

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

Information Questions:
How much is the registration fee?

Strategies

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.

Yes-No Polite Questions:
Can you tell me what time my plane arrives and when the meeting starts?

Statement with a Question: *I have some free time in the mornings. What else is happening then?*

Phrases to Acknowledge the Questions

The registration fee? I'll have to check on that for you . . .

The registration fee . . . let me find out how much that is.

Of course I can, sir / ma'am. Let me see here . . .

Sure, no problem. I'll just have a look . . .

I see. So you'd like some more information about morning events. Let's see what I can find . . .

OK. Let's see what's happening in the morning. I'll take a look at the schedule . . .

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

Days, Dates, Years

Tuesday, October 1	Day and date	<p><i>The event is on Tuesday.</i></p> <p><i>The event is on October first.</i></p> <p><i>It's on Tuesday, October first.</i></p>
June 2014	Month and year	<p><i>It's in June.</i></p> <p><i>It's in 2014. [twenty fourteen or two thousand fourteen]</i></p> <p><i>It's in June 2014.</i></p>

Locations

Evans Building, Room B	Place	<p><i>The meeting will be held at the Evans Building in Room B.</i></p> <p><i>The meeting will be held in Room B of the Evans Building.</i></p>
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Costs and Fees

Registration Fee: \$26.90	Amount	<p><i>The registration fee will be twenty-six dollars and ninety cents.</i></p> <p><i>The registration fee will be twenty-six ninety.</i></p>
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Grammar Forms

Future Forms

Sample Responses

You will be leaving at 3:00 p.m. on March 6th.

They're going to have a reception at 6:00.

They're offering a free lunch to all attendees on the 22nd.

There is / There are
Statements

There's a lecture at 2:00.

There are several people attending that day.

Modals

You should call the office no later than 2:00.

There may be a slight delay because of rain.

Passive Forms

She's supposed to be picked up by Mr. Smith.

The conference will be held in August of this year.

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 12th Street. Call the City Recreation Department for further information.

Silver Institute of Motivation Seminar

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

Seminar Highlights

	Motivational Speaker –	Silver Garret
10:00 A.M.	*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

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

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