



1. At the Airport



1) Buying a ticket

• I'd like to reserve/ book/ buy two seats /tickets to New York.

□ When for?

□ For the 2nd of June.

• Will that be one way or round trip/ return flight?

• How much is a round trip ticket?

• It's \$819.

• I'll take a return flight ticket.

• When would you like to come back?

• On the 10th of June.

• How will you pay?

• In cash/ by my credit card/ by a traveller's check

2) Checking In

• Can I see your ticket and passport, please?

• Here you are.

• Put your luggage on the scales, please. Excuse me, you've got 10 kg excess luggage. / your luggage is overweight.

□ How much is that?

□ 20 Euros

□ Did you pack your bags yourself?

□ Yes, I did.

□ Have you got any sharp items or liquid in your hand-luggage?

□ No, I haven't.

□ Would you like a window seat, a middle seat or an aisle seat?

□ 1 window seat and 1 middle seat, please.

□ Here is your boarding pass.

□ Thank you. Which gate?

• Go to Gate A8, straight ahead then turn left.

3) On the Plane

• Could you put it in the overhead locker?

- I'm sorry, I'd rather keep it on my knees. It's breakable.

- Please, pay attention to some short safety demonstration.

- Please, turn off your mobile phones and all electronic devices.

- Please, fasten your seatbelt.

- Please, return your seat to the upright position.

- Would you like anything to drink?

• Can I have a cup of coffee?

• Here you are.

- Please fill out this form before the plane lands.

• What is this form for?

- It's a Customs and Immigration form. You will use that in the airport before you can enter the country.

- What time are we landing?

- Excuse me, can you help me? I feel sick.

- Excuse me, can I have a blanket?

- Put on your oxygen masks/ life vests.

- We are making an emergency landing.



4) Getting through Customs

• Show me your passport, please.

• What is the purpose of your visit to this country?

• How long do you intend to stay?

• Where will you stay? Have you got a reservation?

• How many dollars/euros have you got?

• Have you got any foreign money?

• Have you got anything to declare?

• Have you got any dutiable goods?

• What's in this bag?

• Empty your pockets and put the contents onto the tray.

• Open your suitcase for examination, please.

• Could you turn on your laptop, please?

• Spread your arms out, please.

• Take your shoes off and put them into the basket.

5) Getting your luggage

• Excuse me, at what carousel will my luggage be?

• I can't find my luggage. Who can I ask for help?

• Excuse me, can you help me please? My luggage is lost. This is my luggage ticket.

6) Getting out

• Excuse me, where can I get a taxi?

• Go down to the end of the hall and the taxis are waiting just outside.

• Thank you!

2. At the Hotel

1) Booking a room.

□ Hello, I'd like to book a room. /

I have got a reservation in your hotel. My name is...

□ When for? **For** the 2nd of June

□ How long will you be staying? **For** 1 week.

□ What kind of room would you like?

□ I'd like a single room (=one bed),

□ a double room (=1 bed for 2 people)

a twin room (=2 beds)

a triple room (= for 3 people)

a family room/ quad room (=for 4 people)

And I'd like a standard (classic)/moderate/ superior/deluxe room/

a junior suite/a suite/ a studio

□ Would you like breakfast/lunch/ dinner/ all inclusive?

Would you like a room with a shower or a bath?

• Would you like a room with a mini bar?

• **How much is the charge per night?** It's \$55 per night

• Could you fill in this form, please?

• How do you spell your name/surname, please?

• Will you pay the whole sum or a deposit?

• Excuse me, **I'd like to book out** tomorrow.

2) Having a problem

Excuse me, can you help me, please?

o I've got a **problem with** the shower / the TV / the remote control (пульт) / the air- conditioner

The TV(the remote control) in my room **doesn't work**.

I **can't** open the door. / My bed **is broken**.

→ **I'll send someone** to look at it What time will be suitable for checking?

o I **haven't got** a towel (полотенце)/ any soap (мыло) in my room .

→ **I'll send** you one/some in your room. What's your room number?

312 – three-one-two

o We are going on an excursion today at 6 p.m., so we'll miss the dinner.

Can we have some food with us instead/ Can you serve the dinner in our room when we come back at 8 p.m.?

→ I'm sorry we have no such service available/ Yes, of course. But you'll have to pay extra.



- Would you like a smoking or non-smoking area?
- Non-smoking, please.
- Hello, **I have a reservation for** Chudov at eight thirty.

2) Ordering a meal

- Waiter: Would you like to order?
- You: **I'd like** ... / I'll have
- What dressing would you like on the salad?
- **Would you like black or white coffee?**
- **Would you like still or sparkling mineral water?**
- **How would you like your eggs to be cooked?**
- **What bread would you like?**
- **What is your specialty? / Is there any special dish of this restaurant?/ Do you have any specials?**
- **Could you tell me what "zabaglione" is?**
- Waiter: Anything else? Is that all? Anything for desert?
- I'm sorry we are out of this.
- Yes, I'd like.../ That's enough, thank you
- You: Can I have the **bill (BrE)/ the check (AmE), please?**
- **Are you paying together? No, separate bills, please.**

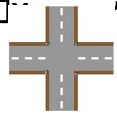


4. In the street.

- Excuse me, **where is** (the bank)?
- Excuse me, **is there** a café **nearby/ near here**?
- Excuse me, **how do I get to** a subway station?

□ Directions:

- **Go straight on** – идите прямо.
- **Go along the street** – идите вдоль по улице.
- **Go past** the hospital. - пройдите мимо больницы.
- **Turn left/right.** – поверните на лево/ на право.
- **Turn into** Green Street – поверните на Грин Стрит.
- **Take the second/ third turning right** – поверните на втором/третьем повороте на право.
- **Turn left at** the bank – поверните на лево у банка.
- Turn right at **the crossroad/ road junction** – поверните на право на **перекрестке/ на развязке**.
- **Cross the road/ Go across the road** – пересеките улицу.
- **Go up to** the end of the street – дойдите до конца улицы.
- **It's on the left/ right** – это слева/ справа.
- It's **opposite** the post office – Он **напротив** почты.
- It's **near/next to** the supermarket. – Он **рядом** с супермаркетом.
- **Take bus 15/ take the tube** – сядьте на 15й автобус/ метро.
- **Get off at** the 2nd **station** – выйдите на второй остановке.
- **And you will see** the supermarket – и вы увидите супермаркет.



crossroad



junction



turning



traffic lights



pedestrian crossing



block of buildings



street



avenue



alley



blind alley

5. In a Shop.

- Can I help you? - Вам помочь?/ Are you being served already?
- **No, I'm just looking** - Нет, я просто смотрю.
- **Excuse me, can you help me, please?**
- **I'd like/ I'm looking for ...** - я ищу/ я бы хотел(а)
- **Have you got...?** - у вас есть...?
- **Have you got** these jeans **in size / in (blue) colour?**
- What's your **size**?
- I'm **small/medium/ large/ extra large.**
- What colour/ material would you prefer?
- **Any/ I'd like...**
- Would you like to try it on? – вы бы хотели примерить?
- **I'd like to try it/ them on.** - я бы хотел(а) примерить.
- **Where is the fitting room/ changing room?** - где примерочная?
- Does it / Do they fit? – подходит по размеру?
- **Yes, thank you/ Can I have a larger/ smaller size?**
- Will you take it/ them – будете брать?
- **How much** is it/ are they? – Сколько он стоит/ они стоят?
- Come over to the till – пройдите к кассе.
- How will you pay?
- => **In cash/ by a credit card.**
- Would you like to have your purchase wrapped up?/ Shall I wrap it up? – вам упаковать?
- Here is your **purchase, your receipt** and your **change** – ваша **покупка, чек и сдача**.
- Thank you for the purchase – спасибо за покупку.
- **Excuse me, can you help me?**
- **I bought this sweater yesterday and it's got a defect. Can I change it? / Can I have a refund?**
- Certainly, could you show me the receipt?



fitting room



till



purchase
['pɑ:tʃəs]



receipt
[r'i:si:t]



change

Check-in



Screens



 Airline Lufthansa	Flight LH943	To Brussels	Departs 17:30	Check-in D1 -D12
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Departures

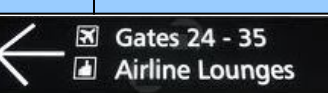
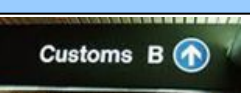
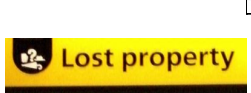
AIS INTERNATIONAL DEPARTURES				
Airline	Flight	Time	Destination	Remarks
	GR746	07:00	PARIS - ORLY	Departed 0702
	BE1756	07:05	DUBLIN	Departed 0707
	QF6645	07:10	FRANKFURT	Departed 0711
	LH843	08:00	HAMBURG	Departed 0804
	AF886	08:25	NICE	Departed 0830
	DL904	08:45	FRANKFURT	Departed 0846
	ZB7651	09:00	FARO	Departed 0903
	BE946	09:05	LONDON GATWICK	Departed 0908
	BD349	09:50	EAST MIDLANDS	Departed 0950
	GR864	09:55	LONDON STANSTED	Departed 1000
	BE6933	10:05	BIRMINGHAM	Go To Door A , Gate 1
	DM2670	10:25	ARNSBERG	Go To Door E , Gate 10
	BD752	10:55	MANCHESTER	Flight Closed
	AF368	11:00	DINARD	Final Call
	VG854	11:10	AMSTERDAM	Check In Open
	REAR844	11:20	CORK	Check In Open
	DL845	11:40	BARCELONA	Check In Open

PLEASE DO NOT LEAVE YOUR BAGGAGE UNATTENDED

Airline 	Flight AF368	Time 10:25	Destination Dublin	Remarks/ Status Check-in Open Go to door D, Gate 1 Final Call Flight Closed Boarding Confirmed Departed Delayed Canceled
				

Time	From	Flight	Remarks
07:50	Dusseldorf	AA693	Delayed
08:25	Edinburgh	AA693	Flggs delayed
08:25	Oslo	QF304	Flggs delayed
10:00	Paris CDG	AA693	Flggs delayed
10:00	Paris CDG	AA693	Flggs delayed
10:05	Miami	BA228	Landed 09:49
10:15	Glasgow	AA693	Flggs delayed
10:30	Glasgow	AA693	Flggs delayed
10:30	San Francisco	BA294	Landed 10:00
10:33	Newcastle	AA693	Landed 10:23
11:00	Paris CDG	BA307	Landed 11:11
11:00	Amsterdam	BA420	Landed 11:31
11:00	Manchester	QF389	Landed 11:14
11:00	Edinburgh	AA693	Landed 10:51
11:00	Athens	BA631	Landed 10:20
11:05	Geneva	BA725	Landed 10:58
11:15	Aberdeen	BA1305	Landed 10:59
11:20	Stuttgart	JL832	Landed 11:04
11:20	Dusseldorf	AA694	Expected 12:48
11:25	Los Angeles	BA282	Landed 11:25
11:35	Berlin	BA991	Landed 11:27
11:50	Glasgow	BA1479	Expected 12:46
11:50	Copenhagen	AA6987	Expected 13:19
12:05	Edinburgh	BA1441	Expected 12:29
12:05	Frankfurt	AA6579	Landed 11:40
12:05	Lyons	AA693	Landed 11:40
12:15	Amsterdam	AA641	Landed 11:40
12:15	Hamburg	AA693	Landed 11:40
12:15	Zurich	BA311	Landed 11:40
12:20	Manchester	BA707	Landed 11:40
12:30	London	BA693	Landed 11:40
12:45	Munich	AA693	Landed 11:40
12:50	Paris CDG	BA309	Landed 11:40
13:00	Milan-Malpensa	BA693	Landed 11:40
13:00	Geneva	BA721	Landed 11:40
13:05	Dusseldorf	AA693	Landed 11:40
13:25	Milan-Malpensa	BA373	Landed 11:40
13:15	Vienna	AA693	Landed 11:40
13:15	Edinburgh	BA1	Landed 11:40
13:15	Aberdeen	BA1	Landed 11:40
13:15	Prague	AA693	Landed 11:40
13:20	Oslo	AA693	Landed 11:40
13:25	Basel	AA693	Landed 11:40
13:25	Stockholm	AA693	Landed 11:40
13:25	Newcastle	AA693	Landed 11:40
13:40	San Francisco	AA693	Landed 11:40
13:50	Vancouver	AA693	Landed 11:40
14:00	Berlin	AA693	Landed 11:40
14:00	Rome	AA693	Landed 11:40
14:00	Glasgow	AA693	Landed 11:40

Time 10:00	From Chelyabinsk	Flight AF264	Remarks On Time Delayed Expected 21:10 Go to airline Arriving Landed 21:15 Confirmed Bags arriving Bags delivered
			



Classroom English

1) The Lesson

- Good morning/ afternoon/ evening
- Let's begin our lesson. Let's get started.
- Today we are going to **study/ revise/ work on/ practise**.....
- First, **hand in** your homework, please. Sign your works. Thank you.

Did you have any problems while doing it?

- let's begin with.... / Now you are to continue/ go on +ing.
- We have (worked on) now let's/ now let's go on to....
- Now we are to (study) because
- So, today we have (studied)
- **Write down** your homework, please.
- How long is it before the bell? **The bell has gone**. The lesson is **over**.

That's all for today. Thank you for your work and attention.

2) Commands and Questions Could you? Would you mind +ing?

Now I will Now you are to

Material: Open/ close your copybooks/ textbooks.

Take these sheets of paper/ worksheets. Take out (the table on...)

Order: Work in pairs/ individually. Work in groups of (4). Work in turn/ in random order.

Action: Look at ...! Listen!. Write down! Read! Be attentive! **Pay attention to**

Put up/down your hands. Clean the board. Rub off (out) this word from the board.

Vocabulary: Listen! Repeat! Pronounce! Translate from Into Say ...!

Grammar: Write down the rule. Give an example. Do exercise (2)

Reading: Look through and find Read and retell. Give a summary. Reproduce... Act out

...

Do the task. **Ask** questions **on** the paragraph, passage, text. **Ask** questions **to** the sentence.

Poems: Read carefully. Mind your pronunciation. Learn by heart. **Recite**.

Listening: Listen carefully. Pay attention to the key words. Concentrate on the main idea.

Speaking: Tell about Answer the question. **Share** your own **experience**.

What do you think about it? What is your own idea on this **issue**? What are your thoughts?

Understanding: Is it clear? Do you understand? Have you got the point?

Discipline: Let's quiet down. Keep calm. Don't cheat! Do it yourself.

Tests: You have one minute to brush up the material. Write down the date, please.

Leave a margin (on the left-hand side). Number the sentences. Your time is up.

Are you ready? Hand in your tests.

3) Response	Great!	You are	Good.	You could	Well, I'm not
	Excellent!	making	Not bad.	do/ have done	satisfied with
	Splendid!	progress!	Nice try.	better.	your answer.

4) Students' Questions

Discipline:

- I'm sorry, I'm late. May I come in?
- May I go out?
- Sorry, I've got an urgent call from my parents. May I answer it?
- Sorry, I feel ill. May I go home?
- I'm sorry, I will miss the next lesson because I'm to/ I have to ...
- I'm sorry, I missed the previous lesson because I had to

Understanding:

- Sorry, could you repeat, please?
- I'm sorry, I don't understand (this point/ this rule).
- Could you explain it again?
- What **does** "exciting" **mean**?
- What's the Russian for "пульт"?
- What's the English for "прирожденный"?
- How do you spell this word?
- What is it for?

Problem:

- Excuse me, I've got a problem with this task.
- Could you help me?
- Is this correct?
- Would it be correct to say "....."?
- Sorry, I didn't understand the task. Could you repeat it once again, please?
- Sorry, I must have misunderstood the task.
- I haven't managed to do it.
- Excuse me, could you, please, help me **solve** one **problem**.
- Sorry, I didn't have enough time to write it down. Could you write it again, please?

Order:

- Sorry, what shall we do next?
- Am I to (give an example?)