?

What do you like to wear?

Where do you like to buy your clothes?

Where is the cheapest place to buy clothes around here?

Where are some supermarkets near here?

What are some things that you go grocery shopping for?

Which supermarket do you think is the best?

Pronounce: dinner, 'den-nər. Note, there is no long e sound.

Pronounce: "rice" and "lice."

What do you like to have for dinner?

Do you eat rice every day?

Where is a good place to eat around here?

Do you eat breakfast, lunch, and dinner every day?

How often do you eat out?

Which foods do you like the most?

Which foods do you least like?

Do you like hamburgers?

What do you like on a hamburger?

What is the difference between a hamburger and a cheese burger?

What fruit do you like to eat? Name five kinds of fruit.¹⁸

Would you rather have an apple, a banana, or an orange right now?

What is your favorite snack?

Do you snack between breakfast, lunch, and dinner?

Which do you like the best, Pepsi or Coke?

Do you like the Wondergirls¹⁹?

What is the most famous music group in your country?

What is your favorite music group?

What is your favorite place in your country?

What is your favorite place here?

What is your favorite time of day and why?

What is your favorite holiday?

What do you do on Christmas?

Pronounce: "guitar" gē-'tär. Note, there is no long e sound.

Do you like guitar music?

Who is your favorite guitar player?

Do you have a pet? Tell us about it.

What is something that you love doing?

Name all the convenience stores²⁰ in your country.

Do you play any musical instruments?

Name five different musical instruments.

Do you watch much television?

What is your favorite TV program? When does it come on?

Do you like to watch the Simpsons? What other cartoons do you like?

Do you surf the web? What sites do you like most?

What kinds of things do you like to do on the Internet?

How often do you use the Internet?

Do you own a car? What kind?

Remember: we “take” medicine and vitamins, we don’t eat them!

Are you taking any medicine now?

Do you think learning English is a breeze²²?

What is the best thing about your city?

Where are some fun places to go in your country?

What is the best amusement park in your country?

Is the fare for taxies²³ very expensive here?

Do you like to talk on the telephone?

What do you like to talk about the most?

Where do you feel most relaxed?

Do you ever go jogging? Where? How often?

Where is the best place to buy fried chicken?

How often do you see your friends?

Do you like to travel? Why?

Where is the biggest shopping mall around here?

Where can you get the best bargains around here?

Do you like horror movies?

Do you like science fiction movies?

Where is the best place to see a movie around here?

Do you always eat popcorn at movies?

Do you ever sit in the balcony at the movies?

CRÉDITOS

EXPRESSO SPEAKING COURSES

ISL COLLECTIVE

PEPTALK INDIA

REFERÊNCIAS

EXPRESSO SPEAKING COURSES, Disponível em: English Speaking Courses
www.espressoenglish.net/english-speaking-courses Acesso em 3 de setembro
de 2020