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## Greeting someone you don't know very well

Hello! / Good morning. / Good afternoon. / Good evening.

## Greeting someone you know well

Hello! / Hi!

How is it going?

## Thanking someone

Thank you (very much).

Thanks. / Thanks a lot.

## Responding to thanks

You're welcome.

No problem.

## Agreeing

Of course. / OK. / Sure. / Great!

Good idea.

That's right. / I agree (with you).

## Saying you don't understand

Excuse me? / Sorry?

I'm sorry. I don't understand.

Could you say that again, please?

## Apologising

Sorry. / I'm sorry about that.

I'm really sorry. / Pardon me.

## Responding to apologies

Oh, that's all right / OK.

Oh, that doesn't matter. / It doesn't matter. / Never mind.

It's no problem, really. / No problem.

Oh, don't worry about that.

## Asking for permission

Is it all right if ... ?

Do you mind if ... ?

## Formal interruptions

Excuse me?

Could I ask a question, please?

## Giving permission

Yes, of course.

Not at all.\*

Sure. / By all means.

## Saying goodbye

Bye! / Bye bye! / Goodbye.

See you. / See you again soon.

See you later.

[\* This is an answer to the question:  
'Do you mind if ... ?']

## 2 Taking a Taxi

### *Dialogue (i) Taking a taxi from the airport to a hotel*

Visitor: Good morning.

Taxi driver: Where to?

Visitor: The Summer Hotel on Bond Street, please.

Taxi driver: All right. Let me put your luggage in the back.

Visitor: Thank you very much.

...

Taxi driver: Well, here we are.

Visitor: Here's a fifty-pound note. You can keep the change.

Taxi driver: Thank you.

Visitor: Goodbye.



### *Dialogue (ii) Ordering a taxi from a hotel*

◆ Could you order me a taxi, please?

● Yes, of course. Where to?

◆ Covent Garden.

● The taxi should be here in about five minutes.

### *Dialogue (iii) Travelling to a place by taxi*

◆ Taxi! Taxi!

● Where to?

◆ Piccadilly Circus, please.

### *Dialogue (iv)*

◆ Taxi! Taxi!

● Where to?

◆ Trafalgar Square, please. I'm in a hurry.

● We'll be there soon if there aren't any hold-ups.

- .....
- Here we are. Trafalgar Square.
  - ◆ Oh, good. How much is it?
  - It's three pounds sixty.
  - ◆ Here's four pounds. Keep the change.
  - Thank you.

**Dialogue (v)**

**Going back to the airport**

- ◆ Where to?
- Heathrow airport. How much will it cost?
- ◆ It'll be about forty.
- All right.



**WHAT YOU MIGHT NEED TO ASK OR SAY**

- ➡ *Where's the nearest taxi rank?*
- ➡ *Do you think you can get me to Piccadilly Circus by 10.30?*
- ➡ *Thanks a lot. You can keep the change.*
- ➡ *Thank you. Here's the fare and this is for you.*

### 3 At the Hotel

#### ① Arriving at the Hotel

##### *Dialogue (i)*

- ◆ Good afternoon. Can I help you?
- Yes. I'd like to check in, please.
- ◆ Certainly, may I have your name?
- It's Tom Clarence.
- ◆ Can you spell that?
- Yes. C-L-A-R-E-N-C-E.
- ◆ Thank you. And could I have your passport, please?
- Of course. Here you are.
- ◆ Thank you. Room 245. It's on the second floor. Here's your key.
- Thank you.



##### *Dialogue (ii)*

- ◆ Good morning. There should be a room booked for me. The name is Marshall.
- Could you spell that, please?
- ◆ Yes, M-A-R-S-H-A-L-L.
- Yes, here it is. How long will you be staying, Mr Marshall?
- ◆ I'll be checking out on Friday.
- Can you fill in the registration form, please?
- ◆ Certainly.
- Thank you. Your room number is 429. It's on the fourth floor. Here's your key card.
- ◆ Thank you very much.



### QUESTIONS YOU MIGHT NEED TO ASK

- ➡ *What time do you serve breakfast? / What time is breakfast served?*
- ➡ *What time does the dining room open?*
- ➡ *Do you have room service?*
- ➡ *What time do I need to check out by?*

## ② Leaving the Hotel

### Dialogue (i)

- ◆ Hello, I'd like to check out, please.
- Certainly. Will you be paying by credit card?
- ◆ No, I'll pay in cash.
- May I have your room key, please?
- ◆ Here you are.
- Did you use anything in the mini bar?
- ◆ No, I didn't.
- OK. That'll be £130 then, please.
- ◆ Here's £150.
- And here's your change and your receipt.
- ◆ Do you think you could call me a taxi for the airport?
- Of course. If you'll just wait over there, I'll call one for you now.

### Dialogue (ii)

- ◆ Good morning. May I help you?
- Yes, I'd like to check out. My name's Brown, room 512. Here's the key.
- ◆ One moment, please. ... Here's your bill. Would you like to check and see if the amount is correct?
- It's fine, thanks. Can I pay by credit card?
- ◆ Certainly.
- ◆ Here's your receipt. Thank you.



**WHAT YOU WILL HEAR**

- How was your stay?
- We hope to see you again.
- How would you like to pay?

**WHAT YOU CAN ANSWER**

- It was fine, thanks.
- We'll be back next time we're in town / in London.
- In cash. / By credit card.



**Dialogue (i)**

- ◆ King's Hotel. How can I help you?
- Hello. I'd like to book a double room, please.
- ◆ Of course. May I have your name, please?
- Tom Clarence. C-L-A-R-E-N-C-E.
- ◆ Thank you, Mr Clarence. When will you be arriving?
- I'll be arriving on Tuesday at 3 p.m.
- ◆ How many nights will you be staying?
- Four nights.
- ◆ So, you'll be checking out on Saturday morning.
- Yes, that's right.
- ◆ Fine. I'll need a £60 deposit. Now, if you'll just give me your credit card details...





**Dialogue (ii)**

- ◆ Good afternoon, St Michael's Hotel. How can I help you?
- Yes, I'd like to book a room, please.
- ◆ Certainly. When for, sir?
- January the 4th.
- ◆ How long will you be staying?
- Four nights.
- ◆ And what kind of room would you like?
- A double, please.
- ◆ I'll just check to see what we have available. ... Yes, we have a double room on the fourth floor.
- Fine. How much is it per night?
- ◆ It's eighty-four pounds a night.
- Is breakfast included?
- ◆ Yes, it is.
- That's fine.
- ◆ Who's the booking for?
- Mr and Mrs Smith.  
That's S-M-I-T-H.
- ◆ Thank you, Mr Smith.  
We look forward to seeing you on 4th January.
- Thank you.



## 5 Asking for Directions

### Dialogue (i)

- ◆ Excuse me. I'm lost. I'm trying to get to the Four Seasons Hotel.
- I'm afraid you're going the wrong way.
- ◆ Could you tell me how to get there?
- Yes, turn around, go back to the main road and take a right at the traffic lights. You'll see the hotel from there.

### Dialogue (ii)

- ◆ Excuse me. Could you tell me how to get to the town centre?
- Yes, go up this street and take the third turning on your left.
- ◆ Is it far to walk?
- No, it's only about five minutes from here.
- ◆ Thank you.

### Dialogue (iii)

- ◆ Excuse me. Is there a phone box near here?
- Yes. Along this street, first right.
- ◆ Thank you.

### Dialogue (iv)

- ◆ I'm looking for a supermarket.
- There's a really big one just around that corner.
- ◆ Thanks. What time does it close?
- It's open every day from 9 a.m. to 9 p.m. except Sundays.





#### QUESTIONS YOU MIGHT NEED TO ASK

- ➡ *Could you tell me the way to Madame Tussauds, please?*
- ➡ *Could you tell me where the park / zoo / post office is?*
- ➡ *Excuse me. How do I get to the ... ? Is it very far?*
- ➡ *Can I get there on foot?*
- ➡ *Can I get there by bus? / Do I need to take a bus?*
- ➡ *What number bus should I take? / Which bus should I take?*
- ➡ *Should I take a taxi / bus / the Underground / the Tube ?*
- ➡ *Which bus goes to the town centre?*
- ➡ *I'm looking for a bus stop. Is there one near here?*

## 6 Money

### ① At the Bureau de Change

- ◆ I'd like to change these euros into pounds, please.
- Of course. How do you want it?
- ◆ In tens and twenties, please.

#### USEFUL PHRASES

- ▶ *I'd like to change some dollars, please.*
- ▶ *Could I have it in twenties, please?*



### ② Currency

£1 (=100 pence) *one pound*

£5 *five pounds / a five-pound note*

- ◆ How much does it cost?
- It's £3.40. (three pounds forty / three pounds forty pence)

- ▶ **a five-pound note**
- ▶ **a ten-pound note**
- ▶ **a twenty-pound note**
- ▶ **a fifty-pound note**
- ▶ **a hundred-pound note**

### ③ Asking for Change

- ◆ Could you change a fifty-pound note, please?
- How would you like it?
- ◆ A twenty, two tens and two fives, please.

## 7 On the Bus

### ① Asking for Information

- ◆ Excuse me. I'm trying to get to Regent's Park. Does this bus go there?
- Yes, it does.
- ◆ Can you tell me where to get off, please?
- Yes, no problem.

### ② Buying a Ticket

- ◆ Two to Piccadilly Circus, please.
- That'll be two pounds fifty.
- ◆ Here you are.
- Thank you. Here's your change.



#### QUESTIONS YOU MIGHT NEED TO ASK

- ➡ *Does this bus go to the Tower of London?*
- ➡ *Is this the right bus for Marble Arch?*
- ➡ *Could you tell me when we get there?*

#### WHAT YOU WILL HEAR

- ➡ *Have your fares ready, please.*
- ➡ *Tickets, please.*
- ➡ *Move down the bus, please.*



## 8 The Underground

### ① Buying a Ticket

- ◆ Excuse me. Where can I get a ticket?
- Well, you can go to one of the ticket offices or you can get a ticket from one of the machines.

### ② Getting Around

#### *Dialogue (i)*

- ◆ Excuse, me. Which line do I take for Notting Hill Gate?
- Notting Hill Gate? Take the Central Line.
- ◆ Which direction on the Central Line?
- Westbound.
- ◆ Do I have to change lines?
- No, it's direct.

#### *Dialogue (ii)*

- ◆ How do I get to Bond Street, please?
- You want the Victoria Line to Oxford Circus, and then you change to the Central.
- ◆ Which platform do I need?
- For the Victoria Line, go straight down the stairs and turn left.

#### *Dialogue (iii)*

- ◆ Excuse me. Is this the right line for Heathrow?
- No, it isn't. You need to take the Piccadilly Line.





## A map of the London Underground

