

SPOKEN ENGLISH IN DIALOGUES

833 MOST COMMON ENGLISH
SENTENCES USED BY NATIVE
SPEAKERS IN REAL LIFE SITUATIONS

How to
make small
talk

How to
get a VAT
return

How to ask
someone
on a date

How to book
an excursion

How to make
a doctor's
appointment

How to
bargain

How to get
around by bus
and metro

Spoken English in dialogues

833 common English sentences used by native speakers in everyday life situations

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Introduction

Do you know some English but still have trouble expressing yourself in social situations? If yes, then this is the right book for you to improve your daily English conversation skills. The book presents a lot of valuable phrases and sentences you would never think of unless you come across them. It contains plenty of common sentences used by native English speakers in everyday life.

The book covers topics such as meeting new people and making small talk, dating and visiting friends, emergency situations and doctor's appointments, car and flat rental, staying in hotels and traveling by air, shopping and bargaining.

About author

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Chapter 1

Good manners



How to greet people

1. **Good morning! How are you?**

I'm fine, thanks. How are you?

* formal

2. **Hello! How are you doing?**

Fine, just fine. How are you?

* informal

3. **Hi, how is it going?**

Pretty good. How about you?

* informal

4. Hi, what's up?

Not much. What about you?

* informal

5. What have you been up to?

The same as usual.

* informal

How to thank people

1. Thank you for looking after my son.

You're very welcome.

2. Thanks for your help.

No problem.

3. Thank you for carrying my bag.

Don't mention it.

4. That's very kind of you but you really shouldn't have gone to all this trouble.

I was happy to help.

you shouldn't have gone to all this trouble — a standard phrase
you say to someone who has done much work for you

How to say sorry

1. Sorry to have kept you waiting.

That's ok.

2. Sorry I'm late.

No problem. I've only just got here myself.

3. I'm sorry about reading your messages.

Don't let it happen again.

don't let it happen again — a standard phrase you say to somebody who has really upset you meaning "I hope you won't do this again"

How to ask people to do something for you

1. Could you open the window, please?

Sure.

2. Could you make me a cup of tea, please?

Yes, of course.

3. Could you give me his phone number, please?

I'm sorry but I don't know his number.

4. Could you look after my son tonight?

I'm afraid I can't. I'm working an evening shift today.

5. Do you mind moving your seat so that I and my friend could sit together?

No, of course not.

(* positive answer)

6. Do you mind lending me some money?

I'm sorry, I'm broke.

(* negative answer)

shift work — the time period during which you are at work
to be broke — to have no money

How to offer people help

1. My flight arrives at 7 am.

Would you like me to meet you at the airport?

2. My car is broken, so I came to work by underground today.

Do you want me to give you a lift home?

3. The suitcase is so heavy.

Let me carry it for you!

4. What do these statistics mean?

Let me explain.

to give a lift — to take someone somewhere in your car

How to ask for permission to do something

1. Can I switch the TV on?

Sure, go ahead.

(* positive answer)

2. Can I read this e-mail?

No, I'm afraid not.

(* negative answer)

3. Do you mind if I sit here?

No, of course not.

(* positive answer)

4. Do you mind if I borrow your car tomorrow?

Yes, I'm afraid I do.

(* negative answer)

to borrow — to use another person's thing and give it back later

How to suggest somebody an idea

1. It's hot in here.

Let's open the window.

Okay.

2. Let's ask your mum to look after Johnny while we are away.

I'd rather not.

3. How about going there by train?

Sounds good!

4. How about painting the walls blue?

It doesn't sound very good.

5. Why don't we go to the beach?

Good idea!

6. Why don't you get a new hairstyle?

I don't feel like it.

How to agree and disagree with your companion

1. **Kevin is musically gifted.**

That's true!

2. **I think Martin Freeman is a brilliant actor!**

Absolutely!

3. **The facts, he gave us, are convincing.**

I can't see that!

4. **He is an honest man.**

I don't think so!

gifted — talented

convincing — making you believe that something is true

How to give and accept a compliment

1. **Your cake is really delicious!**

I'm glad you like it!

2. **You look gorgeous in this outfit. You have a great fashion sense!**

That's very kind of you to say so.

3. **Your presentation was great!**

Thank you. I really needed that.

gorgeous — beautiful

an outfit — a set of clothes that you wear together

fashion sense — understanding what clothes look good

How to sympathize

1. **Jill has had a heart attack! She's just been taken to hospital!**

How awful/terrible!

2. **My back kills me!**

I'm sorry to hear this!

3. **I've lost one of my gloves.**

What a shame!

4. **I spent half an hour looking for my car key! It was so frustrating!**

I can imagine!

When I got to my car, I saw I had a flat tyre.

Oh, no!

frustrating — making you feel annoyed

a flat tyre — when there's little air in the tyre

How to ask to repeat and check understanding

1. **Are you following me?**

No, you've lost me. Could you explain that again, please?

2. **Are you with me?**

Sorry, what was that again?

3. **Am I making sense?**

Could you explain that another way/just one more time, please?

to make sense — to be easy to understand

How to finish a conversation and say good-bye

1. It was nice to talk to you but I've got to go now.

You too. See you around.

2. It was great to see you, but I must dash now.

It was good to see you too. Take care.

3. I should get going.

Ok. See you later.

4. I'm running terribly late!

Ok. See you around.

5. I hope we meet again soon.

Yes, let's keep in touch.

to dash — to go quickly because you're in a hurry

to keep in touch — to write or call each other from time to time

Chapter 2

Going to public places



How to go to the cinema

1. Let's go to the cinema.

What's on?

The Martian.

Who is in the film?

Matt Damon.

2. Can we have two tickets for the Martian, please?

That's 30 euros. Here you are.

Thank you.

3. Excuse me, you're in my seat.

Sorry?

That's my seat 8 row 15.

Oh, yes, you're right. Sorry.

be on — to be shown at the cinema

How to join a fitness club

1. What are your hours?

We're open from 9 am to 10 pm seven days a week.

2. I'd like to sign up for a membership. How much is the charge?

It's 80 euros.

3. I'd like to sign up for pilates classes. What days and what time are they?

They are on Tuesday and Friday at 7 pm.

Great.

to sign up for — to join the classes

How to queue

1. Is this the end of the line?

No, the end of the line is over there.

2. Are you in the line?

Yeap.

3. Could you hold my place in the queue? I should be back right now.

Sure.

4. Can I sneak ahead of you? I only have one item.

Yes, go ahead.

5. Excuse me, I was here before you. I should be ahead of you in the queue.

Sorry.

to hold my place — that's what you ask the person in front of you or behind you if you need to leave the queue for a while

to sneak ahead — to be served before somebody in front of you in the queue

an item — a product

How to exchange money

1. I'd like to exchange dollars into euros. What's the exchange rate, please?

One euro is 1.2 dollar.

2. Do you charge a commission?

Yes, Sir. It's 2 %.

That's fine. I'd like to exchange 500 euros into dollars.

3. How would you like your money?

In hundred dollar banknotes, please.

That's 588 dollars.

an exchange rate — the value of the money of one country when you change it into the money of another country

a banknote — a piece of paper money

How to book an excursion

1. I'd like to book a tour of Niagara Falls.

Yes, of course. We have daily tours available.

Fine. We'd like to book two adults and a child for tomorrow.

2. When does the tour start?

It starts at 8 am.

When does it finish?

At 4 pm.

3. Where does the tour leave from?

The bus will pick you up right outside the hotel.

a tour — an excursion

adults — grown up people who are not children any more

to pick up — to collect

How to call a taxi

1. I need a taxi to the Louvre.

Where from?

Rue Michel-Ange.

2. What time is it for?

As soon as possible, please.

3. How long will it be till it comes?

15 minutes.

How to ask for and give directions

1. How do I get to the Museum of Modern Art?

Go straight ahead and take the second right.

You'll see the sign for it.

2. How do I get to the nearest metro station, please?

Go down this street till you get to the supermarket. Go past the supermarket and turn left. It's on your right.

3. Is there a bank near here, please?

Take the right turning at the next traffic light.

So, I take the next left?

No, take the next right.

4. Is there a chemist's near here?

Follow me. I'll take you there.

Thank you, that's very kind.

go straight ahead — go in the same direction, don't turn right or left

take the first/second turning — continue along the road and turn at the first/second intersection

go past the supermarket — go further than the supermarket

How to get around by bus and metro

1. Does this bus go to the city centre?

No, it doesn't. You need the 23.

2. Does it stop outside the Opera House?

Yes, it does.

3. Can I buy a ticket on the bus?

No, but you can buy it from a ticket machine over there.

4. Is anybody sitting here?

No, go ahead.

5. Is this seat taken?

I'm sorry, my wife is sitting here.

6. How many stops is it to the Central Park?

It's 4 stops.

7. Where do I get off for the hospital?

At the next stop.

8. How do I get to Bilbao?

Take the purple line at Ventilla and then change at Plaza de Castilla to the light blue line.

go ahead — used when you allow somebody to do something

to get off the bus — to leave the bus

How to take a train

1. I'd like a ticket to Rome, please.

A single or return?

A single, please.

2. Are there any trains leaving tomorrow?

There are two trains to Rome. One leaves at 10.20 am and the other one leaves at 5 pm.

I'd like to book a ticket for the 10.20 train, please.

Okay. That's booked for you. Have a good journey.

a single — a one way ticket

a return — a ticket to and from a place

Chapter 3

Social interaction



How to introduce yourself

1. **Great party, isn't it?**

Yeah. It's cool.

I'm Ruth.

I'm Julia. Nice to meet you.

You too.

2. **Hi, I'm Kevin.**

Hi, Kevin! I'm David. Nice to meet you.

You too, David. So, how do you know the host? (at a party)

I and Daniel work together. What about you?

I live next door.

a host — a person who invites guests to his/her home
next door — a house next to yours

How to introduce people

1. Laura, meet Seon! Seon, this is Laura!

Nice to meet you, Seon.

You too, Laura!

2. James, this is Chris. Chris, this is James.

Nice to meet you, James!

You too, Chris. I've heard a lot about you!

All good, I hope.

How to welcome a new employee

1. Hi, I'm Claire.

Nice to meet you. I'm Robert.

You too. Are you new here?

Yes, it's my first day here.

2. You must be Susan.

Yes, right.

I'm Jill. Nice to meet you, Susan. Let me show you around.

Nice to meet you too, Jill. Thank you.

3. Hello, Jake. Welcome to the Nesco Company. Let me introduce you to some people.

Thank you, that would be nice.

4. Hi, I'm Jeff. Are you new here?

Yes, I'm Alex. I'm a new paralegal.

Where will you be working?

On the seventh floor.

We'll be seeing a lot of each other then.

to show you around — to show you a place (an office or home)

to introduce — to tell someone another person's name when they see each other for the first time

a paralegal — someone who has legal training and helps a lawyer

How to make an invitation

1. Would you like to come to my birthday party?

I'd love to! What time is your party?

5 pm.

I'll be there. Thanks!

2. Would you like to come over for dinner tonight?

That would be lovely but I've got a previous arrangement.

What a shame!

I would love to come another time!

3. I'd love it if you could come to stay but do you mind dogs?

No, of course not. Thank you for inviting me.

a previous arrangement — a plan you had made before you were invited

How to welcome guests

1. Hi, come in!

Hi! Nice to see you!

I'm glad you could make it.

Thank you for asking me.

2. Hi, come in.

Nice to see you! You look wonderful!

Thank you! It's a pleasure to have you here.

I'm very glad I came.

3. Nice to have you here.

I'm glad I could come.

How was your journey?

I hit a traffic jam but quite smooth after all.

to make it — to manage to get somewhere

to hit a traffic jam — to drive up the road that is busy with other drivers

smooth — without problems

How to compliment your host on their home

1. You've got a lovely house.

Thank you. Let me show you around.

2. Come into the living room and have a seat.

Your living-room is very beautiful!

3. Make yourself comfortable.

Thank you!

How to offer guests a drink

1. Would you like a drink?

Yes, please. What have you got?

2. Can I get you something to drink?

Yes, please. I'd like a cup of tea.

3. How do you take your coffee?

Two sugars, no milk, please.

How to offer food to your guests

1. Help yourself to the cookies.

Thank you! They are delicious.

2. Please, go ahead with the salad, I'll bring the lamb in red wine in a minute.

Sounds delicious!

3. Can I get anyone anything?

No, thanks. We are full. The meal was delicious.

4. Are you done?

Yes, thank you. It was delicious.

help yourself — used to offer food and drink

delicious — tasty

to go ahead — to continue to do something

Are you done? — Have you finished with your meal?

How to thank your host for hospitality

1. Thank you for having us.

We are glad you could come. I hope you have a safe journey.

2. Thank you for inviting us. We had a great time.

Come back again. It was good to see you.

How to ask somebody out on a date

1. What are you up to today?

Nothing really. Why?

Would you like to go to the cinema tonight?

Yeah, what's on?

2. I was thinking... Do you want to meet up for a drink some time?

Sounds good!

What about tomorrow evening?

I am busy this week maybe next week some time?

3. I was wondering if you would have dinner with me?

Dinner? Why not? When?

How about tonight?

Sorry, I can't make it tonight.

Can you make it tomorrow then?

Yes, tomorrow is fine.

I can't make it tonight — I can not meet you tonight

How to refuse a date

1. Would you like to go out some time?

That's nice of you, but I'm already seeing someone.

2. What are you doing this weekend?

I am going to my parents' place. Why?

I just thought we could grab a coffee sometime.

No, sorry. You're a nice guy, but I'm just not into you in that way.

to see someone — to be in a romantic relationship with someone

to be into someone — to be interested in someone

How to ask a stranger out on a date

1. I've just moved here. Are there any good cafés in the area?

There's a good Chinese place near here.

Would you like to join me for dinner there sometime?

I'm not sure. I don't even know you.

Right, but you seem like a really nice person and I want to get to know you better.

2. I just saw you and I think you look really nice.

Thank you.

What are you doing right now?

Just taking a walk.

Then why don't we have a coffee over here.

3. I want to tell you that you look very pretty and I want to get to know you.

Thank you.

Can you give me your number so I can call you sometime?

Okay.

4. I enjoyed talking to you and would like to get to know you better. If you feel the same, here's my number.

I'll call you.

to get to know — to know somebody better

How to make small talk

1. Nice day, isn't it.

Yeah, it's lovely outside.

2. It looks like it's going to snow.

I hear they are calling for snow all weekend.

3. I can't believe how quiet this place is today.

Strange, isn't it? It's usually packed on Fridays.

4. Can you believe all this rain we've been having?

Yes, we sure have!

5. I love your outfit! May I ask where you got it?

Thank you. I got it at Zara.

6. Getting excited about your trip?

Yeah, I'm really looking forward to it.

to call for snow — to say that it will snow

packed — having a lot of people

excited — very happy

to look forward to — to feel happy about something that is going to happen

How to avoid answering a question

1. How much do you earn?

I'd rather not say.

2. I've heard you've split up with Christy.

If it's okay with you, I'm not really up to talking about it.

How to make an appointment

1. Can we meet on the 16th of July?

Yes, it's fine with me.

2. Can you make it on Friday morning?

Yes, it suits me perfectly.

3. Are you available on Thursday evening?

I'm afraid I can't make it on Thursday evening. What about a bit earlier on Thursday? Say, 3 pm?

4. What about Saturday?

I'm afraid I can't on Saturday. Can we meet on Sunday instead?

to make it on Friday — to be available on Friday

How to change an appointment

**1. We were going to meet on Friday but something has come up.
Can we fix another time?**

Sure. Would Monday be ok?

2. I'm afraid, I won't be able to meet you after all. Can we make another time later in the week?

Ok. What time is best for you?

to come up — if a problem comes up, you need to deal with it immediately

Chapter 4

Shopping



How to ask if a shop sells an item you need

1. Hello! Have you got souvenir mugs?

Yes, we have them here.

2. Have you got umbrellas?

Yes. I'll show you. Are you looking for men's or ladies' umbrellas?

A ladies' one.

How to buy things

1. Can I have this calendar, please?

Here you are/There you go.

2. How much is it?

It's 10 pounds.

3. Can I have a carton of milk and a loaf of bread, please?

Here you are/There you go. That's 4 euros.

4. Can I have a box of tissues, please?

I'm sorry, we are out of tissues.

5. I'm looking for a dishwasher.

Freestanding or built-in?

6. I'm looking for a pair of shoes to go with this dress.

How about these ones?

7. I'd like to buy a gift card, please?

How much do you want to put on it?

8. I'd like a new SIM card for my phone.

What's your phone model?

9. Can I help you?

No, I am just looking around.

Just let me know if you need anything.

here you are/there you go — said when you give something to someone

we are out of tissues — we have no more tissues in stock

How to buy food at the supermarket

1. Excuse me, where can I find flour?

It's in aisle 4 next to sugar.

2. Excuse me, where can I find frozen foods, please?

Down the aisle to the left.

3. Where can I weigh my fruit?

The scales are at the end of the aisle.

4. Are the bags free of charge?

Yes, we don't charge for them.

an aisle — a passage between the shelves of a supermarket

to weigh — to see how heavy something is

scales — a piece of equipment used for weighing

free of charge — costing no money

How to buy clothes

1. I'm looking for a pair of trousers.

What's your trousers size?

I'm a 40 for trousers.

What colour are you looking for?

2. I'm looking for a pair of shoes.

What is your shoe size?

I'm a 9 for shoes.

What kind of shoes are you looking for? Dress shoes, loafers, oxfords?

3. Have you got this pullover in a different colour?

Yes, it comes in three different colours.

4. Have you got a Large for this T-shirt?

Yes, here you are.

5. What's this dress made of?

Pure wool.

6. Can it be machine washed?

No, the care instructions say it has to be washed by hand.

loafers — casual men's shoes

oxfords — formal men's shoes

pure — not mixed with anything else

wool — fibre made of sheep's hair

care instructions — say how to look after an item of clothes

How to try clothes on

1. Would you like to try this top on?

Yes, please. Where are the changing/fitting rooms?

Over there.

2. Can I try these jeans on?

Sure. The changing rooms are over there.

3. Does the dress fit?

No, it's too tight. Do you have it in a bigger size?

I'll just go and check for you... Here you are.

This one is ok. I'll take it.

4. Are the trousers ok?

They are too big. Do you have them in a smaller size?

No, I'm afraid not.

I'll leave them then.

to try on — to put on clothes to see how they look
I'll leave them — I am not buying them

How to buy clothes in the sale

1. Is this shirt in the sale?

Yes, it's 30% off.

2. How long does the sale last?

It ends next Sunday.

3. Can I use this voucher to buy clothes in the sale?

I'm afraid not.

to be 30% off — the price is reduced by 30%

to last — to continue

a voucher — a document you can use instead of money to buy something

How to get a VAT return

1. Are you in the tax-free shopping scheme?

Yes, Sir. Can I see your passport, please?

2. How much do I have to spend to qualify for a VAT refund?

The minimum amount is 175 euros.

VAT — value added tax included in the price

a VAT return — when you buy a product abroad you can claim VAT on this product back

a tax-free shopping scheme — if a shop is in this scheme, you can get a VAT return on items you buy there

to qualify for — you are allowed to get or do something

How to pay

1. Can I pay by credit card?

Yes, of course. Can you enter your PIN, please?

2. Do you take credit cards?

No, I'm afraid, we don't.

3. Are you paying by cash or credit card?

Cash.

4. Are you keeping the boxes?

No, I don't need them.

(* the boxes for the shoes you are buying)

5. Do you have a refund policy?

Yes, you have to keep the receipt and bring an item back within 2 weeks.

a refund policy — a shop's rule for returning items

a receipt — a document that a shop gives you to prove that you've paid for an item

How to return or exchange an item

1. **I'd like to change this for a different size, please.**

Sure. Can I have your receipt, please?

2. **I'd like to return this skirt.**

What seems to be the problem with it?

The stitching is coming undone.

3. **I'd like to return these trousers, please.**

What seems to be the problem with them?

They shrank a lot after I washed them.

Did you follow the care instructions?

4. **I'd like to return this cardigan. It got torn in a few places the first time I washed it.**

What temperature did you wash it at?

5. **I'd like to return this sweater for a refund, please.**

Sure, can I have your receipt?

Here you are.

I'm afraid you bought it more than two weeks ago, so we can't give you a refund.

stitching — a piece of thread sewn in cloth

to come undone — become untied

to shrink — to become smaller

to get torn — if a clothing item gets torn, it gets holes in it

How to bargain

1. How much is it?

30 euros.

That's pretty steep. Can you knock a few dollars off?

Ok. You can have it for 28.

2. How much is this vase?

100 euros.

It's a bit more than I wanted to pay. How about 70 euros?

You can have it for 85.

I'm afraid that's still too much.

3. How much are these gloves?

30 dollars.

Will you take 20 for them?

25 is the best price.

steep — high

to knock off — reduce a price

Chapter 5

Air travel



How to book a flight

1. What flights are there to Oslo?

There are two flights tomorrow. One is at 7.30 am and the other one is at 4 pm.

2. Are there any direct flights to Dallas?

No, you'll have to transfer either in Chicago or Kansas City.

3. I'd like to book a flight to Beijing, please.

What date will you be travelling?

The 19th of March.

There is a flight at 5. 20 am. Would you like to be booked on it?
Yes, please.

to transfer — to change a plane

How to change a flight reservation

1. I'd like to change my flight reservation.

Ok. What's your booking number?

2. What would you like to change?

I'd like to take an earlier flight if possible.

3. I'm booked on flight number XPL on April 12. Can I change this to a later date, please?

What date would you like to depart?

4. Will I have to pay a change fee?

Yes, because you booked a flight over 24 hours ago.

a fee — money you pay for service

How to check-in

1. Can I see your passport and tickets, please?

Here you are.

I'm afraid, your flight has been delayed. It's now scheduled to depart at 4.30 pm.

2. Would you like an aisle or a window seat?

A window seat, please.

to be delayed — to be later than planned

to be scheduled — to be planned at a particular time

to depart — to leave

an aisle seat — a seat near the passage between rows

How to check-in your luggage

1. Are you checking in any bags?

I have a suitcase to check and one carry-on.

I'm afraid this bag exceeds the size restrictions. Put it on the carry-on sizer.

2. Did you pack your bags yourself?

Yes, I did.

Are there any sharp or prohibited items in your bags?

No.

3. I have a stopover in Miami. Will I have to collect my luggage there?

No, your luggage will go straight through to Montevideo. Here is your boarding pass.

to check a suitcase in — to hand your bags over to the airline for transportation

to carry-on — to bring your bag on the plane with you

to exceed size restrictions — to be too big

a carry-on sizer — a device which shows your bag's size

sharp — able to cut

prohibited — banned, not allowed

a stopover — a stop during a flight

to collect — to get

How to go through security and board a plane

1. Do I need to take my mobile out of the bag?

Yes, you do. Put it into the bin, please.

2. Do you have any coins or keys in your pockets?

No, I don't. I've taken everything out.

Then walk through the body scan.

3. Can I take this bottle of water on board?

No, I'm afraid not, Sir.

4. Is this the gate for flight 234 to Madrid?

Yes, it is.

a bin — a container for rubbish

coins — metal money

on board — on the plane

How to go through immigration

1. Welcome to the USA. Where are you travelling from?

France.

2. What's the purpose of your trip?

I'm here on holiday.

3. How long will you be staying in the US?

For 10 days.

4. Who are you travelling with?

With my husband.

5. Where will you be staying?

At the Hilton Hotel.

6. Do you have any friends or relatives in the USA?

No, I don't.

the purpose — the reason why you do something

How to report lost or damaged luggage

1. My luggage hasn't arrived. I think it's lost.

What flight were you on?

2. What does your bag look like?

It's a brown suitcase.

Does it have your name on it?

Yes, it does.

I'll find out if your suitcase is being held by customs... Yes, you can pick it up there. Follow this corridor.

3. I picked up my suitcase and found that it's been damaged.

What's the problem?

The wheel is broken and the side is dented.

a wheel — a round object that makes a suitcase move
dented — with a hollow on the surface

How to meet a visitor at the airport

1. Hello! Are you Ms. Jones?

Yes, I am.

I'm Sanches... from Netco. Welcome to Brazil.

Thank you.

I'm here to take you to our office.

2. Hello, you must be Brian Williams.

Yes, I am.

Nice to meet you. I'm Jake.

Nice to meet you.

My car is at the car park.

3. Let me help you with your suitcase.

Thank you.

4. Did you have a good flight?

It was good but very long.

You must be very tired.

Yes, I really am.

My car is this way.

Chapter 6

Car and flat rental



How to rent a car

1. I'd like to rent a car.

For how long?

For 3 days.

2. What type of car would you like?

I'd like a midsize car. How much would it cost?

30 dollars per day.

3. Would you like insurance on your car?

Yes, please.

How many people are going to drive?

Just myself.

4. Can I see your driver's licence?

Will my international licence do?

5. Do I have to return a car to this location?

No, you can leave it at any of our locations. Remember to return it by 2 am on Wednesday.

How much would you charge me if I'm an hour late?

an insurance — an agreement in which you pay a company money and they pay your costs if you have an accident.

to charge — to ask to pay money

How to rent a flat

1. I'm calling about the flat for rent. Is it still available?

Yes, it is.

Can I see it today?

2. How much is the rent?

It's 1200 dollars per month.

Are the utilities included?

No, you'll have to pay them yourself.

3. When is the rent due?

On the first of each month. It's paid in advance.

4. Will the rent go up?

Not until the end of the lease. When your lease expires the rent may go up.

5. How much is the security deposit?

It's a month's rent.

6. Can I sublet?

Yes, you can but you must get written permission from us first.

7. How much notice do I need to give if I want to leave early?

You need to give a month's notice.

8. Who do I contact if there is a problem?

Me. Here is my phone number.

9. When will the flat be available?

Next month.

We need to think about it. Can we call you tonight?

Sure.

the rent is due — must be paid

in advance — before a particular time

a (rental) lease — a rental contract

to expire — to come to end

a security deposit — money you pay when you start to rent a flat and which is given back to you when you stop renting it

utilities — gas, water, electricity

to sublet — to rent out the flat or part of the flat that you are renting

permission — when you allow somebody to do something

to give notice — to inform someone of something

Chapter 7

Staying in a hotel



How to ask about prices and facilities

1. How much is a room?

Our rooms start at \$50 for a basic room and go up to \$250 for a suite.

Are your basic rooms en suite?

The basic single room has shared facilities. All other rooms have en-suite facilities.

2. I need a room for 3 people. Do you have a room with one double bed and one single bed?

Yes, we have suites for three people.

3. I'd like a room for a family of four - two adults and two children.

Yes, Sir. The deluxe double room would be most suitable for you.

4. Is breakfast included?

We don't provide breakfast but there is a local cafe which offers our guests discounts.

5. Do you have free wi-fi or is there a charge?

It's free of charge.

Is wi-fi available in guest rooms?

Yes, it's available throughout the hotel.

6. Do your rooms have a nice view?

Most of our rooms have a sea view.

7. What are your check-in and check-out times?

The check-in time is 2pm and the check-out time is 12pm.

Do you allow early check-in?

We try to accommodate early check-in when possible.

Is there a fee?

8. What's your cancellation policy?

You should cancel at least 24 hours before your check-in date to avoid a fee.

a suite — a set of rooms

en-suite — a hotel room with a bathroom

shared facilities — when there's one bathroom for a few hotel rooms

suitable for you — right for your situation

a charge — money you have to pay

a fee — money you pay to get a service

a cancellation — a decision to stop something

How to book a room

1. I'd like to book a double room on Monday the 9th of this month.

How many nights would you like to stay?

Three nights.

2. I'd like to book a twin room.

When for?

The 14th of October.

How long will you be staying?

For 7 nights.

3. Can I book a room?

What day do you want to check-in?

On the 20th of April

When will you be checking out?

On the 25th of April.

4. Who is the booking for, please?

James Taylor.

5. Could you give me your name, please?

Victoria Garcia.

6. Could you give me your credit card details, please?

Sure. Are you going to put a hold on my credit card?

7. Your room is booked. We look forward to seeing you on the 20th of April.

Thank you.

to put a hold on a credit card — when a hotel reserves some money on your card to make sure you have enough funds to pay all

the hotel's charges

a twin room — a room with two separate beds

check-in — the process you go through when you arrive at a hotel

check-out — the process you go through when you leave a hotel

look forward to — feel happy about something that is going to happen

How to change a reservation

1. I have a reservation with you but I need to change it to a different date. My last name is Lewis.

What's your arrival date, please?

The 7th of March.

To when would you like to change it?

2. I have a reservation with you but I'd like to change the check-in date, please.

When would you like to check-in?

3. I have a single room booked with you but I'd like to change it to a double, please.

What's your check-in date, please?

How to check into a hotel

1. I'd like to get a room, please.

Would you like a single or a double?

Double, please.

2. I have a reservation under the name of Cole.

Yes, Mr. Cole. That's a single for two nights. Can I have your charge card, please?

3. Hello, I'm checking in. My name is Julia Lawrence.

Yes, Ms. Lawrence... Your reservation is for a single room and you're staying for 5 nights. Is that right?

Yes, that's right.

4. Are you still open for breakfast?

Yes, but the restaurant closes soon, so you'd better hurry.

How to use hotel services and facilities

1. What time is dinner served?

From 6 pm to 9 pm.

2. When does breakfast start?

At 7.30 am.

3. What time does the pool open each day?

At 6.30 am, Sir.

Do I have to bring my own towel or can I get one in the pool?

You can get a towel in the pool.

4. Is there a place where I can get a haircut?

Yes, sir. There is a hair salon on the ground floor.

When is it open?

It's open every day from 10 am to 7 pm except Mondays.

5. Do I have to pay extra for a mini-bar and mini-fridge?

No, you don't. They are free.

6. Can you send laundry service up to room 236, please?

Yes, I'll send someone up right away.

7. Can I have my suit pressed?

I'm afraid we don't have an ironing service but we have an ironing room equipped with an iron and a board on the 2nd floor.

to serve breakfast — to provide breakfast

laundry service — when they wash your clothes at a hotel

to press — to use an iron to make your clothes smooth

to be equipped — to have equipment

How to make a complaint

1. My room is noisy. Could I move to a quieter one?

Let me just check if there are any rooms available now.

2. I just checked into my room and there's hair in the bathtub.

I'm sorry. I'll send up someone from housekeeping right now.

3. The guests in the room next door are making a noise.

Sorry. I'll look into it for you.

4. The bulb in the bathroom isn't working

I'll get someone to replace it.

5. My room hasn't been serviced.

The housekeeper will be in your room shortly.

6. The air conditioner isn't working.

I'll call maintenance right away.

7. The toilet is not flushing properly.

I'll send the plumber in right away.

8. My jeans haven't arrived back from laundry service.

I'll look into it for you.

9. The mini bar is empty. Could you get someone to restock it?

Sure.

10. There isn't a remote control in the room.

Have you had a look on the bedside table? It should be there.

11. I'm still waiting for someone to come and fix the shower in my room. How long will it take?

I'll get a plumber in right away.

a bathtub — a bath where you wash yourself

housekeeping — a department responsible for cleaning rooms

a bulb — a thing that produces light from electricity

to replace — to put a new thing in a place of an old thing

to service a room — to clean a room

maintenance — a department responsible for keeping the hotel in good condition

to flush — when the water passes through the toilet

a plumber — a person who repairs toilets and baths

a remote control — a thing you use to switch on and off TV from a short distance away

How to check-out

1. I am checking out of room 451. Could I have my bill, please?

Yes, here it is. How would you like to pay?

2. I'm checking out. I'd like to settle my bill.

Shall I charge you credit card on file?

3. I am checking out to go away for 2 days, then returning for a further stay. Can I leave my suitcase with the hotel?

Yes, of course. We will hold your suitcase between your stays free of charge.

4. Could you call a taxi for us, please?

Sure, I'll order you one now.

to settle a bill — to pay a bill

to charge a credit card — to take money from your card

a card on file — a banking card you used while booking a hotel room

Chapter 8

Seeing a doctor



How to make a doctor's appointment

1. I'd like to make an appointment with a GP, please.

When would you like to come?

2. I'd like to make an appointment with Dr. Taylor, please?

Dr. Taylor is booked up today but tomorrow at 3 pm is possible.

That's fine with me.

3. Can I make an appointment with the dentist, please?

You can see the dentist tomorrow at 10 am or at 3.30 pm. Which time works best for you?

10 am is ok.

an appointment — a visit to a doctor

to be booked up — to be busy and have no time to see you

to work best for you — to be the best for you

GP - (General Practitioner) — a doctor who treats a variety of medical problems

How to ask for an earlier appointment

1. Would 5.30 pm be ok with you?

Not quite. Do you have anything earlier?

No, I'm afraid not.

Ok. If an earlier appointment becomes available, could you call me? If not, I'll come on Wednesday.

2. Would Thursday 11 am suit you?

Do you have any free appointments earlier in the week?

That's the earliest I can give you, I'm afraid.

Ok, then Thursday would be ok. But if someone with an earlier booking cancels, could you let me know, please?

to cancel — to stop something

How to describe your symptoms to the doctor

1. What seems to be the trouble?

I have blotches all over my body.

Have you eaten anything you are allergic to?

2. What seems to be the trouble?

I have a pain in my knee.

What were you doing when the pain started?

3. What seems to be the trouble?

I have a fever and a splitting headache.

Have you been taking any medicine for it?

4. What seems to be the trouble?

My eyes are watery and they hurt a lot.

How long have you been having these symptoms?

5. What seems to be the trouble?

I've got a stomachache.

Could you describe the pain? Sharp? Mild? Is the pain persistent or intermittent?

the trouble — a problem

blotches — a red mark on your skin

a pain — bad physical feeling you have when you are ill or injured

a knee — a middle part of you leg

a fever — high temperature

a splitting headache — a bad pain in your head

to hurt — to make you feel pain

mild pain — pain that is not strong

persistent pain — continuous pain

intermittent pain — pain which is starting and stopping again

How to get recommendations

1. I'll prescribe you a cream. You should apply it twice a day.

How long will the swelling take to go down?

About a week.

2. You should go to the hospital for some tests.

How soon can I get the tests' results?

3. You need some blood tests.

When will the tests results be available?

4. Is it something serious?

I don't think there's anything to worry about but if your headaches continue you should see me again.

5. I'll send you to go to a hospital for an X-ray.

Do you think I've torn my joint, doctor?

6. If you are not better in two days, come and see me again.

Okay. Thank you.

to prescribe — to say what medicine you should have

to apply — to put onto your skin

the swelling — a part of your body which has become bigger because of illness

to go down — to become smaller

a test — a medical examination to discover what's wrong with you

a X-ray — a scan of your body taken using x-rays

to tear (tore, torn) — to make something damaged

a joint — a part in your body where two bones meet

Chapter 9

Eating out



How to book a table

1. I'd like to book a table, please.

For what day and for what time, please?

This Saturday, 7 pm.

For how many people?

For 3 people.

2. I'd like to book a table for tonight, please.

How many will be in the party?

There will be 4 of us.

3. Ok, done. I have booked a table for you on Friday at 6 pm.
Thank you.

4. Good. I have you reserved for a table for 4 at 6 pm on Saturday.
Thank you.

How to get a table

1. Good evening. Do you have a reservation?
No, we don't. Can we get a table for two?
Sure. Come this way, please.

2. Do you have a booking?
No, we don't. Is there a table free?
I'm afraid, you'll have to wait for about 10 minutes.
That's all right.

3. Have you got any free tables for tonight?
I'm sorry we are fully booked today.

How to receive guests

1. Good evening. Do you have a reservation?
Yes, a table for two in the name of Johnson.
Come this way, please.

2. Good evening. Do you have a booking?
Yes, my name is James Williams.
Okay, Mr. Williams. Come this way, please.

3. Hello. We have a table booked for 4 but there are seven of us.
I see. I'll get you a bigger table. Follow me, please.

How to say that your friends are waiting for you in the restaurant

4. Do you have a reservation?

Yes, I'm joining Tom Jenkin's party.

5. Do you have a booking?

I'm joining some friends. The name is Robert Morgan.

to join — become a member of the group

How to say where you want to sit at a restaurant

1. Can we have a table by the window?

Yes, of course.

2. Can we be seated out, please?

I could seat you at an outside table right away.

3. We want to be away from the toilets, if possible.

Yes, of course.

4. Do you have a high chair for little children?

Sure. I'll get it for you.

5. Where would you like to sit?

Can we have a table on the terrace?

I'll see if there is one free.

How to choose a meal

1. What are you going to have, Paul?

I think I'll have a Caesar salad.

2. What should I order? What's best here?

They serve delicious fish here.

3. I think I'll go for lasagna. What are you having, Rachel?

I'll take ravioli.

4. Their speciality is seafood. You should try some.

I'm afraid I'm allergic to seafood.

speciality — a food that a restaurant is especially known for
to be allergic to — when your body reacts badly to eating some foods

How to make an order

1. Can I get you an aperitif?

Yes, please. An apple juice.

2. Are you ready to order?

Not quite. We need a little more time.

3. Can I take your order, please?

Yes, I'll have tuna salad, please.

Anything to drink?

A bottle of still water, please.

4. Could you serve the salad on the side, please? (on a separate plate)

Sure. What kind of dressing would you like with your salad?

What dressings do you have?

We have Italian, French, and blue cheese.

5. How would you like your steak done? Rare, medium, well-done?

Medium, please.

We are in a hurry. How long will it take?

Not long, about 10 minutes.

an aperitif — an alcoholic drink that is drunk before a meal

still water — without gas bubbles

to serve on the side — put on a separate plate

dressing — a mixture of oil and vinegar for salad

rare — cooked for a short time

to be in a hurry — when you don't have much time

How to ask a waiter for recommendations

1. What would you like?

Is there anything you would recommend?

2. Would you like a dessert?

Yes, what do you recommend?

Tiramisu. it's delicious.

3. Could you help us with the menu, please?

Sure.

What's in this dish?

4. Could you explain the menu to us, please?

Yes, of course.

What's aloo tikki?

5. Which wine will go best with this dish?

White wine, Sir.

delicious — tasty

a dish — a meal

to explain — to make something clear to understand

How to make a request

1. Can I have some more bread, please?

I'll get you some right away.

2. Can I have the menu, please?

Just a moment.

3. Excuse me, I dropped my fork. Can I get another, please?

Sure. I'll get you one right away.

to drop — let something fall

How to say that there's something wrong with your meal

1. Excuse me, this cup is dirty.

Sorry, I'll bring you another one.

2. My baked potato is raw inside.

Sorry, Mam. I'll replace it with a well-baked one.

3. I asked for draught beer, not bottled.

I'm sorry.

4. There's a hair in the soup.

I apologize. We won't charge you for the soup.

5. This meat is undercooked.

I'm sorry. I'll bring you another.

raw — not cooked

draught beer — comes from a big container, not from a bottle

to apologize — to say sorry

to charge — to ask you to pay for something

undercooked — not cooked well enough

How to offer to pay the bill

1. Let's split it.

No, I'll get it. It's my treat.

Thank you.

2. Let me get it, will you?

No, it's on me.

Thank you.

3. How much should I tip a waiter?

A 10% tip will be fine.

to split — to divide the bill evenly

a treat — something special which you buy for somebody

to get it — to pay for a meal in a restaurant

to tip — to give extra money

How to ask for a bill

1. Can I have the bill, please?

Coming right up.

2. We'd like separate bills, please.

Sure.

How to say that the bill is incorrect

1. I'm afraid there is a mistake in the bill. I didn't order the milkshake.

I'm sorry. I'll bring you the correct bill right away.

2. I'm afraid there is a mistake in the bill. You charged me twice for the dessert.

I'm sorry, Mam. I'll bring you the correct bill right away.

Chapter 10

Solving problems and reporting emergencies



How to talk about problems with equipment

1. The washing machine isn't working.

Do you know what's wrong with it?

2. The remote control isn't working.

The batteries might have run out.

3. Is the printer broken?

No, it's not. It's just has run out of paper. Let me refill it for you.

4. My lock is broken. The key doesn't turn.

You should call the locksmith.

a remote control — a thing you use to switch on and off TV from a short distance away

to run out — to finish

to refill — to put something into a container again

a lock — a part of a door you put your key in to open or close it

a locksmith — a person who fixes locks

How to talk about household appliance problems

1. The kettle doesn't seem to be working.

It could be the cable. Is it plugged in properly?

2. The tap in the kitchen is dripping.

I'll send the plumber in right now.

3. One of my burners won't light.

It can be clogged. Just clean it.

4. The bulb is blown.

I'll replace it right now.

a kettle — a container you use for boiling water

to plug in — to connect a piece of equipment to an electricity supply

a tap — a thing in the bathroom or kitchen where water comes out of

to drip — when water falls in small drops

a burner — a part of a cooker that you heat pans on

to be clogged — to become blocked so that nothing can go through it

a bulb — an object in a lamp that gives light
to be blown — when something stops working because too much electricity has gone through it

How to describe your car problems

1. I've locked myself out of my car.

Have you got the second key?

2. My car won't start.

The battery must be dead. Do you need a boost?

3. My car keeps making funny noises.

You'd better call the garage quick.

4. Your right brake light is out.

Oh, my God. Thanks for telling me.

5. My car tyre is flat.

Does it have a puncture?

to lock oneself out of a car — when your keys are inside your car and you are out of your car and you can't open it

to be dead — not to be working

to need a boost — when your car battery is dead you need to use a cable to connect your car battery to somebody's functional car battery to restart your car

funny noises — strange noises

brake light — a light on the back of your car

flat — with no air inside it

a puncture — a small hole in a tyre

How to say that someone feels suddenly unwell

1. **The man has fallen over. He has badly hurt himself.**

He should be taken to the fracture clinic.

2. **The woman has fainted in the heat. She is unconscious.**

Call an ambulance.

3. **The man is grabbing his chest. He is short of breath.**

Is he choking?

4. **The woman has collapsed.**

She needs a CPR.

to fall over — to fall on the ground

a fracture clinic — a clinic you go to when you have a broken bone

unconscious — a condition when you stop seeing, hearing and feeling because you are hurt

to faint — to become unconscious and fall down

to grab one's chest — to take hold of the upper front of the body

to be short of — not to have enough of something

to choke — to stop breathing because there is something in your throat

to collapse — to fall down because you are ill

a CPR — a medical treatment in which you breathe air into someone's mouth and press their chest repeatedly

How to talk about your health emergency

1. I've burned myself. It's my hand.

Put your hand under cold water.

2. Are you in pain?

Yes, I can't move. It's my back.

3. I've got bitten by an insect.

You need to see a doctor.

4. Do you need help?

Yes, I seem to have sprained my ankle. Could you help me to the nearest bench, please?

5. Would you like help?

No, thanks, I'm fine.

to burn — to hurt by fire or something hot

to bite — when an insect bites you, it makes a small hole in your skin

to sprain an ankle — to hurt a joint at the bottom of your leg

a bench — a hard seat for two or more people in a public place

How to report an emergency

1. There is a robbery in progress in the neighbour's home.

What's the address?

2. There is a fight in progress outside the bar.

Hold on. I'll get the police dispatched.

3. There's a car accident.

Is anyone hurt?

The driver of one of the cars.

4. There's a car accident.

How many cars/people are involved?

Two cars.

Is anybody trapped inside the cars?

One man is.

The ambulance is on the way.

What should we do until they arrive?

5. We are stuck in the lift/elevator.

Do you know the address where you are at?

Yes, it's...

The rescue team will be there in 15 minutes.

6. My house is on fire.

The fire crew is on its way.

7. My house is flooding.

Have you got a burst pipe?

8. Someone is breaking into my house.

I already have the police coming.

a robbery — stealing something using force

dispatched — sent

a crew — a group of people working together

to flood — to become covered with water

to burst — to break because there is too much air inside

a pipe — a tube that carries water

to break into a house — to get into somebody's house illegally

How to report a crime at the police station

1. I'd like to report a crime.

Can you tell me what happened?

My bag has been stolen.

2. I've been attacked.

When and where did it happen?

3. I'd like to report a break-in.

Was anything stolen?

a break-in — when someone illegally gets into your house or your car

Chapter 11

Telephoning



How to ask to speak to somebody

1. **Can I speak to Mary Taylor, please?**

Speaking.

Hi, Mary. It's Rita Cooper.

2. **Could I speak to Peter Wright, please?**

Who is calling, please?

It's Brian Evans.

Hold on while I get him.

3. **Hi, is Jane there?**

Yeah. Who is it?

It's Liz.

(* informal)

How to give a reason for your call

1. Hi, Brian. How are you doing?

Fine. And you?

I'm good. What can I do for you?

I'm calling to remind you of our dinner plans.

2. Hi, Rita! What can I do for you?

You suggested I call you to discuss a few ideas. I am calling to let you know I'm interested.

3. Can I speak to someone from the HR department?

Can I ask what's it in connection with?

I'm calling about applying for the job of a sales representative.

I'll connect you to the person in charge of it.

to remind — to make somebody remember something

to suggest — to give someone an idea to think about

to apply for — to officially ask for a job

to be in charge of — to have control over something

How to take or leave a message

1. She is at lunch. Would you like to leave a message or call her back later?

I'll call her back, thanks.

She is out at the moment. Can I take a message for her?

Yes, please.

Just a moment. I'll get a pen.

2. He isn't at his desk now. Is it urgent?

No, not really. Can I just leave a message for him, please?

Just a moment. I'm getting a pen. Ok. Go ahead.

urgent — if something is urgent you need to deal with it immediately

How to ask if it's a good time to call

1. Is this a good time to call?

Sure. Now is fine. What's up?

2. Hi, Mary. It's Tom.

Hi, Tom. Look, I'm in the middle of something. Could you call me back in a couple of hours?

3. Is this a bad time to call?

No, it's fine. What can I do for you?

4. Is this a good time to call?

I'm just dealing with something. Are you ok to wait a couple of minutes or do you want to call back?

How to ask when somebody will be available

1. He is in a meeting.

Do you know when it'll be over?

2. He is with a client at the moment.

Do you know how long he'll be?

to be over — to finish

How to talk about problems with connection

1. The line is bad. Can you speak up?

I'll try calling you when I'm in the office.

2. My phone is dying. I'm afraid we'll get cut off now.

Let me call you on the other phone.

to speak up — to speak louder

dying — if a phone is dying it's going to stop working soon

to get cut off — to lose connection with each other while speaking on the phone