



PEL 131 COMMUNICATION SKILLS II

LECTURE MANUAL

DEPARTMENT OF VERBAL ABILITY
SCHOOL OF PROFESSIONAL ENHANCEMENT I

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UNIT 1- Meeting and Greeting People

I. Salutation, Self-Introduction and Asking for Help

WHAT IS 'SALUTATION?'

It is a polite expression of greeting or goodwill indicating respect and affection. It is a way to start correspondence by conveying regards.

VARIOUS SALUTATIONS

The salutation "**Dear**" is used in combination with a name or a title. It is commonly followed either by an honorific and a surname, such as "Dear Mr. Smith", or by a given name, such as "Dear Mark"

If the name of the intended recipient is unknown, acceptable salutations are: **Dear Sir or Madam** or 'Sir/Madam' (If the gender of the reader is unknown).

To Whom It May Concern If the writer wishes to exclude the gender of the reader from the salutation and/or to convey that the reader should forward the copy to one more suited to receive or respond appropriately.

Professional titles such as "**Professor**" are frequently used both in business and in social correspondence. Dignitaries and holders of certain public office like "**Mr. President**" or "**Dear Madam Secretary**".

"**Ms.**" is the marital-status-neutral salutation for an adult woman and may be applied in cases in which the marital status is irrelevant or unknown to the author.

"**Miss**" can apply to specifically unmarried women; however the term is being replaced more and more by *Ms.* "Miss" can apply to an unmarried woman or more generally a younger woman.

"**Master**" is used in formal situations for addressing boys typically aged under 16

Messrs. or *Messieurs* is a historically used term to address many men rather than "Mr Pink, Mr White, et al." Messrs is the abbreviation (pronounced "messers") for messieurs and is used in English.

Mesdames addresses many women; pronounced '**Meydammes**'.

On occasion, one may use "**Sir**" and/or "**Madam**" by itself as the salutation, with nothing preceding. The severe and old-fashioned formality of such a salutation makes it appropriate for very formal correspondence (for example, addressing a head of state, or a letter to the editor)

When you're using "Dear" as your salutation, put a comma or colon after the person's name.

EVERYDAY GREETINGS

Hi/ Hello are more informal and can be used at any time of the day.

Good morning is from midnight to noon: first thing in the morning.

Good afternoon is from noon to sun set: 12noon to 17hrs.

Good evening is from sun set to bed time.

Good night is for bed time.

Good bye is used before a long absence or when parting ways.

Informal Greetings - Example Conversations

Let's look at several example conversations.

Person A: Hi, my name is Steve. It's nice to meet you.

Person B: I'm Jack. It's a pleasure to meet you, Steve.

Person A: What do you do for a living Jack?

Person B: I work at the bank.

Person A: What is your name?

Person B: Jackson."

Person A: What was that again?

Person A: Hey John, how have you been?

Person B: What a surprise. I haven't seen you in a long time. How have you been?

Person A: I'm doing very well. How about you?

Person B: "I finally have some free time. I just finished taking a big examination, and I'm so relieved that I'm done with it.

Person A: "Hi Nancy, what have you been up to?

Person B: "The same as usual. How about you?

Person A: I'm pretty busy at work these days, but otherwise, everything is great.

Person A: Andy, it's been a long time, how are you man?

Person B: What a surprise. I haven't seen you in a long time. How have you been?

Person A: Do you come to this restaurant often?

Person B: I've been here a couple of times, but I don't come often.

SAMPLE DIALOGUE FOR FORMAL CONVERSATION

Mr. Bean meets Mrs. Breuer, one of his students, and her husband in the street.

Mr. Bean: Good Morning, Mrs. Breuer.

Mrs. Breuer: Good morning, Mr. Bean. How are you?

Mr. Bean: I'm fine thanks, and you?

Mrs. Breuer: Not too bad. Mr. Bean, this is my husband Michael, Michael

Mr. Breuer: Pleased to meet you.

Mr. Bean: Pleased to meet you too. Are you from Germany, Mr. Breuer?

Mr. Breuer: Yes, East Germany, from Dresden. And you, are you from London?

Mr. Bean: No, I'm from Derby, but I live in London now

Mrs. Breuer: Well, goodbye. Mr. Bean, it was nice to see you.

Mr. Bean: Yes, goodbye.

**Note – 1) On the first meeting, we can say, 'It's nice to meet you' and 'It was nice to meet you.'*

2) For future meetings say, 'It's nice to see you again' and when departing, 'It was nice to see you again.'

SELF INTRODUCTION

Here are 6 tips. The first 3 are essential. The remaining 3 elevate your speech from "basic" to "interesting" to listen to.

Stating your name clearly

Placing yourself - Where you are from, the organization you belong to, the position you currently hold

Background The candidate's background.

Interest, passion or goal - What particularly interests you? What drives you? What is the personal goal you want to achieve?

Sharing personal details - hobbies or pet peeves

Unity - what do you share in common with someone else.

Simple Sentences used in Introduction

Excuse me. My name is Niranjan.

This is Mrs. Raja.

Good morning. I am Murugan.

Please meet my friend Mr. Bala.

Do you know Ravi?

Have you met Mr. Sethu?

I am sure. You'd like to meet my friend.

Let me introduce my brother Balaji.

I am glad to introduce Mr. Ravi.

I would like to introduce the bank manager.

Simple Sentences used in Self-Introduction (By an Engineering Student)

Good morning to all.

Hello! I am Rajesh.

I am from Madurai.

I am an engineering graduate.

I did my schooling in Madurai.

I did my graduation through REC - Trichy.

I am from an orthodox family.

My father is Mr. K. Kannan

He is a businessman.

My mother is Mrs. K. Sivagami.

She is a housewife.

I have one sister and a brother.

They are studying in the school.

I have to support my family.

I have secured proficiency in English.

I have the capacity to lead a team at all times.

I am doing dot.net now.

My hobbies are reading and playing.

My mother tongue is Tamil.

I have good command over English and Hindi.

I am interested in sports.

I got many prizes in track events.

I represented my college cricket team.

I am qualified for the state level contest.

In my village I help the poor and the needy.

I want to help the poor.


I have applied for an overseas job.


I am always sociable.


I am proud of my college at all times.


I have self-confidence and faith in hard work.

HOW TO ASK FOR HELP


 **Remember**, it's okay to ask for help. Don't be embarrassed, and don't worry about other people judging you.

 **Think** what might happen if you don't get help—or if you do.

 **Decide** what the problem is and what help you need.

 **Think** about who you can ask for help. Choose someone you trust and who will know how to help you.

 **Think** about what you'll say when you ask for help. Do it.

 **Remember**, getting help when you need it is part of being responsible—to yourself.

English Expressions Used when Asking for Help

<i>Expression</i>	<i>Response</i>
To offer help	
Would you like some help?	Yes, that would be great.
Can I give you a hand?	Thanks, much obliged
Do you need a hand?	No thanks, I've got it.
May I offer my assistance?	That would be so kind, thank you.
To ask for help	
Could you give me a hand?	Certainly.
Would you mind helping me out?	Not at all.
Could you help me please?	My pleasure

As with help, people need advice from time to time. Your family or friends may need advice about relationships, financial investments, or how to deal with an irritating co-worker. Look at the expressions can be used when asking for advice.

Expression: What do you think I should do?

Response: Why don't you (.... take a taxi).

Response: That's a good idea.

Expression: What would you do in my shoes?

Response: Have you thought about (.... getting some medicine at the pharmacy)?

Response: Maybe you're right.

Expression: Do you have any idea about what to do?

Response: I think you should (.... see a doctor).

Response: Thanks for the advice.

Expression: What would you suggest?

Response: Have you considered (.... the local markets? They have great deals).

Response: That might work. I hadn't thought of that.

Expression: Can you think of anything that might help?

Response: One option may be to (.... call your embassy).

Response: Thanks, I'll try that.

SAMPLE DIALOGUE FOR ASKING FOR HELP

A: Can you help me plan the office party?

B: Sure. What do you need the most help with, the food or entertainment?

A: I need help with food.

B: OK, well, let's coordinate our efforts. Should this party be formal or casual?

A: I think it should be casual.

B: I agree. Next, we have to decide on food. We have a choice of Chinese or Continental Cuisine. Which one should we have?

A: I would prefer Chinese food for this party.

B: Perfect choice. For music, should we have a live band or a DJ?

A: I think we should hire a live band.

B: OK then. Well, I will work on my part and get back to you with my progress on Friday.

Questions you can ask about directions

Can you please tell me how I **can get to** Oxford Street?

Where is the **nearest** supermarket?

How can I get to the local market?

I'm trying **to get to** Downing Street.

How do I get to the office?

What's the best way to get to your house next?

Where is Mc Donald's can you tell me please?

VOCABULARY

Word	Meanings	Synonym	Antonym
Head back	to start moving back to some place		
Honorific	Conferring or showing honour or respect	Designation, epithet, sobriquet, moniker, appellation	
Navigation	The guidance of ships or airplanes from place to place / to guide	Exploration, steering, voyaging, sailing, seafaring	
Take it up a notch	increase the effort or intensity exerted in a situation or to go to the next level	Progress	Take it down a notch
Rest assured	to be assured; to be certain		
GPS	Global Positioning System-A navigational system involving satellites and computers that can determine the latitude and longitude of a receiver on Earth by computing the time difference for signals from different satellites to reach the receiver		
To pursue	Carry out or participate in an activity; be involved in	Go after, hunt, seek, trail	Ignore, leave give up
To seek	Try to get or reach	Explore, investigate, pursue, follow	Ignore, shun, neglect
Third wheel	someone who deters the socialization of a couple, perhaps when being invited out of pity or through a feeling of duty		
Concern	Something that interests you because it is important or affects you	Involvement, interest,	Disinterest, unconcern
Congenial	Suitable to your needs	Agreeable, cordial, favorable, genial	Aloof, disagreeable, discordant, unfriendly
Hamlet	A community of people smaller than a village	Small town	Metropolis
Fortitude	Strength of mind that enables one to endure adversity with courage	Bravery	Cowardice
Arrogant	Audacious, disdainful	Cavalier, haughty	Modest, humble

Lucrative	Profitable, money making	Advantageous, cost effective	Poorly paid, unprofitable
A laid back attitude	To be relaxed		
Acquaintance	A person whom one knows		
Cheery	Bright and pleasant; promoting a feeling of cheer	Gay, sunny	
To be picky	To be selective		
Panoramic	As from an altitude or distance	Scenic, bird's-eye, comprehensive, far-reaching, wide-ranging	

Word List

Greeting People

Hello. / Hi.

Good morning. (before 12 o'clock)

Good afternoon.(after 12 o'clock)

Good evening

Introducing People

What's your name?

Who are you?

My name is ...

I am ...

My friends call me ...

You can call me ...

Haven't we met (before)?

Yes, I think we have.

No, I don't think we have.

I think we've already met.

I don't think we've met (before).

This is ...

Meet ...

Have you met ...?

Yes, I have.

No, I haven't.

Yes, I think I have.

No, I don't think I have.

Hello, ... (name)

Nice to meet you. (informal)

Pleased to meet you.

How do you do? (formal)

Nice to see you.

Nice to see you again.

Say Goodbye

Good bye.

Bye. / See you.

Good night.

See you later.

See you soon.

See you tomorrow.

See you next week.

Health

How are you?

How are you today?

Fine, thank you/thanks.

Not too bad.

Very well.

I'm okay / all right.

Not too well, actually.

What's wrong with you?

Are you all right?

I'm tired

I'm exhausted

What's the matter with you?

I've got a cold.

Common phrases for giving/ taking directions:

Spot; pass by; come across; pass through; round turn; sharp turn; head back; take left; take right; go straight

Common words for landmarks:

Street; road; boulevard; avenue; park; signpost; kerb/ curb; gulley; alley; basement; hotel; restaurant; lights/ traffic lights

PS: for finding or telling way, use clock directions

Phrases that can be used to ask directions:

Do you know where ...?

Where is ...?

I am little lost. Could you help me out?

I am looking for.... Is it far?

Is there anything else that I should ...?

Could you ...?

Where is ...?

Pardon me for interrupting but I am lost. I am trying to find my way

Is ... street nearby?

Can you tell me the way to ...?

Phrases that can be used to tell directions:

What can I do?

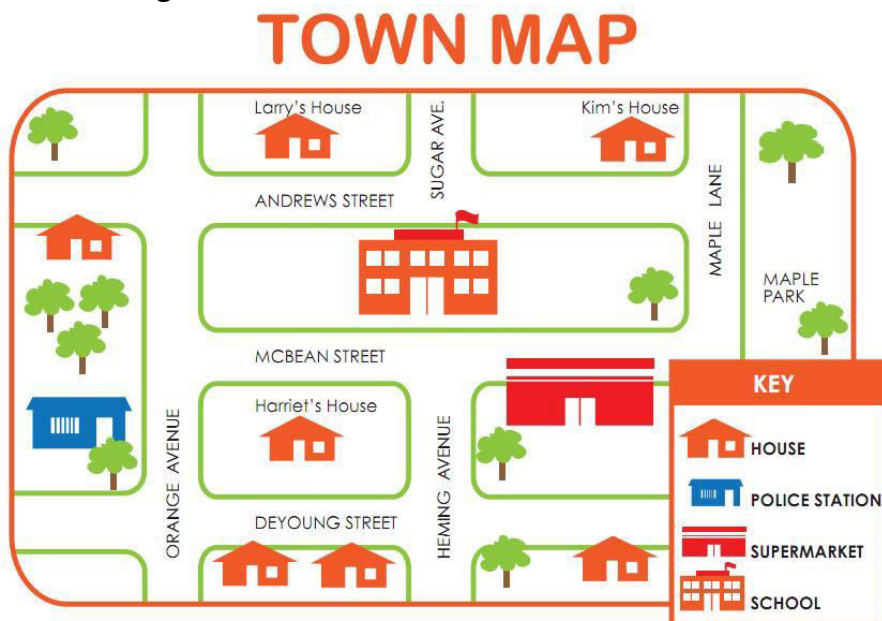
Let me

Which bus station/ place do you want to go to?

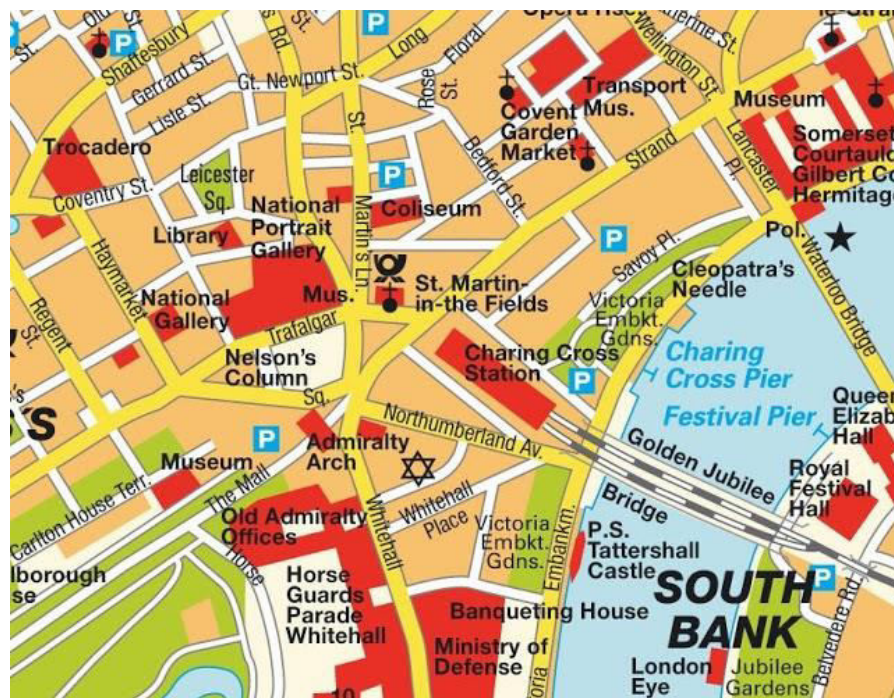
Just tell the taxi driver....

Where are you ...?

Task 1: Finding Directions



1. How many junctions are there in the map?
 How many crossroads are there?
 How will you reach Deyoung Street from Sugar Avenue?
 Kim wants to reach the police station. Guide him.
 Describe the location of Harriet's house with respect to the school.



2. How to reach the museum near Wellington Street, from Regent Street?
 What is the name of the only visible railway station?
 Guide a classmate from Leicester square to Jubilee Gardens?
 Is there a possibility of crossing the water body?
 From Belvedere Road, in what direction would you find Shaftesbury?

II. Types of Sentences

A **sentence** is a word or a group of words, arranged in a particular manner, which expresses a complete idea.

E.g. *They are reading a book.*

Do you speak English?

It's a fine day!

According to the **purpose of the utterance** we distinguish four kinds of sentences:

1) the declarative sentence

3) the imperative sentence

2) the interrogative sentence

4) the exclamatory sentence

1. A declarative or Assertive sentence makes a simple statement. A declarative sentence is further categorized as **Affirmative** and **Negative** sentences.

E.g. *This is a declarative sentence.*

Affirmative

A declarative sentence is not always affirmative.

Negative

Negative sentences are formed by means of the negative particle "*not*" which is put after the verb (auxiliary, modal or linking verb).

E.g. *I do not like rainy weather.*

The students will not forget types of sentences.

However Negative pronouns (no-one, none, neither, nothing, no, etc.), negative adverbs (never, nowhere, etc.) and some other words (hardly, refuse, without, etc.) are also used to express negation.

E.g. *She never walks alone.*

None was ready to accept his challenge.

Neither of the students remembers the difference between homonyms and homographs.

The owner refused to give him the salary.

All declarative sentences are always punctuated with period or full stop.

Mind! There is only one negation in an English sentence.

2. Interrogative sentences ask questions. These sentences are of two types:

a) Yes/No questions

b) Wh. Questions

A) Yes/No Questions: We form *yes/no* questions with an auxiliary verb (*be, do* or *have*)

E.g., *Are you planning to leave this city?*

Does the sun rise in the West?

Is it Monday today?

Have you learnt how to make yes/no questions?

B) Wh. Questions: A *wh.* question begins with a *wh.* word (*when, where, why, how, what* etc.).

While making a *wh.* question, *wh.* word is always followed by an auxiliary verb or modal verb.

E.g., *Where do you live?*

Why will you join the army?

What should I do to get a job?

***Note:** There are some *wh.* words which are not always followed by an auxiliary or modal verb. These are (*what, who, which* or *whose*).

E.g., *Who comes from Andhra Pradesh?*

Which topic is the most interesting topic for you?

Whose workbook is missing today?

What makes you angry?

3. Imperative sentences express commands, requests, invitations, suggestions etc. These sentences often appear to be missing subjects and use a verb to begin the sentence. In fact, the subject is implied (the person listening, or the audience). In other words, if a sentence is directed at you, then you are the subject of that sentence.

E.g. *Stand up.* (*You stand up.*)

Open the door. (*You open the door.*)

An imperative sentence can be positive or negative. A positive sentence always begins with an action verb indicating that something must happen.

E.g., **Finish** your homework.

Give me your contact number.

A negative imperative sentence usually begins with an auxiliary verb followed by a particle "*not*" or sometimes begins with negative words like '*never, nothing, none, nobody*' etc.

E.g., *Don't make a noise.*

Never let your parents down who have brought you up.

Don't wait for my answer. No one should come to the class without a uniform.

Question tags in Imperative Sentences: There are some of the imperative sentences that have question tags at the end. Tag questions added to imperative sentences are not the same as typical **interrogative sentences**. Interrogative sentences ask a question but do not have the same fort for their request, suggestion, or command that imperatives do.

E.g., *Take me out to the ballgame, won't you? Send me that email, will you?*
Park in the lot nearby, will you? Pass the potatoes, won't you?

4. An **exclamatory** sentence expresses some kind of emotion or feeling (joy, anger, grief, wonder, etc.). It often begins with the words “*What*” and “*How*”.

E.g. *How wonderful! What the fine weather we are having today!*

Apart from using “what and “how”, we can also make an exclamatory sentence by using interjections.

Hurrah! We have won the game. Alas! She has broken her leg.

So an exclamatory sentence emphasizes a statement (either declarative or imperative) with an exclamation point (!).

UNIT 2 - Tenses and Conversation

I. My Routine, Shopping and Talking about Vacation

Daily Activities at Home

Q: What are some of the daily activities that you do at home?

I **wake up** at 7am every morning.

I **press the snooze button** five times every morning before I **turn off the alarm** and **get up**.

I **have a cup of coffee** and **make breakfast**. I usually **read the newspaper** while I **have breakfast**.

My children like to **have a shower** after they have breakfast but I like to have a shower before I **get dressed**.

My wife **brushes her long hair**, and I have short hair so I **comb my hair**. How do you **do your hair** in the morning?

It is important to **brush your teeth**, and some women like to **put make-up on**.

After I have finished work, I **go home** to **cook dinner**. In my house I usually **make dinner**. The family eat dinner together at 7:30pm.

After dinner I make sure that my children **do their homework**, and then I **chill out on the sofa** and **watch television**.

On television I usually **watch the News**. My wife usually comes to tell me to **take the rubbish out**, or **wash the dishes**.

Our children **feed the dog and the cat** before they **go to bed** and I tell them to **go to the bathroom** too.

If I am sick I have to **take my medication**, but then I **get into my pyjamas** and **set the alarm** so I wake up in the morning.

The last things I do is **lock the door**, **turn off the lights**, and **go to bed**.

It doesn't take me long to **fall asleep**.

Daily Activities at Work

What are some daily activities that you do at work?

I **go to work** at 8.45am every morning.

I usually **drive to work**.

I always **check my emails** when I get to work, but I don't always **reply** to them immediately.

I **take a taxi** or **a train** if I have a **lunch meeting**. I never **take the bus** because it is too slow.

When I am at my desk I usually **work on the computer**, even during **morning tea**.

At 1pm most days I **have lunch**.

At 3pm we have **afternoon tea**, and that is when we usually talk and eat cake.

When you are in the office you probably have a lot of papers. It is important for you to **file your papers**, and so that you can find them again you need to **organise your files**.

When I work I have to **make telephone calls**. If an important issue happens I ask my secretary to **organise a meeting**.

Once a month I **report to my boss**, but maybe you have to report to your boss more often. I usually **write a document** that my boss can read.

Weekly Activities

What are some weekly activities that you do?

I **go grocery shopping** once a week at the local supermarket.

My family **does the housework** together every Saturday morning.

I usually **do the washing** on Sunday morning and when the machine is finished I **hang the clothes out** to dry.

On Sunday morning we **go to church**, and if there is lots of noise coming from **next door**, sometimes we **fight with the neighbor**.
 On Saturday night my parents **stay at home** and I **go out with friends**.
 Even my friends that live at home **call their parents** each week.
 Every evening, I **water the garden**.
 I usually pay someone to **wash the car**, but my partner says I should do it, so sometimes I **argue with my partner** about that.
 If we are angry at the neighbor, we **seek vengeance** by annoying his dogs.
 I work in an important office, so I have to **shine my shoes** each day.
 Sometimes we **hire a movie**, because we don't like to **illegally download music and films**.
 I make sure that I **synchronize my iPod** so I always have new music on it.
 To get our shopping, we **go to the mall** in the car.
 Last week I forgot to **recharge my travel card**, and I had to **argue with a bus driver**. I couldn't call the office because I forgot to **recharge my cellphone**!

Useful Shopping Phrases

advertising campaign: a series of advertisements to persuade people to buy something
big brand names: large well-known companies or product names
to be careful with money: not to over-spend
carrier bag: bags (usually plastic) supplied by shops
customer service: the degree to which customers are treated well
to get into debt: to owe money
to give someone the hard sell: to put pressure on someone to buy something
high street names: well-known shops
independent stores: small shops independent of large companies
local shops: community shops
loyalty card: a card issued by a shop to allow customers to save money on the basis of what they spend
must-have product: a product that is very popular that a lot of people want to have
to be on a tight budget: to have a limited amount of money to spend
to be on commission: to pay someone in relation to the amount they sell
a pay in cash: to pay for something using coins or paper money
to pay the full price: to pay the full amount for something
to pick up a bargain: to buy something much cheaper than the normal price
to run up a credit card bill: to owe money on a credit card
to shop around: to try different shops to find the best deal
shop assistant: the person who serves customers
to shop until you drop: to do a lot of shopping
to slash prices: to reduce prices a great deal
to snap up a bargain: to buy something quickly that is being sold cheaply
summer sales: a period in the year when things are sold cheaply
to try something on: to see if an item of clothing fits or is suitable
to be value for money: to be worth the cost
window shopping: to visit a store to look at items without the intention of buying anything

Check the shopping phrases in bold letters

1

Examiner: Do you often go shopping for personal items?
 Maxine: When I can afford it yes ... my college is in the city center and I do a lot of **window shopping** ... but being a student I'm **on a tight budget** so I have **to be careful with money** ...
 Examiner: Are there many shops where you live?
 Jenny: We've got a few **local shops** nearby and a few **independent stores** but none of the big **high street names** ... I have to go into town for them ...
 Examiner: Do you enjoy shopping?
 Marco: It depends ... I hate it when the sales are on ... crowds of people all trying to **snap up a bargain** ... I find it all a bit stressful ... I also get annoyed when **shop assistants** try to **give me the hard sell** when all I want to do is look around ...

2

Examiner: Do you think we will stop using paper money in the future?
 Louisa: I think it's almost certain ... at the moment it's still possible **to pay in cash** but I'm sure this will change ... the problem is people are more likely **to get into debt** and **run up a credit card bill** when this happens.
 Examiner: How do companies encourage the consumer to spend their money?
 Peter: Well ... a recent development in my country is something called 'Black Friday' where people are encouraged **to shop until they drop** and buy the latest **must-have products** ... then there are things like **loyalty cards** to get the customer back in the store ...
 Examiner: What do you think shops need to do to create a positive shopping experience?
 Tania: The main thing for me is not being pressurized to buy ... I appreciate that shop assistants are probably **on commission** but if I'm looking for clothes for example I like to take my time ... **to try something on** ... and to ask for help if I need it ...

Nouns in context of shopping

Client; customer;	salesgirl; salesclerk; cashier;	attendant / assistant;
salesperson; vendor;	seller; buyer;	
sales representative; sales manager;	wholesale buyer; wholesaler;	
retailer; distributor;		
salesman; saleswoman;	advertising agent;	

Finding a Shop	Opening Hours
QUESTIONS Can you recommend a good toy/clothes shop? Is there a chemists/supermarket in the area? Where can I get toothpaste/pet food? Where's the nearest shopping centre?	QUESTIONS What time do you open, please? What time do you close, please? What are your opening hours? Are you open all day? Are you open on Sundays?
ANSWERS/COMMENTS There's a really good bookshop just around the corner. You can buy that here in the hotel. The best toy shop is in the shopping centre. The nearest one is a few miles away.	ANSWERS/COMMENTS We're open 24/7. (24 hours a day / 7 days a week) We're closed at lunchtime, between 12 and 2pm. We're open from 9am till 6pm, Monday to Friday.

HERE IS A SAMPLE CONVERSATION BETWEEN MRS SMITH AND HER YOUNGER SON JOHN AT THE SHOP.

It's Saturday morning and Mrs. Smith is going shopping.

Mrs S: John, I'm going to the shops. Is there anything you want?

John: Yes please! Can you pick up my magazine from the newsagents?

Mrs S: Of course. Do you want to come with me?

John: No way, I'm going round to Mike's house, sorry.

Mrs S: No problem. I'll be about an hour, be home by 5 o'clock at the latest.

John: O.K. I'll see you later. A bit later.....

Mrs S: John are you home?

John: Yes mum, I'm up stairs.

Mrs S: Come down here, I bought you a new Nike T-shirt, I want you to try it on.

John: Nike? Great I'm coming!

A few minutes later.....

Mrs S: Well, does it fit?

John: I think it's a bit too small.

Mrs S: Let's have a look. Hmmm, I think you've grown again!

John: I can't wear it though.

Mrs S: Do you like it?

John: Yeah, it's a nice colour.

Mrs S: I'll take it back to the supermarket and see if I can change it.

Mrs Smith had bought a nice new T-shirt for John, but when he tried it on it didn't fit.

Travel, Holiday, Vacation Vocabulary and Dialogues in English

Booking a Holiday

Book: as opposed to the noun (reading material), this verb means to arrange and confirm a place on a flight, a room in a hotel or a ticket for an event in the future.

Depart: to go away or leave, especially on a journey.

Arrive: to reach a place, especially at the end of a journey.

Reservation: an arrangement in which something like a seat on a plane or a table in a restaurant is kept for you.

Destination: the place where someone is going, or something is being sent or taken.

Complimentary: if tickets books or any other items are complimentary, it means they are given free, especially by a business.

All-Inclusive: Including everyone or everything. In holiday terms, this would refer to a hotel deal where the price usually includes accommodation, meals and drinks (any extra activities or facilities would be charged separately).

Travel Agency: a company or shop that makes travel arrangements for people.

Ticket: a small piece of paper or card given to someone, usually to show that they have paid for an event, journey or activity.

Brochure: a type of small magazine that contains pictures and information about a product or a company.

Leaflet: a small piece of paper that gives you information or advertises something.

Last Minute Deals: these are promotions that are advertised at the latest possible time for those who are more spontaneous!

Promotion: publicizing a product to increase sales or public awareness.

Package Deal: an offer or agreement involving a number of related items or the acceptance of one being dependent on acceptance of another.

Half-Board: if you request 'half-board' at a hotel, breakfast and dinner would be included in the hotel price (as part of the package).

Full-Board: if you request ‘full-board’ at a hotel, which would include all three meals (breakfast, lunch and dinner) in the price of your accommodation.

Self-Catering: if you stay in self-catering accommodation, you would be in a place where you are provided with the facilities to prepare and cook your own meals.

Accommodation: a room or building in which someone may live or stay. Different types of accommodation include apartments, hotels, guesthouses and backpacking hostels.

Vacation: the American term for ‘holiday’.

Camping: the activity of spending a holiday (vacation) living in a tent or campervan.

Backpacking: to travel or hike carrying one’s belongings in a backpack.

Transfer: the act of moving someone or something from one place to another.

Budget Holiday: (adjective) meaning inexpensive. Planning a trip using a minimal amount of money. (Budget – noun) Having a limited amount of money for expenditure: Ex: *We have to keep within the household budget*).

Travel Documents: all the necessary documents you would need to take with you on a holiday i.e. passport or ID card, driving license, flight/bus/ train tickets, visa confirmation etc.

Outbound: travelling away from a particular place, usually the first half of a journey.

Inbound: travelling towards a particular place, especially when returning to the original point of departure.

Two-way, Return Ticket (UK), Round Trip (US): a ticket that allows someone to travel to a place and back again.

One-way, Single Ticket: a ticket that allows a passenger to travel only to his/her destination, without returning.

Transport: (verb *trans-PORT*) to take or carry goods or people from one place to another. (Noun *TRANS-port*) A system or means of conveying people or goods from place to place by means of a vehicle, aircraft or ship.

Splash out: a phrasal verb (mainly used in British English) meaning to spend money freely.

Packing

Suitcase: a case with a handle and hinged lid, used for carrying clothes and other personal possessions.

Backpack (US), Rucksack (UK): a bag with shoulder straps that allow it to be carried on one’s back.

Currency: a system of money in general use in a particular country.

Appropriate Clothing: suitable or fitting for a particular purpose, person or occasion.

Seasonal: relating to a particular season of the year (Autumn, Winter, Spring or Summer).

Fanny Pack (US), Bum Bag (UK): a small bag used to safely store small valuable items when on holiday. This is usually worn around the waist and can be concealed under one’s clothing.

Travelling to Your Destination

Check-In: the act of reporting one’s presence and registering, typically at an airport or hotel.

Departure Gate: gate where passengers embark.

Airport Terminal: this is a building at an airport, where passengers transfer between ground transportation and the facilities that allow them to board or disembark from an aircraft.

Departure Lounge: a seating area in an airport where passengers wait to board an aircraft or vehicle.

Duty-Free: Items available for purchase that are free of duty or tax charges in a particular country, generally sold at airports.

Ferry: a boat or ship for conveying passengers or goods, especially over a relatively short distance and as a regular service.

Take Off: (of an aircraft or bird) becoming airborne.

Board: to get on or into (a ship, aircraft or other vehicle).

Passport Check, Security Checkpoint: a barrier or manned entrance typically at a border of a country where travelers are subject to security checks.

Overweight: baggage weighing in excess of the allowed amount.

Destination: the place to which someone or something is going or being sent.

Window Seat: a seat positioned next to a window on a large vehicle or aircraft.

Aisle Seat: a seat positioned beside the walkway on a large vehicle or aircraft.

Arriving at Your Destination

Landing: an instance of coming or bringing something to land, either from the air or from water.

Customs: the place at a seaport, airport or frontier where officials check incoming goods, travelers or luggage.

Baggage Collection Point, Baggage Reclaim, and Baggage Claim Area: an area where arriving passengers claim checked-in baggage after disembarking from an airline flight.

Nothing to Declare: exiting the airport at a gate where you state that you do not have any goods where duty is payable or that need checking whether entry into the country is permitted.

Credit Card: a small plastic card provided by a bank or company which gives you access to money that you will need to pay back within an agreed time limit.

Debit Card: a small plastic card provided by your bank which gives you access to money that you already have in your bank account.

Porter: a member of staff in a hotel who assists guests with carrying their luggage.

Alarm: something to help you wake up at an appropriate time, this could be a sound notification on your smartphone or a telephone call from staff if you are staying in a hotel.

Room Service: requesting food, drinks or other services to be delivered to your hotel room.

D.1. Sample Conversation about Booking a Holiday:

Travel Agent = TA, Customer = C

TA: Good afternoon madam, how can I help you today?

C: Good afternoon, I would like to book a trip to Italy for 2 people and a 6 year old child please.

TA: Is there anywhere in particular you would like to go?

C: I can't decide between Venice and Rome, whichever is cheaper as we're on a budget this year!

TA: Okay, and when would you like to go?

C: We have two weeks of holiday between 18th June and 2nd July, and we'd like to go for at least 10 days during that period.

TA: No problem, I'll just check to see which destination would be cheaper.... We have a special promotion on at the moment, if you book a package deal to Venice, you get free transfer to and from your hotel to the airport, plus one free meal each day. Would you be interested in that?

C: Yes, that sounds great!

TA: And would you like full-board or half-board?

C: Well, seeing as we will get one free meal each anyway, I think self-catering would be better. I'll have a little bit of extra money to splash out in a nice restaurant somewhere!

TA: Okay, that's fine. We have a hotel that offers self-catering facilities and is right in the centre of Rome. They also have special facilities for children such as meal deals, extra beds, a play area in the lobby and a crèche.

C: Perfect! I won't need to spend too much money on transport and our son will surely have fun too!

TA: Exactly. Your outbound flight will be on the 19th June, departing from London Gatwick Airport at 11:30am, and your return flight will be on the 30th June at 10:30pm. That gives you 11 and a half days in Rome, does that suit you?

C: Yes, that's excellent, and we'll still have a couple of days to recover before going back to work! How much will that be?

TA: Well, the promotion is £200 per adult, and your child can go for free because he is under 8 years old. That includes the return flights, accommodation for 11 nights, airport transfer and a complimentary meal each per day. Shall we go ahead and book it?

C: Wow! That is a fabulous deal! Yes, please.

TA: Okay. How would you like to pay?

C: Credit card please. Here you go.

TA: Thank you. Could I also see your passports please?

C: Sure, here you go.

TA: Thank you. Here are your tickets and everything else you'll need to know about your package holiday. Remember to keep all your travel documents safe throughout the whole trip.

C: Thank you so much for your help!

TA: You're welcome. Enjoy the rest of your day and please contact us if you have any queries before you set off on your holiday!

D.2. Sample Conversation about Checking-in at the Airport:

Airport Attendant = AA, Passenger = P

AA: Next please!

P: Hi. Good Afternoon.

AA: Good Afternoon sir. May I see your passport please?

P: Yes, here you go.

AA: Thank you. Please place your luggage on the belt.

P: (Places suitcase on the conveyor belt)

AA: I'm afraid this suitcase is 7kg overweight. You are allowed a maximum of 30kg and this suitcase weighs 37kg. You will need to remove some items or pay an additional fee for the extra weight.

P: Oh no! I see. Okay, I'm happy to pay the fee.

AA: Is this your bag sir?

P: Yes, of course it is.

AA: Did you pack it yourself?

P: Yes.

AA: Were you given anything by someone else to take on the flight?

P: No, definitely not.

AA: Do you have any of the following items in your luggage? (Points to images of dangerous objects)

P: No, I'm certain.

AA: Okay, that'll be 56 euros for the overweight case please.

P: Okay, here is the right amount in cash. Also, could I please have a window seat?

AA: I'll just see if there is one available.... Okay, you'll be seated in 25A. Here is your passport and boarding pass, please keep all your documents safe. Enjoy your flight.

P: Thank you very much.

D.3. Sample Conversation about Checking-in at the Hotel:

Hotel Receptionist = HR, Guest = G, Porter = P

P: Good morning Sir, welcome to The Royal Pavilion Hotel. May I take your bags please?

G: Oh, that's very kind of you! Thank you. I am quite tired after that journey.

P: Please follow me this way to the check-in desk.

HR: Good morning Sir, do you have a reservation?

G: Yes, I booked online.
 HR: Which name was it booked in?
 G: Mr. Graham Watts
 HR: Yes, I have it here. Could I see the credit card you paid with please?
 G: Yes, here you go.
 HR: Thank you. Would you like an alarm call to wake you up?
 G: Yes please. If you could call me around 11am, that'd be great. I would like to rest for a few hours before my meeting.
 HR: No problem. The complimentary breakfast is served until 11:30 and you can call for room service at any time.
 G: I will most probably do that! Thanks.
 HR: Your room is number 237 on the third floor and here's the key. Our porter will help you with your bags and show you to your room.
 G: That's wonderful, thank you. Is there a Wi-Fi connection available in my room?
 HR: Yes, you'll find the password in you room beside the TV. We hope you enjoy your stay with us.
 P: Okay Mr. Watts, if you please come this way, I'll show you to your room...

II. Active & Passive Voice

There are two ways to express an action of a subject in relation to its object: *Active voice and Passive voice.*

In "**active voice**" subject acts upon object, while in "**passive voice**" object is acted upon by subject. It can also be said, in "active voice" subject does a work on object, while in "passive voice" object is worked on by subject. The normal structure of an active voice sentence is

Ex: subject+ verb +object Raj eats pizza.

But in passive voice, the normal structure of sentence is reversed according to certain rules and becomes like **Ex: object+ verb +subject.** Pizza is eaten by Raj.

The real meaning of a sentence does not change if the sentence is expressed either by active voice or by passive voice. The **active voice** is mostly used in writing because it gives a direct and more concise meaning. Passive voice is used sometimes due to the following reasons.

When intentionally hiding the subject of sentence. For example, a student who failed in exam might say, ***some chapters were not studied.***

Another example. ***Women were not treated as equals***

When passive voice better explains thought of a sentence. For example, to say, ***cloth is sold in yards,*** is more meaningful than to say, ***Shop keepers sell cloth in yards.***

When passive voice better emphasizes the main thought of the sentence. For example, a man who is being teased by another person might say in anger, ***"you will be beaten by me"***

When subject is not exactly known. For example, ***His watch was stolen.*** It is not known who stole his watch; the subject (thief) is not exactly known, so it is better to use passive voice for such sentences. There are certain rules for expressing a thought in passive voice or for changing a sentence from active voice to passive voice.

Fundamental Rules for changing from active voice to passive voice

The places of subject and object are interchanged i.e. the object shifts to the place of subject and subject shifts to the place of object in passive voice.

Example: Active voice: I write a letter. **Passive voice:** I letter is written by me.

Subject (I) of sentence shifted to the place of object (letter) and object (letter) shifted to the place of subject (I) in passive voice.

Sometimes subject of sentence is not used in passive voice. Subject of sentence can be omitted in passive voice, if without subject it can give enough meaning in passive voice.

Example: Passive voice: *cloth is sold in yards.*

3rd form of verb (past participle) is always used as main verb in sentences of passive voice for all tenses. Base form of verb or present participle will be never used in passive voice.

The word “by” is used before subject in sentences in passive voice.

Example: Active voice: *He sings a song.* **Passive voice:** *A song is sung by him.*

The word “by” is not always used before subject in passive voice. Sometimes words “with, to, at, in etc” may also be used before subject in passive voice.

Examples: Active voice: *The water fills the tub.* *He knows me.*

Passive voice: *The tub is filled **with** water.* *I am known **to** him.*

Auxiliary verbs are used passive voice according to the tense of sentence.

Note: First 5 rules are usually same for all tenses in passive voice. Rule No. 6 is about the use of auxiliary verb in passive voice which differs for each tense. The auxiliary verbs of passive voice are used according to tense of sentence of its active voice form. The auxiliary verb for each tense is given in the following table with explanation and examples.

Simple Present Tense (passive Voice) Auxiliary verb in passive voice: am/is/are	
Active voice: He sings a song. He does not sing a song. Does he sing a song?	Passive voice: A song is sung by him. A song is not sung by him. Is a song sung by him?

Present Continuous Tense (passive Voice) Auxiliary verb in passive voice: am being/is being/are being	
Active voice: I am writing a letter I am not writing a letter. Am I writing a letter?	Passive voice: A letter is being written by me. A letter is not being written by me. Is a letter being written by me?

Present Perfect Tense (passive Voice) Auxiliary verb in passive voice: has been/have been	
Active voice: She has finished his work She has not finished her work. Has she finished her work?	Passive voice: Her work has been finished by her. Her work has not been finished by her. Has her work been finished by her?

Simple Past Tense (passive Voice) Auxiliary verb in passive voice: was/were	
Active voice: I killed a snake I did not kill a snake. Did I kill a snake?	Passive voice: A snake was killed by me. A snake was not killed by me. Was a snake killed by me?

Past Continuous Tense (Passive Voice)

Auxiliary verb in passive voice: was being/were being

Active voice:

He was driving a car.

He was not driving a car.

Was he driving a car?

Passive voice:

A car **was being** driven by him.

A car **was not being** driven by him.

Was a car **being** driven by him?

Past Perfect Tense (Passive Voice)

Auxiliary verb in passive voice: had been

Active voice:

They had completed the assignment.

They had not completed the assignment.

Had they completed the assignment?

Passive voice:

The assignment **had been** completed by them.

The assignment **had not been** complete by them.

Had the assignment **been** completed by them?

Future Simple Tense (Passive Voice)

Auxiliary verb in passive voice: will be

Active voice:

She will buy a car.

She will not buy a car.

Will she buy a car?

Passive voice:

A car **will be** bought by her.

A car **will not be** bought by her.

Will a car **be** bought by her?

Future Perfect Tense (passive Voice)

Auxiliary verb in passive voice: will have been

Active voice:

You will have started the job.

You will have not started the job.

Will you have started the job?

Passive voice:

The job **will have been** started by you.

The job **will not have been** started by you.

Will the job **have been** started by you?

***Note:** The following tenses cannot be changed into passive voice.

1. Present perfect continuous tense
2. Past perfect continuous tense
3. Future continuous tense
4. Future perfect continuous tense
5. Sentence having Intransitive verbs

Passive voice for Present/Future Modals "CAN, MAY, MIGHT, SHOULD, MUST, OUGHT TO" Auxiliary verb in passive voice: be	
Active voice: CAN She can play a violin. She cannot play a violin. Can she play a violin?	Passive voice: CAN BE A violin can be played by her. A violin cannot be played by her. Can a violin be played by her?
Active voice: MAY I may buy the computer. I may not buy the computer. May I buy the computer?	Active voice: MAY BE The computer may be bought by me. The computer may not be bought by me. May the computer be bought by me?
Active voice: MIGHT Guests might play chess. Guests might not play chess.	Active voice: MIGHT BE Chess might be played by guests. Chess might not be played guests.
Active voice: SHOULD Students should study all lessons. Students should not study all lessons. Should students study all lessons?	Active voice: SHOULD BE All lessons should be studied by students. All lessons should not be studied by students. Should all lessons be studied by students?
Active voice: MUST You must learn the test-taking strategies. You must not learn the test-taking strategies.	Active voice: MUST BE Test-taking strategies must be learnt by you. Test-taking strategies must not be learned by you.
Active voice: OUGHT TO They ought to take the examination.	Active voice: OUGHT TO BE The examination ought to be taken by them.

Passive voice for Past Modals

(MAY HAVE, MIGHT HAVE, SHOULD HAVE, MUST HAVE, OUGHT TO HAVE)

The places of subject and object in sentence are inter-changed in passive voice.

3rd form of verb (past participle) will be used only (as main verb) in passive voice.

To change sentences having past modal into passive voice, auxiliary verb "been" is added after modal in sentence.

Passive voice for Present/Future Modals "MAY HAVE, MIGHT HAVE, SHOULD HAVE, MUST HAVE, OUGHT HAVE TO" Auxiliary verb in passive voice: been	
Active voice: MAY HAVE You may have availed the opportunity. You may not have availed the opportunity.	Active voice: MAY HAVE BEEN The opportunity may have been availed by you. The opportunity may not have been availed by you.
Active voice: MIGHT HAVE He might have eaten meal. He might not have eaten meal.	Active voice: MIGHT HAVE BEEN Meal might have been eaten by him. Meal might not have been eaten by him.
Active voice: SHOULD HAVE You should have studied the book. You should not have studied the book.	Active voice: SHOULD HAVE BEEN The book should have been studied by you. The book should have not been studied by you.
Active voice: MUST HAVE He must have started job. He must not have started job.	Active voice: MUST HAVE BEEN Job must have been started by you. Job must not have been started by you.
Active voice: OUGHT TO HAVE You ought to have helped him.	Active voice: OUGHT TO HAVE BEEN He ought to have been helped by you

UNIT 3 - Engaging in Small Talk

I. Introduction to small talk

What is small talk?

Small talk is more of a casual form of conversation that allows people to "break the ice" or can be used if there is an awkward silence between two or more people.

Where do people make small talk?

Most often small talk occurs in places where people are waiting for something

Water cooler

Elevator

Cafeteria / Kiosks

Also at public gatherings / social event

Queues at any store/ booking desk

When do people make small talk?

When you meet someone for the first time

When someone greets you

When someone smiles and acknowledges your presence

When someone is alone but not busy with or engrossed in his/ her work

When it is a break- time in between any program/ session

Why do people make small talk?

Enables a person to cope up with his/ her language skills

Helps one to learn manners and social etiquette

Provides a medium to build business deals

Polishes one's interpersonal skills

Encourages one to gain multiple views and opinions on the same topic and broadens one's horizon

Tips for Making Small Talk

A study at the Stanford University School of Business tracked a group of MBAs 10 years after they graduated. The result? Grade point averages had no bearing on their success -- but their ability to converse with others did. Being able to connect with others through small talk can lead to big things, according to Debra Fine, author of 'The Fine Art of Small Talk.' A former engineer, Fine recalls being so uncomfortable at networking events that she would hide in the restroom. Now a professional speaker, Fine says the ability to connect with people through small talk is an acquired skill.

Fine and her fellow authorities on schmoozing offer the following tips for starting -- and ending -- conversations:

1. As you prepare for a function, come up with three things to talk about as well as four generic questions that will get others talking.
2. Be the first to say "hello." If you're not sure the other person will remember you, offer your name to ease the pressure. For example, "Charles Bartlett? Lynn Schmidt... good to see you again." Smile first and always shake hands when you meet someone.
3. Take your time during introductions. Make an extra effort to remember names and use them frequently.
4. Get the other person talking by leading with a common ground statement regarding the event or location and then asking related open-ended questions. For example, "Attendance looks higher than last year, how long have you been coming to these conventions?" You can also ask them about their trip in or how they know the host.
5. Stay focused on your conversational partner by actively listening and giving feedback. Maintain eye contact. Never glance around the room while they are talking to you.

6. Listen more than you talk.
7. Have something interesting to contribute. Keeping abreast of current events and culture will provide you with great conversation builders, leading with "What do you think of...?" Have you heard...?" What is your take on...?" Stay away from negative or controversial topics, and refrain from long-winded stories or giving a lot of detail in casual conversation.
8. If there are people you especially want to meet, one of the best ways to approach them is to be introduced by someone they respect. Ask a mutual friend to do the honors.
9. If someone hands you a business card, accept it as a gift. Hold it in both hands and take a moment to read what is written on it.
10. Watch your body language. People who look ill at ease make others uncomfortable. Act confident and comfortable, even when you're not.
11. Before entering into a conversation that's already in progress, observe and listen. You don't want to squash the dynamics with an unsuited or ill-timed remark.
12. Have a few exit lines ready, so that you can both gracefully move on. For example, "I need to check in with a client over there."

Examples of small talk for weather, weekend, family, sports, films, people

Using the weather for small talk

Kind of chilly this morning, isn't it?
 What a beautiful morning!
 A bit windy, but beautiful.
 It's never that hot at this time of the year.
 It's been raining for weeks.
 Is this never going to end?

Using weekend for small talk

How did you spend the weekend?
 Did you do anything special?
 How was your weekend?

Using family for small talk

Robert: How's Jane doing? I haven't seen her for ages.
 Linda: Oh, she's fine. She just got a job with the government.

Robert: That's great news. We should get together one of these days. Sarah would love to see you both, too.

Linda: Sure. That'd be great. ...

More examples

How are the kids?
 Give my regards to your husband.
 Why don't you come over for dinner one of these days?

Using sports for small talk

David: Did you see the game last night?
 Jason: No, I missed it. Was it a good game?

Using films for small talk

Sarah: Have you seen the Hangover 3? We went to see it last night.
 Jane: How was it?
 Sarah: Jason thought it was hilarious, but I was a bit disappointed.

More examples

You should definitely go for it. You must see that!

Using people for small talk

Have you heard? Kitty is getting married.
 Don't tell anyone, but apparently David is going to be promoted.



SAMPLE DIAOGUES WITH MORE THAN ONE OPTION TO ANSWER THE SAME QUESTION:

Example: How's the family? - They're very well, thank you.

Small talk conversation exercise

a I've just bought a new car – Ford Escort.

- (i) Really? I've heard it is a very bad car.
- (ii) Really? Why did you do that?
- (iii) Really? Are you pleased with it?

b My daughter Sarah has gone to Oxford University.

- (i) Really? What is she studying?
- (ii) I don't believe you!
- (iii) Oh, that must be very expensive!

c I'm afraid I have a bad cold.

- (i) Keep away from me! I don't want to catch it.
- (ii) I knew someone who died from a bad cold.
- (iii) That's very bad luck. But thank you for coming to the meeting.

d Our national team will be in the World Cup if we beat Germany.

- (i) Germany has a good team. You're not going to win.
- (ii) Germany has a good team. I'm sure it will be a great game.
- (iii) Anyone can beat Germany. They have a terrible team.

VOCABULARY

S.no.	Word/ phrase	Meaning	Synonym	Antonym
1	Rendezvous	A meeting or a place where people meet	Tryst	
2	Formal	Adhering to official standards, befitting an authority	Conventional, stately	Informal, casual
3	Informal	Not officially recognised	Relaxed, Casual, Unofficial	Formal, Stately, Official
4	To rendezvous	To meet, to get together	To assemble, to group	To scatter
5	Etiquette	Rules governing socially acceptable behaviour	Mannerisms	Bad manners, impolite
6	Errand	A short trip that is taken in the performance of a necessary task or mission	Trip	
7	Sync	To occur at the same time or in the same pattern	Synch, Synchronization	Unsynchronized, Nonsynchronous
8	Tackle	Accept as a challenge	Undertake, take on, handle	Withdraw, give up
9	Breaking the ice	To end or avoid an awkward situation by starting a conversation with someone about something.	Open up, lead the way, take the plunge, break ground, start the ball rolling	To remain reserved
10	Establish	Start a new organization, set up or lay the groundwork	Institute, validate, launch, build	Abolish
11	Acquaintance	A relationship less intimate than friendship	Familiarity, Known	Stranger, unknown
12	Acknowledge	Express recognition, declare to be true or admit the existence	Recognise, admit, know	Derecognise, disavow, deny

13	Tentatively	Under terms not final or fully worked out or agreed upon	Provisional, probationary, doubtful	Finalized, confirmed
14	Probe	An exploratory action or expedition. Investigate thoroughly to see if true.	Investigation, Examination. Dig into, poke into.	Overlook, Ignore, neglect
15	Aggressive	Having or showing determination and energetic pursuit of your ends	Belligerent	Passive, docile, inactive

Read the small talk below

Pearl: Hi there.

Ruthven: Hi, I haven't seen you around here before. Have you worked here long?

Pearl: No, I've only been here a few months. I work in the Human Resources Department.

Ruthven: Oh, that must be why I haven't seen you around. I'm in Sales

Pearl: Sales sounds like an interesting job.

Ruthven: It's okay. Hey, you look like you could really have a coffee.

Pearl: Yes, it's been a really hectic week.

Ruthven: Tell me about it! At least it's supposing to be a nice weekend.

Pearl: Yes, I've heard that they are calling for blue skies.

Ruthven: Say, did you happen to catch the game last night?

Pearl: No, I was working late.

Ruthven: It was a great game. We won in overtime.

Pearl: Actually, I don't even know who was playing. I don't really follow sports. Well, I better get back to my desk.

(**Ruthven** did not take the cue that **Pearl** wants to end the conversation.)

Ruthven: Speaking of desks, what do you think of the new office furniture?

Pearl: It's nice, but I would rather get paid for my overtime hours than have new furniture.

Ruthven: Oh. Well, I think I'll be heading home early today. It looks like it might snow.

Pearl: Okay, bye.

II. Direct and Indirect Speech

Introduction

There are two ways to convey a message of a person, or the words spoken by a person to other person.

1. Direct speech
2. Indirect speech

Suppose your friend whose name is John tells you in school, "I will give you a pen". You come to home and you want to tell your brother what your friend told you. There are two ways to tell him.

Direct speech: *John said, "I will give you a pen".*

Indirect Speech: *John said that he would give me a pen.*

In direct speech the original words of person are narrated (no change is made) and are enclosed in quotation mark.

While in indirect speech some changes are made in original words of the person because these words have been uttered in past so the tense will change accordingly and pronoun may also be changed accordingly.

In indirect speech the statement of the person is not enclosed in quotation marks, the word "that" may be used before the statement to show that it is indirect speech.

Indirect speech is also called **reported speech** because reported speech refers to the second part of indirect speech in which something has been told by a person.

Reporting verb: The verb first part of sentence (i.e. he said, she said, he says, they said, she says,) before the statement of a person in sentence is called reporting verb.

Examples: In all of the following example the reporting verb is "said".

<i>He said, "I work in a factory"</i>	<i>(Direct speech)</i>
<i>He said that he worked in a factory.</i>	<i>(Indirect speech)</i>
<i>They said, "We are going to cinema"</i>	<i>(Direct speech)</i>
<i>They said that they were going to cinema.</i>	<i>(Indirect speech)</i>

Reported Speech. The second part of indirect speech in which something has been told by a person (which is enclosed in quotation marks in direct speech) is called reported speech. For example, a sentence of indirect speech is, *He said that he worked in a factory.* In this sentence the second part "*he worked in a factory*" is called reported speech and that is why the indirect speech as a whole can also be called reported speech.

Fundamental rules for indirect speech

Reported speech is not enclosed in quotation marks.

Use of word "that": The word "that" is used as a conjunction between the reporting verb and reported speech.

Change in pronoun: The pronoun (subject) of the reported speech is changed according to the pronoun of reporting verb or object (person) of reporting verb (first part of sentence). Sometimes the pronoun may not change.

In following example the pronoun of reported speech is "I" which will be changed in indirect speech into the pronoun (Subject) of reporting verb that is "he".

Example

Direct speech

He said, "I am happy".

I said to him, "You are intelligent"

("You" changed to "he" the person of object of reporting verb)

Indirect Speech

*He said that **he** was happy.*

I said him that he was intelligent.

Change in time: Time is changed according to certain rules like now to then, today to that day, tomorrow to next day and yesterday to previous day. Examples:

Direct speech: *He said, "I am happy today"*

Indirect Speech: *He said that he was happy **that day**.*

Change in the tense of reported speech: If the first part of sentence (reporting verb part) belongs to past tense the tense of reported speech will change. If the first part of sentence (reporting verb part) belongs to present or future tense, the tense of reported speech will not change. Ex:

Direct speech

He said, "I am happy".

He says, "I am happy"

Indirect Speech

He said that he was happy. (Tense of reported speech changed)

He said that he is happy. (Tense of reported speech didn't change)

Table for change in tense of reported speech for all TENSES

DIRECT SPEECH	INDIRECT SPEECH
PRESENT TENSE	
PRESENT SIMPLE changes into PAST SIMPLE	
He said, "I write a letter" She said, "He goes to school daily"	He said that he wrote a letter. He said that she went to school daily.
PRESENT CONTINUOUS changes into PAST CONTINUOUS	
He said, "He is listening to the music" She said, "I am washing my clothes"	He said that he was listening to the music. She said that she was washing her clothes.
PRESENT PERFECT changes into PAST PERFECT	
She said, "He has finished his work" He said, "I have started a job"	She said that he had finished his work. He said that he had started a job.
PRESENT PERFECT CONTINUOUS changes into PAST PERFECT CONTINUOUS	
He said, "I have been studying since 3 O'clock" She said, "It has been raining for three days."	He said that he had been studying since 3 O'clock. She said that it had been raining for three days.
PAST TENSE	
PAST SIMPLE changes into PAST PERFECT	
He said to me, "You answered correctly" John said, "They went to cinema"	He said to me that I had answered correctly. John said that they had gone to cinema.
PAST CONTINUOUS changes into PAST PERFECT CONTINUOUS	
They said, "We were enjoying the weather" He said to me, "I was waiting for you"	They said that they had been enjoying. He said to me that he had been waiting for me.
PAST PERFECT changes into PAST PERFECT (tense does not change)	
She said, "She had visited a doctor" He said, "I had started a business"	She said that she had visited a doctor. He said that he had started a business.
FUTURE TENSE	
FUTURE SIMPLE TENSE WILL changes into WOULD	
He said, "I will study the book" She said, "I will buy a computer"	He said that he would study the book. She said that she would buy a computer.
FUTURE CONTINUOUS TENSE WILL BE changes into WOULD BE	
I said to him, "I will be waiting for him" She said, "I will be shifting to new home"	I said to him that I would be waiting for him. She said that she would be shifting to a new home.
FUTURE PERFECT TENSE WILL HAVE changes into WOULD HAVE	
He said, "I will have finished the work" She said, "They will have passed the examination"	He said that he would have finished the work. She said that they would have passed the examination.

**Note: The tense of reported speech may not change if reported speech is a universal truth though its reporting verb belongs to past tense.*

Examples:

Direct speech

He said, "Mathematics is a science"

He said, "The sun rises in east"

Indirect Speech

He said that mathematics is a science.

He said that the Sun rises in east.

Indirect speech for Interrogative (question) sentence

For changing interrogative (question) sentence into indirect speech we have to observe the nature of question and then change it into indirect speech according to its rules for indirect speech. A question can be of two types. One type is which can be answered in only YES or NO and other type which needs a little bit explanation for its answer and cannot be answered in only YES or NO.

Examples

Do you like music? (It can be answered in YES or NO)

How are you? (It cannot be answered in YES or NO but it needs a little bit explanation *i.e.*, I am fine.)

Questions which can be answered in YES/NO.

To change questions (which can be answered in yes or no) into indirect speech, word "if" or "whether" is used before the question in indirect speech.

Rules for change in tense of question sentences are same as for change in normal tenses in indirect speech but sentence will not start with the auxiliary verb of the tense.

The word "that" is not used between reporting verb and reported speech as a conjunction in indirect speech for question sentence. Question mark is not used in indirect speech.

Examples

Direct speech: He said to me, "Do you like music?"

Indirect Speech: He asked me **if** I liked music. (Not, did I like music)

Or Indirect Speech: He asked me **whether** I liked music.

Direct speech: She said, "Will he participate in the quiz competition?"

Indirect Speech: She asked me **if** he would participate in quiz competition.

Direct speech: I said to him, "Are you feeling well?"

Indirect Speech: I asked him **if** he was feeling well.

Question which cannot be answered in YES/NO.

To change such questions into indirect speech, the words "if" or "whether" is not used. The tense of the question is changed according to the rules for change in normal tenses in indirect speech but sentence will not start with the auxiliary verb of the tense. The word "that", is not used between reporting verb and reported speech as a conjunction in indirect speech for question sentence. Question mark is not used in indirect speech.

Examples:

Direct speech: He said to me, "How are you?"

Indirect speech: He asked me **how** I was. (Not, how was I)

Direct speech: Teacher said to him, "What is your name?"

Indirect speech: Teacher asked him **what** his name was.

Direct speech: She said to him, "Why did you come late?"

Indirect speech: She asked him **why** he had come late.

Indirect speech for exclamatory and imperative sentences

Indirect speech of imperative sentence:

A sentence which expresses command, request, advice or suggestion is called *imperative sentence*.

For example, • Open the door. • Please help me. • Learn your lesson.

To change such sentences into indirect speech, the word “ordered” or “requested” or “advised” or “suggested” or “forbade” or “not to do” is added to reporting verb depending upon nature of imperative sentence in reported speech.

Examples

DIRECT SPEECH	INDIRECT SPEECH
He said to me, “Please help me”	He requested me to help him.
She said to him, “You should work hard for exam”	She suggested him to work hard for exam.
He said, “Open the door”	He ordered to open the door.
They said to him, “Do not tell a lie”	They said to him not to tell a lie.
The teacher said to student, “Do not waste time”	The teacher advised the students not to waste time.

Indirect speech of exclamatory sentences

Sentence which expresses state of joy or sorrow or wonder is called exclamatory sentence.

Ex: • Hurrah! We won the match. • Alas! I failed the test. • Wow! What a nice shirt it is.

To change such sentences, the words “exclaimed with joy” or “exclaimed with sorrow” or “exclaimed with wonder” is added in the reporting verb depending upon the nature of exclamatory sentence in indirect speech.

Examples.

DIRECT SPEECH	INDIRECT SPEECH
He said, “Hurrah! I won a prize”.	He exclaimed with joy that he had won a prize.
She said, “Alas! I failed in exam”.	She exclaimed with sorrow that she had failed in the exam.
John said, “Wow! What a nice shirt it is”.	John exclaimed with wonder that it was a nice shirt.
She said, “Hurrah! I am selected for the job”.	She exclaimed with joy that she was selected for the job.

Indirect speech for sentence having MODALS, “can, may, must,”

Present modals are changed to past modals

Direct Speech	Indirect Speech
CAN changes into COULD	
He said, “I can drive a car” She said, “He can play a violin.”	He said that he could drive a car. She said that he could play a violin.
MAY changes into MIGHT	
He said, “I may buy a computer” She said, “He may visit a doctor.”	He said that he might buy a computer. She said that he might visit a doctor.
MUST changes into HAD TO	
He said, “I must work hard” She said, “They must carry on their work”	He said that he had to work hard. She said that they had to carry on their work.

UNIT 4 - Presenting Your Ideas and Making a Reservation

I. Introduction to Presenting Ideas and Making Reservations

How to present your ideas effectively?

Coming up with good ideas is hard enough, but convincing others to do something with them is even harder. In many fields the task of bringing an idea to someone with the power to do something with it is called a pitch: software feature ideas, implementation strategies, movie screenplays, organizational changes, and business plans, are all pitched from one person to another. And although the fields or industries may differ, the basic skill of pitching ideas is largely the same.

The nature of ideas: Ideas demand change. By definition, the application of an idea means that something different will take place in the universe. Even if your idea is undeniably and wonderfully brilliant, it will force someone, somewhere to change how they do something. Essentially you are the *warm-up* act. Your task is to focus and unite the audience, to prepare them for what is to come.

If you've done your job well your guest speaker begins without having to establish their credibility or reason for being there.

How to organize your material: Build excitement or interest by piling one piece of information after another.

Make the name of the speech and the speaker, the climax and end of your speech.

Tips to present your ideas successfully

1. Consider tone and language use

Is what you've prepared appropriate for the occasion, audience and your guest speaker? Have you avoided cliché?

2. Check the length of your speech

Pertinent and pithy - short and sweet is what you want. One to two minutes should be enough. Try it out loud with a timer.

3. Resist exaggerating or "puffing up" the speaker's achievements

You don't want to talk about your guest in a way that may embarrass them or cause the audience to question their right to be there.

4. Always check your facts

Beware the horror of getting your facts muddled and, if you wish to mention something that may be sensitive, ask permission before you announce it in front of an audience.

5. Remember you are the support act!

Cover only enough in your introduction to make the coming speech eagerly anticipated. Do not stray into telling the audience what the guest speaker's speech will cover in detail.

6. Rehearse

Practice out loud until you are confidently fluent and able to convey the pleasure or enthusiasm the audience needs to get them in the right frame of mind.

Introducing Dignitaries, Celebrities and Chief Guest

Sample Introduction 1:

"She's been a stalwart member of "Women in Leadership" for the last ten years. Over that time she's served in every office: secretary, treasurer, chairperson, chief fundraiser, education officer to name a few and in some roles several times over. Her passionate dedication to promoting public speaking as an important component of empowerment is inspiring. We estimate that she has personally mentored at least 100 new speakers and has set an extraordinary "yes, you can" example for many more.

We see her as capable, confident and fluent - never at a loss for words. But what you probably don't know is that this women once stuttered, stammered and blushed. Yes, she was temporarily paralyzed, struck dumb by the mere thought of standing in front of an audience to speak. How she got from awkward tongue tied silence to an eloquent front line spokesperson is the story she will share with us tonight. Ladies, I give you ... Rose Stephenson!"

Sample Introduction 2:


Our speaker today, Dr Nur Ainun, is going to speak about romantic love is a poor basis for marriage at early stage. As you are all young adult and would be soon fall in love and maybe marry soon, it is importance that you pay full attention to the topic. Many young adult marry at early age and however the marriage is not successful and eventually lead to break up of domestic violence. There are many reason to explain and prove the argument that romantic love does not lead to a happy marriage. I am sure all of you would find DR Athirah speech valuable. Dr Athirah is a very gifted person. She has completed her secondary study at the age of 14. At an early age of 19, she received her master degree in sociology and her PHD in University of Malaya. Later, she also graduated with highest honors from the Society Research Center in Taiwan. Her thesis paper on 'romantic love is poor basic for marriage' is a groundbreaking finding in the field. Her argument is bold and controversial. Currently, she is the professor of several international renowned university and she also travel around the world to present her finding. It is with great pleasure that i now present to you Dr Nur Ainun. Let's give Dr Athirah big hand!! Welcome.

Presenting Ideas on Products

Describe *results*, not *functions*.

A customer is more interested in what a product does *for her* than what the product does. This is hard for product description writers to do. They are so focused on the product, its unique feature, or its selling points that they forget that the product not only has *functions*, but also *results*.

A good example of a product description that blends the two is Sleep Number. Sleep Number makes mattresses, and their most notable feature is that can adjust to your exact preference for firmness or softness. Notice how the description subtly weaves the *result* of this feature into their discussion of its *function*



The advertisement shows a Sleep Number i10 bed with a tufted mattress and a control panel on the side. A small table with a plant and books is next to the bed. The text '15"' is visible on the side of the bed. The Sleep Number logo is in the bottom left corner. A small text at the bottom right says 'Pricing for all mattress sets includes Sleep Number® mattress and mo...'. Below the image, the text reads: 'The ultimate in individualized comfort. Introducing the SLEEP NUMBER® i10 bed. Nowhere else can you find a bed that is so responsive to you. Our dual-layer design lets you personalize your comfort. Temperature balancing so you sleep just right. And our exclusive SLEEP NUMBER® technology makes it the perfect solution for couples. Unique. Individual. Only from Sleep Number.'

- Dual-layer design is reversible on each side so you can individualize your comfort with two-inches of conforming memory foam and two-inch soothing layer of proprietary PlushFit™ foam


2.

Miele Coffee Machines

[View Products](#)

Overview | Built-in | Countertop

Overview



If you enjoy the delicious aroma and the thick crema of your favorite coffee prepared with freshly ground beans, the Miele range of excellent coffee machines is for you. Miele offers two machine types: built-in, for seamless integration into your kitchen cabinets, and freestanding, for space-saving operation on your countertop. Whichever system you choose, Miele machines provide a variety of freshly-ground coffee drinks at the touch of a button. Now enjoy your favorite drink not only in a café but also in the comfort of your own home. Perfect and simple every time – with Miele.

How does this description connect with the emotions? Some of the phrases that have emotional resonance:

Enjoy the delicious aroma = The sense of smell is powerfully connected to memory and emotion.

Is for you = "You" is an important word.

Whichever system you choose = Inspiring a sense of freedom of choice

Your favorite drink = "Your" and "favorite" are emotional words.

Comfort = The dictionary definition of "comfort" is "A consolation; something relieving suffering or worry." That's pretty emotional.

Perfect and simple = also emotional words.

The entire sense of this description is one of freedom, peace, comfort, ease, lack of worry, enjoyment. The language that the writers used produced more emotional engagement.

Compare that product description with this generic one:

- Two ways to brew your coffee, single serve or full pot
- 12 cup glass carafe included or brew into a travel or regular sized mug using single serve function
- Uses ground coffee, unique scoop measures and filters ground coffee for the perfect cup every time
- Brew strength function for bold or regular coffee and fully programmable with auto shutoff
- Brews up to 14 ounces in travel mug (not-included) or adjusts to fit a shorter cup

One product description promises me a life of ease and comfort. The other promises me a coffee maker with "auto shutoff." Which one do I want? You can describe almost any item, no matter in emotional terms.

II. Making Reservations

What are Telephone Etiquettes?

Telephone is an important device with the help of which people separated by distance can easily interact and exchange their ideas. Got a brilliant idea and want to convey it to your friend staying out of the country, use the telephone. Telephone is one of the easiest and cheapest modes of communication.

Telephone etiquettes - An individual needs to follow a set of rules and regulations while interacting with the other person over the phone. These are often called as telephone etiquettes. It is important to follow the basic telephone etiquettes as our voice plays a very important role in creating an impression of our personality, education, family background as well as the nature of job we are engaged in. The person giving the information is called the sender and the second party is the recipient.

Telephone etiquettes to be followed:

Always remember your **voice has to be very pleasant** while interacting with the other person over the phone. Don't just start speaking, before starting the conversation use warm greetings like "good morning", "good evening" or "good noon" depending on the time.

Never call any person at odd hours like early morning or late nights as the person will definitely be sleeping and will not be interested in talking to you.

In any official call, don't use words like "Any guess who I am?" as the person on the other side might be occupied with something and can get disturbed. Always say "Is it Ted?", and do ask him, "Is it the good time to talk to you?" and then start communicating. If the person sounds busy always wait for the appropriate time.

Make sure your content is crisp and relevant. Don't play with words, come to the point directly and convey the information in a convincing manner. First prepare your content thoroughly and then only pick up the receiver to start interacting.

After dialing, always reconfirm whether the person on the other side is the desired person whom you want to interact with. Always ask "Am I speaking with Mike?" or "Is this Jenny?" before starting the conversation

Always carefully dial the numbers, never be in a rush or dial the numbers in dark as it would lead to a wrong call. If by mistake you have dialed a wrong number, don't just hang up, do say sorry and then keep the phone courteously.

Never put the second party on a very long holds. Always keep the information handy and don't run for things in between any call as the listener is bound to get irritated.

While interacting over the phone, don't chew anything or eat your food. First finish your food and then only dial the number. If you are reading, please leave the book aside, first concentrate what the other person wishes to convey and then continue with the book.

After completing the conversation, don't just hang up. Reconfirm with the receiver whether he has downloaded the correct information or not and do end your conversation with pleasant words like "Take care", "nice speaking with you" and a warm bye. Never say Goodbye.

Always speak each and every word clearly. The person on the other hand can't see your expressions so remember your tone should be apt to express your feelings in the correct form.

Don't take too long to pick up any call. If you miss the call, make sure you give a call back as the other person might have an important message to convey. Avoid giving missed calls at work places as it irritates the other person.

In professional talks, never keep the conversation too long as the other person might be busy. Always keep the content crisp and relevant and do come to the point after formal greetings.

If you are not the correct person and the speaker needs to speak to your fellow worker always say "one moment please- I will call him in a minute". If the colleague is not in the office premises, always take a message on his behalf and don't forget to convey him when he is back.

Decrease the volume of the television or turn off the speakers while speaking over the phone as noise acts as a hindrance to effective communication

If there is any disturbance in the network, don't just keep speaking for the sake of it; try to call after sometime with a better line.

Sample telephonic conversation1: Making a reservation

A: I'd like to reserve a hotel room.

B: That should be no problem. May I have your full name, please?

A: My name is John Sandals.

B: Hello, Mr. Sandals. My name is Michelle. What days do you need that reservation, sir?

A: I'm planning to visit New York from Friday, April 14 until Monday, April 17.

B: Our room rates recently went up. Is that okay with you, Mr. Sandals?

A: How much per night are we talking about?

B: Each night will be \$308.

A: That price is perfectly acceptable.
B: Wonderful! Do you prefer a smoking or nonsmoking room?
A: Nonsmoking, please.
B: Next question: Is a queen-size bed okay?
A: That sounds fine.
B: Okay, Mr. Sandals. Your reservation is in our computer. All we need now is a phone number.
A: Certainly. My phone number is 626-555-1739.
B: Thank you, Mr. Sandals. We look forward to seeing you in New York!

Sample telephonic conversation2: Making a reservation

A: Shogun Restaurant.
B: Hi, I would like to make a dinner reservation.
A: Of course, what evening will you be joining us on?
B: We will need the reservation for Tuesday night.
A: What time would you like the reservation for?
B: We would prefer 7:00 or 7:30.
A: How many people will you need the reservation for?
B: There will be 4 of us.
A: Fine, I can seat you at 7:00 on Tuesday, if you would kindly give me your name.
B: Thank you. The last name is Foster.
A: See you at 7:00 this Tuesday, Mr. Foster.
B: Thank you so much. I appreciate your help.

TELEPHONE ETIQUETTE

Useful telephone vocabulary and phrases in English

Making contact :	Hello / Good morning / Good afternoon ... This is John Brown speaking Could I speak to please? I'd like to speak to..... I'm trying to contact.....
Giving more information:	I'm calling from Tokyo / Paris / New York / Sydney ... I'm calling on behalf of Mr. X ...
Taking a call :	X speaking. Can I help you?
Asking for a name / Information :	Who's calling please? Who's speaking? Where are you calling from? Are you sure you have the right number / name?
Asking the caller to wait :	Hold the line please. Could you hold on please? Just a moment please.
Connecting :	Thank you for holding. The line's free now ... I'll put you through. I'll connect you now / I'm connecting you now.
Giving negative	I'm afraid the line's engaged. Could you call back later?

information :	<p>I'm afraid he's in a meeting at the moment. I'm sorry. He's out of the office today. / He isn't in at the moment. I'm afraid we don't have a Mr./Mrs./Ms/Miss. ... here I'm sorry. There's nobody here by that name. Sorry. I think you've dialled the wrong number. / I'm afraid you've got the wrong number.</p>
Telephone problems :	<p>The line is very bad ... Could you speak up please? Could you repeat that please? I'm afraid I can't hear you. Sorry. I didn't catch that. Could you say it again please?</p>
Leaving / Taking a message :	<p>Can I leave / take a message? Would you like to leave a message? Could you give him/her a message? Could you ask him/her to call me back? Could you tell him/her that I called? Could you give me your name please? Could you spell that please? What's your number please?</p>

Some more phrases:

to make a phone call	Hold on, please.	Would you like to leave a message?
to answer a phone call	Who is speaking?	Leave your message after the beep.
to call back	Who am I talking to?	Let me put you through.
to contact	Who's this?	Please tell her to call back.
to dial	Yes, speaking.	You've got the wrong number.
to push / to press	May I leave a message?	
May I speak to ...?	Can I take a message?	
Just a moment, please.		

II. Adjectives

An adjective modifies a noun or pronoun by providing descriptive or specific detail. Adjectives usually precede the noun or pronoun they modify. Adjectives answer the following questions: What kind? How many? Which ones?

Example:

Tom bought a **beautiful** car. (*Beautiful describes what kind of car Tom bought.*)

Sally baked **ten** pies for the school bake sale. (*Ten tells how many pies Sally baked.*)

Bob climbed a **tall** tree in the backyard. (*Tall specifies which tree Bob climbed.*)

ADJECTIVES RELATED TO PRODUCTS

Branded: Branded goods are made by well-known companies, and have the company name on their label or container

Commercial: produced in order to be sold

Consumable: intended to be bought, used, and then got rid of

Country made: (INDIAN ENGLISH) not made in a factory or by a skilled person as their job

Custom-built or custom-made: designed and built for one particular person

Disposable: Something that is disposable is designed to be thrown away after you have used it once or a few times.

Discontinued: a discontinued product is no longer produced or sold

Generic: a generic drug or other product does not have a trademark and is sold without a company's name on it

Handcrafted: made by a person, not by a machine, and usually made with great skill

Licensed: licensed products are products that someone has official permission to use or to own

Pop-up: a pop-up restaurant, shop, gallery etc opens for a short time, sometimes in a surprising location

Zero-rated: (BRITISH) goods or services that are zero-rated do not have the tax called VAT added to them

Consumer-facing: dealing directly with people who buy products or services.

Land-based: existing in a physical place rather than as a website.

Market-driven: controlled by what and how much people want to buy.

Paperless: storing and communicating information in electronic form rather than paper.

Made-to-order: made according to the specific requests of a particular person.

Off-the-shelf: sold for general use, not made for a particular person or purpose.

Ready-made: already existing or available, and not needing to be created or invented for a particular situation.

Returnable: returnable bottles or other containers can be taken back to a shop so that they can be used again

Well-stocked: a well-stocked shop has plenty of things in it to choose from

Positive Adjectives: Describing People (Personality)

Adaptable: Capable of fitting a particular situation or use

*When Connie's parents divorced, she proved herself to be **adaptable**. It wasn't easy, but she learned how to cope with this big change.*

Adventurous: Willing to undertake new and daring enterprises

*People who are **adventurous** seek out the fun in life. They love to try something new--sometimes an act that others would find scary.*

***Adventurous** people love to travel and try new foods at a restaurant.*

Affectionate: Having or displaying warmth or affection

*If you like to snuggle up next to someone, then you are **affectionate**.*

Ambitious: Having a strong desire for success or achievement

***Ambitious** people try to get ahead in life--they look for opportunities to better their life. For the most part, this has a positive feeling, but in some people, ambition is too strong and they hurt people along the way to get what they want.*

Amiable: Diffusing warmth and friendliness

***Amiable** people are pleasant. They are kind, warm and friendly.*

Compassionate: Showing or having sympathy for another's suffering

*Someone who is **compassionate** feels a strong sense of sadness when they see others who are suffering. A **compassionate** person always tries to do something to help ease the suffering. You would find a **compassionate** person helping out in a homeless shelter.*

Considerate: Showing concern for the rights and feelings of others

*A **considerate** person looks out for other people. They often allow someone else to have the last piece of pie or they hold the door open for another person.*

Courageous: Able to face and deal with danger or fear without flinching

*A **courageous** person is brave. They are the type of person to run into a burning building. They are also likely to get involved to stop a bullying situation.*

Courteous: Characterized by courtesy and gracious good manners

***Courteous** people say, "Please," "Thank you" and "No, thanks." Their manners are present because they are nice toward other people.*

Diligent: Characterized by care and perseverance in carrying out tasks

Diligent people work hard until a job is done. They take great care in doing things right. They don't give up.

Elated: Overjoyed, thrilled and delighted

People feel **elated** when they achieve unprecedented accolades.

Empathetic: Showing ready comprehension of others' states

Someone who is **empathetic** is able to understand people better because they see things from the other person's perspective.

When it comes to working with children it is important to be **empathetic**. My daughters might be upset for a ridiculous reason, but I can only help them if I understand why they truly feel as they do.

Frank: Characterized by directness in manner or speech

Someone who is **frank** "tells it like it is." It might not be pretty, but they will tell you straight.

Generous: Willing to give and share unstintingly

A **generous** person shares what they have willingly. It might be a cupcake or their time--either way, they're happy to share.

Gregarious: Temperamentally seeking and enjoying the company of others

Gregarious people are fun to be around and they like being around other people. They are the "life of the party."

Impartial: Free from undue bias or preconceived opinions

Impartial people are fair. They are able to remain neutral before forming an opinion.

Lawyers like to have **impartial** people on juries so that they can fairly weight the evidence.

Intuitive: Obtained through instinctive knowledge

An **intuitive** person operates by instinct. They sort of have a special feel for a situation. The best basketball players are intuitive when it comes to finding the open teammate.

A lot of teaching is **intuitive**--the best teachers just know how to present things so that kids understand. (Related words: intuition and intuitively).

Inventive: Marked by independence and creativity in thought or action

Since the band's drummer did not show up for the concert, they got **inventive**--they asked members of the audience to come up and clap and play tambourines.

Inventive people are able to find creative, ingenious solutions to problems. They might be able to repair a car with a paper clip.

Passionate: Having or expressing strong emotions

Passionate people have a real love for something in their life. They embrace this or many activities with a strong feeling. What are you **passionate** about?

Persistent: Stubbornly unyielding

Persistent people never give up. Even when the odds are stacked against them, the work tirelessly until the goal is achieved.

Philosophical: Meeting trouble with level-headed detachment

People who are **philosophical** often wonder, "In the grand scheme of things, is it worth it?"

Philosophical people tend to look at the larger picture of life and stay above trivial situations.

When teaching it is important to remain **philosophical** about a student's success. A teacher has a large part to play in a student's success, but ultimately I cannot "make" him learn.

Actually learning something is up to him.

Practical: Guided by experience and observation rather than theory

People who are **practical** look at things in a reasonable, level-headed way. They are likely to take a coat with them in case it is cold--they know they can take it off if it is too hot--they're just practical.

Rational: Having its source in or being guided by the intellect

Rational people are practical. They make **rational** decisions based on their logical reasoning about a situation. They don't base decisions on emotions.

Reliable: Worthy of trust

Someone who is **reliable** is trust worthy and dependable. You can "count on" a **reliable** person.

Resourceful: Adroit or imaginative

A **resourceful** person uses creativity and the things around them to tackle a problem. They see solutions (sometimes obvious ones) that others don't see.

Sensible: Able to feel or perceive

A **sensible** person is a clear thinking, reasonable person.

Sincere: Open and genuine; not deceitful

A **sincere** person is honest in their feelings toward others. (Antonym: insincerely).

Sympathetic: Expressing compassion or friendly fellow feelings

You are **sympathetic** when you feel sorry for someone else. You send a sympathy card when a friend loses a loved one because you want her to know that you feel sorry for her loss.

Their loss upsets you because you are **sympathetic**.

Unassuming: Not arrogant

An **unassuming** person is awesome but does not go around bragging about it. In fact, she might not even know that she's so awesome. A girl might be a great artist, but is **unassuming** about her skill.

Witty: Combining clever conception and facetious expression

Someone who is **witty** combines humor with intelligence. A **witty** observation is funny but also sophisticated. You need to be smart to understand a **witty** person's jokes.

Usage of Adjectives in Telephonic Conversation

Mother: How was the university today?

Rahul: It was **awesome**. I'm **elated**!

Mother: **Good**! What happened?

Rahul: The teacher gave us a lot of work to do. Only I could understand it; it needed a **rational mind** and **patient heart**, and the teacher was **very much impressed** and **appreciative** to me when he saw the task done.

Mother: Wow! I know you are quite **sincere** and **enthusiastic**, and I'm quite sure you will achieve your goal very soon.

UNIT 5 - Planning Itinerary Writing and Presentation

I. Introduction to Itinerary Writing

What is an itinerary?

An itinerary is a travel plan that includes every information like the route of travel, distance and time taken to travel to a place, means of transport that will be used, any activities or sightseeing at a particular place for every tourist to follow while on a tour.

An itinerary is followed by every tourist irrespective of it being a customized, independent or escorted tour. It helps a tourist stick to the plan and enjoy the tour thoroughly.

Itineraries are divided into three types

1. Tourist itinerary is the one given to every tourist by the tour company for which they have signed up. It has a basic outline of the tour and what will be done day wise, hour wise for everyone to follow through.
 2. Tour conductor's/Manager's itinerary will have all the details that are on the tourist's itinerary, but it will also have the minutest details like details of travel arrangements, contact name and numbers of the people associated with the tour plan, other tour related formalities, etc.
 3. Tour Escort's itinerary is a detailed one giving step-by-step information of the tour including the time taken to travel, modes of transport taken, accommodation details, sightseeing details, any tickets needed, list of other essential things to carry on the tour like water, food, brochures etc, essential contact name and numbers required on tour etc.
- Apart from these, service specific itinerary is given to the hotels having all the details of the guest and their basic travel details needed for any kind of arrangements to be done at the hotel, and to the associated transport company providing coaches or cars for the tourists.

How to Plan an efficient itinerary?

The pertinent information you need for your trip itinerary should be collected first. This includes your flight information (airline, flight number, time of departure and arrival, and the flight confirmation number), hotel reservations (hotel name, address, and confirmation number) and car rental reservations (confirmation number).

You may also want to include directions to your hotel, the car rental company you are using as well as directions to the airport for your return flight. If you will be using airport transportation to get to your hotel, include information about fees and hours of operation. Include a prioritized list of the things you want to do on your trip.

For each activity, estimate the length of time it will take to get to the sight and how long you will be there.

Use guidebooks, online travel sights and tourist message boards to gather information about the sights and activities on your list.

You should also research local holidays, special events like festivals, and the weather to determine how one or all of these situations may impact the availability of transportation and hours of operations for businesses.

Include a time line that features each activity, but allow for flexibility in your schedule so that you are not booked for every hour on every day of your trip.

Make sure you have local maps for the areas you will be exploring. It will also be helpful to obtain schedules for bus and train services and numbers for local taxis. Also note how much each activity will cost. Include information on any tickets or fees that were purchased in advance. Add a free day to your travel itinerary. This will keep you from being overbooked and allow for even more flexibility to see sights you had not planned on visiting.

Vocabulary related to Itinerary

- Airplane:** A vehicle that flies and holds a lot of people. *(noun)*
- Airport:** A building for use by people who use an airplane for transport. *(noun)*
- Annual pass:** A ticket which has validity of one year. *(noun)*
- Automatic doors:** Doors which open by sensor without the need to open them manually. *(noun)*
- Baggage:** The items which a person takes with them on a journey. *(noun)*
- Bicycle:** A metal frame with a seat and wheels used for transport. *(noun)*
- Bike chain:** An object used to secure a bicycle and prevent theft.
- Bus:** A large vehicle for carrying many people. *(noun)*
- Bus lane:** A portion of the road specifically for buses. *(noun)*
- Bus station:** A building for use by people who use a bus for transport. *(noun)*
- Buzzer:** A button used to inform the driver to stop. *(noun)*
- Captain:** The person that controls a ship or airplane. *(noun)*
- Car:** A small vehicle with four wheels that many people own. *(noun)*
- Check-in:** An area which deals with customer documents prior to travelling. *(noun)*
- Child seat:** A seat designed for children for the purpose of safety and for use in a car or on a bicycle. *(noun)*
- Coach:** A large vehicle for carrying many people, like a bus but for long journeys. *(noun)*
- Commute:** The act of travelling from a fixed location to another destination regularly. *(verb)*
- Crew:** The people who work on board a plane or ship. *(noun)*
- Cruise:** A journey taken on a ship to many different countries within a certain period of time. *(noun)*
- Customs:** An area which carries out security checks in an airport or on a border. *(noun)*
- Customs officer:** A person who carries out security checks in an airport or border. *(noun)*
- Cycle lane:** A portion of the road which is only for the use of cyclists. *(noun)*
- Cycle path:** A concrete surface used specifically by bicycles. *(noun)*
- Declare:** An act of informing customs of the items being carried. *(noun)*
- Delay:** When a method of transport is not running to the time originally anticipated. *(noun)*
- Depart:** To move from a place where a person is currently situated. *(verb)*
- Departure gate:** An exit which enables travelers to enter an airplane. *(noun)*
- Direct:** To travel to a destination without making any stops. *(adjective)*
- Disembark:** To get off a ship. *(verb)*
- Dock:** A place where ships arrive to and leave from. *(noun)*
- Domestic:** A journey which takes place in the same country. *(adjective)*
- Driver:** A person who operates a vehicle. *(noun)*
- Emergency exit:** A door which when opened allows a person to leave an enclosed space safely. *(noun)*
- E-ticket:** A piece of paper containing pertinent details regarding a journey.
- Fare:** The total cost of a journey. *(noun)*
- Ferry:** A small boat used to carry people or vehicles short distances. *(noun)*
- Flight:** The act of an airplane making its way to its destination. *(noun)*
- Helicopter:** A vehicle that flies and does not hold a lot of people. *(noun)*
- Helmet:** A piece of hard shaped material placed on the head for protection. *(noun)*
- Hire/rent:** The act of borrowing a vehicle for a certain period of time. *(verb)*
- Immigration:** An area of the airport or border which requires documents to be checked. *(noun)*
- Indirect:** A journey which requires a stop prior to arrival at the destination. *(adjective)*
- Insurance:** A policy which protects the finances of the traveler for health and other purposes. *(noun)*

- International:** A journey which goes beyond the travellers' home country. (*adjective*)
- Lorry:** A vehicle for carrying a large amount of goods (US – Truck). (*noun*)
- Meter:** An electronic display which calculates the total distance travelled as a cost. (*noun*)
- Motor-bike:** A two wheeled vehicle that has an engine. (*noun*)
- One-way:** A ticket that allows for the traveler to reach the destination but not to return. (*adjective*)
- Passengers:** The people who use a mode of transport controlled by another person. (*noun*)
- Passport:** An important document necessary for travel. (*noun*)
- Pick-up truck:** A small vehicle with space to carry goods at the back. (*noun*)
- Pilot:** The person who controls an airplane. (*noun*)
- Platform:** An area for people to wait for a train. (*noun*)
- Priority seating:** An area reserved for disabled people or those with small children. (*noun*)
- Railway:** The system of tracks that trains use to get from one place to another. (*noun*)
- Round-trip:** A journey going from and returning to the same place. (*noun*)
- Runway:** A long strip of concrete used by airplanes when taking off and landing. (*noun*)
- Safety belt:** A long piece of strong thin material used to secure people in a vehicle. (*noun*)
- Sidecar:** A small hollow cart attached to the side of a motorcycle for transporting people. (*noun*)
- Sky train:** A train that is driven above ground level on a suspended track. (*noun*)
- Take-off:** When an airplane leaves the ground to begin flying through the sky. (*verb*)
- Tandem:** A bike that can carry two people at the same time. (*noun*)
- Tariff:** An amount of money to be paid for the transport service. (*noun*)
- Taxi stand:** An area for people to book and wait for a taxi. (*noun*)
- Ticket:** A piece of paper or card used as documentation to allow travel. (*noun*)
- Ticket counter:** A service desk which sell tickets or deals with ticket enquiries. (*noun*)
- Ticket inspector:** A person who checks passenger's tickets for validity. (*noun*)
- Ticket machine:** An electronic device which enables customers to purchase tickets. (*noun*)
- Tracks:** The metal runners that direct a train. (*noun*)
- Train:** A vehicle that travels on a railway tracks. (*noun*)
- Train station:** A building used to receive people who travel by train. (*noun*)
- Tram:** A vehicle that follows tracks and travels within a city, usually along the roads. (*noun*)
- Transfer:** An act of changing transportation before arriving at the destination. (*verb*)
- Transit:** An act of waiting at another location for the next leg of the journey. (*verb*)
- Traveller:** A person who moves from one place to another in a short space of time (US – Traveler). (*noun*)
- Truck:** A vehicle for carrying a large amount of goods (UK – Lorry). (*noun*)
- Underground:** A train that travels under the ground through tunnels. (*noun*)
- Unicycle:** A bicycle that only has one wheel. (*noun*)
- Van:** A vehicle for carrying a small amount of goods. (*noun*)
- Vehicle:** A form of transport for carrying people of goods. (*noun*)

Phrases related to planning a trip and making an itinerary

I would like... This phrase is the standard and polite way to say that you want or you would desire something. For example, if you're thirsty, you might say "I would like some water."

What time is my flight? Airports are not always great for communicating travel times, but this question will help make sure you don't miss your flight and you get to your English-speaking destination.

What airline am I flying? An *airline* is the company which owns the plane you're flying on.

Where is my gate? A *gate* is the point of entry to the airplane, and it is the place where you will wait before boarding your flight.

Where is the restroom? A *restroom* is a place where you go to freshen up and use the toilet.

Are meals included? A *meal* is a collection of food served at one time. Not all airlines provide meals, so it may be good to ask if you'll be fed on your flight.

May I have something to eat/drink? You're meals aren't included? Use this phrase to get some food or a drink anyway.

May I purchase headphones? What good is the television on the plane if you don't have any headphones?

What time is it? This is a standard question for figuring out what time of the day it is.

I have a connecting flight. If you've arrived in a country where you will not be staying, this is how you say you will be boarding another plane to go somewhere else.

I am traveling for leisure. If you're traveling for fun or for vacation, use this phrase to let the officer know.

I am traveling for work. If you're traveling on behalf of your company or you are on business, this phrase will tell the officer that.

I will be here for ____ days. In the blank, give the number of days you will be at your English-speaking destination.

I am visiting family. If you have family members at your destination, the customs officer will want to know this. Make sure you tell them the name and address of your family if they ask.

I am staying at ____. The customs officer may ask you where you will be sleeping at your destination. Have the name of your hotel ready.

Do you have a map? Using a *map* (a picture guide of your destination) will definitely be helpful to find things around your destination like a restaurant, *attractions* (tourist locations that you want to see) and even your hotel.

Where is the currency exchange? A *currency exchange* is a place where you take the money you use in your own country and get it changed to the money they use at your destination.

Where is the bus stop? Finding a *bus stop* will be especially helpful if you want to find a cheap way to get around. Asking "*where is this bus going?*" will also be helpful to know if you're heading to the right place.

Where can I find a taxi? No bus? That's fine: take a *taxi*. It is also called a *cab* in some places.

How many beds are in the room? This question will also be helpful to know if there are enough places to sleep for the number of people in your hotel room.

I would like one queen bed, please. A *queen bed* is one that allows two people to sleep comfortably on it.

I would like two double beds, please. Two people can sleep on a *double bed*, but sometimes, only one person sleeps in a *double bed* so they have extra space.

What floor am I on? A *floor* in this situation refers to the level of the hotel.

Where are the elevators? In the event that you're on a high floor, you may want to use the elevator (the device that lifts and lowers you between floors of the hotel) to help you get to your room.

How do I access the Internet? Some hotels may have *WiFi* (wireless internet connection), and should you want to use it, you'll have to ask how to access it. You could also ask "*what is the password for the WiFi?*"

Where can I find a restaurant? Tired of making your own meals? Heading to a restaurant will be a good way to try local cuisine.

Where is the bank? If you run out of money, you may need to go by a *bank* to get more.

How do you get to ____? Using this phrase will help you determine how to get to the places you wanted to visit.

How far is it to ____? This phrase will help you figure out whether something is close enough to walk to or if you should take a taxi or a bus.

SAMPLE ITINERARY – DAY TOUR

TIME	LOCATION	ACTIVITY
6:00 - 6:30 am	Las Islas Office	Meet-up, Briefing at Las Islas Office, Fill Up Guest List and Sign Travelers Manifesto
6:30 - 8:00 am	Roxas City to Bancal Port, Carles	In transit
8:00 - 9:30 am	Bancal Port to Gigantes Islands	In transit
9:30 - 1:00 pm	Cabugao Gamay Island	Swimming, Picture-taking, LUNCH
1:00 - 2:00 pm	Bantigue Sandbar	Swimming, Picture-taking
2:00 - 3:00 pm	Antonia Island	Swimming, Snorkeling, Picture-taking
3:00 - 4:00 pm	Tangke Saltwater Lagoon	Swimming, Cliff-diving, Picture-taking
4:00 - 5:30 pm	Gigantes Islands to Bancal Port	In transit
5:30 - 7:00 pm	Bancal Port to Roxas City	In transit

Business Tour - Sample Itinerary

Beijing – Xiamen – Beijing

By taking part in our tailor-made business tours you have the opportunity to meet with manufactures, production sites, compare manufactures, products and prices. It will give you an insight who is your suitable business partner. Further more, you will gather cultural experience and gain confidence in business with Chinese.

Day 1 Monday	3.00 pm Arrival to Beijing International Airport (China local time) 5.45 pm Departure to Xiamen on a domestic flight with one of Chinese airlines 8.20 pm Arrival to Xiamen airport We personally pick you up at Xiamen airport and take you to the reserved hotel 9.00 pm Check in at hotel and rest after a long journey.
Day 2 Tuesday	Program: Factory visits in Quanzhou county 9.00 am After breakfast in hotel one hour and half car drive to Quanzhou to meet with potential suppliers of processing tools and machinery. Guest meets with factory representatives (sales department, directors etc.) and visits production sites. Visit factory # 1 tools factory Visit factory # 2 machinery factory Lunch break Visit factory # 3 tools factory 6.00 pm (around) After completion of meetings return to Xiamen and hotel The program afterwards is optional upon guest's request. Dinner, shopping, entertainment and experience of local night life and Chinese culture etc.
Day 3 Wednesday	Program: Factory visits in Xiamen area 9:30 (9.30 am) Departure from hotel and 50 min car drive to processing factory Visit factory # 4 processing factory Visit factory # 5 processing factory Lunch break Visit factory # 6 machinery factory After completion of meetings return to hotel. The program afterwards is optional upon guest's request.

II. Introduction to Presentation Skills

(Points to be considered for planning and drafting slides)

Decide on an appropriate slide layout and style.
 Be consistent- keep slide concise.
 Do keep it brief- get to the point.
 Don't include too many details and data.
 Limit the number of slides.
 Use statements not sentences.
 Use keywords that help audience focus on an idea.
 Use an appropriate font size and light color background.
 Check your grammar and spelling.
 Be original in your ideas.

The DOs and DON'Ts of Oral Presentations

The following are some "DOs" and "DON'Ts" for good oral presentations.

"DOs"

Prepare an audience analysis.
 Organized the presentation to flow from one section to another.
 Prepare and rehearse the presentation.
 State your main ideas at the beginning.
 Provide adequate support for your ideas.
 Use words that express your ideas clearly.
 Use acceptable language and pronunciation
 Avoid distracting body movements.
 Maintain eye contact with the audience.
 Display enthusiasm and genuine concern for your subject.
 Use appropriate tone.
 Use transitional devices, words, and phrases coherently.
 Start and stop your presentation on time.

"DON'Ts"

Don't be late for the presentation.
 Don't be afraid to pause and take a deep breath or two before you begin (or during your presentation, if required).
 Don't hyperventilate; just relax and breathe normally.
 Don't speak in a monotone or mumble.
 Don't slouch.
 Don't read your notes.
 Don't sit or lean on the desk or lectern.
 Don't hide behind the lectern.
 Don't sway or rock in place.
 Don't pace back and forth.
 Don't forget your audience
 Don't use technical terms unfamiliar to your audience provide clear explanations and definitions.
 Don't hold the pointer when you're not using it (but don't forget where you placed it, either).
 Don't stand in front of your visual aids.
 Don't leave the overhead projector, slide projector, etc. on if the screen will be blank.
 Don't leave a visual aid in place that is no longer relevant to the current topic.
 Don't forget that giving presentations is hard, but necessary if you are to be an effective communicator.

UNIT 6 - Making arrangements

I. Collocations

What is Collocation?

A *collocation* is a familiar grouping of words, especially words that habitually appear together and thereby convey meaning by association.

Here are the usual collocations: *a light wind, a faint smell, a heavy smoker, wide awake, sound asleep, fast asleep, broad accent, broad agreement, broad daylight, broad grin, broad shoulders and wide appeal, wide area, wide experience, wide interests, wide margin.*

Collocations	Meanings
1. below normal	<i>below average</i>
2. pick you up	<i>give you a ride in a car, give you a lift</i>
3. what's up	<i>what's new/ what's going on</i>
4. take a chance	<i>take risk</i>
5. do your hair	<i>comb your hair</i>
6. make trouble	<i>create a problem</i>
7. catch fire	<i>When something comes into contact with fire and starts to burn.</i>
8. make a noise	<i>create disturbance</i>
9. break down	<i>To cry, to weep</i>
10. pay a fine	<i>pay some amount of money for being charged for doing something wrong/illegal</i>
11. keep in touch	<i>stay in contact with someone</i>
12. come close	<i>almost achieve or do</i>
13. get along with	<i>able to make friendship or bond with someone</i>
14. make room	<i>create space</i>
15. break a promise	<i>not keeping up with the promise made</i>
16. make a mess	<i>to ruin something</i>
17. catch sight of	<i>to catch a glimpse of something or someone</i>
18. pay attention	<i>listen to something carefully</i>
19. go bankrupt	<i>have no money at all</i>
20. bring about	<i>to cause to take place</i>
21. keep the change	<i>keep the balance of the money</i>
22. pay the bill	<i>to pay an amount for the services used</i>
23. go mad	<i>allow oneself to get carried away by enthusiasm or excitement</i>
24. keep quiet	<i>refrain or prevent someone from speaking or from disclosing something secret</i>
25. save electricity	<i>don't waste electricity unnecessarily</i>
26. go astray	<i>become lost</i>
27. do your best	<i>do all one can.</i>
28. take an exam	<i>write an exam</i>
29. keep in touch	<i>stay in contact with someone</i>

30. Get married	<i>the act of marrying someone</i>
31. come prepared	<i>be ready beforehand</i>
32. run out of time	<i>to have no time left</i>
33. save a seat	<i>reserve a seat</i>
34. come to a decision	<i>making a final decision about something</i>
35. get lost	<i>lose way or directions to a place</i>
36. waste time	<i>misusing time</i>
37. next few weeks	<i>following weeks</i>
38. get over something	<i>to forget something</i>
39. right on time	<i>being exactly on time for something</i>
40. keep in mind	<i>remember</i>
41. close a deal	<i>to bring negotiation to an end by agreeing to a point</i>
42. close the door	<i>shut the door</i>
43. annual turnover	<i>total gross sales of a company</i>
44. draw a conclusion	<i>coming to a final conclusion</i>
45. draw your attention to	<i>catch someone's attention</i>
46. Break a record	<i>to break a record of something by setting new/ higher standards</i>
47. take a taxi	<i>hire a taxi</i>
48. run along	<i>go away</i>
49. keep in mind	<i>remember</i>
50. dismiss an offer	<i>reject an offer</i>
51. absolutely necessary	<i>very important</i>
52. bad temper	<i>getting angry easily</i>
53. Accept a request	<i>to officially accept or approve a request or a proposal</i>
54. get ready	<i>to be going to do something immediately</i>
55. accept a challenge	<i>take up a challenge</i>
56. badly damaged	<i>excessively destroyed</i>
57. get a call	<i>receive a job offer</i>
58. make trouble	<i>create a problem</i>
59. close a deal	<i>to bring negotiation to an end by agreeing to a point</i>
60. keep a secret	<i>to know a secret and not to tell to anyone</i>
61. catch fire	<i>When something comes into contact with fire and starts to burn</i>
62. make way	<i>to make progress; to move ahead.</i>
63. catch fire	<i>When something comes into contact with fire and starts to burn</i>
64. have lunch	<i>take a meal</i>
65. save money	<i>A reduction in expenditure or cost.</i>
66. call back	<i>returning a call</i>
67. walk away	<i>move away from a place</i>

68. Make a move	<i>take measures, take the initiative</i>
69. hang out	<i>to spend a lot of time in a place or with someone</i>
70. slept off	<i>To get rid of something while sleeping</i>
71. Sound sleep	<i>peaceful sleep</i>
72. blow chances	<i>To ruin, mishandle, or fail to capitalize on an opportunity</i>
73. stay out	<i>stay away from a particular matter</i>
74. hang up	<i>end a telephone conversation by cutting the connection</i>
75. save water	<i>not wasting water unnecessarily</i>
76. chill out	<i>intended to induce or enhance a relaxed mood</i>
77. smell funny	<i>smell unfamiliar or stinky</i>
78. Let go off	<i>release something</i>
79. make money	<i>earn money</i>
80. far cry from	<i>very different from</i>
81. catch cold	<i>become infected with a cold</i>
82. going fishing	<i>To undertake a search for facts, esp. by a legal or quasi-legal process like a grand-jury investigation</i>
83. flushing out	<i>to remove,</i> <i>a continuous or destructive cannonading, or</i> <i>discharge of small arms</i>
84. heavy fire	
85. break a habit	<i>To end a habit</i>
86. payout	<i>a huge amount of money</i>
87. carry on	<i>to continue an activity</i>
88. pay back	<i>to repay</i>
89. cover blown	<i>to reveal someone's secret/truth</i>
90. key in	<i>to enter</i>
91. see it coming	<i>recognize a person who can be fooled or deceived</i>
92. Badly in need	<i>requires something urgently</i>
93. Breaking News	<i>a newly released piece of information</i>
94. Bright idea	<i>a new idea</i>
95. Burning issue	<i>latest topic of discussion</i>
96. Cast vote	<i>to vote</i>
97. Catch cold	<i>to vote</i>
98. Changing world	<i>something that changes and does not remain the same</i>
99. Closely linked	<i>closely related</i>
100. Do Dishes	<i>wash the dishes</i>
101. Fast train	<i>express train</i>
102. Feel free	<i>feel comfortable</i>
103. Filled with horror	<i>very scared</i>
104. Get dark	<i>To disappear</i>

105. Get involved	<i>To get indulged in something</i>
106. Go blind	<i>unable to see</i>
107. Have access	<i>to have a permission</i>
108. Highly disappointing	<i>extremely disappointing</i>
109. Keep calm	<i>to remain in a relaxed state</i>
110. Keep fit	<i>stay fit</i>
111. Key issue	<i>important issue</i>
112. Launch product	<i>to release a new product in the market</i>
113. Make progress	<i>to improve</i>
114. Make time	<i>find an occasion when time is available to do something</i>
115. Pay attention	<i>focus on something</i>
116. Pose a threat	<i>make something dangerous</i>
117. Quick shower	<i>taking a quick bath</i>
118. Sense of pride	<i>being filled with pride/ego</i>
119. Sharp pain	<i>very painful</i>
120. Steaming hot	<i>extremely hot</i>
121. Strictly prohibited	<i>not allowed</i>
122. Strongly feel	<i>strongly agree to something</i>
123. Strongly influenced	<i>try to persuade someone</i>
124. Surge of anger	<i>extreme anger</i>
125. Take charge	<i>become responsible</i>
126. Take notes	<i>make a note of something</i>
127. Take pride	<i>feeling proud of something</i>
128. Take time	<i>make time for something</i>
129. Tread carefully	<i>to avoid saying or doing anything that could cause difficulties</i>
130. Turn red	<i>to become extremely angry</i>
131. Whispering softly	<i>speaking softly</i>
132. Early riser	<i>someone who has a habit of getting up early</i>
133. Owe an apology	<i>someone needs to feel sorry or a need to apologize to someone</i>
134. a sense of pride	<i>feel proud of something</i>
135. filled with horror	<i>get scared</i>
136. burst into tears	<i>To cry</i>
137. happily married	<i>Happy in their marriage, content with their partner</i>
138. fully aware	<i>to know something completely</i>
139. fast food	<i>junk food</i>
140. the fast train	<i>express train</i>
141. a quick meal	<i>a meal that does not require much time to get prepared</i>
142. commit suicide	<i>killing oneself</i>

143. burst into tears	<i>to cry</i>
144. utterly stupid	<i>very foolish</i>
145. richly decorated	<i>Beautifully decorated</i>
146. fully aware	<i>knowing that a problem or a situation exists</i>
147. round of applause	<i>a show of appreciation</i>
148. make my bed	<i>tidy someone's bed</i>
149. filled with horror	<i>get scared</i>
150. whisper softly	<i>speak softly</i>

Vocabulary and phrases for making arrangements

Some common expressions can be used to make arrangements.

To make an arrangement, use We can....

We can eat out tonight.

We can go to the movies.

We can take the train.

We can schedule the meeting for tomorrow.

We can discuss our concerns with the manager.

We can meet outside the cinema.

To explain an arrangement, use I'll...

I'll bring my violin.

I'll call you before I leave.

I'll wait outside the library.

To ask someone where they would like to meet, use Where...?

Where shall we meet?

Where would you like to meet?

Where shall we go to eat?

Where would you like to spend the evening?

Where would you like to go on holiday?

To ask someone when they want to meet, use When...? or What time...?

What time does the meeting start?

When would you like to meet for dinner?

When shall we meet?

To check whether someone is happy with an arrangement, use Is...okay?

Is Monday okay?

Is 4 o'clock okay?

Is it okay to bring my child along?

Is it okay to wear casual clothes?

Is it okay to park here?

To ask what the best arrangement is, use Is it better to...?

Is it better to hire a cab?

Is it better to arrive early?

Is it better to book tickets early?

Is it better to meet outside the club?

Is it better to ask his help?

II. An Introduction to Letter Writing

Letter writing is an essential skill. Despite the prevalence of emails and text messages, everyone has to write letters at some point. Letters of complaint, job applications, thank you letters, letters requesting changes or making suggestions — the list goes on and on.

5 Key Letter Writing Tips

Keep it short and to the point.

Letters involving business (personal or corporate) should be concise, factual, and focused. A typical letter page will hold 350 to 450 words. If you can't get your point across with that many words you probably haven't done enough preparatory work.

Focus on the recipient's needs.

While writing the letter, focus on the information requirements of your audience, the intended addressee. What essential information does that person need to know through this communication? What will be their expectations when they open the letter? Have you addressed all of these?

Use simple and appropriate language.

Your letter should use simple straightforward language, for clarity and precision. Use short sentences and don't let paragraphs exceed three or four sentences. As much as possible, use language and terminology familiar to the intended recipient. Do not use technical terms and acronyms without explaining them, unless you are certain that the addressee is familiar with them.

Re-read and revise it.

Do a first draft of the letter, and then carefully review and revise it. Put yourself in the place of the addressee. Imagine yourself receiving the letter. How would you react to it? Would it answer all of your questions? Does it deal with all of the key issues? Are the language and tone appropriate?

Check spelling and grammar.

A letter is a direct reflection of the person sending it, and by extension, the organization that person works for. When the final content of the letter is settled, make sure that you run it through a spelling and grammar checker. Sending a letter with obvious spelling and grammar mistakes looks sloppy and unprofessional.

Present your ideas properly: Formatting a letter

Adhering to the standard conventions of good formal letter writing and presenting your letter attractively will ensure that your thoughts are seriously considered by the recipient and given the attention and consideration they deserve. Here are a few formatting tips:

Heading

The heading consists of your address (but not your name) and the date. Telephone numbers and email addresses are not usually included here, but they are acceptable. Using block format, the heading goes in the top left-hand corner of the page.

123 Elm Ave.

Treesville, ON M1N 2P3

November 23, 2008

Inside Address

The inside address consists of the name and address of the person to whom you are writing. You should try to address the formal letter to a specific person, but if you do not know his or her name, at least try to include his or her title. This address is usually placed four lines below the heading if a word processor is used or one line below the heading if the letter is handwritten.

Mr. M. Leaf (*name*)
 Chief of Syrup Production (*title*)
 Old Sticky Pancake Company
 456 Maple Lane
 Forest, ON 7W8 9Y0

Salutation

Skip one line after the inside address and then type the salutation. Your choice of salutation depends on whether or not you know the intended recipient of the formal letter. The most usual greeting is

Dear

followed by the person's name and punctuated with a colon. If you don't know whether the person you are addressing is a man or a woman, you may begin with

Dear Sir or Madam,

again followed by a colon.

Ms.

may be used if you don't know the marital status of a woman. Furthermore, if the person has a specific title such as

Dr.

make sure that you use it. Here are some examples of each salutation:

Dear Mr. Trunk,

Dear Ms. Root,

Dear Mrs. Branch,

Dear Dr. Acorn,

Body

Skip one line after the salutation and begin typing the body of the formal letter. This is the main part of the letter. Keep in mind the rules outlined above regarding brevity and coherence. It is best to use short, clear, logical paragraphs to state your business.

Closing and Signature

This is the end of the letter. Skip one line after the last paragraph of the body of the letter and type the closing. Only the first word of the closing should be capitalized. It is punctuated with a comma. Leave several lines after the closing and type (or print) your signature. Your actual handwritten signature is to be inserted between these two printed lines, written in ink.

Yours Sincerely

Formal Letter Format (Block letter)

Company, Inc.
123 Alphabet Drive
Los Angeles, California 90002

15 November 2016

Ms. Susan Smith
 Supervisor of Product Development
 Pet Supply Provider, Inc.
 472 Canine Road
 Los Angeles, California 90002

Dear Ms. Smith:

It was a pleasure meeting you at the conference last week. As we discussed, I sincerely believe that the widget gizmo produced by Company, Inc. can greatly streamline your production process. If you are still willing, I would like to bring some of the key members of my team along with me to meet with you at Pet Supply Provider, Inc. We would like to give you an overview of our services and discuss with you the best plan to suit your needs.

Meeting in person would allow us to fully evaluate your wants and needs. Our team is available to meet any time this week or next. Please let me know, at your earliest convenience, when you would be available.

Cordially,
Sam Brown
Vice President of Company, Inc.
555-555-5555
s.brown@companyinc.com

III. Conditional Sentences

There are several structures in English that are called **conditionals**. "Condition" means "situation or circumstance". **If** a particular condition is true, **then** a particular result happens.

If $y = 10$ then $2y = 20$

If $y = 3$ then $2y = 6$

There are **three basic conditionals** that we use very often. There are some more conditionals that we do not use so often.

The structure of most conditionals is very simple. There are two basic possibilities. Of course, we add many words and can use various tenses, but the **basic structure** is usually like this:

IF	condition	result
IF	$y = 10$	$2y = 20$

or

result	IF	condition
$2y = 20$	IF	$y = 10$

There are four basic types of conditional sentences in the English language. Each type has two parts - the main clause and the "if" clause.

Zero conditional: ***I take my umbrella if it rains.***

First conditional: ***I'll call you if I work late.***

Second conditional: ***If the bus didn't arrive on time, I would drive you to the airport.***

Third conditional: ***She wouldn't have come if I hadn't invited her.***

Zero conditional

The zero conditional describes situations that are always true. "**If**" has the same meaning as **when** or **whenever**.

Examples: If I go to school, I get up at seven. (Whenever I go to school I get up at the same time.)

If you park your car on double yellow lines, you pay a fine. (Whenever you park illegally, you pay a fine.)

Moreover, the zero conditional sentences refer to scientific facts and general truths.

If you heat water at 100 degrees, it boils.

Structure:

IF	Condition	result
	present simple	present simple
If	you heat ice	it melts.

We use the present simple tense in both the main clause and the "if" clause.

First conditional

The first conditional refers to the present or future. First conditional sentences are used to speculate about possible situations that can really happen.

If he studies hard, he'll pass the exams.

If we catch the 10.15 train, we will arrive on time.

If you don't get the ticket, what will you do?

Structure:

IF	Condition	Result
	present simple	WILL + base verb
If	it rains	I will stay at home.

If clause: if + present tense Main clause: will + base form of verb

IF	Condition	Result
	present simple	WILL + base verb
If	I see Mary	I will tell her.
If	Tara is free tomorrow	he will invite her.
If	they do not pass their exam	their teacher will be sad.
If	it rains tomorrow	will you stay at home?
If	it rains tomorrow	what will you do?

Result	IF	Condition
WILL + base verb		present simple
I will tell Mary	If	I see her.
He will invite Tara	If	she is free tomorrow.
Their teacher will be sad	If	they do not pass their exam.
Will you stay at home	If	it rains tomorrow?
What will you do	If	it rains tomorrow?

Second conditional

The second conditional also refers to the present or future. In second conditional sentences we speculate about situations that will probably never happen.

EX. If I had more time, I would help you. (But I am not free at the moment. I can't help you).

If I won a million dollars, I would start a business of my own. (But I know that it is not realistic.)

Structure:

IF	Condition	Result
	past simple	WOULD + base verb
If	I won the lottery	I would buy a car.

If clause: if + past tense Main clause: would + base form of verb

Note: the verb "to be" can have a specific form in the "if" clause.

If I were rich, I wouldn't work. If he were younger, he would marry her.

(But "was" is also possible: ***If I was rich, I wouldn't work. If he was younger, he would marry her.***)

But: ***If I were you, I wouldn't do it.*** (In this expression, "were" is much more usual than was.)

The first conditional versus the second conditional

The main difference between the first and second conditional is about probability: the first conditional is realistic, the second conditional is unrealistic.

Sometimes we can use either the first or second conditional with the following difference in meaning.

Example: *If I see him, I will tell him.* (I suppose I will see him, because we go to the same school.)

If I saw him, I would tell him. (I don't think I will see him, because he is ill.)

If I need your help, I'll call you. (It is probable that I will need your help.)

If I needed your help, I'd call you. (It is not very probable that I will need your help.)

Sometimes we must use either the first or the second conditional, because it is clear that the situation is real or unreal.

If you get up late, you will miss your bus. (A real situation)

If I came from your country, I would understand your problems. (An unreal situation - I am not from your country.)

Third conditional

The third conditional sentences always refer to the past. We speculate about situations that happened or did not happen in the past.

If I had won a million, I would have started a business of my own. (But I didn't win anything.)

If he had met her, he would have told her. (Unfortunately, he didn't meet her.)

If we hadn't practiced, we wouldn't have won the match. (But we practiced and won.)

Structure:

Condition	Result
Past Perfect	WOULD HAVE + Past Participle
I had won the lottery	I would have bought a car.

Sometimes, we use **should have**, **could have**, and **might have** instead of **would have**, for example: If you had bought a lottery ticket, you **might have** won.

If clause: if + past perfect Main clause: would + perfect infinitive (have + past participle)