

MINISTRY OF EDUCATION AND SCIENCE OF UKRAINE

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Methodological guidelines
for practical work
on the subject

‘Foreign Language for Business Communication’

*(for 2-year PhD students
of Transport Technologies specialties)*

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INTRODUCTION

The tasks are designed for PhD students studying English for Business Communication purposes. It is assumed that PhD students doing the tasks get detailed up-to-date information of using business English to play a role at work and in the community. It is also expected that PhD students doing these tasks have the knowledge of and ability to use English up to upper intermediate levels.

The tasks are based on the authentic texts concerning specifically business English. The units focus on the topics such as Meeting, Presentations, E-mailing etc.

The presented educational materials and the choice of tasks are supposed to provide practice in using the professional lexis, in reading and comprehending the specific information, also to give a reasonable motivation for mastering the basics of business English.

Words and phrases unique to the vocabulary of business English are italicized and defined as they are introduced.

Unit 1

Job information (A)



Some useful phrases.

I work for a software company.

I'm responsible for the development of new products.

It's a very challenging job.

I report directly to the Managing Director.

The job involves a lot of travelling.

I usually start work at 8 o'clock in the morning.

Do you usually drive to work?

How's the new job?

I really enjoy it.

The salary is good.

I'm very pleased I moved here.

How has the takeover affected you? Some people are going to lose their jobs. Some will take early retirement. There won't be any compulsory redundancies.

We need to recruit a new training manager.

What kind of person are you looking for?

We need someone with excellent communication skills.

Dialogues 1

Responsibilities

A: So, what exactly do you do in the company?

B: I'm responsible for new product development. I report directly to the CEO.

A: What does that involve?

B: I supervise a team of designers. We all have to think of new ideas, test them and develop the ones that we think will succeed.

A: It sounds challenging.

B: It is, but I really enjoy it.

Qualifications for the job

A: I hear you studied in Finland.

B: That's right. I did a degree in Engineering at Tampere Technical University and then I worked in a small software company in Helsinki.

A: Why did you decide to stay in Finland?

B: I was very interested in the job. I wanted to put my training into practice. The experience was very good and certainly helped me to get this job.

A typical day

A: What time do you start in the mornings?

B: I aim to get to work by 8 a.m. That means leaving home at 7:30. I usually cycle to work.

A: Are the hours flexible?

B: In theory, yes, but I normally finish at 4 p.m. I sometimes finish earlier if I take a very short lunch break.

A: Do you go out for lunch?

B: Occasionally, but I like eating in the company canteen.

Discussing a new appointment

A: What kind of person are we looking for?

B: We want someone who is already working as a Project Manager in a software house. He or she should have at least three years' experience.

A: What sorts of skills are needed?

B: Excellent communication skills are essential. The person we appoint will have a lot of direct contact with clients - we need someone who can present the company clearly.

A: Absolutely. So where can we find this person?

B: I think we should advertise with an on-line recruitment agency but we may have to use a firm of head-hunters.

Notes

I'm responsible for new product development.

We can also say:

*I'm in charge of new product development.
New product development is my responsibility.*

I report directly to the CEO.

This means the CEO is my boss. *CEO = Chief Executive Officer CFO = Chief Financial Officer MO - Managing Director*

What does that involve?

Notice that we use the *-ing* form of the verb after *involve*:

It involves attending a lot of meetings.

It involves working long hours.

It sounds challenging.

challenging means demanding, tough.

The job is a challenge.

I enjoy challenges.

I hear you studied in Finland.

Note how *hear*, *understand*, and *believe* are used in conversation:

I understand you spent some time in Japan.

/ believe you know Don quite well.

Possible responses:

That's right/Not really.

Yes, I was there for two years.

Yes, we're very good friends.

I did a degree in Engineering...

Other language for describing studies:

*/ did a **B.A.** (Bachelor of Arts)*

I studied for a MSc. /Master of Science!

I completed my studies last year.

I graduated from Oxford University in 1999.

I was very interested in the job.

Note the prepositions:

to be interested in, keen on, fascinated by

I usually cycle to work.

Other ways of getting to work - note the correct prepositions:

/ walk/go on foot.

I drive/go by car.

I take the train/go by train.

Are the hours flexible?

Phrases to talk about flexible working:

/ work flexible hours.

We have a 'flexitime' system.

...I like eating in the company canteen.

Another person may prefer to have a *takeaway* or to eat:
in 3 local restaurant.

at his/her desk.

in a sandwich bar.

from a market stall.

Excellent communication skills are essential.

Some key qualifications for a job:

We need someone who is very reliable.

We're looking for someone with strong leadership skills.

We want someone with a good 'track record'.

Absolutely.

In speech, *Absolutely* means I agree/You're right.

... we should advertise with an on-line recruitment agency ...

We can find staff in a *recruitment* or *employment* agency.

How do you recruit staff?

Do you advertise in the local/national newspapers?

British/American differences

British	American
<i>flexitime</i>	<i>flextime</i>
<i>takeaway</i>	<i>takeout</i>
<i>Note: To be keen on is only used in British English. It is not used at all in American English.</i>	

Job information (B)

Dialogues 2

Working conditions

A: Are you pleased you moved to the Bangkok office?

B: Yes I am. **The atmosphere is very relaxed** and I have a good group of colleagues. There's a great mix of nationalities and we often go out for dinner or for a drink after work. **Everyone is on first name terms.**

A: **Don't you find it very hot there?**

B: Bangkok is hot, yes, but the offices are very comfortable. All the buildings and cars are air-conditioned. **I have no regrets about moving.**

Financial rewards

A: What kind of salary do you think we should offer for the new sales manager's job in Almaty?

B: It's difficult to say. We would normally pay **\$50 000 a year plus commission** for a job with these responsibilities, but I don't know about the cost of living in Kazakhstan and I have no idea about **the level of local salaries**.

A: **Neither have I.** I'll talk to Balgira Karakas about it. She's originally from Almaty - I think she's working in our Dacca office at the moment.

Job benefits

A: How's the new job?

B: I'm very happy with it. The salary is reasonable - not quite as good as in the last job but **the company really looks after its people**.

A: How do you mean?

B: Well, **I have free use of the company gym** and health club, they pay for all my phone calls and I get excellent medical insurance. Sickness pay and holidays are very good and the **promotion prospects are excellent**.

A: You're lucky.

B: Yes, I am -they even give us a season ticket for the local football team!

Retirement and redundancy

A: **How has the takeover affected the company?**

B: Well, the new owners are going to close down a plant in Manila and another in Dubai. **About 300 people are going to lose their jobs**.

A: That's terrible.

B: Actually it's not quite as bad as it seems. Most of the staff will be offered jobs in other plants and **quite a few want to take early retirement**.

A: So **there are no compulsory redundancies?**

B: Very few.

A: That's good news.

Notes

The atmosphere is very relaxed ...

The working atmosphere can be *formal* or *informal*, **It** can also be *stressful* or *relaxed*. **Everyone is on first name terms**.

In an informal environment, staff are probably *on first name terms*- they use first names rather than surnames.

Don't you find it very hot there?

Note that the use of *Don't* at the beginning of this question expects the answer *Yes*. If the answer is *No*, the speaker must emphasise the answer, e.g.: *Not really*. *No, not at all*.

I have no regrets about moving.

Expressing feelings:

I don't regret moving here at all.

I'm happy to be here.

I'm very pleased I moved-

... \$50 000 a year plus commission ...

Commission is the payment made to sales people depending on how much they sell.

... the cost of living ...

The *cost of living* is the expense of living in a country.

The *standard of living* is how well you can live in a country.

... the level of local salaries.

Salaries are normally paid monthly.

Wages are normally paid weekly.

Neither have I.

Note the word order after *neither*.

I didn't go to university. - Neither did I.

I'm not going to move. - Neither am I.

so follows the same rule:

I studied in Moscow. - So did I.

I'm moving to Tashkent. - So am I.

I like working here. - So do I.

... the company really looks after its people.

Phrases for describing your employer:

It's a great/terrible company to work for.

I have a very good/an awful boss.

... I have free use of the company gym ...

Some other benefits (if you are lucky!):

They pay for all my phone calls.

I get excellent medical insurance.

I have a good daily allowance.

... promotion prospects are excellent.

The speaker has a very good chance of getting a better paid job with more responsibility in the company.

How has the takeover affected the company?

Note the use of the verb *to affect*.

How has the takeover affected you? Compare:
What has been the effect of the takeover on the company?

About 300 people are going to lose their jobs.

This is more neutral than:

*They are going to fire/sack fifty people, or
Fifty people are going to be fired/sacked.*

... quite a few want to take early retirement.

Note that we *take* early retirement. Other expressions:

I'd like to retire early.

I'm not looking forward to retirement.

... there are no compulsory redundancies.

Note how we talk about *redundancy*.

Will anyone be made redundant?

I was made redundant last year.

Most of the redundancies will be voluntary.

British/American differences

British	American
<i>football team</i>	<i>soccer team</i>
<i>compulsory</i>	<i>mandatory</i>
<i>redundancies</i>	<i>layoffs</i>
<i>to be made redundant/to be laid off</i>	<i>to be laid off</i>
<i>I didn't go to university</i>	<i>I didn't go to college</i>
<i>I have a good daily allowance.</i>	<i>I have a good per diem.</i>
<i>To sack</i>	<i>to fire/dismiss (also used in</i>
British English)	
Note: To <i>fire</i> is less formal than to <i>dismiss</i> in British and American English.	

Job information (C)

Practice

1 Complete the sentences with a form of the word in brackets.

EXAMPLE: John is now Head of.*recruitment*.....(recruit)

a Because of the factory closure, 500 people are going to be made.....(redundancy)

b I'm in charge of.....(develop)

c The company provide free motor.....(insure)

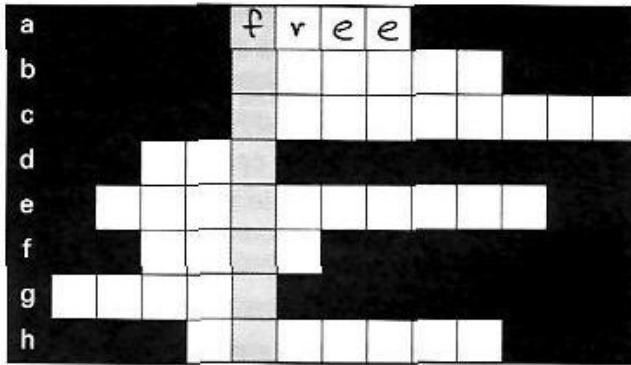
d I'm planning to.....next year.(retirement)

e It is a very.....place to work(stress)

f Do you know who the new.....of the company are? (own)

- g We need a manager with excellent.....skills. (lead)
- h I have good.....prospects in my new job.(promote)
- i It's a very.....job. (challenge)
- j It's a job with a wide range of..... (responsible)

2 Complete the missing word in the sentences and then put them in the grid. The letters in the tinted panel will spell a key word.



- a You don't need to pay. Use of the gym is ...*free*....
- b Is the cost of.....high in Norway?
- c We need a person with.....communication skills.
- d There is a good.....of nationalities in the office.
- e Are you planning to take early.....?
- f I understand some.....will be lost after the takeover.
- g Do you know the.....of local salaries?
- h My employer provides free.....insurance.

3 Match the statements and questions with the responses.

- | | |
|--|--|
| 1 I understand Frank used to work in Japan | a Fine, thanks. |
| 2 How are you? | b Yes, the directions were very clear. |
| 3 I usually walk to work. | c At 4 p.m. |
| 4 Did you have a good journey? | d Yes, I am. |
| 5 I don't have any regrets about moving. | e That's right, it was five years ago. |
| 6 Is it a good place to work? | f Neither do I. |
| 7 Are you looking forward to retirement? | g It can be. |
| 8 When did you graduate? | h Absolutely! |
| 9 What time do you leave work? | i So do I. |
| 10 We need someone who is very reliable. | j In 2001. |

1	2	3	4	5	6	7	8	9	10
e									

4 Complete the sentences with a preposition.

EXAMPLE: I'm in charge*of*.....IT Services.

- a I'm responsible.....recruitment
- b I report.....the Human Resources Director.
- c I take care.....everyday office procedures.
- d I studied.....my degree at Edinburgh University
- e I have no regrets.....taking my current job.
- f Isn't the cost.....living very high?
- g I have free use.....the company swimming pool.

5 Respond to the statements with *so* or *neither*.

EXAMPLE: I'm going to lose my job.

So am I.....

- a I didn't want to take early retirement.
.....
- b I went to University in France.
.....
- c I'm not going out this evening.
.....
- d I usually start at 8.00 a.m. in the morning.
.....
- e I don't like eating in the company canteen.
.....
- f I wasn't interested in my previous job.
.....
- g I was very happy in Thailand.
.....
- h I'm in the paper industry.
.....

6 Match the two parts of the sentences.

- | | | |
|---|---------------------------------|---|
| 1 | I graduated | a. for a degree in Business Administration. |
| 2 | I report | b. by car. |
| 3 | I studied | c. plus commission. |
| 4 | I go to work | d. to early retirement. |
| 5 | We need to advertise | e. in the local newspaper. |
| 6 | We offered her a salary of S60I | f. to the Chief Project Manager. |
| 7 | The company looks | g. after its staff well. |
| 8 | I'm looking forward | h. from university five years ago |

1	2	3	4	5	6	7	8
h							

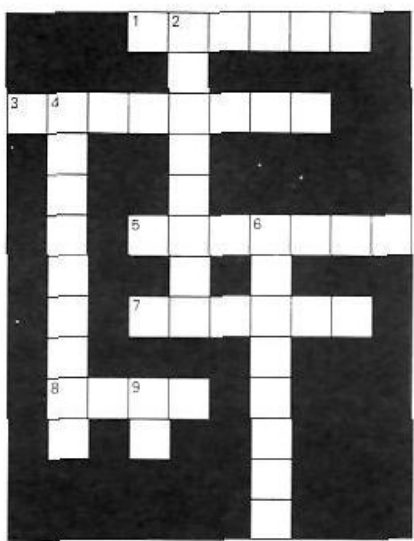
7 Complete the crossword.

Across

- 1 I work for a recruitment.....
- 3 I don't have time to eat in a restaurant at lunchtime. I usually have a.....
- 5 The meals in the staff.....are excellent.
- 7 I used to be paid....., now I'm paid monthly.
- 8 I can't afford to live here. The.....of living is too high.

Down

- 2 She is an Oxford University.....
- 4 The company provides a very good daily.....for living expenses.
- 6 The company has changed enormously since the.....
- 9 'I'm moving to Istanbul next year.'
'Really?.....am I!'



Unit 2 Telephoning (A)



Some useful phrases.

Can I speak to Peter Safin, please?

Speaking.

Are you busy?

Can I call you back?

Please hold on.

Sorry to keep you waiting.

I'll transfer you.

What's the area code for Dublin?

Dial 9 to get an outside line.

Press the star key twice.

This is a very bad line.

You're breaking up.

The reception is very bad.

Would you like to leave a message?

Leave a message on my voicemail.

I'm in a meeting. I'll call you back.

I think we've covered everything.

Speak to you soon.

Bye for now

Dialogues 1

Beginning a call

A: I'd like to speak to Max Reed, please.

B: Just one moment. I'll connect you ... You're through now.

C: Max Reed speaking.

A: Hi, Max. Simon here.

C: Hi, Simon. How are you?

A: Fine. And you?

Checking information

A: Hello.

B: Hello, John. Sven here. Did you get my email?

A: Yes, it's right here in front of me.

B: Fine. I thought it would be quicker to phone than send you another message.

I wanted to run through some of the arrangements for Tuesday...

Asking the caller to hold

A: Sorry to keep you waiting so long. Could you hold on a little longer? The network is very slow today.

B: How long do you think it is going to take to find the information?

A: It won't be long now. Right. Here we are. The figures you need are ...

Asking the caller to leave a message

A: I'm trying to get hold of someone in your sales department. Are you having problems with your phone system? I was cut off earlier and now there is no reply.

B: Just a moment, please. I'll try the number for you. Yes, I'm afraid there's no reply from the department. They must be at lunch. **Would you like to leave a message and I'll get someone to call you when they get back.**

A: Thanks. My name's Baz Mehot and the number is 453980.

Making sure you understand

A: Can I speak to Teresa Riller? **I understand that she is looking after Sales while Marco Stam is on parental leave.**

B: That's right, but **I'm afraid she's not here at the moment** Can I take a message?

A: Thanks. Could you say that Pieter Baumgartner called and ask her to call me back?

B: Can you spell your name, please?

A: Baumgartner is B-a-u-m-g-a-r-t-n-e-r. I'm at the Rainbow Hotel in room 13.

B: Is that 13, one three, or 30, three zero?

A: Thirteen, one three.

B: Thanks. I'll pass on the message.

Ending a call

A: ... OK. **Have we covered everything!**

B: I think so. You just need to let me know when you can send the report.

A: That's right. I'll send you a message when I get back to the office. **Anyway, thanks for calling.**

B: No problem. I'll wait to hear from you.

Notes

I'd like to speak to Max Reed, please.

Some other phrases for checking if someone is available:

Is Max Reed there?

Can I talk to Max Reed?

Is Max Reed available?

Hi, Max. Simon here.

This is an informal greeting. More formal greetings include:

Hello, Mr Reed. This is Simon Speedwell speaking.

Mr Reed. Hello, it's Simon Speedwell here.

I wanted to run through ...

We often introduce the topic politely by using the past tense. We can also use *I'd like to...*

For example:

I wanted to run through the arrangements.

I wanted to ask you a question.

I wanted to know about your travel plans.

I'd like to ask you a question.

Sorry to keep you waiting ...

Some other phrases to use when someone is waiting on the phone:

Could you hold on?

Do you mind holding.

Would you like to leave a message?

Would is used to introduce a polite offer.

Note also:

Would you like me to check?

Would you like to call back later?

Would you like to hold on?

... I'll get someone to call you when they get back.

Note the use of the simple present tense *when they get...* in this sentence:

*I'll call you **if I can**.*

*I'll phone you **when they arrive**.*

*I'll let you know **if I hear anything**.*

*I'll fax you **if I remember the name**.*

I understand that she is looking after Sales ...

Language that indicates that you already have some information:

I understand that you're coming to Warsaw next week.

I hear that Pedro is moving to Singapore.

I see (that) they're going to open a new office in Paris.

... Marco Stam is on parental leave.

Some other reasons for absence include:

He's on paternity leave.

She's on maternity leave.

She's taking compassionate leave.

He's ill.

She's on holiday.

He's left for the day.

... I'm afraid she's not here at the moment.

Use *I'm afraid* or *I'm Sorry* to when passing or unwelcome information.

I'm afraid I can't help you.

I'm sorry I'm going to be late.

I'm afraid I can't find the information you need.

Have we covered everything?

Note how we signal that a call is coming to an end:

So is that everything?

Is that all?

Anyway, thanks for calling.

Other ways of bringing a call to an end:

Right, I'll check the details and call you back.

I think that's everything.

Is there anything else?

British/American differences

British	American
<i>parental leave</i>	<i>family leave</i>
<i>compassionate leave</i>	In American English the term <i>bereavement leave</i> is also used.
<i>She's on holiday.</i>	<i>She's on vacation.</i>

Telephoning (B)

Dialogues 2

A voicemail message

This is Ann Forsell's voicemail. I'm sorry I can't take your call at the moment, but please leave a message and I'll get back to you. Alternatively you can leave a message with my assistant. His number is 0046, (that's the country code for Sweden), 01, (that's the area code), 2132. Many thanks.'

Leaving a message

'Hi, Fiona. I've been trying to get hold of you all morning so I hope you get this. Please call Sara Remondi as soon as you can. **It's about the meeting next month.** Unfortunately **I can't make it** so we need to talk urgently. It's two o'clock my time by the way and I'll be going home in three hours. Bye for now.'

You can't talk

A: Hello.

B: Hi, John. **Can you talk?**

A: Not really. **I'm in a meeting.** Can I call you back in, say, fifteen minutes?

B: Sure. Speak to you later. It isn't urgent.

The reason for calling

A: Can you hear me now? I couldn't hear you very well earlier. The reception was terrible. Anyway, how are you?

B: Fine. **I was just ringing to check the time** for next week's meeting. Is it still three o'clock?

You can't hear the caller

A: Hello.

B: Hello. **Sorry, I can't hear you very well.** I'm in a restaurant and they have just started playing some loud music

A: I didn't catch that.

B: **I'll just go outside.** Just a moment. Can you hear me now?

A: Yes, that's much better. I'm glad you're enjoying yourself.

You have to end the call

A: John, Peter has just arrived. I'll call you when I get back to London.

B: Fine. I'll be here until 5. Speak to you later. Bye.

A: Bye.

An automated message

'Welcome to Haznor Business Systems. This is a toll-free number. Please choose one of the following four options. **If you are calling about an existing order, please press 1.** If you wish to place a new order, press 2...'

Notes

This is Ann Forsell's voicemail.

Some other formal opening phrases for voicemail are:

You're through to Ann Forsell's voicemail.

You've reached Ann's voicemail.

An informal opening:

Hi. Ann here. Sorry I can't take your call at the moment but leave a message and I'll get back to you.

It's about the meeting next month.

Calls often begin with:

I'm calling/ringing about (your flight).

John, about (your flight to Paris).

... I can't make it...

Make is often used instead of *attend* in informal usage:

Unfortunately, I can't make the next meeting.

I can't make Friday but Thursday would be fine.

Will you be able to make it?

Can you talk?

Other useful phrases for checking if the person you want to talk to is free, and some replies:

Are you busy?

Are you free to talk?

Have you got two minutes?

Can I call you back?

It's difficult at the moment.

This is a good time to talk.

I'm in a meeting.

Some other reasons why you cannot take a call:

I'm not at my desk.

I'm driving. (ITU just pull over.)

I'm just getting on a train.

I've just arrived at the airport.

I haven't got my diary with me.

I was just ringing to check the time ...

I was just ringing/calling ... is a useful alternative way to start a call:

I was just calling about the meeting next Friday.

I was just ringing to see if everything's OK for tomorrow.

I was just calling to ask for some advice.

Sorry, I can't hear you very well.

Some other phrases to use when reception is bad:

Sorry, could you repeat that?

Could you say that again ?

I'm sorry, I didn't catch that.

I'm afraid the line's bad. Did you say fifteen?

Could you speak louder? The line's very bad.

I'll just go outside.

Use *will* when you offer or promise to do something.

I'll call you when I get back to London.

I'll be here until 5.

I'll tell her you called.

I'll make sure she gets the message.

I'll get back to you as soon as I can.

If you are calling about an existing order, please press 1.

Some other 'automated' instructions:

Press the star key twice.

Press the hash/square key.

*Press 5 to speak to the operator.
Please replace the handset.*

British/American differences

British	American
Differences in expressing time:	
<i>Monday to Friday</i>	<i>Monday through Friday</i>
<i>ten past six</i>	<i>ten after six</i>
<i>the ninth of December</i>	<i>December ninth</i>
<i>24-hour clock:</i>	<i>12-hour clock:</i>
<i>9:00, 17:00</i>	<i>9 a.m., 5 p.m.</i>
Note: In the UK both 12-hour and 24-hour clocks are used but in the US the 24-hour clock is generally used only by the military. Some differences in saying telephone numbers:	
<i>360-4458 = three six oh, double-four five</i>	<i>360-4458 = three six zero,</i>
<i>forty-four fifty-eight</i>	<i>eight</i>
Other differences	
<i>Mobile phone</i>	<i>cell(ular) phone</i>
<i>directory enquiries information</i>	<i>directory assistance/</i>
<i>dialled</i>	<i>dialed</i>

Telephoning (C)

Practice

1 Complete the sentences using the verbs from the box below. Use each verb once only.

press try call hear leave keep want say hold hang get

- EXAMPLE: I'm trying to .. *say*.... hold of Peter Ince.
- a Would you like to.....a message?
- b I can't.....you very well. Please speak up.
- c Could you.....on, please? I won't be long.
- d Sorry to.....you waiting.
- e Can I.....you later?
- f If you.....to place an order,.....the star key.
- g I'll.....someone to call you later.
- h He didn't.....when he would be back in the office.
- i Please don't.....up. I'll.....the number again.

2 Write what you would say in these situations. Refer to the dialogues and notes.

EXAMPLE: You are the manager. The phone rings and you pick it up. The caller asks 'Is that the manager?' What do you say?

Yes,[Tina Forget] speaking

a our female colleague is off work as she has just had a baby. What do you say to the caller who wants to speak to her?
.....

b You are in a meeting and you receive a call on your mobile phone. You cannot speak. What do you say?
.....

c Leave a message on your colleague Peter's voicemail. Say that you called and ask him to call back when he gets the message.
.....

d You don't catch the caller's name. Ask him to spell it.
.....

e A colleague phones to let you know her hotel room number but you can't hear her very well. You are not sure whether it is fifteen or fifty. What do you say?
.....

3 Complete the sentences with a preposition.

EXAMPLE: I'll call you ... *in*.....ten minutes.

a I'm trying to connect you. Could you hold.....?

b When are you going.....holiday?

c I'm calling.....the order I placed last week.

d Could you pass.....a message for me?

e I'll write to you.....two weeks' time.

f Tom is.....paternity leave.

4 Choose an appropriate response.

1 What's the time in New York?

a Sure, what's your number?

2 When will Eleanor be back?

b Speaking.

3 Is that Tariq Meltam?

c Yes, of course. Let me just find a pen.

4 Is Mr Rotund there?

d Nine a.m.

5 Have a good weekend.

e Yes, it's right here.

6 Did you get my email?

f Yes, it's 09.

7 Could you call me back?

g Yes, he has just come into the office.

8 Can you take a message for me?

h In ten days' time.

9 Do you know the code for Helsinki?

i Thanks. You too.

5 Complete the sentences with *will* or the present simple tense.

EXAMPLE: I (give) him the message when I (see) him.

I'll give,*him the message when I see him*.....

a I (tell) him you called.
.....

b If I (find) the information, I (let) you know immediately.

-
- c If Peter (not come back) from sick leave soon, we (need) to find a replacement.
-
- d If you (push) that button, you (disconnect) the caller.
-
- e What (do) if you (not find) Sergei's number?
-
- f If I (not find) his number, I (call) directory enquiries.
-

6 Complete the sentences with one of the alternatives.

- EXAMPLE: Press the *hash*....key. hash/button/door
- a Replace the..... reception/handset/operator
- b Make a.....call. toll-free/star/line
- cAnne's voice mail. Here is/This is/Hello to
- d I couldn't.....hold of John. gel/take/make
- e Please don't.....up. hang/hold/take
- f Don't forget to.....your mobile phone. turn off/close/drop
- g Did you dial the.....code first? area/secret/town

7 Put the dialogue in the right order

- a Speaking.
- b Hi Tarmo.
- c Thanks, Tarmo
- d I'll do it now.
- e Of course,
- f Did you get my message?
- g You'd like me to send directions to the office.
- h Can I speak to Tarmo Star please?
- i Yes that's right.
- j Could you send them today?
- k Yes I did.
- l See you soon.
- h,..a,.....

8 Match the two parts of the sentences.

- | | |
|----------------------------------|------------------------------------|
| 1 Press the star key | a on hold for a minute. |
| 2 Could you leave a message | b a conference call for next week. |
| 3 I'll call you | c take the call at the moment. |
| 4 Please wait. I'll just put you | d the wrong number. |
| 5 I'm sorry, I must have dialled | e to return to the main menu. |
| 6 We need to set up | f with directory enquiries. |
| 7 I need to check the number | g for me on my voicemail? |
| 8 I'm sorry but I can't | h when I get back to my office. |

Unit 3
Entertaining and
socializing(A)



Some useful phrases.

Would you like tea or coffee?

How do you like your coffee?

Can I have a soft drink?

Could you translate the menu for me, please?

Do you have an English menu?

We're ready to order.

That was delicious.

Can I have the bill please?

So where do you live?

In a small town not far from Milan.

Did you watch the match on TV last night?

Where are you going for your holidays this year?

We're planning to go to Italy.

I've been invited to dinner with the Managing Director this evening.

I'd like to take a small present. Do you have any suggestions?

I'm sure she'd like some flowers.

It's a formal dinner.

We're having an informal reception.

Dialogues 1

Coffee or tea?

A: Would you like some coffee?

B: Do you have any tea?

A: Yes, we do. Do you take milk and sugar?

B: No thanks.

C: Can I have a soft drink, please?

A: Yes, of course. We have some orange juice and some sparkling water.

C: I'll have an orange juice, please.

Translating the menu

A: I hope you like Russian food. Let me translate the menu for you. I recommend the set menu which is 'borsch' - that's beetroot soup, followed by 'buglama', which is a kind of lamb stew cooked in spices - it comes with mashed potato and salad.

B: Sounds good. What about dessert?

A: There's a choice of ice cream.

B: I'm happy with that. Let's order.

Ordering a meal (1)

A: We're ready to order. To start, I'd like chicken soup and my colleague would like the grilled sardines.

B: Thank you. And for your main course?

A: I'd like fried chicken and French fries and, was it roast duck and boiled rice?

C: That's right. With a green side salad, please.

B: Thank you. And to drink?

A: We'd like a bottle of sparkling water, please?

Ordering a meal (2)

A: Are you ready to order?

B: Yes please. I'd like the steak, please.

A: How would you like it cooked?

B: Medium rare.

A: Thank you. Are you having a starter?

B: No thanks. I'm in rather a hurry.

Paying the bill

A: That was very good. Can we have the bill, please?

B: Here you are, sir.

A: Excuse me, but could you tell me what this is for?

B: It's for the bread.

A: Oh yes, I see. Do you take credit cards?

B: I'm sorry, we don't. If you need some cash, there's a cash machine just across the road.

Notes

Would you like some coffee?

You can also ask if someone would like a drink or snack by using the word with rising intonation:

More coffee? Tea? Sugar? Milk?

Do you take milk and sugar?

Also note:

How do you like your coffee?

Just a little milk, please.

Help yourself to milk and sugar.

No milk for me, thanks.

Can I have a soft drink, please?

Soft drinks are non-alcoholic drinks:

fruit juices include orange juice, apple juice, grapefruit juice

I'd prefer water.

Would you like sparkling or still water?

Let me translate the menu for you.

When you need a translation:

Could you translate the menu?

What's that in Italian?

Do you have an English menu?

... 'Borsch', that's beetroot soup,...

Language for explaining the menu:

It's a speciality of this region.

Would you like to try one of the 'specials'?

It's a kind of soup.

It tastes like chicken.

It's delicious. I recommend it.

We're ready to order.

Or the waiter/waitress can say:

Are you ready to order?

Can I take your order?

And for your main course?

Stages of a meal:

I don't really want a starter.

Can I see the dessert menu?

Thank you. That was very good/delicious.

I'd like fried chicken ...

Some methods of cooking:

roast (roast duck, roast beef)

boiled (boiled rice, boiled potatoes)

steamed (steamed vegetables, steamed fish)

grilled (grilled sardines!)

Medium rare.

Other ways of cooking steak:

rare, medium, well done

Can we have the bill please?

The waiter might ask:

Would you like anything else?

Possible replies:

No, just the bill, please.

Another coffee, please.

Excuse me, but could you tell me what this is for?

Asking about the bill:

Sorry, I don't understand the bill.

Is service included?

We ordered one salad but you've charged us for two.

Do you take credit cards?

Other useful phrases:

Can I pay by card?

How much do you normally tip? (not a question we usually ask the waiter!)

... there's a cash machine just across the road.

A *cash machine*, *cash dispenser* or *cash point* (UK) = an ATM (Automatic Teller Machine) {US}

British/American differences

British	American
<i>Do you take milk and sugar?</i>	<i>Do you use milk and sugar?</i>
<i>beetroot soup</i>	<i>beet soup</i>
<i>mashed potato</i>	<i>mashed potatoes</i>
<i>Can I have the bill please?</i>	<i>Can I have the check please?</i>
<i>a starter</i>	<i>an appetizer</i>
<i>Is service included?</i>	<i>Is the gratuity included?</i>

Phrases for beginning meals: There is no special phrase in English for starting a meal. If something is said, it might be *bon appetit* or, informally, *Let's start*. If wine is served. *Cheers* or *To your health* can be used.

Entertaining and socializing (B)

Dialogues 2

Where you live

A: Where do you live, Xavier?

B: In Sitges, near Barcelona.

A: Oh, I know Barcelona very well. It's one of my favourite cities.

B: And mine. Sitges is a beautiful little town just along the coast from Barcelona. I've lived there all my life. **It's a great place for a holiday** but best to go out of season.

Starting a conversation

A: Did you see the football match last night?

B: Yes, I did. I thought Owen played very well.

A: So did I. I thought his first goal was fantastic. **So you like football, do you?**

B: I quite like it. I watch international matches and I follow my local team, but I prefer basketball.

Family matters

A: Where are you going for your summer holiday?

B: I'm going to the French Alps with the family. We all want to do different things, so it's a great place for us. **My son and daughter can go mountain biking**, and my partner and I can go walking and play some golf.

A: How old are your children?

B: Eleven and thirteen. What about you? **Do you have any children?**

A: Yes, but they're all grown up. They don't want to come on holiday with us any more.

Cultural advice

A: I've been invited to dinner with Paulo and Maria this evening but **I don't know what to wear**. I'd also like to take a small present. Do you have any suggestions?

B: Just be casual. **I'm sure they'd appreciate some flowers** and maybe something from Scotland.

A: I've got a box of Scottish biscuits with me.

B: That would be fine.

Sensitive issues

A: I'm looking forward to meeting David this afternoon.

B: Oh, haven't you heard? He's left the company.

A: I'm sorry to hear that. What happened? I thought he was doing very well with you.

B: He was, but there were a few problems. I'm afraid **I can't really go into it now.**

A: I understand. Tell me another time.

Notes

Where do you live, Xavier?

Note how English speakers often use a person's first name to be friendly and engaging. Note, however, that this is not appropriate in all cultures.

Oh, I know Barcelona very well.

A typical expression/response for keeping a conversation going - some other possibilities:

Oh, I've been there.

Really? What's it like?

Lucky you!

That's a nice place to live.

It's a great place for a holiday...

Some other ways of recommending (and not recommending) somewhere for a holiday

I always spend my summer holidays there.

You must go there.

I wouldn't recommend it.

It isn't a good place for a holiday.

Did you see the football match last night?

Not everyone likes football! Some other ways to open a conversation:

How was the weather when you left home?

Have you seen any good films recently?

Have you bought any souvenirs?

So you like football, do you?

Note the use of the 'question tag' for engaging the other speaker:

Terrible weather, isn't it?

You're working next week, aren't you?

Liz is coming this evening, isn't she?

Where are you going for your summer holiday?

Keeping the conversation going:

Do you travel a lot on business?

What are you doing at the weekend?

What are your first impressions of the town?

My son and daughter can go mountain biking,..

Note some verbs which go with sports:

go biking/swimming/riding

play tennis/golf/football

do gymnastics/weightlifting

Do you have any children?

Talking about your relatives:

My uncle/aunt worked for the company.

My niece/nephew lives in Canada.

My cousin is getting married next year.

...I don't know what to wear.

Some advice:

It's very informal.

Wear something casual.

You'll need to wear a collar and tie.

What you're wearing is fine.

I'm sure they'd appreciate some flowers ...

They'd appreciate ... means They'd really like...

I'm Sorry to hear that.

Other possible responses: *fi really?*

That's a shame!

I don't believe it!

...I can't really go into it now.

When you would prefer not to say anything:

Sorry, but I don't really want to talk about it.

Do you mind if I tell you later?

Can we talk about it later?

I understand.

A useful response to demonstrate that the speaker is happy to be told the news another time. Alternatively: *No problem!*

British/American differences

British

football match

summer holiday

a box of biscuits

You'll need to wear a collar and tie.

American

soccer game

summer vacation

a package of cookies

You'll need to wear a shirt and tie.

Entertaining and socializing (C)

Practice

1 Write what you would say in these situations. Refer to the dialogues and notes.

EXAMPLE: Tell the waiter/waitress that you would like to order your meal.

We're ready to order. I'd like to order

a You don't understand the menu written in Turkish. Ask a colleague for help.

.....

b Order something to eat in a restaurant.

.....

c Ask for the bill.

.....

d Check an item on the bill that you do not understand.

.....

e Ask a business acquaintance where he/she lives.

.....

f Say something about where you live.

.....

g Say something about your holiday plans for the year.

.....

h You hear that a business contact has left the company. What do you say?

.....

2 Complete the sentences with a preposition.

EXAMPLE: How do you say that... *in*.....English?

a What would you like.....your main course?

b The grilled chicken comes.....fried potatoes.

c Help yourselves.....salad.

d Can I pay.....credit card?

e Sydney is a great place.....a holiday.

f Where are you going.....holiday this year?

g I can't really go.....detail now.

h Can we talk.....it later?

3 Complete the phrases 1-8 with the verbs in the box and match them with a-h to make questions.

accept	have	wear	take	see	happened	watch	know
--------	-----------------	------	------	-----	----------	-------	------

<p>1 Can I.<i>have</i>.....</p> <p>2 Do you.....</p> <p>3 Do you.....if there is</p> <p>4 Do you.....</p> <p>5 Would anyone like to.....</p>	<p>a. to David? Is he OK?</p> <p>b. the basketball game yesterday?</p> <p>c. the dessert menu?</p> <p>d. credit cards?</p> <p>e. sugar in your coffee?</p>
---	--

6 Did you.....	f. to the reception?
7 What clothes should I.....	g. a cash machine nearby?
8 What has.....	h. the chicken and vegetable soup, please?

1	2	3	4	5	6	7	8
h							

4 Complete the dialogue. Choose from the phrases in the box below.

a I wasn't surprised	e Sarah is leaving the company next month
b So, what's happening at work	f Yes, I heard that
c I thought she really enjoyed her job	g How are things
d Fine, thanks	h Really

- A. Hi Nigel. 1.....?
- B. 2..... 3.....?
- A. Some sad news I'm afraid. 4.....
- B. 5.....
- A. I couldn't believe it. 6.....
- B. 7.....? 8.....

5 Choose an appropriate response.

- | | |
|---|------------------------------|
| 1. Do you have any turkey? | a. Yes, I did. |
| 2. Do you take sugar? | b. It's a kind of bread. |
| 3. And for your main course? | c. I understand. |
| 4. Excuse me, what's this for? | d. It's a service charge. |
| 5. And what would you like to drink? | e. Tea, please. |
| 6. How would you like it cooked? | f. I'm very sorry, we don't. |
| 7. Did you play golf yesterday? | g. I'll have the chicken. |
| 8. I can't really discuss this now. | h. Not really. |
| 9. Would you recommend Elohllleh for a holiday? | i. I'd like it fried. |
| 10. What's a 'tortilla'? | j. No, thanks. |

1	2	3	4	5	6	7	8	9	10
f									

6 Which of the following sports and activities go with the verbs *play* and *go*. Look the words up in a dictionary if you do not know them.

walking	golf	tennis	climbing	badminton	volleyball
hiking	basketball	diving	snorkelling	ping pong	cycling
sailing					

play.....
go.....

7 Complete the sentences using the words in the box.

niece	nephew	aunt	cousin	uncle
-------	--------	------	--------	-------

- a My brother's son is my.....
- b My mother's sister is my.....
- c My brother's son is my daughter's.....
- d My father's brother is my.....
- e My sister's daughter is my.....

8 Put the dialogue in the right order.

- a What are you going to do while you're there?
 - b Why Hereford?
 - c It's a beautiful part of the world
 - d Where are you going
 - e To the UK.
 - f and we have some friends who live there.
 - g We're staying in a small hotel in Hereford.
 - h for your holiday this year?
 - i We're planning to do some walking
 - j and there are some excellent places to eat.
 - k Maybe next year.
 - l You must go there.
- ..d,..h,..e,.....

**Unit 4
Travel (A)**



Some useful phrases.

I'd like an aisle seat, please.

I'd like to sit next to my colleague.
I only have one bag to check in.

I'd like to book a hire car for three days.
Do I need an international driving licence?
How would you like to pay?
Do you take credit cards?

A single to Munich, please.
Do I need to reserve a seat?
Is the seat reservation included in the price of the ticket?

Do you have a double room for two nights?
A non-smoking room please, with a bath and a balcony.
We need your credit card number to hold the reservation.

I'm calling from room 21.
The TV doesn't work.
The bed hasn't been made.
I'd like to change my room.

I don't have any cash on me.
That's OK. You can pay by credit card.

Dialogues 1

Checking in for a flight

A: Can I have your ticket and passport, please? Thank you. **Would you like an aisle or a window seat?**

B: I'd like an aisle seat if possible.

A: OK. I have given you a seat in the exit row. Is that all right?

B: Yes, that's fine. Thanks. And I'd like to sit next to my colleague if possible.

A: I'm sorry. We don't have any more seats together. Could you talk to the cabin attendant when you board the plane?

Hiring a car

A: Hello, **I'd like to book a hire car** for three days from March 14th -17th, please. Do I need an international driving licence to drive here?

B: No, but there is a charge for an extra driver.

A: So how much will it cost in total?

B: \$300. **How would you like to pay?**

A: By credit card, please.

Taking the train

A: **A single to Munich, please.**

B: First or second class?

A: First class, please.

B: OK. That will be 70 euros. Please sign here.

A: **Do I need to reserve a seat?**

B: No, the seat reservation is included in the price.

Booking a hotel

A: Wellington Hotel. Can I help you?

B: Yes, I've been trying to book a room on your hotel website but I can't complete the booking. **C:** Sorry, sir. I can do the booking for you.

A: Thank you. **I'd like to book a twin room** for two nights, the 12th and 13th of June.

B: Just one moment. I'll check our availability. Can I have your name please?

A: Yes, it's Cook. **I won't be arriving until 11:00 p.m.** Do you need my credit card number to hold the reservation?

B: Yes, please.

Checking into a hotel

A: Hello, **I have a reservation in the name of Perry.**

B: I'm sorry. I cannot find a booking in that name. Did you book the room yourself?

A: No, my company, Carditis, booked it.

B: Ah yes, here it is. **Could you fill in this form, please?** Would you like a smoking or non-smoking room?

A: A non-smoking room, please, with a bath and a balcony if possible.

B: We have a non-smoking room with a balcony on the 10th floor. Enjoy your stay.

Notes

Would you like an aisle or a window seat?

Seating preferences:

I'd prefer an aisle seat.

I don't really want a middle seat.

Do you have a seat in the exit row?

I'd like to change my seat.

... I'd like to book a hire car...

Useful phrases when you need to hire a car:

Is there a charge for an extra driver?

Does it include insurance?

Where do I return the car?

Do you need my driving licence?

How would you like to pay?

Other language for making payments:

How do you want to pay?

Are you paying by cheque/credit/debit card?

I'd prefer to pay in cash.

A single to Munich, please.

Useful language at the ticket office:

I'd like a first class return to London, please.

Which platform do I need?

Is there a buffet car?

Do I need to reserve a seat?

More language for making reservations:

Do I need to book in advance?

Are seat reservations compulsory?

I'd like a forward/backward-facing seat.

Will the train be crowded?

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

Some hotel room options:

A double/single room.

A quiet room with a good view.

A suite with a balcony. An en suite room, (a room with a separate bathroom)

A shared bathroom.

I won't be arriving until 11:00 p.m.

Alternatively we can say:

I hope to be there by 11:00p.m.

I'm hoping to arrive by 11:00 p.m.

I should be there by 11:00 p.m.

... I have a reservation in the name of Perry.

When you arrive at the hotel, you can say:

My name is (Mr Perry).

Do you have a reservation for a (Mr Perry)?

The reservation was made by my company.

Could you fill in this form, please ?

Some hotels might not ask you to fill in a form:

I just need your passport.

Just sign here, please.

British/American differences

British

a hire car

a non-smoking room

a double/single room

terminology but these

a single = room with one double bed

a double - a room with two double beds

a queen = a room with one queen size bed

a king = a room with one king size bed

an ensuite room

English.

We have a non-smoking room with a balcony on the 10th floor.

Note that the 10th floor in the UK would be the 11th floor in the US.

U K *Ground floor*

UK *First floor*

I just need to see your passport.

Americans usually use their driver's license or a special ID card for identification

Other useful travel vocabulary

Platform I

Single ticket

Return ticket

Underground

American

a rental car

*a no-smoking **room***

Note: hotels in the US use varying

are usual:

Note: this phrase is not used in American

US *First floor*

US *Second floor*

Track I

One-way ticket

Round trip

Subway

Some UK - US spelling differences:

driving licence/driving license, centre/center, cheque/check, colour/color, theatre/theater, traveller/traveler, favour/favor, defence/defense, fulfil/fulfill, practise (verb/practise (verb and noun)

Travel (B)

Dialogues 2

At the check-in desk

A: Can I see your hand luggage, please?

B: I just have this bag and a laptop.

A: Could you put them on the scales? I'm afraid **the bag will have to go in the hold.**

B: Is that really necessary? It's very small.

A: I'm afraid so.

A flight delay

A: I'm sorry Carmen, but **I'm not going to get to the meeting on time.** There was a delay coming into the airport and **I've just missed my connection.** If I'm lucky, I'll get a seat on the flight that leaves in half an hour.

B: Don't worry, as long as you're here for the afternoon session, it doesn't matter too much.

A: Thanks. **I'll let you know if I don't manage to catch the flight**, otherwise expect to see me about 12:30 - in time for lunch.

A tight connection

A: Excuse me. I have a connection to Chicago at 5:00. Am I going to make it?

B: Yes, **there will be a minibus waiting at the gate** to take you to terminal B. There shouldn't be a problem.

A: What about my luggage? I'm worried that my bags won't make the connection even if I do. **B:** Don't worry, the minibus will take you and your luggage. There are some other passengers who also have tight connections.

A: Thanks for your help. **I'll keep my fingers crossed.**

A hotel mix-up

A: Hello, Reception.

B: Hello, it's Amanda Lin from Room 205. **1 asked for a non-smoking room** but someone has been smoking in this room. Oh yes, and the TV doesn't work. Also there are no drinks in the minibar and **the bed hasn't been made.** I'd like to change rooms.

A: I'm very sorry, madam. I'll organise a different room for you and send someone up immediately to help you with your luggage.

A payment problem

A: I'm sorry but **we need some identification** if you'd like to pay by credit card.

B: Oh, I don't think I have any identification with me and I **don't have enough cash.** I'm sure I paid by credit card last time I was here.

A: Yes, **we do accept credit cards** but only if the bill is under 100 euros. I'm afraid it's a security rule.

B: I understand. Can I pay 100 euros with my card and the rest in cash?

A: Yes, that would be fine.

Notes

I just have this bag and a laptop.

just means *only* in this example. Other examples:

I just need five minutes.

I just need to check your visa.

... the bag will have to go in the hold.

Problems with hand luggage:

It can go under my seat.

Can I put it in the overhead lockers?

It's too large to go in the cabin.

It's fragile.

... I'm not going to get to the meeting on time.

On time means exactly on time.

Compare:

I'll be there in time for lunch, (just before lunch)

I won't be there in time for Petra's talk, (but I will be there)

... I've just missed my connection.

Catching another flight:

When's the next flight?

Where is the check-in desk?

How far is it to the gate?

I'll let you know if I don't manage to catch the flight,...

Notice how we can use *manage*:

I just managed to catch the flight.

I hope you manage with all your luggage – it looks heavy.

Can you manage? Can I help you?

... there will be a minibus waiting at the gate ...

Making sure you catch the flight:

I'm worried I won't make the connection.

Are you sure I'll make it?

You'll have to hurry.

I'll keep my fingers crossed.

If you want to wish someone else good luck say:

Fingers crossed!

Good luck!

I asked for a non-smoking room ...

Other complaints:

The TV doesn't work.

The air-conditioning doesn't work.

It's very smoky in the room.

The room is very dusty/dirty/noisy.

... the bed hasn't been made.

Note the use of the present perfect passive:

The room hasn't been cleaned.

The bins haven't been emptied.

Compare with the simple past passive:

The room was cleaned this morning.

The bins weren't emptied yesterday.

... we need some identification ...

Some responses:

What kind of identification do you need?

I don't have my passport on me.

I've left my documents behind.

...I don't have enough cash.

Problems:

I've only got twelve thousand yen.

I've spent all my money.

I'm sorry to ask, but can you lend me some money?

... we do accept credit cards ...

do is used here for emphasis - don't overuse it. We would normally say:

We accept credit cards.

British/American differences

British

the hold

overhead lockers

The bins haven't been emptied.

I've left my documents behind

the simple

cancelled

American

the cargo compartment

overhead bins

The wastebaskets haven't been

I left my documents behind

(American English usually uses

past tense.)

canceled

Travel (C)

Practice

1 Complete the sentences with words used in the dialogues and notes. Write the words in the grid to identify the European capital city in the shaded vertical row.



- a Sorry, I wanted a return ticket, not a.....
- b I have a.....in the name of Tiller.
- c I'm keeping my fingers.....that I'll make my flight connection.
- d We need to see some.....- a passport, a driving licence.
- e If I'm very.....I'll catch the flight.
- f I thought the room was en suite. I'd prefer not to share a.....
- g I have a superb room with a south-facing . . .*bathroom*....
- h I asked for a window seat, not an..... seat.
- i It took so long to clear passport control that I.....my flight.

2 Write what you would say in these situations. Refer to the dialogues and notes.

EXAMPLE: You are at the flight check-in desk. The check-in assistant insists that your hand

luggage needs to go in the hold?

.....*Is that necessary ? It's very light/small etc.*

a Tell the airline check-in clerk your seating preferences.

.....

b Phone a hotel and book a double room.

.....

c You arrive at your hotel. What do you say to the receptionist?

.....

d Phone a colleague to say that your flight has been delayed.

.....

e You have a tight flight connection. Explain your problem to the cabin attendant.

.....

3 Complete the sentences with a preposition.

EXAMPLE-. I don't have my passport. *on*. me.

a Please fill.....the registration form.

b Was the booking made.....the name of Kerry?

c Is there room for your bag.....your seat?

d The flight leaves.....half an hour.

e I'd like to hire a car.....a week.

f If we leave now, we should be there.....time.

g I asked for a room.....a bath.

h Unfortunately, I don't have any idenlification.....me.

4 Write alternative expressions. Refer to the dialogues and notes.

EXAMPLE: Is it necessary to reserve a seat?

Do I need to reserve a seat?.....

- a. Does the price include a seat reservation?
.....
- b. I'll arrive at 11 p.m. or later.
.....
- c. I'd rather pay in cash.
.....
- d. A car will be waiting for you outside the terminal
.....
- e. I'll call you if I don't manage to catch the flight.
.....

5 Match the two parts of the sentences.

- 1. Someone will help you
- 2. I don't have enough
- 3. I'll let you know if
- 4. I'm worried that
- 5. I won't be arriving
- 6. I'm hoping to be there
- 7. I'd like to pay
- 8. I would like
 - a. cash on me.
 - b. I won't make the connection.
 - c. by 3 p.m.
 - d. with your luggage.
 - e. a non-smoking room, please,
 - f. I manage to catch the flight.
 - g. until 3 p.m.
 - h. by credit car

1	2	3	4	5	6	7	8
d							

6 Rewrite these sentences in the passive.

EXAMPLE: No-one has made the bed.

The *bed hasn't been made*.....

..... *No-one told me about the flight delay.*

..... *I wasn't told about the flight delay*.....

a They put my luggage in the hold.

.....

b No-one has cleaned the room today.

.....

c Someone has already filled in the form.

.....

d Someone booked the taxi last night.

.....

e They cancelled my flight.

.....

f They gave me a first class ticket.

.....

7 Match the statements and questions with the responses.

1 Can I have your name, please?

a A single or a double?

2 I'd like to book a room for Tuesday night.

b When's the next flight?

3 I hope you catch the flight.

c I'll send someone to look at it.

4 I've missed my connection.

d Yes, of course.

5 Can I pay by credit card?

e It's Ahmed Salem.

6 The TV in my room doesn't work

f Can I see your passport, please?

7 What kind of identification do you need?

g Here, please.

8 Where do I need to sign?

h Thanks. Wish me luck!

1	2	3	4	5	6	7	8
E							

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