

Asking for a drink

YOU SAY YOU HEAR Yes, a Diet Coke, please. Would you like a drink, sir? Just lemon. Ice and lemon? Thank you. Here you are. Coffee? Tea? Coffee, please. Yes, please. Milk? No, thanks. Sugar? Thanks Here you are.

Buying a coffee

YOU HEAR	YOU SAY
Can I help you?	What would you like? A cappuccino please.
Regular or large?	Large, please. And can I have an expresso, please?
To have here or take away?	To have here.
Anything else?	No thanks.
	A brownie for me, please.
OK.	How much is that?
Together or separate?	Together.
That's 6.45 please.	Sorry, how much?
6.45 Thank you.	

Checking in

YOU HEAR	YOU SAY
Good evening, sir.	Hello. I have a reservation. My name's Mark Ryder.
Can you spell that, please?	R-Y-D-E-R.
For five nights.	Yes, that's right.
Can I have your passport, please?	Just a moment. Here you are
Do you want a smoking or non-smoking room?	Non-smoking, please.
Here's your key. It's room 425, on the fourth floor.	Thank you. Where's the lift?
It's over there. Do you need help with your bags?	No, it's OK, thanks.
Enjoy your stay, Mr Ryder.	Thank you.

Buying clothes

YOU HEAR	YOU SAY
Can I help you?	Yes, what size is this shirt?
Let's see. A small. What size do you want? This is a medium.	A medium. Thanks. Where can I try it on?
The changing rooms are over there.	Thank you.
How is it?	It's fine. How much is it?
34.99.	Do you take American Express?
Yes, sir.	



Buying a present

YOU HEAR YOU SAY Can I help you? How much is that T-shirt? It's 15.60. Sorry, how much did you say? And how much are those mugs? 15.60 The big mugs are 10.25 and Can I have a big mug please? the small ones are 8.75. Sure. Here you are. Anything else? Do you have birthday cards? Sorry, we've only got postcards. Oh well, just the mug then. That's 10.25. Here you are. Yes, here. Have you got the 25? Thanks. Thank you. Bye. Bye.

Ordering a meal

YOU HEAR	YOU SAY
Good evening. Do you have a reservation?	Yes, a table for two. My name's Allie Gray.
Smoking or non-smoking?	Non-smoking, please.
Come this way, please.	rvon smoking, prease.
Are you ready to order?	Yes, I'd like the onion soup, and then the steak, please.
	The salad and the lasagne for me, please.
What would you like	Would you like some wine?
to drink?	No, thanks. Just mineral water for me.
	OK. A glass of red wine and a bottle of mineral water, please.
Thank you, sir.	Thank you.

Asking for directions

YOU SAY	YOU HEAR
Excuse me. Where's King Street, please?	Sorry, I don't know.
Excuse me. Is King Street near here?	King Street? It's near here but I don't know exactly where. Sorry.
Excuse me. Can you tell me the way to King Street?	Yes. Go straight on. Go past the church.Turn left at the traffic lights. And then I think it's the second on the right.
Sorry, could you say that again please? Thank you.	Yes, go

Checking out YOU HEAR YOU SAY Good morning. Can I Good morning, sir. have the bill, please? I'm checking out. Room 425. Yes. Which room is it? Did you have anything from the minibar last night? Yes, a mineral water. Here you are. How would you like to pay? American Express. Thank you. OK. Can you sign here, please? Would you like me to call a taxi for you? No, thanks. Do you need any help with your luggage? No, I'm fine, thanks. Have a good trip, Mr Ryder. Thank you. Goodbye. Goodbye.