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**English for humanitarian faculties: English for everyday communication.
Corrective course**

**Учебно- методическое пособие по практической и самостоятельной
работе**

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Настоящее учебное-методическое пособие по английскому языку разработано для практической и самостоятельной работы студентов (1-2 курсов). Основной целью пособия является компенсация недостатка или отсутствия словарного запаса по темам повседневного-бытового общения. Учебно-методическое пособие включает в себя серию упражнений, направленных на расширение лексического запаса, а также навыков работы с иноязычными диалогами, материал для развития навыков говорения, а также справочный материал общепринятых онлайн сокращений. Пособие дает возможность студентам работать самостоятельно и совершенствовать лексические знания и разговорную практику.

Рекомендовано для изучения в первом семестре (16 часов аудиторных занятий и 16 часов самостоятельной работы).

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Unit 1 Saying Hello and Introducing Yourself

Here is a list of essential phrases to say hello, introduce yourself, and introduce other people to each other.

Saying hello

Typical conversation structure:

A: Say "Hi!", "Hello!" and follow with a phrase like "How are you?" or "How are things?"

B: Answer with a phrase like "Fine" and ask A a similar question.

A: Reply

Example:

A: Hi Suzie. How are you?

B: Fine thanks. And you?

A. Yeah, fine thanks.

"Fine", "Fine thanks", "OK", "OK thanks" all mean the same.

"I'm very well, thanks" is more formal.

"Not bad, thanks", "Can't complain" are less positive.

In formal situations, you can also say "Good morning", "Good afternoon" and "Good evening".

"Good morning" = for the morning up to lunch.

"Good afternoon" = for the afternoon until early evening (i.e. around 6pm)

"Good evening" = for the rest of the evening

"Good night" = when you leave a person at the end of the evening, or when you go to bed.

Introducing yourself

Here are some simple phrases you can use.

"I'm ..." (your first name / first name + surname)

"My name is ..." (your first name / first name + surname)

In formal situations, give your first name and surname. In informal situations, give your first name.

The other person says:

"Pleased to meet you." or "Nice to meet you." or "Good to meet you."

Example:

A: Hi, I'm Clare.

B: Pleased to meet you! I'm Dave.

A: Good morning. I'm David Green.

B: Pleased to meet you. I'm John Harris.

A. Good to meet you.

Introducing other people

"**This is...** (name of your friend)."

Now give more information about the person.

"He's a friend of mine."

"He's a friend of my brother."

"He's a colleague."

"She's my cousin."

Example:

A: "John, this is Paul. He's a friend of mine."

B: "Hi Paul. Nice to meet you."

Paul: "Good to meet you John."

Deborah: "This is Sally. She's my cousin."

B: "Hi Sally. Pleased to meet you."

Sally: "Pleased to meet you too."

Task 1.1. Practice the dialogue with your partner.

Student A: Hello.

Student B: Hi.

Student A: What's your name?

Student B: My name is Joey.

Student A: Hi, Joey. I'm Nenita.

Student B: Nice to meet you, Nenita. How do you spell your name?

Student A: N-e-n-i-t-a.

Task 1.2. Practice the dialogue with your partner.

Student A: Hi there.

Student B: Hello. I'm Ella.

Student A: Hi, Ella. I'm Juan.

Student B: Juan? How do you spell that?

Student A: J-u-a-n.

Student B: Is that J as in juice?

Student A: That's right.

Task 1.3. Practice the dialogue again with your own information.

Student A: Hi there.

Student B: Hello. I'm _____.

Student A: Hi, _____. I'm _____.

Student B: _____ ? How do you spell that?

Student A: _____.

Student B: Is that _____ as in _____?

Student A: That's right.

Task 1.4. Work in groups of two or three. Write a dialogue using phrases from the unit. Practice and present the dialogue to your class.

Task 1.5. Saying Hello Quiz

1. You see a friend and say "Hi! ___ are you?"
 - a) How
 - b) What
 - c) Where
2. You can also say, "How are you ___?"
 - a) being
 - b) doing
 - c) getting
3. Another way to ask this is, "How are ___?"
 - a) all
 - b) everything
 - c) things
4. Another alternative is to ask, "How's it ___?"
 - a) doing
 - b) going
 - c) living
5. If you want to ask your friend what they have done recently, you can ask:
 - a) What are you doing?
 - b) What have you been up to?
 - c) What did you do?
6. You meet an acquaintance (someone you know a little, but not well). You know her son (James) is at university, so you ask her, "How is James ___ on?"
 - a) doing
 - b) getting
 - c) living
7. Someone asks you, "How are you doing?" and you can reply:
 - a) Yeah, great thanks!
 - b) Yeah, lovely thanks!
 - c) Yeah, many thanks!
8. If someone asks you how you are, and things aren't very good, you can say: "Can't ___"
 - a) Argue
 - b) Complain
 - c) worry
9. Someone asks you what you have been up to. You don't want to give a long answer, so you say:
 - a) I can't talk now!
 - b) Lots and lots!
 - c) Oh, this and that!
10. Another way to not give lots of information and details if someone asks you what you have been up to is:
 - a) Boh!
 - b) Oh, I can't remember!
 - c) Oh, the usual!

Unit 2 Giving Personal Information in English

Sometimes people ask you for personal details, such as name, address and date of birth. Here are some typical questions and ways you can answer.

Question words

Who (asks for a name or person)

Whose (asks about the owner)

Why (asks for a reason)

Where (asks for a place)

What (asks about a thing or a concept)

Which (asks about a thing)

When (asks for a time)

How (asks about the way something happens)

(Also "how much" / "how many" to ask about quantity; "how long" to ask about duration; "how often" to ask about frequency.)

Remember the word order of questions:

1. Question word - optional
2. Auxiliary do / does; verb to be; verb to have
3. Subject
4. Verb + complement

(1)Where (2)do (2)you (4)live?

(1)What (2)is (3)your name?

(2)Do (3)you (4)like reading?

If there is no question word, the question starts with the auxiliary. The answer to a question like this is "yes" or "no".

Typical questions

1. What's your name?

(Give your first name then surname: "My name's Susan Harris" or "I'm Susan Harris".)

What's your first name?

- Susan

What's your surname / family name / second name?

- Harris

On a form, you can often see abbreviations before your surname.

Mr (for a man)

Mrs / Miss / Ms (for a woman: Mrs shows you are married, Miss shows you are single, Ms is if you'd prefer not to show your marital status - the female equivalent of Mr)

Dr (to show the person is a medical doctor or has a PhD)

2. What's your date of birth?

It's (day - month - year: "It's the second of July, 1980".)

Or:

When were you born?

("On the second of July, 1980".)

You can write 2 July 1980 or July 2, 1980. But when you say the date, use ordinal numbers:

1 - the first

2 - the second

3 - the third

4 - the fourth

5 - the fifth

6 - the sixth

7 - the seventh

8 - the eighth

9 - the ninth

10 - the tenth

11 - the eleventh

12 - the twelfth...

20 - the twentieth

21 - the twenty-first...

Either "the second of July, 1980" or "July the second, 1980".

Note: Differences in writing and saying dates in US English and UK English
Br.E. (British English)

Write: 6 May 2016

Say: "the sixth of May"

Am.E. (American English)

Write: November 7, 2015

Say: "November seventh"

3. What's your marital status?

I'm married / single / divorced / widowed

Or:

Are you married?

4. What's your address?

Or:

Where do you live?

(Give the full address)

Name of the house (if there is one)

Street number and name

Town or city
County and Postcode
Country

Example:

Rose Cottage
20, London Road
St Albans
Herts AL9 2RS
England

Task 2.1. Practice writing address. Put all parts in the correct order.

1. LONDON
2. Mr. Walter C. Brown
3. EC1Y 8SY Street
4. UNITED KINGDOM
5. 49 Featherstone

1. HP19 3EQ
2. Nildram Ltd
3. AYLESBURY
4. UNITED KINGDOM
5. 56, Oxford Road
6. BUCKINGHAMSHIRE

Task 2.2. Practice giving and spelling names.

A: Can I have your last name, please?

B: It's Williams. W-I-L-L-I-A-M-S.

A: And your first name?

B: Corey. C-O-R-E-Y.

A: Do you have a middle name?

B: No, I don't.

Task 2.3. Now practice giving phone numbers and birthdates.

A: Can I have your phone number, please?

B: Sure. It's 555-222-7798.

A: 555-222-7798. Is that your home number?

B: That's my cell. I don't have a home phone.

A: Okay. Do you have a work number?

B: Yes. It's 414-990-4878.

A: And your birthdate is May 5, 1987, right?

B: That's correct.

Task 2.4. Now practice sharing home and email addresses.

A: Is this your current mailing address?
B: No, we moved.
A: What's your new address?
B: My address is 45 Arrow Drive. Unit 88.
A: Is that in Buffalo?
B: Yes.
A: What's your zip code?
B: My zip code is 14215.
A: Great. And is your email address still coreywilliams@mailme.com?
B: That's right. Correct Info?

Sometimes people already have your information. They may check to make sure it's still correct. You can answer in a few ways:

- That's right.
- Right.
- That's correct.
- You got it.
- Yes.

Task 2.5. Complete the dialogue, and practice with a partner.

A: Can I get some info?
B: Sure.
A: I need your _____ .
B: It's 334-889-0087.
A: Is that your home number or your _____ number?
B: That's my cell. I don't have a _____ number.
A: Okay. What's your mailing _____ ?
B: It's 97 Waverly Court in Miami. My _____ is 33128.
A: Thanks. And do you have an _____ address?
B: Yes. My email address is jjcool@quicksend.com.
A: Thanks. And your _____ is July 9, 1994, right?
B: That's correct.

Task 2.6. Work in groups of two or three. Write a dialogue using phrases from the unit. Practice and present the dialogue to your class.

Unit 3 Booking a Hotel Room in English

Here is some useful vocabulary to describe hotel rooms and facilities, and phrases to book a hotel room.

Types of room

double room = room with a double bed (for two people)

twin room = room with two beds

single room = room with one bed (for one person)

suite = more than one room (e.g. bedroom and living room)

cot = a bed for a baby

Availability

fully-booked = no rooms available

Other facilities

ensuite bathroom = a bathroom attached to the bedroom

a safe = a box with a key where you put valuables (passport, jewellery, money etc)

a minibar = a small fridge with drinks inside such as coke, water, juice, wine

tea and coffee making facilities = a kettle (to boil water), cups, coffee, milk, sugar and tea sachets

(24-hour) room service = meals delivered to your room

laundry / dry cleaning service = your clothes can be washed for you

bar and restaurant = the hotel has a bar and a restaurant for drinks and meals

wifi = internet connection (pronounced wai - fai)

full English breakfast = big breakfast with toast, eggs, bacon, cereal, etc

continental breakfast = small breakfast with croissant, coffee, juice

a wake-up call = when the telephone rings to wake you up

Making the booking

I'd like to book a (single / double / twin) room for two nights, please.

I'd like to make a reservation for a (single / double / twin) room for the night of (date), please. (a reservation = a booking)

Do you have any double rooms left for the weekend?

Do you have any double rooms available this weekend? (left = available)

How much is... a single room / a double room / a suite?

What time is check-in? (check-in = when you arrive and give your passport information)

What time is check-out? (when you leave and pay)

What time is breakfast?

Are all your rooms ensuite? (= with bathroom)

Is there wifi in the room?

Is there a lift? (lift / elevator)

Task 3.1 Practice the dialogue with your partner.

Hotel Agent: Thank you for calling Worldwide Hotels in Manhattan. How can I help you?

Ms. Lee: I need to book a hotel for a business trip to New York.

Hotel Agent: When will you need the accommodations?

Ms. Lee: July 8 and 9.

Hotel Agent: So, you'll need a room for three days and two nights. You'll be departing on July 10, correct?

Ms. Lee: Yes, that's right. (pause...hotel agent typing or checking screen)

Hotel Agent: We do have vacancies. Would you like to make a reservation?

Ms. Lee: Yes, I would.

Hotel Agent: Do you want a king or a double?

Ms. Lee: I'll be traveling alone, so a room with a king-size bed will be fine.

Hotel Agent: Do you prefer a smoking or non-smoking room?

Ms. Lee: Non-smoking, please.

Hotel Agent: We do have a non-smoking, king room available for those nights in July. Would you like me to hold that for you?

Ms. Lee: Yes, please.

Hotel Agent: Your name, please?

Ms. Lee: Yu-ping Lee.

Hotel Agent: Okay, Ms. Lee, we'll hold the room until 6:00 pm on July 8, and you'll be able to check in at 3:00 pm. Checkout time is noon on July 10.

Ms. Lee: Can I please request a late check-in? My flight doesn't arrive until 8:00 pm.

Hotel Agent: Of course. We'll hold the room until 10:00 pm.

Ms. Lee: Thank you. Does the hotel have a restaurant?

Hotel Agent: Yes, it has two. It also has a room service menu if you prefer to eat in your room. Your hotel room fees include a complimentary continental breakfast served in the lounge by the lobby.

Ms. Lee: That's wonderful. Thank you. What else do I need to do to reserve the room?

Hotel Agent: I'll need a credit card number in order to reserve it, and then you'll be all set. We accept Master Card, Visa, and American Express.

Ms. Lee: I'll use my Visa. The number is 1234 4321 9999 0000.

Hotel Agent: The expiration date?

Ms. Lee: September 2018 .

Hotel Agent: Great. The room is reserved. We'll see you on July 8. Please let us know if you need anything else.

Ms. Lee: Thank you.

Task 3.2. Fill in the blanks using vocabulary from the dialogue. Then put the sentences into the correct order.

A. I need to _____ a room for a business trip to New York.

B. We do _____. Would you like _____?

C. When will you need _____?

- D. Yes, I would.
- E. Non-smoking, please.
- F. July 8 and 9.
- G. Do you want a king or a _____?
- H. Yes, please.
- I. So you'll need a room for _____. You'll be _____, correct?
- J. I'll be traveling alone, so _____.
- K. Yes, that's right.
- L. Do you prefer _____?
- M. We do have a _____. Would you like me to _____?

Task 3.3. Work in groups of two or three. Write a dialogue using phrases from the unit. Practice and present the dialogue to your class.

Unit 4 Learn How to Buy Tickets in English

These phrases will help you get around using public transport if you're travelling in an English-speaking country.

Buying a ticket

I'd like (+ noun / + infinitive)

I'd like a return ticket...

I'd like to buy a return ticket...

Or you can use a "Can I" question:

Can I have a (single / return to Bath) please?

On the bus, when you need to be quick, the question can be short:

A single to London Bridge, please.

Means of transport

In the UK, there are different types of **public transport**:

Buses and **coaches** (a bus travels in towns and cities, with people getting on and off at bus stops, while coaches travel further, often from city to city and people travel the entire distance).

The **underground** (or tube) in London

Trains (often "intercity")

Trams (in some places) - a sort of bus run on electricity

Taxis (for example the famous black cabs in London)

Ferries (boats that cross water such as rivers and seas)

There's also private transport such as cars, bikes, motorbikes and scooters.

In addition, **lorries** (**truck** in American English) transport goods, and **vans** (large cars) are used by small businesses to transport goods, or work equipment such as ladders or tools.

Verbs

You **get on** and **get off** a bus, train, plane, bike, boat, etc. This is because you need to take a step **up** to get **on/off** the means of transport.

You **get in** and **get out of** a car, or taxi.

You can **travel** or **go by** bike, train, car, tube. But you **travel on** or **go on** foot (=walk).

You can **drive** a car, taxi or train.

You **ride** a bike, motorbike or horse.

You **fly** a plane.

Common error

Don't say "I take my car to work". Say "I drive to work" or "I go to work by car" or "I travel to work by car".

Other words to describe transport and travel

a journey = the trip between the start and end.

"My journey to work / school takes twenty minutes."

a commute (to commute) = the journey to work

"He commutes to work by train and tube."

"His commute takes him half an hour."

bus route = the journey the bus does

"The bus route follows London Road as far as the cinema, then turns left."

a bus lane = special part of the road only for buses

"Don't drive in the bus lane!"

traffic jam = when there are too many cars, buses etc and everything goes slowly - or stops.

"I'm in a traffic jam - I'll be late for work."

a **bus stop** = where the bus stops for people to get on or get off (also tram stop)

a **railway station** = where you get on or off a train (also tube station)

a **single** or a **return** (ticket) = a bus, train or air ticket to go only (single) or to go and come back (return)

a **one-day return** (for the train) = when you go and come back the same day

a **travel card** = a card where you can make multiple journeys in one day, for example on the London tube

a **season ticket** = a train ticket where you can go by train every day for a month, or a year

Asking for information

How much is ... (a one day travel card)

How much does a one day travel card **cost**?

Tips for understanding native English speakers

It isn't always easy to understand native speakers at train stations or on the bus. This is because people are often in a hurry - you need to ask a question quickly on the bus, for example.

1. Prepare your question before you speak. What do you need to know? Information about the bus route, for example? Or do you want the bus driver to tell you when to get off the bus?
2. Use simple grammar to help you make the question. Here are two questions using the present simple tense:

Does this bus stop at (name of place)

Does this bus stop at London Bridge?

Do you stop anywhere near (name of place)

Do you stop anywhere near London Bridge?

Here is a question asking the bus driver to help you:

Can you tell me where to get off for (name of place)

Can you tell me where to get off for the shopping centre?

Task 4.1. Practice the dialogue with your partner.

Woman: Er, excuse me?
 Man: Yes? Can I help you?
 Woman: I wanted to ask about buses to Manchester.
 Man: Right. When are you going?
 Woman: Saturday, I think in the morning. How often do the buses leave?
 Man: The first bus is at 8.30. After that, there's one bus every two hours until 6.30.
 Woman: And how long does the journey take?
 Man: It depends on the traffic, but normally about four hours.
 Woman: Okay, I think I should leave earlier then. Can I buy a ticket in advance?
 Man: Yes, of course. Would you like to buy one now?
 Woman: Yeah, okay. How much is it?
 Man: Single or return?
 Woman: Single.
 Man: That's £23.50.
 Woman: Right... Just a minute... Okay, here you go.
 Man: Thank you. Here's your change, and your ticket.
 Woman: Thanks for your help.
 Man: Don't forget your purse!
 Woman: Oh! Silly me! Thanks!

Task 4.2. The same or different?¹

1. When are you leaving?/When are you going to leave?
2. How long does the journey take?/How long is the journey?
3. Buy a ticket in advance/Buy a ticket on the day.
4. Here you go/Take it.
5. I should leave earlier/I must leave earlier.

Task 4.3. True or False?²

1. There will be a bus to Manchester at 12.30 on Saturday.
2. The journey never takes more than four hours.
3. The woman does not want to arrive in Manchester very late.
4. Tickets can only be bought from the bus driver.
5. The woman will come back from Manchester on the bus.

Task.4.4. Work in groups of two or three. Write a dialogue using phrases from the unit. Practice and present the dialogue to your class.

¹ **Keys task 4.2.:**

- a) Same
- b) Same
- c) Different—if you buy a ticket on the day, you buy the ticket the same day that you leave.
- d) Different—both mean that I am giving you something, but saying **take it** is very direct and probably rude.
 Different—I should leave earlier = I think it's a better idea to leave earlier. I must leave earlier = It's necessary to leave earlier, so I have no choice

² **Keys task 4.3.**

- a) True—there will be buses at 8.30, 10.30, 12.30, 2.30...
- b) False—if there is heavy traffic, it could take longer.
- c) True—she says: "I think I should leave earlier."
- d) False—she buys a ticket in advance.
- e) False—she buys a single ticket.

Unit 5 English Conversations: Shopping

Here are some useful phrases you can learn for when you go clothes shopping.

Types of shops in English

department store - a shop that sells many different items in different departments.

Harrods is probably the world's best known department store.

supermarket - a large shop that sells mostly food and household items.

grocer (UK) / grocery store (US) - a shop that sells food.

greengrocer - sells fresh fruit and vegetables.

butcher - sells fresh meat.

baker - sells fresh bread and cakes.

fishmonger - sells fresh fish.

chemist (UK) / drugstore (US) - sells medicines and toiletries.

pharmacy (US) - sells medicines.

newsagent - sells newspapers and magazines.

stationer - sells paper goods.

optician - sells glasses / contact lenses.

DIY store - sells things for home improvement.

hardware shop / hardware store / ironmonger - hard goods, such as nails and screws.

corner shop (UK) - a shop on the corner of your street, selling a range of basic goods - food, newspapers, sweets, bread, etc.

delicatessen (deli) - sells specialist food not normally found in supermarkets. For example, an Italian deli, an Asian deli.

bookshop / bookstore - books.

market - market traders (people who work on a market) have stalls that sell fruit and vegetables, clothes, household items and so on.

petshop - for pets and pet food.

flea market - a group of stalls selling old furniture or clothes.

tea shop (UK) - like a cafe, but sells tea and cakes.

petrol station (UK) / gas station (US) sells petrol, car products and sometimes food.

Using 's

When we talk about shops, we often put an 's on the end. For example, "I'm going to the chemist's / greengrocer's / butcher's / baker's / newsagent's / fishmonger's / optician's."

We don't use an 's with these shops: supermarket, hardware store, petrol station, department store.

"In the Sales"

Here's some useful shopping vocabulary for finding a bargain in the sales.

December 26 (or Boxing Day) is traditionally the start of the winter sales in the UK, when items are heavily discounted. In fact, bargain hunters can find some items reduced up to 50% off their pre-sale price.

An unbeatable offer / prices slashed (= cut) or give-away prices mean very low prices.

Clearance Sale / Everything must go! = signs in shop windows advertising the sales

snap up a bargain = to buy something cheaply

Asking for things in shops

"Do you have any...?"

"I'm looking for..."

"I wonder if you could help me...?"

What the shopkeeper says

"I'm sorry, we're out of stock."

"I'm sorry, that's the last one."

"I'm sorry, that's all we have left."

What a sales person says

"Can I help you?"

"Are you looking for anything in particular?"

Your reply

"I'm just looking, thank you."

"I'm just browsing, thank you."

Asking about things in shops

"Do you have this in another size?"

"Do you have this in another colour?"

"Is this made of leather / silk / plastic...?"

"Does this come with a guarantee?"

"Is this fully refundable?"

"Can I bring this back if it's not the right size?"

"Can I bring this back if it doesn't fit?"

Paying - what the shopkeeper says

"Do you have anything smaller?" (If you pay with a large denomination note.)

Paying - what you say

"I'm sorry, I don't have any small change."

"I don't have anything smaller."

"Would you have change for this?"

"Can I have the receipt, please?"

"Can I pay by credit card?"

"Can I pay in cash?"

"Is this on sale?"

Where you can buy clothes

There are different types of clothes shops. Here are some common ones:

shopping centre = large building with lots of different shops inside (= shopping mall in American English)

boutique = small shop, often expensive, with designer label clothes

charity shop (goodwill in American English) = shop where you can buy second-hand (= not new) clothes. The money you pay for them goes to charity

factory outlet = shop where you can buy clothes directly from the factory that makes them. Often these clothes (or shoes) are "samples".

department store = large shop with "departments" for men's clothes, women's clothes, household objects, etc.

chain store = a "brand" that has shops in many different towns, such as "Zara" or "H&M".

Useful phrases a shop assistant says

"Can I help you?"

"Are you looking for anything in particular?"

"Do you need any help at all?"

"We don't have any of these left in stock." (= There is no more of something.)

Useful phrases a customer says

"I'm looking for ..."

"I'd like to buy..."

Indicating a piece of clothing

"Do you have this in ..."

- small / medium / large / extra large / XL

- blue / black / beige (other colours etc)

Talking about the price

Clothes shops have "sales" when some or all the clothes are **discounted**.

"Is this in the sales?"

"Is this on sale?"

"There's a discount of 20% on this."

"These jeans are discounted by 20%."

"It's a bargain." (= the low price is a surprise)

"It's cheap." (= doesn't cost much money)

"It's expensive." (= costs a lot of money.)

Trying something on

When you go clothes shopping, you probably want to try something on before you buy it so you know it's the right size or that it looks good on you!

"I'd like to try this on please. Where are the changing rooms?"

"Can I try this on?"

Example shopping conversation

Can I try this on?

Sure. The changing rooms are over there...

... (later)

Any good?

No, not really. (It's the wrong size / It doesn't really suit me.)

Or, "Yes, I'll take it."

Paying

"Where I can pay?"

"The cash tills are over there."

Other shopping vocabulary

to suit = to be in your style, or to compliment your body shape or skin / hair colour

"That dress really suits you!"

to fit = to be the right size

"These jeans don't fit very well."

Clothes can be...

... **too big** (size "Large" when you are size "Small")

... **too small** (small size when you are large size)

... **too tight** (waist measurement 34 when you are waist 38)

... **too loose** (waist measurement 38 when you are waist 34)

... **too long** (jeans leg measurement 34 when your leg measurement is 32)

... **too short** (jeans leg measurement 32 when your leg measurement is 34)

to go well with / to match = to look good with your other clothes

"This jumper goes well with my trousers."

"This colour jumper matches your new trousers."

Task 5.1. Practice the dialogue with your partner.

Shop assistant: May I help you?

Customer: Yes, I'm looking for a sweater.

Shop assistant: What size are you?

Customer: I'm an extra large.

Shop assistant: Would you like a plain sweater or something else?

Customer: I'm looking for a plain blue sweater.

Shop assistant: How about this one?

Customer: Yes, that's nice. Could I try it on?

Shop assistant: Certainly, the changing rooms are over there.

Customer: Thank you. (goes into a changing room to try on the sweater)

Shop assistant: How does it fit?

Customer: It's too large. Do you have a large?

Shop assistant: Yes, here you are. Would you like to try it on to see if it fits?

Customer: No that's Okay. Thank you. I'll take it. I'm also looking for some nice slacks.

Shop assistant: Great. We have some very nice wool slacks over here. Would you like to take a look?

Customer: Yes, thanks for your help.

Shop assistant: What are your measurements?

Customer: I'm a 38" waist and a 32" inseam.

Shop assistant: What do you think about these?

Customer: They're nice, but I'd prefer cotton trousers if you have them.

Shop assistant: Certainly, our summer slacks collection is over here. How about these?

Customer: Yes, I like those. Do you have them in grey as well?

Shop assistant: Yes, here's a pair. You said you the measurements are 38" by 32", didn't you?

Customer: Yes, that's correct. I'll go try them on.

Shop assistant: Let me know if you need any help.

Customer: Thank you. (comes back) These are great. So, that makes one sweater and a pair of grey slacks.

Shop assistant: OK, how would you like to pay?

Customer: Do you take credit cards?

Shop assistant: Yes, we do. Visa, Master Card, and American Express.

Customer: OK, here's my Visa.

Shop assistant: Thank you. Have a nice day!

Customer: Thank you, goodbye.

Task 5.2. Provide the missing word to fill in the gaps to complete this conversation with a store clerk.

Store clerk: Hello, _____ I help you find anything?

Customer: Yes, I'm looking _____ a blouse and some matching trousers.

Store clerk: Great. What _____ would you like?

Customer: I'm _____ for a white blouse and black trousers. They're for an important job interview.

Store clerk: Okay. Please follow me to the business apparel section.

Customer: Thanks for your help.

Store clerk: It's my pleasure. Do you see anything you like?

Customer: Yes, that blouse looks nice.

Store clerk: What _____ are you?

Customer: I'm a small. Now, let's take a look at the pants.

Store clerk: These are nice. Would you like to _____ them on?

Customer: Do you have anything else?

Store clerk: Yes, we also have these trousers.

Customer: I like those, I'll try those _____.

Store clerk: What are your _____?

Customer: I have a 26" waist and 32" inseam.

Store clerk: Here's a pair. Would you like to try them on?

Customer: Yes, where's the _____?

Store clerk: You can try them on over there.

Customer: Thank you. (tries the clothing on, walks out of the changing room to show the store clerk) What do you think?

Store clerk: You look fantastic! I'm sure you'll get that job!

Customer: Thanks! I'll take them.

Store clerk: Would you like to _____ by cash or by credit card?

Customer: _____, please. Here's my visa card.

Store clerk: Thank you. That will be \$145.

Task.5.3. Work in groups of two or three. Write a dialogue using phrases from the unit. Practice and present the dialogue to your class.

Unit 6 Useful English Phrases for Giving Directions

If you're in a new town or city and you want to know where a place or building is, these are useful phrases for asking for directions. There are also phrases for giving directions to other people who ask you for help.

How you can ask for directions

Say "Excuse me" before you ask a person. To make it sound like a question, make your voice go up on "me".

"Excuse me. How do I get to (the railway station) please?"

"Excuse me. Where's the nearest (post office) please?"

"Excuse me. I'm looking for the Number 6 bus stop."

Giving directions

The person who helps you often says how near or far the place is:

"It's about five minutes from here."

"It's about a ten-minute walk."

"It's easier if I can show you on the map..."

Specific instructions

"Turn left / right."

"Go straight on at the lights / when you come to the crossroads." (Lights = traffic lights; crossroads = where two roads cross)

"Go across the roundabout." (Roundabout = where all the cars go round a circle in the middle of the road)

"Take the first turning / road / street on your left / right." (Turning = road that goes left or right)

"You'll see / You'll come to a (bank). Then ..."

"Don't take the first road."

"Go on for about (2 minutes / 100 metres)."

Landmarks

We often make reference to landmarks when we give directions to help the other person. These can be places in a town, such as cinema, bank, bus stop, etc. They can also be parts of the road system. Here are some common terms:

taxi rank = a place where taxis queue for passengers

level crossing = where the road and railway meet. There are barriers that go up and down to signal when a train is coming

underpass = a walkway that goes under a busy road so pedestrians can get to the other side safely

overpass / flyover = a road that goes over another road (or railway)

zebra crossing = black and white markings in the road for pedestrians to cross the road (the markings look like a zebra's stripes)

pedestrian crossing = a place in the road where pedestrians can cross. Often there are traffic lights.

tunnel = a road under (or through) mountains

crossroads = where two roads cross each other

junction = where one road meets another, and you can either go left or right

fork in the road = where the road divides, and you decide to go left or right

turning = a road off to your left or right

main road = a big road where there is lots of traffic

lane = a small road, or a part of a road (the left-hand lane / the right-hand lane; the bus lane)

Use prepositions of direction

Go past = continue past something so that it is now behind you

Go across = cross something, like a road or crossroads

Go along = continue down a road

Go straight on = don't turn left or right

Go up = walk / drive up a hill

Go down = walk or drive down a hill or a road

Go through = pass through something, such as a tunnel or a town

Go out of = exit (i.e. a railway station)

It's **in front of** you = you can see it facing you

It's **opposite** the bank = it faces the bank

It's **on the corner** = it's where two roads meet at a 90° angle

Typical English conversation

"Excuse me. I'm looking for the post office."

"OK. Go straight on, then turn left at the crossroads. It's about 100 metres on your left."

"You can't miss it!"

"Thanks!"

"You're welcome."

Final tips

If you're giving directions over the phone, remember to speak slowly to allow the other person to write things down.

Check that the other person has understood.

If you're speaking face-to-face with someone, use your hands to show left, right, or straight on.

Use "please" when you ask someone to give you directions. It's polite, and will normally get you what you want!

Task 6.1. Read the dialogue with your partner a few times. Take turns being each character. Practice your intonation and pronunciation. Circle any new words or phrases that you need to practice.

Man on the street: Excuse me. Can you tell me how to get to the post office?

Second man: I'm sorry. I don't know. I'm from out of town. (a minute later)

Man on the street: Excuse me. Do you know where the post office is?

Woman: Sure. It's not far from here. Walk straight ahead until you get to Main Street. Then...

Man on the street: Sorry to interrupt you. How many blocks is that?

Woman: It's about two or three blocks. It's the first traffic light you come to. When you get to Main Street, turn right and walk one block to Broadway. Then turn left and go about half a block.

Man on the street: Which side of the street is it on?

Woman: Coming from this direction, it'll be on your right side. It's in the middle of the block, next to the Sweets Ice Cream Shop. You can't miss it. Do you want me to repeat any of that?

Man on the street: No, that's okay. I've got it. Thanks a lot.

Woman: You're welcome.

Task 6.2. Work in groups of two or three. Write a dialogue about asking for directions using phrases from the unit. Practice and present the dialogue to your class.

Task 6.3. Explain to a classmate or your teacher how to get to your home from school/university. Explain it as if you just met this speaker on the street.

Task 6.4. Asking for Directions Quiz

1. Excuse me! Where can I ___
 - a) find a supermarket?
 - b) go to a supermarket?
2. Excuse me! How can I ___
 - a) find the railway station?
 - b) get to the railway station?
3. Excuse me! How ___ I get to the centre of town?
 - a) do
 - b) will
4. Excuse me! Is this the ___ way for the railway station?
 - a) good
 - b) right
5. Excuse me! ___ where the town museum is, please?
 - a) Could you say me
 - b) Could you tell me
6. Excuse me! ___ for the swimming pool.
 - a) I look
 - b) I'm looking
7. Excuse me! Is there a bank ___
 - a) near here?
 - b) right here?
8. Excuse me! Where's the ___ post office, please?
 - a) nearer
 - b) nearest

9. Excuse me! Do you know ___
- a) where is the town hall?
 - b) where the town hall is?
10. Excuse me! Could you ___ me directions for the motorway?
- a) give
 - b) tell

Unit 7 English Conversations for Tourists

Here is English vocabulary for some typical places of interest for tourists to a city, town, or the countryside.

Famous tourist attractions

There are many types of museum:

Local history museum / **Town museum** = where there are **displays** of objects found in the local area, or which are important to the local area.

Art gallery = where you can see paintings, photographs and sculptures, as well as **exhibitions** of particular artists.

In London (for example) there are many other types of museum, such as:

Natural History museum = a museum where you can see everything related to Earth and to the history and development of Earth, such as dinosaur skeletons, fossils, etc.

Science Museum = a museum where you can see scientific and technological developments and discoveries. Often these museums have interactive displays.

Others are Madame Tussauds (a waxworks museum), the London Dungeons (a museum which recreates historical events), a Maritime museum, the Imperial War museum and the Tower of London (an old prison which also contains the Crown Jewels).

Famous attractions

Tourists often visit **churches** and **cathedrals**, as well as other historic buildings.

Other attractions include historical sites of interest (such as **Roman ruins** and famous battle or burial sites), as well as parks, gardens, and **stately homes** (= big house owned by aristocrats) and **castles**.

Some palaces (= house for the royal family) or parliament buildings are also open to visitors.

Things to do

You can go and see an **exhibition** (in a museum or art gallery).

You can also go to a **festival** (such as a music or arts festival) or a **fair** (often an annual event with various stalls to raise money for a charity or a town).

You can also go to hear **live music** (a **concert** of classical music or a "**gig**" of rock or folk music).

Other cultural attractions are the **opera**, **plays** (with actors) and the **ballet**.

In some towns you can also go to the **funfair** (where you pay to go on **rides**) and **theme parks**, such as Disneyland, for example.

Local attractions

These might be areas of natural beauty, such as mountains, lakes and the coastline.

Useful words and phrases to describe the countryside:

The coast

Often at the edge of the sea there are **cliffs** (high mountains), which give a great view over the sea. But they can also be dangerous, especially if they are eroded, when rocks and earth fall away into the sea. Most people prefer **sandy beaches** rather than **pebble beaches** (beaches with small stones). Sometimes, behind sandy beaches you can see **sand dunes** - areas of sand that the wind blows into small hills. Often, different types of grasses grow in the sand dunes.

The coastline can be straight, or it can have **bays** which are often semi-circular in shape. It's often possible to walk along the coastline, along a **coastal path**.

Mountains

Mountain ranges are **spectacular** as you can often see **snow-capped peaks** against the **skyline**. From the top of a mountain (the **summit** or the **peak**), there are **brehtaking** views. Not much grows on mountains, as generally the **terrain** (ground) is rocky, but the air is often pure. However, the **valleys** (low areas encircled by the mountains) are more **fertile**. Where the mountains are steep, farmers often create **terraces** - they create a series of level areas linked by steps so that they can grow crops even on mountains and hills.

Inland

From the **foothills** of the mountains (the small hills nearest mountains), the scenery inland tends to be less **dramatic** with **rolling hills** and **open** countryside. You can find more **farmland**, but also **forests** or **woods** (smaller forests). The land is generally irrigated by **rivers** or **lakes** (areas of water which are enclosed) and **streams** (narrow paths of water).

In the UK, between fields you can often see **hedges** (or **hedgerows**) - a natural barrier created by small trees and plants which grow close together. Often hedges are hundreds of years old, and they provide shelter for birds and other **wildlife**.

In some countries, there are vast areas of open, flat land called **plains** (or **prairies**) which are used to grow various **crops** such as **wheat** (the grain used to make flour for bread.)

For towns on the sea, other places to enjoy can be a **promenade** (walking area next to the sea), a **pier** (a long walking area built out over the sea) and a **lighthouse** (tall building where a light shines to show ships where the dangerous areas of the sea are). The **harbour** (area where ships come in) can also be a popular area for restaurants and shops.

English speaking: Information for tourists and visitors

In the Tourist Information office you can ask about the **opening hours** (or **opening times**) for parks, museums and galleries, etc.

You can also ask if there is an **entrance fee** or **admission cost**. For many attractions there is a **car park** nearby (but not always **free parking**). Some parks, gardens and historical buildings are **open to the public** only at some times of the year.

You can also ask if there is a **gift shop** (or **souvenir shop**) or **refreshments** (a bar or cafe that serves drinks, snacks or light meals).

Many tourist attractions arrange **tours** for visitors (**guided tours** or **audio tours**) and you can find information in **brochures** and **leaflets** (a one-page brochure folded

vertically into two, three or four pages), or on **posters** and **flyers** (very small leaflet often left on cars, for example).

Task 7.1. Read the dialogue with your partner a few times. Take turns being each character. Practice your intonation and pronunciation. Circle any new words or phrases that you need to practice.

Tourist : Excuse me. Do you speak English?

Woman : Yes, of course. Can I help you?

Tourist : Yes, we've just arrived on holiday here. Have you got a map of the town?

Woman : Yes. Here you are. The tourist office is just here. I will mark it with a cross. If you walk down this street here, you get to the beach. It is about 5 minutes.

Tourist : Thank you. Where is the old part of the town?

Woman : Over here. You can see lots of narrow winding streets, and there's the church.

Tourist : How long would it take to walk there?

Woman : About 10 or 15 minutes. The easiest way from here is to turn left and go straight along the road until you reach the bus station, and then turn right.

Tourist : Is there a train station as well as a bus station?

Woman : Yes. The train station is here on the edge of the town. I will just get you some timetables (pause and rustling). Here you have a train timetable, and one for the buses.

Tourist : Thanks very much. Do you have any information about things to do in the area?

Woman : Yes, of course. Over there we have leaflets about local attractions. In addition, this free guide here tells you what is on this month. It has information about concerts, festivals, children's events etc.

Tourist : That looks very useful, thank you.

Woman : There are also several guided tours you can take from here. There is a walking tour of the old town. It takes a couple of hours and is very interesting. Then there are coach tours. There is one, which takes you round the castles in this area. I do not know if you know that this region is famous for its castles.

Tourist : No, I didn't. Would we need to book in advance?

Woman : Yes, for the coach tour you need to book at least a day in advance, and you can do that from here. For the walking tour, you just turn up outside this office at ten o'clock in the morning on Tuesday or Thursday.

Tourist : Right, well, thank you very much. You have been most helpful.

Woman : Not at all. I hope you enjoy your stay here and if you need to know anything else, feel free to ask.

Task 7.2. Answer the following questions:

1. How long would it take to walk to the old part of the town from the tourist information office?
2. Where is the train station located?
3. Is there any bus station in the town?
4. Mention 2 tours that tourists can take in the town!

5. What tour that tourists need to book at least a day in advance?

Task 7.2. Work in groups of two or three. Write a dialogue using phrases from the unit. Practice and present the dialogue to your class.

Unit 8 English Speaking Tips: How to Talk about your Past

Use these tips to help you speak about your past in English.

Born

Remember to use the past form of the verb "to be" with "born":

I was born

You were born

He was born

We were born

They were born

Examples

I was born ... (in 1990)

He was born ... (twenty five years ago)

They were born ... (in London / in hospital / at home)

Time expressions

For the first ten years of my life, we lived in a small flat. **Then** we moved to...

I started school **at the age of 5**. In total, I attended school **for** 12 years.

In 2006 I got my first job.

Emotions, feelings and states

Use the verb "to be" to talk about emotions in the past.

"**We were poor**, but happy."

You can also use "feel" ("felt" in the past tense) but this is less common.

"When there was no news from their son **they felt worried**."

"**They were worried** when there was no news from their son."

Use "was" or "were" to talk about jobs.

"My mother **was a nurse**."

You can also use "worked as a / an":

"My mother **worked as a nurse**."

To talk about how many or how much of something, use "there was" or "there were".

"**There were three of us** at the beginning."

"In my family **there were three** of us."

"**There wasn't much money** when I was a child."

Difficult verbs

Be careful how you use these:

to start You only start something once.

"I started my job in 2010."

"I started my job three years ago." (Not "I started my job for three years ago.")

to meet You meet someone on a single or repeated occasion. It does not mean, "to know" "I met him at a party." "I met him in 2001 and then again in 2005."

to know To know someone or something is a state - not an event.

When I was a child, I didn't know anything about politics. I knew lots of interesting people when I lived in London. (Not "I knew him at a party" - see above).

Use simple connectors to tell a story

and = adds an idea

"I got up early and made breakfast for my family."

but = gives a contrast

"She came from a rich family but she was unhappy."

so = gives a result

"There was nobody at the party so I went home."

(When you write English, you don't need a comma before **and**, **but** or **so** if both parts of the sentence are short.)

because = gives a reason

"We moved in 2008 because my father got a new job."

"Because" can go at the beginning or in the middle of a sentence. "Because my father got a new job in 2008, we moved."

then = explains what happened next

"We moved house in 2008, then I changed school."

after = says what happened in a time following an event, or as a result of something else

After the party, the house was very untidy. The house was very untidy after the party.
After she got married, she lived in France.

Task 8.1. Past quiz. Choose the correct answer.

1. Tom: Hi Adam. _____

Adam: Not bad, thanks.

Tom: What did you do?

Adam: I watched a football match.

- a) How was your weekend?
- b) Where were you?
- c) Did you watch the film?
- d) Was your homework difficult?

2. Tom: When did you last go to a football match?

Adam: _____

Tom: What did you see?

Adam: I saw Chelsea against Liverpool.

- a) I have never gone to a football match.
- b) I saw my friends last week.
- c) Three weeks ago.
- d) Not yet.

3. Adam: Why didn't you come to Jack's birthday party?

Tom: I couldn't come. It was my dad's birthday. _____

Adam: Fantastic! I had a great time.

- a) Were there many people?
- b) How was it?
- c) What about you?

d) How was Jack?
4. Adam: There were a big chocolate cake at Jack's birthday.

Tom: _____

Adam: Yes, it was. It was delicious.

- a) Did you eat any fruit?
- b) Did you eat it?
- c) Was it big?
- d) Was it tasty?

5. Tom: _____?

Adam: No, there weren't. That's why I went home early.

- a) Were there any interesting people at the party?
- b) Did you enjoy the party?
- c) When did you leave?
- d) Was Julia there too?

6. Tom: _____

Adam: She graduated from university in 2007.

- a) What time does Julia graduate from university?
- b) Where did Julia study?
- c) When did Julia graduate from university?
- d) Who graduated from university?

7. Adam: Where did you go at the weekend?

Tom: I went to my friends house. _____.

Adam: I was at home.

- a) Where are you?
- b) What about you?
- c) What happened to you?
- d) Why did you come?

8. Tom: _____

Adam: I don't know, maybe three weeks ago.

- a) When did your parents get married?
- b) Where did you go last week?
- c) When did you last see a film?
- d) How did you come to the party?

9. Adam: _____

Tom: No. I forgot them at home.

- a) Did you bring my books?
- b) Where did you forget your books?
- c) Where is your homework?
- d) Did you forget to bring my books?

10. Adam: _____

Tom: I think you are unlucky. I don't like memorizing vocabulary.

- a) I have done my homework.
- b) I have got a good memory.
- c) I don't need to memorize the vocabulary because I know all of them.
- d) The teacher gave us some vocabulary to memorize for homework.

Task 8.2. Talking about the Past. The police are interviewing a suspect

P: Where were you last Tuesday evening?

S: I was staying in a hotel in Brighton.

P: Who were you with?

S: I was with my girlfriend, Joan.

P: What was the name of the hotel?

S: The George and Dragon.

P: What was your room number?

S: It was 213.

P: Did you speak to anyone?

S: Yes. I spoke to the waitress and the barman.

P: What was the barman's name?

S: His name was Colin

Task 8.3. Ask and answer questions about the past with a friend.

Unit 9 How to Say Thank You in English

It's important to show thanks when someone does something for you, or gives you something. But what we say depends on the person and situation. Here's how to say thank you in different situations.

Common ways to say thank you

Thanks / Thank you

A: "Can I get you another coffee?"

B: "Thanks" / "Thank you!"

A: "You look great in that dress!"

B: "Thanks!"

Thanks / Thank you very much!

A: "I booked your table for dinner."

B: "Thank you very much!"

Thanks a lot!

A: "I saved you the last chocolate!"

B: "Thanks a lot!"

Be careful with the intonation of "Thanks a lot". If you speak with a lower voice, "thanks a lot" can sound like you're not happy at all and the "thanks" sounds sarcastic. Here's an example.

A: "Sorry, but we didn't save you any chocolate."

B: "Oh, thanks a lot."

Ta (British English, pronounced /tar/)

A: "Here's your tea."

B: "Ta!"

Ta very much

A: "I ordered you a cheese sandwich. Hope that's OK."

B: "Ta very much!"

Thanks ever so much (British English)

A: "I got you the paper you wanted."

B: "Thanks ever so much!"

Note: "Thanks ever so much" is considered non-standard English, but you'll hear it a lot in the UK.

Cheers! (British English, used both in speaking and in emails)

"Cheers!" (when someone holds the door open for you, for example)

More formal ways to say thank you

Thank you so much

"Thank you so much for coming to the meeting tonight." (Spoken to a group of people)

"That's really kind of you. Thank you so much!"

Much obliged (Often used when we're expecting a particular "service" as part of normal behaviour)

(Shop assistant) "I've put your refund back on to your credit card."

(You) "Much obliged!"

I appreciate it "Thank you for your help. I greatly appreciate it."

Thank you for your kind words

A: "You're one of the best teachers I've had!"

B: "Thank you for your kind words."

How to say thank you to a friend

Great / Brilliant / Wonderful. Thanks!

A: "I've got us tickets for the concert."

B: "Brilliant, thanks!"

Thanks - you're a star!

A: "I'll look after your kids for you if you want to go shopping."

B: "Thanks - you're a star!"

Cheers!

A: "I'll get this round in." (i.e. at a pub)

B: "Cheers!"

Nice one! (typically British English)

A: "I booked the restaurant for this evening."

B: "Nice one!"

How to say thank you to a colleague at work

I owe you one! (Informal, meaning "I owe you a favour now".)

A: "Dave asked me where you were, but I said you were with a client."

B: "Thanks! I owe you one!"

I appreciate it

"Thanks for covering for me yesterday. I appreciate it!"

I'm very thankful to you for...

"I'm very thankful to you for helping me with the presentation. It made a huge difference."

How to say thank you in a card

Thank you so much for ...

"Thank you so much for helping us when Sue was ill."

You can continue with:

"I was really touched by ..."

... your kindness

... your thoughtfulness

... your help

... your support

I really appreciate it

"Thank you so much for looking after my grandmother in hospital. I really appreciate it."

How to say thank you for money

It's really kind / generous of you

A: "I can lend you the money you need, if you like."

B: "Thank you! That's really generous of you."

How to say thank you for a present

When you write a thank you letter or card for a gift you've received, you should aim to write a few sentences. For example:

Thank you very much for the present / gift you sent me

Then give some more details, such as:

It's absolutely beautiful.

It's something I've wanted for a long time.

It's just the right colour / size, etc.

You can continue with:

It was very generous of you.

I'll think of you every time I use it.

When you're face to face you can say:

Oh you shouldn't have!

A: "I got you this for your birthday."

B: "Oh you shouldn't have!"

How to say thank you for help / support / hospitality

Thank you so much for all your help

"Thank you so much for all your help when we were restructuring the department. It made things a lot easier."

I don't know what I would have done without you

"You've really helped me out over the last few weeks. I don't know what I would have done without you."

You don't know how much it meant to me

"Thank you so much for organising the flowers for the funeral. You don't know how much it meant to me."

Thank you for all / everything you have done

"Thank you for everything you've done in the last month. You've made my life so much easier!"

Thanks for everything

"We had such a lovely holiday with you. Thanks for everything!"

Thanks for being there (for me)

I just wanted to say thank you for all your help recently. Thanks for being there for me!"

I'm really / very grateful

"I'm really grateful to you for all your help this last week."

Task 9.1. Saying Thank You Quiz

1. You have a very heavy suitcase and someone helps you to carry it. You say to the person
 - a) Thank you! That is very kind of you!
 - b) Thanks a lot!
2. You help someone with a heavy bag. They say "thank you" and you reply
 - a) No thanks!
 - b) You're welcome!
3. A friend gives you his umbrella when he sees that you are going out when it's raining. You say:
 - a) Cheers!
 - b) Thanks a million!
4. You are in a department store and the store assistant asks you if you'd like to try a new perfume sample. You say:
 - a) No, I wouldn't.
 - b) No thanks.
5. Someone writes you an email with the answer to a question you asked. You reply to their email and say:
 - a) I'm writing to thank you for your email.
 - b) Many thanks for your email.
6. You are busy at work, but your colleague tells your boss in a meeting that you should start a new project. You are angry and say to your colleague after the meeting:
 - a) Cheers for saying that in the meeting!
 - b) Thanks a lot for saying that in the meeting!
7. Someone gives you a big or unexpected gift and you feel a bit embarrassed. You say:
 - a) You shouldn't have!
 - b) You're too generous!
8. You are in a street and notice that the person in front has dropped a wallet. You pick it up and give it to the person who says to you "Ta very much!" You reply:
 - a) Thanks!
 - b) You're welcome!
9. You suddenly realise that you forgot to post a letter. Your friend says that he will post it for you because he is going to the post office. You say to your friend:
 - a) Thanks! I owe you one!
 - b) Thank you very much indeed!

10. When you want to say more than just "thank you" you can say:

- a) Thanks a great deal for...
- b) Thanks very much for...

Task 9.2. Read the following dialogue

Dorothy and Kevin are thanking each other.

Dorothy: Kevin that was such a fun road trip. Thank you for everything.

Kevin: I should be the one saying "thanks." You planned it.

Dorothy: The best part was when we saw the Grand Canyon. Thanks a bunch for suggesting that we go there.

Kevin: I really appreciated it too. Thanks a ton for running to get more gas when our car ran out. I owe you one for that!

Dorothy: I'm so grateful that you paid for the hotel after I lost my wallet. I appreciate your help more than you know.

Kevin: We're a good team. I am so thankful for your support.

Dorothy: I feel the same. I will never forget what you have done.

Kevin: Next time, we will invite more friends to come with us.

Dorothy: That sounds fun!

Task 9.3. Use the following questions as a guideline to form an interesting conversation with your partners. Feel free to diverge from these suggestions if anything interesting comes up.

1. Are there a lot of ways to say thank you in your language? If yes, are they similar to the ways in English?
2. Why is it important to thank people?
3. Should people say thank you more often? Why or why not?
4. How do you feel when someone thanks you?
5. When is the best time to teach a child to say thank you? Why?

Unit 10 How to respond in special situations

Certain situations need special vocabulary...

Congratulations!

You can say **Congratulations** in many circumstances, such as for weddings, promotions, passing exams, or to the parents and family of a new baby.

Well done!

You can say this to someone who has passed an exam or achieved something difficult like a promotion.

Birthdays

The most usual ways of referring to someone's birthday are by saying **Happy Birthday!** or more formally, **Many happy returns!**

Cultural note: Some birthdays are more special than others in Britain. Your 18th birthday is special as you then become an official adult. In the past, 21 was the age of adulthood, and some people still celebrate it in a special way by giving silver keys, which represent **the key to the door**.

Before an exam or something difficult

Wish someone good luck before something difficult, by saying **Good luck!** But if people are superstitious and believe that saying "Good luck" will have the opposite effect, you could also hear **Break a leg!**

If someone has failed at something, you can say **Bad luck!**

Toasting

At parties and gatherings, you might be asked to **drink a toast** to celebrate a happy event.

Here's to ...

Let's drink to...

Ladies and Gentlemen, "The Bride and Groom".

Please raise your glasses to...

Writing to someone who has passed an exam

If you are writing a card or a letter to someone who has passed an exam, you can use the following expressions:

Well done! It's a fantastic result.

Congratulations on passing! You deserve it after so much hard work.

Writing wedding cards

Here are a couple of standard phrases to write on wedding cards:

Congratulations! Wishing you many happy years together.

Wishing you the best of luck in your future together.

Writing in sad situations

In difficult situations you can write **I was so sorry to hear that ...**

If you are writing to the relatives of someone who has died, you can also write

I was deeply saddened to hear...

Or

Please accept my deepest condolences on the death of...

(You can replace "I" with "We", such as "We were very sad to hear that...")

Task 10.1. Quiz: What to say in special situations

1. When it's someone's birthday, you can say
 - a) Happy birthday!
 - b) Good birthday!
 - c) Congratulations!
2. The person can then reply to you:
 - a) To you too!
 - b) Greetings!
 - c) Thank you!
3. Before someone does something difficult, you can say:
 - a) Best luck!
 - b) Good luck!
 - c) Success!
4. You can say "Congratulations!" to someone when:
 - a) they get married
 - b) it's their birthday
 - c) they fail an exam
5. If someone has achieved something great (such as a promotion) you can say:
 - a) I'm really amazed!
 - b) I'm really surprised!
 - c) I'm really happy for you!
6. If someone tells you they failed at something (for example, they failed an exam or didn't get a job) you can say:
 - a) Good luck!
 - b) Bad luck!
 - c) Better luck next time!
7. When you want to say what you're congratulating a person for, you can say:
 - a) Congratulations for (passing the test)
 - b) Congratulations with (passing the test)
 - c) Congratulations on (passing the test)
8. During a toast, the phrase is:
 - a) Let's drink to (name of person)
 - b) Let's drink with (name of person)
 - c) Let's drink for (name of person)
9. When you hear that someone has died, you can write to the relative
 - a) Please accept my best wishes.
 - b) Please accept my condolences.
 - c) Please accept my sad wishes.

10. In sad situations you can also say / write:

- a) I was so sorry to hear that.../about ...
- b) I have received your terrible news.
- c) I have just known your news.

Task 10.2. Write a wedding card to your friends according to the following plan and with the help of the phrases given below (you can prepare three cards):

Step 1: congratulate

First thing's first, congratulate the couple on their new union! This can be simple or elaborate.

Step 2: wish them well

Send positive messages for their future. If you've been married for awhile, it's also nice to include words of encouragement or wisdom.

Step 3: share a memory

If you're invited to the wedding, it's because you're special to the bride and groom. You've probably seen them grow both as individuals and as a couple. Share those moments they may have forgotten about.

Step 4: thank them

Show your gratitude for being part of their special day.

Step 5: sign off

End with warm wishes and a signature. Before you close, you can also reiterate your congratulations.

Phrases for wadding card

- I'm so glad I got to witness you two tie the knot!
- May your life together be filled with precious moments.
- Best wishes today and always
- I remember when you first met! We knew it was a match made in heaven.
- Thank you for inviting us be part of this joyous day.
- Congratulations, you two!
- Have a great honeymoon
- So excited for you! I've been waiting for this moment since you two started dating.
- Best of luck
- Remember when you used to talk about meeting your prince charming? Now you've found him!
- You two are perfect for each other. I look forward to watching you continue to grow as a couple.

Text Messaging Abbreviations & Shortcuts

Here's a list of popular **SMS (short message service) text message abbreviations** or text message symbols used to reduce typing when you are messaging on your cell phone, SmartPhone (iPhone, Samsung, Android, etc.), or on your computer keyboard. Some may call it "[internet slang](#)" or a form of "[leet](#)".

2moro Tomorrow
 2nte Tonight
 AEAP As Early as Possible
 ALAP As Late as Possible
 ASAP As Soon as Possible
 ASL Age / Sex / Location?
 B3 Blah, Blah, Blah
 B4YKI Before You Know it
 BFF Best Friends, Forever
 BM&Y Between Me and You
 BRB Be right Back
 BRT Be right There
 BTAM Be that as it May
 C-P Sleepy
 CTN Cannot talk now
 CUS See You Soon
 CWOT Complete Waste of Time
 CYT See You Tomorrow
 E123 Easy as 1, 2, 3
 EM? Excuse Me?
 EOD End of Day
 F2F Face to Face
 FC Fingers Crossed
 FOAF Friend of a Friend
 GR8 Great
 HAK Hugs and Kisses
 IDC I Don't Care
 IDK I Don't Know
 ILU / ILY I Love You
 IMU I Miss You
 IRL In Real Life
 J/K Just Kidding
 JC Just Checking
 JTLYK Just to Let You Know
 KFY Kiss for You
 KMN Kill Me Now
 KPC Keeping Parents Clueless

L8R Later
Abbreviations M to Z
MoF Male or Female
MTFBWY May the Force be with You
MYOB Mind Your Own Business
N-A-Y-L In a While
NAZ Name, Address, ZIP
NC No Comment
NIMBY Not in my Backyard
NM Never Mind / Nothing Much
NP No Problem
NSFW Not Safe for Work
NTIM Not that it Matters
NVM Never Mind
OATUS On a totally Unrelated Subject
OIC Oh, I See
OMW On My Way
OTL Out to Lunch
OTP On the Phone
P911 Parent Alert
PAL Parents are Listening
PAW Parents are Watching
PIR Parent in Room
POS Parent over Shoulder
PROP(S) Proper Respect / Proper Recognition
QT Cutie
RN Right Now
RU Are You
SEP Someone else's Problem
SITD Still in the Dark
SLAP Sounds like a Plan
SMIM Send Me an Instant Message
SO Significant Other
TMI Too Much Information
UR Your / You are
W8 Wait
WB Welcome Back
WYCM Will You Call Me?
WYWH Wish You Were Here
XOXOXO Hugs, Kisses, ...