

Chapter 22

Email

Phrases that are very formal are followed by an asterisk (*).

In this section, *you* and *your* refer to the person who wrote the original email, and *recipient* refers to the person who received the writer's email.

The phrases are punctuated as follows:

- (a) Where there is no punctuation at the end of the phrase, this means that typically native speakers use no punctuation. This is often the case with the initial and the final salutation. However, in these cases, it would also be possible to use a comma. So it would be possible to write both of the following:

Dear Adrian

Dear Adrian,

Some writers also use a colon after the initial salutation. Example:

Dear Adrian:

- (b) A period (.) at the end of the phrase indicates that the phrase ends at this point.

- (c) Three dots (...) this means that the phrase would continue.

- (d) A colon (:) indicates that a list and / or comments would follow.

- (e) An interrogative mark (?) indicates that this is a question. Note that often phrases that begin "Can you ..." or "Could you ..." are not considered questions when they are simply a polite way of giving someone instructions.
Examples:

Could you send the file by the end of today. Thanks.

Can you let me know as soon as possible.

Examples of real questions are those where the writer is expecting a reply to his / her question:

Can you speak English?

22.1 Initial salutation

Standard	Hope you are keeping well.
Dear Alfred	Hope all is well.
Dear Alfred Einstein	To someone / some people whose names or job positions you don't know
Dear Dr Einstein	
Dear Professor Einstein	Hi
To group / team	Hello
Dear all	Good morning
Hi all	To whom it may concern * <i>but try to find the name of the correct person</i>
Hi everybody	
To all members of the xxx group	Dear Sir / Madam * <i>but try to find the name of the correct person</i>
To someone you know well	
Hi!	

22.2 Final salutation

Neutral	See you on Friday.
Best regards	Hope to hear from you soon.
Kind regards	Speak to you soon.
Best wishes	Cheers
Regards	Formal
Informal	With kind regards
All the best	With best wishes
Have a nice weekend and I'll write when we're back.	Yours sincerely Yours faithfully

22.3 Phrase before final salutation

Very informal excuses for ending	Sending regards to other people
Must go now because ...	Say hello to ...
I've got to go now.	Please send my regards to ...
That's all for now.	Please convey my best wishes to ... *

Wishing people well

Best wishes for the holidays and the new year from all of us here at ...

Have a great Thanksgiving!

Have a nice weekend.

Happy Easter to everyone.

May I wish you a ... *

I would like to take this opportunity to wish you a peaceful and prosperous New Year. *

22.4 Giving main reason for message

To known person or group of known people

Just a quick update on ...

Just to let you know that ...

This is just a quick message to ...

This email is to inform you that ...

For your information here is ...

This is to let you know that ...

Just a quick message to ask you whether ...

I was just wondering whether ...

Further to our conversation of yesterday, ...

Further to our recent meeting, ...

As requested I am sending you ...

Making reference to previous meeting at conference

You may remember we met last year ...

You may recall that we met at the conference in Beijing ...

First contact to unknown person

I found your name in the references of X's paper on ...

I am writing to you because ...

Your address was given to me by ...

Your name was given to me by ...

Your address was given to me by ...

Following up telephone call

Thanks for ringing me yesterday.

It was good to speak to you this morning.

As I said / mentioned on the phone ...

I just wanted to check that I've got the details correctly.

With reference to our phone call of ... *formal**

Re our phone call this morning ...

Further to our telephone conversation, here are the details of what we require.

Many thanks for your earlier call. As discussed, details as below:

Making reference to previous mail / phone call / conversation

In relation to / With reference to / Regarding ...

22.5 Organizing content

Stressing main points and drawing attention to something

What I really want to stress here is ...

The important thing is ...

The key factor is ...

Can I draw your attention to ...

What I need to know is ...

It is crucial for me to ...

I cannot stress how important this is.

Indicating change in subject

One more thing ...

While I remember ...

Before I forget ...

By the way ...

Also ...

Summarizing and concluding

So, just to summarize ...

So basically I am asking you two things. First, ... And second ...

If you could answer all three of my questions I would be most grateful.

22.6 Asking favors / giving help

Asking

I found your email address on the web, and am writing to you in the hope that you may be able to help me.

Please could you ...

I was wondering if by any chance you ...

I wonder if you might be able to help me.

I would be extremely grateful if you could ...

Would you have any suggestions on how to ...

It would be very helpful for me if I could pick your brains on ...

I would like to ask your advice about ...

Showing awareness that you are taking up recipient's time

I realize you must be very busy at the moment but if you could spare a moment I would be most grateful.

If it wouldn't take up too much of your time then I would be very grateful if you could ...

Clearly, I don't want to take up too much of your time but if you could ...

Obviously, I don't expect you to but any help you could give me would be much appreciated.

Accepting

No problem. I'll get back to you as soon as ...

I'd be happy to help out with ...

I'd be happy to help.

Declining

I'm sorry but ...

I'd like to help but ...

Unfortunately ...

At the moment I'm afraid it's just not possible.

22.7 Invitations

Inviting

In accordance with our previous conversations, I am very glad to invite you to ... *

I sincerely hope that you will be able to accept this invitation, and look forward to hosting you in *name of town*. *

I was wondering whether you might be interested in joining the Scientific Advisory Board of ... *

I am writing to you to find out whether you would be willing to ...

Accepting

Thank you very much for your kind invitation to ... *

I would be delighted to be a member of ... *

It is very kind of you to invite me to ...

Declining

Many thanks for your kind invitation, but unfortunately ...

I am really sorry but I am going to have to turn down your invitation to ...

Thank you very much for your kind invitation. However, I am afraid that ...

Thanks very much for inviting me to ... I am really sorry but I am afraid I cannot accept.

I regret that I cannot accept your invitation at the present time because ... *

I'm sorry to inform you that I do not have sufficient expertise in *topic* to be able to review the paper. *

So it is with great regret that I am afraid that I will have to decline your invitation. *

Withdrawing acceptance

I am sorry to have to inform you that I am no longer able to ...

Due to family problems I am sorry to have to inform you that ...

I am sorry to give you such short notice and I sincerely hope that this won't cause you too much trouble.

22.8 Making inquiries

General inquiries

Hi, I have a couple of simple requests:

Could you please tell me ...

I would like to know ...

Could you possibly send me ...

I have some questions about ...

Last week I attended the workshop on X. I was interested in your presentation on "Y." Have you by any chance written a paper on that topic? If so, I would very much appreciate it if you could email me a copy.

Ordering products, materials, chemicals, etc.

What do I need to do to order a ...?

I would like to know if I can order an xxx directly from you ...

I am looking for an xx. Do you have one in stock?

Asking to receive papers

I would like to receive a copy of your PhD Thesis "Metalanguage in Swahili."

Ending an inquiry

Any information you could give me would be greatly appreciated.

Thanks in advance.

I look forward to receiving ...

Following up an inquiry

Thank you for ...

Would it be possible for you to send me a bit more information on ...

Could you please describe what is included in the ...

22.9 Replying to inquiries

Thanking

Thank you for contacting me ...

I am pleased to hear that you found my paper / presentation / report / seminar useful ...

I would like to point out that ...

As far as I know ...

I'd also like to take this opportunity to bring to your attention ...

May I take this opportunity to ...

Making reference

Regarding your queries about ...

In response to your questions:

Here is the information you requested:

As requested, I am sending you ...

Below you will find the answers to your questions ...

With reference to your request for ...

Following our telephone conversation about ...

Telling recipients they can ask for further info

Please feel free to email, fax, or call if you have any questions.

Any questions, please ask.

Hope this is OK. Please contact Helen if you need any further details.

If you need any further details do not hesitate to contact me.

Should you have any questions please let us know.

Please do not hesitate to contact us should you need any further clarifications.

Asking for details

Before I can answer your questions, I need further details re the following:

Before I can do anything, I need ...

Could you tell me exactly why you need x.

Ending

Please let me know if this helps.

I hope to be able to give you a definite answer soon.

Once again, thank you for contacting me.

Adding details

Please note that ...

22.10 Talking about the next step

Telling recipient how you want them to proceed

Could you please go through the manuscript and make any revisions you think necessary.

Please have a look at the enclosed report and let me know what you think.

If you could organize the meeting for next Tuesday, I'll send everyone the details.

Telling recipient how you will proceed

Thanks for your mail. It will take me a while to find all the answers you need but I should be able to get back to you early next week.

Re your request. I'll look into it and send you a reply by the end of the week.

I will contact you when I return.

Sorry, but I'm actually going on holiday tomorrow, so I'm afraid I won't be able to get back to you for a couple of weeks.

Asking recipient how they want you to proceed

Do you want me to ...?

Would you like me to ...?

Shall I ...?

Do we need to ...?

Let me know whether ...

22.11 Giving and responding to deadlines

Telling recipient by when you want a reply

I look forward to hearing from you in the near future / soon / before the end of the week.

Please could you get back to me by the end of today / this morning / as soon as possible.

I hope you can reply this morning so I can then get things moving before leaving tonight.

We would appreciate an early reply.

Please let me have your feedback by Friday so I can send you a draft schedule next week.

I know it is a very sharp deadline. So if you don't have time to answer my question, please don't worry about it.

Looking forward to your reply.

I'll get back to you before the end of the day.

I'm sorry but I won't be able to give you any response until ...

Saying what you will do

I will send you all the details re ... in due course.

With regard to your email dated . . ., I will talk to my colleagues and get back to you ASAP.

Saying what you've done

Given the new data that we now have available, we have ...

I have made the following changes: ...

Asking for confirmation if what you have done is acceptable

I hope that is OK—if not please raise with Mike.

Is that OK?

When you will reply

I should be able to send you the document tomorrow / within the next two days / first thing Thursday morning.

Asking to be kept informed

Please keep me informed of any developments.

Please keep me up to date.

Please let us know the outcome.

22.12 Chasing

Chasing your previous mail

Did you get my last message sent on ... ?

I was wondering whether you had received my email (see below).

May we remind you that we are still awaiting your reply to our message dated ... *

We would be grateful if you could reply as soon as possible.

Sorry, but given that I have not heard from you I am worried that I did not explain the situation clearly.

Empathizing with recipient

Hope this doesn't cause you any problems / too much trouble.

Sorry if this adds to your workload.

I know you must be very busy but ...

Saying when you will be able to fulfill the request

I am afraid I won't be able to start work on it until next week.

I honestly don't know when I'll be able to find the time to do it.

Excusing yourself for not having fulfilled the request yet

I am sorry, but as I am sure you are aware, I have been extremely busy doing X, so I haven't had time to do Y.

I am really sorry but I have been extremely busy.

It's been a really hectic week.

I've been snowed under with work.

22.13 Making arrangements for meetings and teleconferences

Suggesting the time

Let's arrange a call so that we can discuss it further.

Can we arrange a conference call for 15.00 on Monday 21 October?

Would it be possible for us to meet next Tuesday morning?

How about Wednesday straight after lunch?

The best days for me would be sometime between October 1 and 10, with a slight preference for early in the week of the 6th. Please let me know if that would be possible.

Informing of unavailability at that time

Would love to meet—but not this week! I can manage Nov 16 or 17, if either of those would suit you.

I am afraid I won't be available either today or tomorrow. Would Thursday 11 March suit you? Either the morning or the afternoon would be fine for me. I'd be grateful if you could let me know as soon as possible so I can make the necessary arrangements.

Sorry but I can't make it that day.

Sorry but I'll be on holiday then.

I'm afraid I have another engagement on 22 April.

Thank you for your invitation to attend your technical meeting. However, I am unlikely to be able to attend as I have a lot of engagements that day.

Declining

Unfortunately, due to limited resources I am unable to accept your invitation to come to the meeting.

I regret that I will not be able to attend the meeting.

Changing the time

Sorry, can't make the meeting at 13.00. Can we change it to 14.00? Let me know.

Re our meeting next week. I am afraid something has come up and I need to change the time. Would it be possible on Tuesday 13 at 15.00?

We were due to meet next Tuesday afternoon. Is there any chance I could move it until later in the week? Weds or Thurs perhaps?

Confirming the time

The meeting is confirmed for Friday at 10:30 am Pacific time, 12:30 pm Central time. Please send any items you want to discuss, and I will send an agenda earlier in the morning.

Responding to confirmation of the time

I look forward to seeing you on 30 November.

OK, Wednesday, March 10 at 11.00. I look forward to seeing you then.

OK, I will let the others know.

Cancelling

I am extremely sorry, but I am afraid I will not be able to participate in the teleconference that was arranged for next week.

I am sorry to leave this so late, but it looks like I won't be able to make the conference call tomorrow.

Due to family problems I will not be able to ...

22.14 Problems

Describing

Unfortunately I have a problem with your ...

There seems to be a problem with ...

I'm afraid there is a slight problem.

I am not sure I can ...

That might cause us ...

I think the server may not be working correctly.

I am not sure whether you sent me the right file.

Trying to understand the problem

I am not completely clear what the problem is.

I'm sorry but I don't seem to be able to understand the problem. If possible could you give me more details to clarify the situation.

I'm not really clear about this—please clarify.

So if I have understood correctly, the problem is ...

So you are saying that ...

Showing that you have understood

Right, I understand.

OK that's clear now.

OK I am clear now.

Fine.

Resolving

OK. I'll see what I can do.

I'm sorry about that. I will look into it immediately.

Don't worry I am sure we can sort it out.

I'll look into it and get back to you first thing tomorrow morning.

I will contact you again shortly.

Let me know if there is anything else I can do for you.

Just give me a call if you need anything else.

Saying that the problem is being resolved

I promise I'll have it back to you by the end of this week.

Rest assured that you'll have it within the next two days.

I'll do it as a matter of urgency.

I'll make it my top priority.

I'm just writing to assure you that we are working on the problem.

Explaining the cause of the problem

The reason why this happened is ...

This was due to ...

It was related to ...

22.15 Asking for and giving clarification**Asking for clarification when you don't understand**

I'm not sure what you mean by ...

What exactly do you mean by ...?

Sorry, what's a "xxx"?

Giving clarification when recipient thought they understood but hadn't

Sorry, no what I meant was ...

Sorry about the confusion, what I actually meant was ...

Sorry I obviously didn't make myself clear.

Giving clarification when reader didn't understand

What I meant by xxx is ...

My point is that ...

In other words ...

So what I'm saying is ...

So what I am asking is ...

So my question is ...

In other words ...

Checking that you've understood

I'm assuming you mean ...

Do you mean that ...?

So are you saying that ...?

By xxx do you mean ...?

Checking whether recipient may have misunderstood

I am a bit concerned that you may have misinterpreted my email.

You sounded a little annoyed in your last mail.
Maybe I had not expressed myself properly.

Acknowledging misunderstanding

OK, I'm sorry—you are right. I misunderstood.

Sorry about that, we obviously had our wires crossed!

Sorry for the confusion.

Hoping you have been clear

I hope this helps clarify the problems.

Does this all make sense now?

Have I clarified everything for you?

Do you understand what I mean now?

Replies when you have been given clarification

OK, understood.

OK, I'm clear now.

OK, but I'm still not clear about ...

22.16 Thanking

Thanking recipient for responding to your email

Many thanks for your email.

Thanks for getting back to me.

Thank you for the quick response.

Thanking in advance

Thanks in advance.

Thanks for any help you can give me.

Thank you very much for your assistance.

I thank you in advance for your cooperation.

Thanking for help already given

Thanks for your help in this matter.

Thank you for your help in solving this problem.

Many thanks for this.

Thanks once again for all your trouble.

22.17 Apologizing

For not answering mail sooner

Sorry for the delay in getting back to you.

Sorry I haven't replied sooner.

I apologize for not sending you the information you requested.

Apologies for the late reply.

Please accept our apologies for not getting back to you sooner.

For not answering mail sooner: excuses

Please accept my apologies, I was convinced that I had replied to you.

Sorry, but I have only just read your message now.

I have just got back from a conference.

I've been away for the last few days.

Sorry, but our server has been down, so we haven't been receiving any mails.

Sorry but we've been having emailing problems.

Sorry but your email must have gone into the spam.

For your email not arriving

For some reason my last email had delivery problems. So here it is again just in case you didn't get it first time round.

Please reply to the above address as our regular connection is down. Thanks very much.

For sending an incomplete email

Sorry I accidentally hit the send button.

Repeating apology at end of mail

Again sorry for the delay.

Once again, apologies for any trouble this may have caused you.

Thanks and once again sorry for not getting back to you straight away.

22.18 Sending attachments

Telling receiver about your mail

I'm attaching ...

Please find attached ...

Attached you will find ...

Here is ...

As you will see from the attached copy ...

Asking for confirmation of receipt

Please confirm / acknowledge receipt.

Let me know if you have received it.

I'd appreciate it if you could confirm your receipt via either fax or email.

Please could you acknowledge receipt of this mail as I am not sure we have your correct address.

Let me know if you can't open the file.

Giving confirmation

This is just to confirm that I received your attachment. I will get back to you by 9.00 tomorrow morning.

I confirm receipt of your attachment.

Telling sender you couldn't read the mails / attachments

Sorry I couldn't read your mail—it just has a series of strange characters.

I received your mail, but I'm afraid I can't open the attachment.

When I try to open the file the system crashes.

Telling sender they forgot to send the attachment

Thanks for your mail but I'm afraid you forgot to send the attachment.

I think you forgot to send the attachment.

I can't find the attachment.

Sending attachment again

Sorry, I just sent you an email without the attachments.

Sorry about the problems. Here's the attachment again. Let me know if you can read it.

Oops. Sorry. Here it is.

22.19 Technical problems with email, phone, and fax

Failed attempt to contact someone via phone

I have been trying to contact you over the phone but with no luck ...

I have left several messages with your secretary but ...

I am worried that I may have the wrong number. Please could you confirm that this number is correct:

Failed attempt to send / receive fax

I've tried your fax number several times but have been unable to get through.

Could you send your fax number again as I think I must have the wrong number.

Could you please send the fax again as it was too faint to read.

We only received three pages of your six-page fax.

Could you send the last two pages again please.

Asking for confirmation of arrival

I sent our order today by fax. I hope you received it successfully.

Could you just confirm that you received my email dated 10 March (see below).

Problems with Internet connection

Sorry our server has been down all morning.

Sorry but they are doing maintenance work tomorrow morning and I won't have access to my email.

My Internet service is currently not working at home, which also means I can't call out. But I should still be able to receive incoming phone calls.

22.20 Circular emails

Change of address / telephone number, etc.

Please note that as of now my email address is:

This is to inform you that as of this coming 10 September our institute will be transferring to the address given below.

We are writing to inform you of our change of telephone number. As from July 10 the initial code on all our numbers will be [0039] 50 rather than [0039] 050.

We have today moved to ...

Out of office message

Adrian Wallwork is on leave from Monday 07/08 to Wed 16/08. If you have any problems or queries please contact Anna Southern at anna.southern@virgilio.it.

I'm out of the office all day today but will get back to you tomorrow regarding any urgent messages.

If you have any urgent messages you can contact me on my mobile: [0039] 347 ...

Chapter 23

Dealing with Reviews, Referees, and Editors

23.1 Sending documents for informal revision

Explaining background

I am currently working on a paper that I would like to submit to ...

The paper is the extension of the work that I ...

The draft is still at quite an early stage.

Explaining reason for sending document to this specific person

Given your expertise, it would be great if you could take a look at ...

I would really appreciate your input on this because ...

I know that you have done a lot of research on this ...

Requesting help

When you have a moment do you think you could ... ?

Could you possibly ...

If you get a chance could you ...

Do you think you might be able to help me with ... ?

I'd be grateful if you could help us with ...

Could you please check these comments and let us know if you still have any issues with ...

I hear you may be able to help out with writing the paper.

Please have a look at the enclosed report and let me know what you think.

Giving specific instructions

It would be great if you could read all of Sections 3 and 4. However, if you are short of time, please just read the last two subsections of Section 4.

Please let me know if you see any need for additions or deletions.

Don't worry about any typos at the moment or minor inconsistencies in the notation.

If you have any comments on x they would be gratefully received.

Just think about general aspects, such as whether I have missed anything vital out, or my reasoning doesn't seem to be very logical.

I'm attaching the draft in two versions: a pdf of the complete manuscript, including the graphs, and a Word file of just the text—this is so that you can write any comments directly on the file using Track Changes.

Giving deadlines

I know this is a lot to ask, but as I am already behind schedule do you think you could give me your feedback by the end of next week?

I know you must be very busy but ...

Once you have reviewed the document, please forward it to ...

Resending documents

Sorry, but I inadvertently sent you the wrong document.

I have made a few changes to the manuscript. If you haven't already started work on it,

please could you use this version instead. If you have already started, then please ignore the new version.

23.2 Receiving and commenting on documents for informal revision

Accepting to do revision

I would be pleased to read / revise your document for you.

I am happy to give you my input on the first draft.

I'd be happy to help out with editing some sections of the paper.

Thank you for sending the manuscript. I just had a quick glance at it, and it looks very promising.

Declining request to do revision

I am sorry but I am extremely busy at the moment.

I am afraid I simply don't have the time to ...

Declining a request for help after an initial acceptance

I am writing to tell you that unfortunately I no longer have the time to ...

This is because ...

Once again my sincere apologies for this.

I am extremely sorry about this and I do hope it does not put you in any difficulty.

Saying when you could begin / complete the work

In the next couple of days I will go through it and send you my comments.

I am very busy in the next few days, so I won't be able to start till Monday if that's alright with you?

I should be able to finish it by the middle of next week.

I will send you Section 3 tomorrow night, and the other sections over the weekend.

Making positive comments

First of all I think you have done a great job.

I have now had a chance to look at your manuscript, it looks very good.

I was really impressed with ...

The only comments I have to make are:

Suggesting changes

While I like the idea of ... I am not convinced that ...

I'm not sure whether ...

It might not be a bad idea to ...

Have you thought about ...?

It seems that ...

Asking for clarification

I have a few questions to ask.

Could you just clarify a couple of aspects for me:

Replies with revised version attached

I have read the manuscript carefully and made several changes and corrections.

I hope I have not changed the sense of what you wanted to say.

Attached are my comments.

I think the paper still needs some work before sending to the journal.

Please keep me up to date on the progress of this manuscript.

Let me know if you need any more help.

Please give me a call if I can be of any help.

Don't hesitate to contact me if you need any more help.

I hope this helps.

Replies to comments

Bogdan, you did a great job, thanks so much!

Thank you for your comments—they were really useful.

I completely understand what you mean when you say ... Thanks for bringing it up.

Many thanks for this. All points noted.

Yes, I see what you mean.

Thanks your comments were really helpful.

23.3 Referees reports

Making a summary of the paper

The paper deals with ...

The paper gives a good description of ...

This manuscript reports some results on the use of ...

The aim is to assess the quality of ...

This paper has many positive aspects ...

General criticisms

This paper aims to report the analysis of ... yet the author writes ...

The author needs to clarify the following points ...

Despite the title of the paper, I believe that the paper does not deal with X at all. Specifically ...

The analysis in Section 2 only covers ... Even though these are important parameters, they do not ...

Although the description of X and the samples collected seems to be detailed, accurate, and well documented, the analytical work and the discussion on Y are in need of major revision.

The manuscript does not present any improvement on the analytical procedure already described in the literature; moreover the authors fail to ...

The discussion should be reviewed since it is mainly based on results published in ...

Specific comments

Abstract: What is the real advantage of the proposed procedure with respect to ...?

page 3 line 12: The word *definite* is misspelled.

page 4: Perhaps Figure 2 could be deleted.

The following information is missing in Section 2:

There seems to be a missing reference in the bibliography.

Recommending rejection

For the above reasons, I believe that the paper is not innovative enough to be published in ...

The paper is not suitable for publication in its present form, since it does not fit the minimum requirements of originality and significance in the field covered by the Journal.

23.4 Author's reply to referees and editors

Asking for extension to deadlines

I am writing to ask whether it would be possible to extend the deadline for final submission of our paper until June 14.

The referees asked for several new experiments which will take us an extra two or three weeks to perform.

I apologize for the inconvenience caused by its late submission.

I am writing to inform you that due to unforeseen circumstances, we have to withdraw our paper.

Enclosing revised manuscript and reply to referees' reports

Attached is the revised version of our paper.

As requested, we have prepared a revised version of our manuscript, which we hope addresses the issues raised by the two reviewers.

As requested, I'm sending you the paper with the changes tracked.

Saying how your reply to the referees is organized

Below are our responses to the reviewers. The reviewers' comments are in italics, and our responses are numbered.

Rather than going through each report individually, we have organized our response under general areas.

Making positive comments about the reviewer's comments

Please extend my sincere thanks to the paper reviewers for their helpful comments.

The reviewer's suggestion is certainly helpful and ...

The reviewer is right.

These two comments made us realize that ...

Outlining changes made

We have improved the paper along the lines suggested by the Referees.

I have considered all the comments and suggestions made by reviewers of this paper, and I have incorporated most of them in the final version of this paper.

We have amended the paper addressing most of the comments provided in the referees' reports.

The tables have been enlarged and we hope they are now clearer.

The Abstract and the first sections have been improved.

We have amended the paper following the indications that you and the referees gave us.

There is now a new table (Table 1) reporting the ...

We have reduced the abstract to 150 words.

On the basis of Ref 1's first comment, we changed several parts which, as you can see, have been tracked.

Saying why some changes were not made

Reviewer 1 raised some substantial criticisms that would entail an almost completely new version of the paper.

We have tried to address the points he made but we have not been able to completely put into action all the recommendations he suggested. In order to do that, we would have gone beyond the intended scope of our paper.

Actually, this is not entirely true. In fact, ...

I understand what the referee means, however ...

The referee is absolutely right when he says .. Yet, ...

Concluding

Overall we hope we have addressed the main points raised by the reviewers.

Once again we would like to thank the reviewers for their very useful input and we also found your summary most helpful.

Chapter 24

Telephoning

The useful phrases given in this chapter do not include those used in a teleconference, see [Chapter 12](#). The phrases in italics are responses to the phrases on the previous line / s.

There are many phrases for you to choose from. I suggest that you try to learn just the ones that are easiest for you to say. However, it is also useful for you to be aware of the other phrases, so that you will be able to recognize them when you hear them.

24.1 Introductions

Saying who you are

Good morning this is Hai Li, from the Chinese Institute of ...

Hello this is Professor Whulanza. I'm calling from the University of Indonesia.

I don't think we have actually spoken before.

No I don't think we have.

I am calling on behalf of Chandra Hurria.

Saying who you want to speak to

Could I speak to Professor Williams please?

Yes, of course, I'll just put you through.

I'm sorry but she is not available at the moment.

Well, if Professor Williams is not in, could I speak to her secretary / assistant?

Could you put me through to Dr Heinrich Muller please?

Could you give me extension 318 please?

Asking who you are speaking to

Sorry, who am I speaking to?

This is Professor William's assistant.

This is Carol on reception.

Is that Dr Abdelwahab?

Yes, speaking.

Speaking to someone you already know

Hello. This is Vladimir speaking.

Hi Vladimir, nice to hear from you, how are you doing?

Good morning. This is Vladimir Ancherbak speaking.

Good morning Dr Ancherbak, what can I do for you?

Hi Josefina, this is Ivan, how are you?

Hey, Ivan, good to hear from you. I'm fine thanks and you?

Moving on to reason for calling

Anyway the reason I'm calling is ...

Well the reason I'm ringing you is ...

24.2 Giving background to your call

Explaining where you got their number from

Your name was given to me by Dr Bhattacharjee, who thought you ...

I got your number from your department's website. I hope I am not disturbing you.

No, not at all, what can I do for you?

Sorry, but would you mind emailing me? I am rather busy at the moment.

If you remember we met at the conference last week and you gave me your phone number ...

Yes, of course, you were the person who asked me ... How can I help you?

I'm looking for ...

I need some information about ...

Sorry to keep you waiting. I've asked a colleague and was told that ...

Thanks for holding. I think I've got the information you were looking for.

I'm sorry I couldn't be of more help.

Explaining more about yourself to someone who does not know you

My name is Jacqueline Belchev and I am assistant professor at ...

I read your paper on ... and I was wondering whether ...

I came to your presentation on ... and I have a couple of questions to ask regarding ...

I am a PhD student at Osaka University and ...

I am currently writing a request for funds from ...

I'm in charge of a European project on ...

I will be jointly responsible for ...

I'm from the R and D lab in ...

For the last few months I've been dealing with ...

Giving reason for your call

I'm calling about ...

The reason I'm ringing is to find out if you ...

I wonder if you can help me.

Could you tell me whether ... ?

I'll just check for you. What exactly do you need to know?

Do you happen to know if ... ?

No but I'll try and find out for you.

I don't know offhand—I can easily look it up for you.

24.3 Receiving calls

Offering help

How can I help you?

Asking for name / institute / department

Could I ask the name of your institute?

Sorry, which faculty at Cairo University did you say?

Could you repeat your name please?
 Who's calling please?
 Sorry, who did you say you wanted to speak to?
 Sorry, where are you calling from?

When you recognize who's calling
 Oh good morning Ingrid, what can I do for you?

When you are the right person
 Speaking.

When you're not the right person
 I'm sorry but I'm not the right person, I'll put you through to someone who can help you.

I'm sorry but Professor Bergen now works at ...
 Sorry but I don't think I am the right person.
 I think you must have dialed the wrong number.
 Are you sure you've got the right number?

When you can't talk for some reason
 I'm sorry, but I'll have to call you back in five minutes.
 Sorry about that. I just had to open the door for someone. Are you still there?

24.4 Person not available

Checking that person is not available
 Would you check / Can you just check if he's in the lab please?
 Are you sure he isn't there? I had arranged with Professor Boisseau to call him at this time.

Checking when person will be available
 Can you tell me what time he'll be back?
 When are you expecting her back?
 Do you know when she will be in?
 When will she be back from lunch?
 Is there anyone else I could speak to?

Asking to be called back
 Could he possibly call me back? My name is Agnès Brunel and my number is ...
 Could you ask her to call me?
 Could he possibly call me back as soon as he returns as it's rather urgent?
 Could you just tell Dr Charnteski that I called.
 She'll know why I called.

Saying when you'll call back
 OK, if he's in his office this afternoon, I'll call back at around five.
 Right, I'll call again next week.

24.5 Leaving a message

Asking to leave a message
 This is Vassilis Akalaitis calling from the University of Athens. Could I leave a message for Karol Weber please?

Can I leave a message?
 Could I leave a message with someone from administration?

Do you think I could leave a message with his secretary?

Spelling out names and numbers

Could you ask her to ring me back on 02 878 705 (zero two / eight seven eight / seven zero five).

I'm sorry but I gave you the wrong number. It's two one six, not two three six.

Shall I spell that for you?

I'll spell that again for you.

No, there is only one B in Weber not two.

That's seventeen—one seven.

No, that's Rosi with an "i" not an "a".

Yes, that's right.

Suggesting that email is the best option

Would you like me to email that to you?

It's a bit complicated isn't it? Shall I email it instead?

Asking for and giving email / website address

Could you give me your / his email address please?

Her address is: ana_regina at hotmail dot com. That's Ana with one N, A-N-A underscore regina at ...

Is that one word or two?

His address is adrianwallwork at yahoo dot com. That's adrianwallwork all one word with no dots.

The website is: e4ac.com / books, that's the letter E as in Ecuador, then the number four as a digit, then the letters A and C, then dot com, then slash "books."

Is that A as in Argentina?

Is that a forward slash?

Ending call

OK. Thanks for your help. Goodbye.

24.6 Taking a message

Asking to take a message

Would you like to leave a message?

Can I take a message?

Would you like me to give her a message?

Can I ask what it's about?

Checking

Can you spell that please?

Could I just spell that back to you?

Can I read that back to you?

So the number is 0039 050 831 2059?

So that's ...

Requesting an email

Can I confirm that by email?

I'm sorry, but would you mind emailing that to me? I'm not sure if I've got it all correctly.

Could you give me her email address please?

Concluding call

OK, I'll make sure she gets your message.

I'll refer that to him and I'll get him to call you back.

24.7 Calling someone back

When you call someone back

This is Monica Chong returning your call.
 I believe you called me this morning.
 Good morning Dr Wang, this is Professor Chulkin. I believe you called earlier on.
 I'm sorry I wasn't in when you called but I was in a lecture.

When someone calls you back

Thanks for getting back to me.
 I called you because ...
Calling someone back who you've just spoken to
 Sorry to bother you again but ...
 Hello, it's me again. I just wanted ...

24.8 Requests / inquiries

For someone to do something for you

Could you show it to Dr Donatis and ask her ...
No problem. / Of course.
 Could you check whether I sent you ...
 Could you just hold the line and I will check for you.
 Can you just make sure you have received the manuscript.
 Could you email me with this request as I am afraid this is not possible over the phone.
 Would you mind sending it again?

I'll send it straight away.

I'll do it first thing tomorrow morning.

Request for fax / email

Could you possibly send us that by fax? Could you fax that to us?
 I think you probably already have our number.
 You should have our number I think.
 Our fax number is the same as our phone number except for the last two digits—so it's 98 not 84.

24.9 Chasing and getting updates

Asking about progress

How's it going?
 I was wondering if you had had a chance to ...
 Is everything working OK?
 What's the latest on ... ?
 Have you got any news about ... ?
 Sorry to bother you again, but I really need to know if ...

Telling someone how to proceed

Could you ring me back before 12.00 please?
 I'd be grateful if you could give me an answer by this evening.
 Can you get back to me first thing tomorrow?
 Could you fax that to me?
 Could you send me confirmation by email?
 Then will you call me back and tell me ... ?

Asking how someone will proceed

Are you going to email them to me?

When can I expect your call?

Do you think you'll be able to get back to me before the end of the day?

Suggesting how someone should proceed

You could contact administration who should have the details.

The best thing to do would be to contact administration as they ...

One idea might be to contact ...

Informing your interlocutor how you will proceed

OK I'll send them to you in a few minutes.

I'll get back to you before 6.00 tonight.

I'll be in touch later today.

I'll send you the information you required first thing tomorrow.

I'll put them in the post straight away.

If you don't hear from me you can assume that everything is OK.

Asking how you should proceed

What would you like me to do with it?

What would you like me to do?

Please let me know what you'd like me to do.

Shall I ... ?

Do you want me to ... ?

24.10 Giving and asking for deadlines

Asking for a deadline

When do you need the documents back?

By when do you need an answer?

When would it suit you to have the revisions by?

Giving deadlines

Ideally I need the revised version by tomorrow night.

It would be great if you could finish it within the next three or four days.

Could you possibly send it to me by 4 o'clock?

I need them by 12 o'clock London time.

I'm really sorry but I absolutely must have them by four o'clock. The thing is ...

Responding to a deadline

OK I'll do my best.

OK I'll see what I can do.

I'll do my best but I am afraid I can't guarantee anything.

I'm really sorry but I am inundated with work, so I don't think tomorrow would be realistic. I could probably do it by Friday, would that be OK?

Confirming the deadline

OK, so I'll expect it by the end of this week.

OK, so you will get it back to me within the next few days.

24.11 Problems with understanding

Saying you can't understand

I'm sorry I didn't quite catch that.
 I'm not that clear about ...
 I'm sorry, what did you say?

Asking for repetition

Sorry, what did you say?
 Would you mind repeating that please?
 Could you say that again please?
 What did you say your name was?
 Your name was?
 Can you repeat that last part please?
 Can you go over the bit about ...?
 A "what" sorry?
 Can you spell that for me?
 I'm still not sure what you mean by "x"?
 I'm sorry I still don't understand.

Problems with the line and mobile phone reception

The line's very faint / bad.
 Do you think you could call me back? I can hardly hear you.
 Would you mind calling me back? The line is terrible.
 I think I'd better call you back. The line is terrible.
 Sorry the reception is not very good here.
 Sorry you're breaking up.
 Sorry I am just about to go through a tunnel so we may get cut off.
 I'm so sorry we got cut off.

Problems with voice and speed

Do you think you could speak up a little, please?
 Could you speak a little more slowly please?

24.12 Checking and clarifying

Checking that the other person has understood

Is there anything you're not quite clear about?
 Would you like me to go over anything again?
 Would you like me to repeat my name and number?
 Have you got that?
 Would you mind repeating that back to me?
 Is that clear?
 What is it that you didn't understand?
 What exactly do you need to know?
 Am I making myself clear?

Does that seem to make sense?

Does that sound OK to you?
 Are you OK with that?

Confirming that you've understood

OK I'm with you.
 Yeah, that's fine.
 Yes, that sounds fine.
 Yes that makes sense.
 Yes, I'm clear about that.
 Yes, I've got all that.

Checking that you've understood

I'm not really clear about the first and second point.

So do you mean that ... ?

Are you saying that ... ?

Confirming that other person has understood

Yes, that's right.

Exactly.

Clarifying what you've already said

What I mean is ...

What I meant by "x" was ...

Checking that you've taken everything down

Have I got everything?

Is that everything?

24.13 Apologizing**Generic apologies and responses**

I'm really sorry.

Oh that's alright.

Don't worry.

Not to worry.

I'm sorry about that.

These things happen.

No problem.

I'm sorry about that. I'll get on to it straight away.

Brilliant, that would be great, thank you.

Apologizing for misunderstandings

Sorry, I didn't mean to ...

Sorry, I thought you meant ...

I meant ...

I didn't mean to offend.

Sorry I obviously didn't make myself clear.

24.14 Thanking

Thank you / Thanks very much.

Brilliant. Cheers.

You've been most / really helpful.

Not at all.

Thank you very much for your help.

You're welcome.

Sorry to have troubled you.

Don't mention it.

24.15 Leaving a voicemail

This is Professor Wallwork from the University of Pisa in Italy. It's eleven thirty in the morning our time. I've been trying to contact you all day. But I keep getting your machine. Do you think you could ring me on my mobile when you get in? This is where I'll be at until one o'clock. After that you can ring me at the office on the following number. Hope to hear you soon. Goodbye.

24.16 Talking on Skype

Can you see me OK now?

Do you want me to turn on / off the video?

I don't think you've got your microphone on properly.

I can hear you but I can't see you.

I can only see your feet / desk at the moment.

Did you add William to the conference?

Do you think you could upload the document?

I have just sent you a chat message, did you get?

Could you write that down for me and send it as a message—thanks.

Sorry, for some reason we got cut off.

Sorry, someone else seems to be trying to call me, can you just hang on a second?

24.17 Saying goodbye

OK / Right, I think that's all.

Well, I think that's everything. Goodbye.

I look forward to seeing you.

Do call if you need anything else.

Have a nice day / weekend.

You too.

Hear from you soon. Bye.

Chapter 25

Understanding Native Speakers

25.1 Requesting that the speaker modify their way of speaking

Asking the speaker to change their way of speaking

Sorry, could you speak up please?
Sorry, could you speak more slowly please?
You'll have to speak more slowly, sorry.
I don't want to sound rude but could you speak more clearly please?

Reminding speaker to change their way of speaking

Sorry, I really need you to speak up please.
Sorry, my listening skills are not very good, would you mind speaking more slowly please?
Sorry, my English is not very good, could you speak very slowly please.

25.2 Asking for repetition

Asking for repetition of the whole phrase

I'm sorry what did you say?
Could you explain that again using different words?
Sorry, could you say that again?
Sorry, I didn't catch that.
Sorry what was your question?

And you did "what" sorry?

And you went "where" sorry?

You spoke to "who" sorry?

Repeating the part of the phrase up to the point where you stopped understanding

Sorry, you thought the presentation was ... ?
And then you went to ... ?
And the food was ...?

Identifying the part of the phrase that you did not understand

Sorry, what did you say at the beginning?
I didn't get the middle bit / last bit.
Sorry what was the last bit?
Could you say that last bit again?
Sorry I missed the bit about ...

When the speaker has repeated what they said but you still cannot understand

Sorry, I still don't understand.
Sorry, do you think you could say that in another way?

Sorry, could you say that again but much more slowly?

Sorry, could you write that word down, I can't really understand it.

When you understand the words but not the general sense

Sorry, I'm not really clear what you're saying.

Sorry I think I am missing / have missed the point.

Sorry but I am not really clear about ...

When you didn't hear because you were distracted

Sorry, I missed that last part.

Sorry, I got distracted. What were you saying?

Sorry, I've lost track of what you were saying.

Sorry, I've forgotten the first point you made.

Sorry, I'm a bit lost.

Sorry I wasn't concentrating, what were you saying?

25.3 Clarifying

Clarifying by summarizing what other person has said

So what you're saying is ...

So you're saying that it is true.

So if I understood you correctly, you mean ...

Let me see if I have the big picture. You're saying that ...

Clarifying what you have said

What I said / meant was ...

What I'm trying to say is ...

The point I'm making is ...

Let me say that in another way.

In other words, what I mean is ...

Clarifying a misunderstanding in what you said

No, that's not really what I meant.

No, actually what I meant was ...

Well, not exactly.

What I was trying to say was ...

That's not actually what I was trying to say.

Clarifying a misunderstanding in what someone else said

I think you may have misunderstood what he said. What he meant was ...

No, I think what he was trying to say was ... Have I got that right?

If I'm not mistaken, what she was saying was ...

Checking that others are following you

Does that make sense to you?

Do you understand what I mean?

Do you understand what I'm saying?

Saying that you are or are not following someone else

Yes, I see what you're getting at.

Yes, perfectly.

Yes, I know what you are saying ...

Yeah, yeah, yeah—I've got you.

I'm with you.

OK, I think it's clear what you are saying.

Well, no not really, could you explain it again?

When you get lost while you are speaking

Sorry, I've forgotten what I was going to say.

Sorry, I've lost track of what I was saying.

Sorry, I can see I'm not making much sense.

Sorry, I don't really know what I am talking about.

Chapter 26

Socializing

26.1 Introductions

Meeting people for the first time (previous contact via email, phone)

Hello, pleased to meet you finally.

So, finally, we meet.

I'm very glad to have the opportunity to speak to you in person.

I think we have exchanged a few email, and maybe spoken on the phone.

Meeting people for the first time (no previous contact)

Hello, I don't think we've met. I'm ...

Pleased to meet you.

Nice to meet you, too.

May I introduce myself? My name is ...

I'm responsible for / I'm in charge of ... I'm head of ...

Good morning, I'm ...

How do you do?

Here is my card.

Do you have a card?

Introducing people

Can I introduce a colleague of mine? This is Irmin Schmidt.

Hello, Pete, this is Ursula.

David, this is Olga. Olga, this is David.

I'm afraid Wolfgang cannot be with us today.

Telling people how to address you

Please call me Holger.

OK, and I'm Damo.

Fine, please call me Damo.

26.2 Meeting people who you have met before

Meeting people who you think you may have met before

Excuse me, I think we may have met before, I'm ...

Hi, have we met before?

Hi, you must be ...

Seeing people you have already met before

Hi, Tom, good to see you again, how are you doing?

Hi, how's it going? I haven't seen you for ages.

How's things?

Great to see you.

I'm (very) pleased to see you again.

Catching up

How did the trip to Africa go?

How's the new job going?

How's your husband? And the children?

How is the new project going?

26.3 Small talk

Asking questions

Is it that the first time you have attended this conference?

Where are you staying?

Where are you from?

What did you think of the last presentation?

What presentations are you planning to see this afternoon?

What was the best presentation so far do you think?

Are you going to present something?

Had you ever seen Professor Jones present before? She's great don't you think?

Are you coming to the gala dinner?

So, you said you were doing some research into x. Do have any interesting results yet?

So you were saying your were born in x—what's it like there?

Showing interest

Oh, are you?

Oh, is it?

Oh, really?

Right.

That's interesting.

Oh, I hadn't realized.

Apologizing for something you shouldn't have said

Sorry, I didn't mean to ...

Sorry, I thought you meant ...

I meant ...

I didn't mean to offend.

Sorry I obviously didn't make myself clear.

26.4 Arranging meetings

Suggesting a time / day

Would tomorrow morning at 9.00 suit you?

Could you make it in the afternoon?

Shall we say 2.30, then?

Could you manage the day after tomorrow?

What about after the last presentation this afternoon?

Making an alternative suggestion

Tomorrow would be better for me.

If it's OK with you, I think I'd prefer to make it 3.30.

Could we make it a little later?

Responding positively

OK, that sounds like a good idea.
Yes, that's fine.
Yes, that'll be fine.
That's no problem.

Cancelling a meeting set up by the other person

Something has come up, so I'm afraid I can't come.
Sorry but the other members of my group have arranged for me to ...
Sorry but it looks as though I am going to be busy all tomorrow. The thing is I have to ...

Responding negatively

I'm sorry, I really don't think I will have time. I have a presentation tomorrow and I am still working on some of the slides.
I don't think I can manage tomorrow morning.
I'm not sure about what I am doing tonight, I need to check with my colleagues and then get back to you.
The problem is that I already have a series of informal meetings lined up.

Postponing a meeting that you set up

I'm really sorry but I can't make our meeting tomorrow morning because my professor needs me to ...
I am very sorry about this, and I am sorry I couldn't let you know sooner. I hope this has not inconvenienced you.
In any case, I was wondering whether we could rearrange for tomorrow night.

26.5 At an informal one-to-one meeting**Initiating a topic**

First of all, I wanted to ask you about ...
What is your view on ... ?

Just a moment, I really need to think about that.

Could I get back to you on that? I'll email you the answer.

Changing a topic / returning to a topic

I've just thought of something else ...
Sorry to interrupt, I just need to tell you about ...
Can I interrupt a moment?
But going back to what you said earlier ...
I've been thinking about what you said and ...

Concluding by interviewer

Well, I don't want to keep you any longer.
Well, I think that's covered everything.
I think the next session is starting in a couple of minutes, so we had better stop.

Asking for a follow up

Would it be OK if I email you with any other questions that I think of?
Would you have time to continue this conversation at lunch today?

Stalling and deferring by interviewee

Could I just think about that a second?

Thanking

Thank you so much. It has been really useful.
 That's great. You have told me everything I needed to know.
 It was really very kind of you to ...
 Thanks very much for ...
 Thank you very much indeed for ...
 I don't know how to thank you for ...

You've been really helpful.

Responding to thanks
 You're welcome.
 Don't mention it.
 Not at all.
 It's my pleasure.
 That's alright.

26.6 General requests and offers**Inquiring**

I wonder if you could help me?
 Do you know where / how I could ... ?
 Do you happen to know if ... ?
 Excuse me, do you think you could ... ?

Just a second and I'll be with you.
 OK. Right. Where shall I start?

Responding to an inquiry

Certainly. Sure. Yes, what's the problem?
 No, I'm sorry I don't actually know.
 I don't actually, but if you ask that man ...
 Yes, of course.
 Actually, I can't I'm afraid.

Declining request for help
 I'm sorry but I can't just at the moment.
 Sorry, but you've caught me at a bad time.
 Actually, I'd rather not, if you don't mind.

Requesting help

Do you think you could give me a hand with ... ?
 Would you mind helping me with ... ?
 I wonder if you could help me with ... ?
 Could you give me some help?
 Could you do me a favor?

Offering help
 Shall I help you with ... ?
 Do you want me to help you with ... ?
 If you want, I could lend you hand with that.
 Are you sure you don't need any help with that?
 Would you like me to give you a hand with... ?

Accepting request for help

Sure. No problem.

Accepting offer of help

That's really kind of you.
 Great thanks.
 If you're sure you can spare the time, that'd be great.
 If you really don't mind, that'd be most helpful.

Declining offer of help

That's very kind of you but I think I can manage.

No, it's alright thanks.

Thanks but I really don't want to put you out.

Giving advice

Have you thought about ... ?

Don't you think perhaps you should ... ?

Perhaps it might not be a bad idea to ...

If I were you I would ...

Maybe the best thing would be to ...

Perhaps you ought to / should ...

Responding to advice

Yes, that sounds sensible.

Good thinking!

That's a good idea. Thanks.

Showing enthusiasm

That's wonderful / great / fantastic / perfect.

Well done!

Congratulations!

Good on you.

That's marvelous news. I'm so pleased for you.

Really? I can hardly believe it.

You must be so proud of yourself.

Giving condolences

Oh well, it's better than nothing.

Bad luck! Better luck next time.

Oh dear! I'm sorry to hear that.

Well, I'm sure you did everything you could.

26.7 At the bar and restaurant

Formal invitations for dinner

Would you like to have lunch next Friday?

If you are not busy tonight, would you like to ... ?

We're organizing a dinner tonight, I was wondering whether you might like to come?

I'd like to invite you to dinner.

Accepting

That's very kind of you. I'd love to come. What time are you meeting?

Thank you, I'd love to.

That sounds great.

What a nice idea.

Responding to an acceptance

Great. OK, well we could meet downstairs in the lobby.

Great. I could pass by your hotel at 7.30 if you like.

Declining

I'm afraid I can't, I'm busy on Friday.

That's very nice of you, but ...

Thanks but I have to make the final touches to my presentation.

No, I'm sorry I'm afraid I can't make it.

Unfortunately, I'm already doing something tomorrow night.

Responding to a non-acceptance

Oh that's a shame, but not to worry.
Oh well, maybe another time.

Informal invitation to go to the bar / cafe

Shall we go and have a coffee?
Would you like to go and get a coffee?
What about a coffee?
Do you know if there is a coffee machine somewhere in the building?

Offering drink / food

Can I get you anything?
What can I get you?
Would you like a coffee?
Black or white? How many sugars?
So, what would you like to drink?
Would you like some more wine?
Shall I pour it for you?

Accepting offer

I'll have a coffee please.
I think I'll have an orange juice.
No, nothing for me thanks.

 Toasting

Cheers.
To your good health.
To distant friends.

Questions and answers at the bar / cafe

Do you often come to this bar?

Yes, either this one or the one across the road.

Is there a bathroom here?
Well, I think we'd better get back—the next session starts in 10 minutes.

Shall we get back?

Arriving at a restaurant

We've booked a table for 10.
Could we sit outside please?
Could we have a table in the corner / by the window?
Actually we seem to have got here a bit too early.
Are the others on their way?
Would you like something to drink / Shall we sit down at the bar while we're waiting for a table?
OK, I think we can go to our table now.

Menu

Can / May / Could I have the menu please?
Do you have a set menu / a menu with local dishes?
Do you have any vegetarian dishes?

Explaining things on the menu and asking for clarification

Shall I explain some of the things on the menu?
Well, basically these are all fish dishes.
I'd recommend it because it's really tasty and typical of this area of my country.
This is a salad made up of eggs, tuna fish, and onions.
Could you tell me what xxx is?

Making suggestions

Can I get you another drink?
 Would you like anything else?
 Shall I order some wine?
 Would you like anything to drink? A glass of wine?
 Would you like a little more wine?
 Would you prefer sparkling or still water?
 What are you going to have?
 Are you going to have a starter?
 Why don't you try some of this?
 Can I tempt you to . . . ?
 Would you like to try some of this? It's called xxx and is typical of this area.
 What would you like for your main course?
 Would you like anything for dessert? The sweets are homemade and are very good.

Actually, I am allergic to nuts.

I've had enough thanks. It was delicious.

Being a host and encouraging guests to start

Do start.
 Enjoy your meal.
 Enjoy.
 Tuck in.
 Help yourself to the wine / salad.

Being a guest and commenting on food before beginning to eat

It smells delicious.
 It looks really good.

Asking about and making comments on the food

Are you enjoying the fish?
 Yes, it's very tasty.
 This dish is delicious.
 This wine is really good.

Ending the meal

Would you like a coffee, or something stronger?
 Would anyone like anything else to eat or drink?

Saying what you are planning to order

I think I'll just have the starter and then move on to the main course.
 I think I'll have fish.
 I'd like a small portion of the chocolate cake.
 I don't think I'll have any dessert thank you.

Requesting

Could you pass me the water please?
 Could I have some butter please?
 Do you think I could have some more wine?

Paying

Could I have the bill please.
 I'll get this.
 That's very kind of you, but this is on me.

Declining

Nothing else thanks.
 Actually, I am on a diet.

No, I insist on paying. You paid last time.
 That's very kind of you.
 Do you know if service is included?
 Do people generally leave a tip?

Thanking

Thank you so much—it was a delicious meal and a great choice of restaurant.

Thanks very much. If you ever come to Berlin, let me know, there's an excellent restaurant where I would like to take you.

Thank you again, it was a lovely evening.

Replying to thanks

Not at all. It was my pleasure.

Don't mention it.

You're welcome.

26.8 At the hotel

Checking in

I have a reservation in the name of ...
 The booking was confirmed by both email and fax.
 Which floor is my room on?
 When will it be ready?
 Has anyone else from my institute arrived here already?
 I will be leaving at 08.30 tomorrow morning.

Can you book me a taxi?

Is there a train that goes to the airport?

What time do I have to be back to the hotel in the evening?

When is breakfast served?

How do I dial for overseas?

I'm expecting a Professor Tschaida at 7.00. Could you call me when he arrives?

Meeting someone you know by the check-in desk

Hello, I didn't know you were staying here.
 How are you?
 Did you have a good journey here?
 Have you already checked in?
 Do you want to get a drink while we wait for the others?
 What room are you in?

Problems with the room

This key doesn't seem to work.
 I have locked myself out.
 My room has not been cleaned.
 There are no towels.
 Could I have an extra pillow please?
 Would it be possible to change room, it's very noisy?

Asking about services

Is there an Internet connection?
 Is there a shuttle bus to the conference?

Checking out

I'd like to pay my bill.
 I haven't used anything out of the minibar. But I did make one phone call.
 I'll be paying by Visa.

The bill should have already been paid by my institute.

I think there is a mistake here—I didn't have anything from the bar.

Could I have my passport back?

Can I leave my luggage here and collect it later?

I left you my case with you this morning.

No it's not that one, it's got a blue stripe on it.
Yes, that one.

Could you ring for a taxi for me?

26.9 Saying goodbye

Excuses for leaving

I am sorry—do you know where the bathroom is?

It was nice meeting you but sorry I just need to go to the bathroom (GB) / restroom (US).

Sorry but I just need to answer this call.

I have just remembered I need to make an urgent call.

It has been great talking to you, but I just need to make a phone call.

Sorry, I've just seen someone I know.

Sorry, but someone is waiting for me.

Listen, it has been very interesting talking to you but unfortunately I have to go ... may be we could catch up with each other tomorrow.

Wishing well and saying goodbye (neutral)

It's been very nice talking to you.

I hope to see you again soon.

I really must be getting back.

I do hope you have a good trip.

It was a pleasure to meet you.

Please send my regards to Dr Hallamabas.

Wishing well and saying goodbye (informal)

Be seeing you.

Bye for now.

Keep in touch.

Look after yourself.

Say "hello" to Kate for me.

See you soon.

See you later.

Take care.

See you in March at the conference then.

Hope to see you before too long.

Have a safe trip home.

OK, my taxi's here.

Using the time as an excuse for leaving

Does anyone have the correct time because I think I need to be going?

Oh, is that the time? I'm sorry but I have to go now.

Sorry, I've got to go now.

I think it's time I made a move.