

## Phrases to Get Time to Find Information

*Um . . . let me check that for you.*

*Give me just a minute to look into that, sir / ma'am.*

*Hmm . . . I'll need a moment to find that  
information for you.*

*Let's see here. / Let me have a look . . .*

*I've got a schedule / agenda / itinerary right here.*

*I have that information right here in front of me.*

*Just a minute. I'd like to check something . . .*

*I'm not certain. I'll have to look into that.*

## Phrases for Introducing a General Response

*It looks like that's . . .*

*It appears that X is . . .*

*According to the schedule / agenda / itinerary . . .*

## Phrases for Introducing a No or an Unexpected Response

*I'm really sorry, but . . .*

*Unfortunately . . .*

*I apologize, but . . .*

*I'm afraid that . . .*

Question Types and Examples	Strategies	Phrases to Acknowledge the Questions
<b>Information Questions:</b> <i>How much is the registration fee?</i>	Repeat the key word or phrase from the question—using either question intonation or statement intonation and a pause—and follow with a phrase to get more time.	<i>The registration fee? I'll have to check on that for you . . .</i>  <i>The registration fee . . . let me find out how much that is.</i>
<b>Yes-No Polite Questions:</b> <i>Can you tell me what time my plane arrives and when the meeting starts?</i>	Respond politely and follow with a phrase to get more time.	<i>Of course I can, sir / ma'am. Let me see here . . .</i>  <i>Sure, no problem. I'll just have a look . . .</i>
<b>Statement with a Question:</b> <i>I have some free time in the mornings. What else is happening then?</i>	Rephrase and repeat the comment and question to confirm understanding (best for Question 9) and follow with a phrase to get more time.	<i>I see. So you'd like some more information about morning events. Let's see what I can find . . .</i>  <i>OK. Let's see what's happening in the morning. I'll take a look at the schedule . . .</i>

Text Information	Information Needed	Sample Responses
<b>Times</b>		
6:00 a.m. Tour Start	Start time	<i>The tour starts <b>at</b> six a.m.</i> <i>You should be there <b>by</b> six in the morning.</i>
7:15–7:45 Meeting	Start and finish time	<i>The meeting will begin <b>at</b> seven fifteen / a quarter past seven.</i> <i>It should be over <b>at</b> seven forty-five / a quarter to eight.</i>
9:10–9:50 Presentation	Duration	<i>The presentation will <b>last for</b> forty minutes.</i> <i>The presentation will <b>last from</b> 9:10 to 9:50.</i> <i>The presentation will <b>take</b> forty minutes.</i>
6:30 a.m. to 11:15 a.m. / 12:01 p.m. to 5:00 p.m. / 5:01 p.m. to 7:00 p.m. 12:00 p.m. About 7:00 p.m. to 11:59 p.m. 12:00 a.m.*	Time of day	<i>The conference takes place <b>in</b> the morning / afternoon / evening.</i> <i>The first event starts <b>at</b> noon.</i> <i>There are no meetings <b>at</b> night.</i> <i>You'll get home <b>at</b> midnight.</i>

## Days, Dates, Years

Tuesday, October 1

Day and date

*The event is **on** Tuesday.  
The event is **on** October first.  
It's **on** Tuesday, October first.*

June 2014

Month and  
year

*It's **in** June.  
It's **in** 2014. [twenty fourteen or two thousand fourteen]  
It's **in** June 2014.*

## Locations

Evans Building, Room B

Place

*The meeting will be held **at** the Evans Building **in** Room B.  
The meeting will be held **in** Room B **of** the Evans Building.*

## Costs and Fees

Registration Fee: \$26.90

Amount

*The registration fee will be **twenty-six dollars and ninety cents**.  
The registration fee will be **twenty-six ninety**.*

Grammar Forms	Sample Responses
Future Forms	<p><i>You <b>will be leaving</b> at 3:00 p.m. on March 6<sup>th</sup>.</i></p> <p><i>They're <b>going to have a reception</b> at 6:00.</i></p> <p><i>They're <b>offering</b> a free lunch to all attendees on the 22<sup>nd</sup>.</i></p>
There is / There are Statements	<p><i><b>There's</b> a lecture at 2:00.</i></p> <p><i><b>There are</b> several people attending that day.</i></p>
Modals	<p><i>You <b>should call</b> the office no later than 2:00.</i></p> <p><i>There <b>may be</b> a slight delay because of rain.</i></p>
Passive Forms	<p><i>She's <b>supposed to be picked up</b> by Mr. Smith.</i></p> <p><i>The conference <b>will be held</b> in August of this year.</i></p>

**Outdoor Shakespeare Theater Festival**  
**Outdoor Theater, City Park\***  
**Schedule of Performances**  
**All performances begin at 7:00 p.m.**

July 10	<i>Romeo and Juliet</i>
July 17-19	<i>Macbeth</i>
July 24-26	<i>King Lear</i>
July 31	<i>Romeo and Juliet</i>
August 7-8	<i>The Tempest</i>
August 14-15	<i>Comedy of Errors</i>
August 21	<i>King Lear</i>

\*In cases of inclement weather, performances will be moved to City Auditorium on 12<sup>th</sup> Street. Call the City Recreation Department for further information.

# Silver Institute of Motivation Seminar

Arctic Castle Hotel / 525 Poplar Boulevard / Saturday, January 10<sup>th</sup>

## *Seminar Highlights*

10:00 A.M.	Motivational Speaker –	Silver Garret
	*Improving Focus	*Creating Goals
	*Sharpening Memory	*Being the Best You
12:00 P.M.	Lunch – King's Ballroom	
1:00 P.M.	Personalized Training – Brent Duncan, HR Manager	
2:00 P.M.	Playing Brain Games – Bill Farrell, Recreation Instructor	
3:00 P.M.	Closing words – Silver Garret	

## **Registration Fee**

Advanced Online Registration: \$250 at [www.silvertraining.com](http://www.silvertraining.com)

On-site Registration Fee: \$400 (Limited Seating)

Includes: Dinner, Refreshments, Subscription to *Silver Monthly Newsletter*