

觀光暨商務英文目錄

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I. 商務英文(Commercial & Business English)

1. Commercial English

Lesson 1: At the Bank (<http://www.talkenglish.com/LessonDetails.aspx?ALID=850>)

▶ **Listen** When you go to the bank, you will need to know how to say many things. I will cover opening a bank account, closing a bank account, applying for a credit card, and everything I can think of that is used at the bank.

▶ **Listen** When you go into a bank to open an account, the first thing you need to say is, 'I would like to open a bank account.' There are many different types of accounts so they will probably explain all the different accounts. A free checking account is the most useful so I will use the checking account as the example.

▶ **Listen** A checking account will have several types. A free account, a paid account, and a premium paid account. The differences between these accounts are that they provide more services such as free traveler's check or free bank checks with the premium accounts. When they ask you what type of account you want, you can say, 'I would like a free checking account.'

▶ **Listen** Opening an account is very easy. I will not go into more details because the rest of the conversation will be controlled by the bank specialist. Just answer the questions and you shouldn't have a problem.

▶ **Listen** When you close an account, it is much more difficult. Banks do not like people closing accounts so you have to be persistent. When I tried to close a checking account I wasn't using, it really took me three times before I succeeded. Each time they showed me the benefit of keeping it and I was convinced. After three trips to the bank, I finally closed the account. Here are some sentences you can use. 'I would like to close my bank account.' They will ask you, 'Why do you want to close your bank account?', 'Is there a reason you want to close your account?', or 'Were you unsatisfied with something?' The simple answer is, 'I just don't use this account so I want to close it.'

▶ **Listen** When you want to take money out of your account, you really don't need to say anything. You will either use the ATM machine or you will fill out the withdrawal form. Both cases don't need for you to say a single word. But if you need to say something, you can say, 'I would like to make a withdrawal.' They will tell you to fill out a form or they will simply ask,

'How much would you like.' More likely, they will ask you for your account number and for ID.

► **Listen** Making a deposit is the same way. You can fill out a form and give them the form along with the money. If you want to speak, you can say the following while handing them the form and money. 'I would like to make a deposit.'

► **Listen** Finally, here is a short list of a variety of sentences that you might need at the bank.

'What do I need to open an account?'

'Can I have multiple accounts?'

'Do you have online service with each account?'

'How do I access my account online?'

'Does this account come with online bill payer?'

'Can I pay all my bills online with this account?'

'How much do you charge if I use a different banks ATM?'

'What are all the charges with this particular account?'

'Do you have a safe deposit box here?'

'I would like to rent a safe deposit box.'

'How much is it to rent a safe deposit box?'

'How do I access my safe deposit box?'

'What are the hours at this branch?'

'How many branches do you have?'

'I would like to take out a loan.'

'May I speak to someone about a business loan?'

'I am interested in taking out a home equity line of credit. Who can I speak to about this?'

► **Listen** I hope everyone finds this lesson helpful. This lesson was suggested by our user colombit, and I want to remind everyone that you may request a lesson at any time.

Lesson 2: Credit Cards (<http://www.talkenglish.com/LessonDetails.aspx?ALID=852>)

► **Listen** When dealing with credit cards, there are some things you need to know how to say. I will cover things like applying for a credit card, checking balances of a credit card, asking for a credit limit increase, and closing a credit card.

► **Listen** When you apply for a credit card, you usually don't need to say anything. Usually, you just fill out a form and send it in. But in case you need to speak with someone, you can ask the following questions:

'What is the interest rate of the credit card?'

'What will my limit be?'

'How soon will I know if I am approved?'

'Can I have an extra card for my spouse?'

► **Listen** Here are some sentences you can use when you already have a credit card and you want to check your balance. You will need to call the 800 number on the card and when you have a representative on the phone, you can ask:

'I would like to check my balance.'

'What is my current balance?'

'Can you check my balance for me?'

'What is the minimum amount I owe for this month?'

► **Listen** After having a credit card for awhile, they will usually give you a credit increase. For example, if you have a credit line of \$2000, and this isn't enough, you can ask for an increase if you haven't been late with a payment for 6 months. Here are some sentences you can use:

'I would like a credit increase.'

'Can I get a credit increase?'

'\$2000 is not enough. Can I get this increased?'

They might ask, 'How much did you have in mind?'

You can answer by saying, 'I would like to increase my limit to \$5000 please.'

If you have a second credit card with a higher limit, you can include that as justification.

'I have a different credit card with a \$5000 limit. Can you increase my account to \$5000 because I would like to use this card as my primary credit card?'

► **Listen** Finally, when you want to close an account, you can say the following things:

'I don't use my credit card any more, so can you close my account?'

'I would like to close my account please.'

'Can you close my account?'

They will always ask why, and they might even say having a second credit card in case of an emergency is important. If you come across this, you can say the following:

'I just don't use this card and I would like to close it.'

'I have several credit cards and I am closing the cards I don't use.'

There are many different types of credit cards, and if you have specific questions about any credit card, feel free to ask in the message boards.

Lesson 3: Company Policies

Every company has their own rules about animals, dress code, break time, vacation time, and many other policies. Let's take a moment to learn how to ask about these policies.

<http://www.talkenglish.com/LessonDetails.aspx?ALID=439>

"How long are we allowed for lunch?"

"How long is our lunch break?"

"If I only take a 30 minute lunch, can I leave 30 minutes earlier?"

"What time should I report to work?"

"Is there a strict policy on working hours?"

"Are we allowed to start work an hour later if we work an hour more?"

"What is the dress code here?"

"Are we allowed to wear casual clothes on Friday?"

"Does this company have the casual Friday thing?"

"If I have ten vacation days, am I allowed to use them all at once?"

"What holidays do we have off?"

"Do our vacation days expire?"

"Does this company allow telecommuting?"

"Are we allowed to work from home?"

Lesson 4: General Office

<http://www.talkenglish.com/LessonDetails.aspx?ALID=442>

If you can't find a file, you can ask around.

"Do you know where the ABC file is at?"

"Do you have the ABC file?"

"Is anybody using the ABC file right now?"

"Did you check the file cabinet? It should be there."

"Check the bin. Sometimes people throw it in there after they are done."

"Oh... it's on my desk. I forgot to put it back."

"It's in my office. I'll get it for you."

If you see a file or a book you need on someone's desk, you can ask to borrow it.

"Are you using this book right now?"

"Can I borrow this book?"

"Are you finished with this file?"

"Are you done with this report?"

"Can I use this file?"

If you need something, it is common to ask around. Here are some examples of what you might need in the office.

"Do you have an extra mouse? Mine broke."

"Do you have another network cable? The one I have is too short."

"Do you have a blank floppy disk I can have?"

"I ran out of labels. Do you have any I can have?"

"Can I borrow your stapler?"

"Do you have a hole puncher?"

"Do you have a staple remover by any chance?"

Lesson 5: Office Basics - Interactive Practice

<http://www.talkenglish.com/LessonPractice.aspx?ALID=443>

Click on Listen All and follow along. After becoming comfortable with the entire conversation, become Person A by clicking on the Person A button. You will hear only Person B through the audio file. There will be a silence for you to repeat the sentences of Person A. Do the same for Person B. The speed of the conversation is native speed. Use the pause button if the pause between each sentence is too fast for you. After practicing several times, you will be able to speak as fast as a native.

Party 1

[Listen All](#) | [Person A](#) | [Person B](#)

A: "I can't get the printer to work."

B: "Did you check to see if it had paper?"

A: "Yeah. That's the first thing I checked."

B: "I don't know then. You might have to call the technician."

A: "How do I do that?"

B: "Just tell the admin and she should take care of it."

A: "Is there another printer that I can use?"

B: "Yeah. There's one down the hall next to the supply room."

A: "Oh yeah... I remember that one. Thanks."

B: "No problem."

Part 2

[Listen All](#) | [Person A](#) | [Person B](#)

A: "Do you have a lot of work?"

B: "Yeah. I'm pretty busy. Why?"

A: "Oh. I needed some help on documenting this process."

B: "Does this have to be done right now?"

A: "The manager wants it by Friday."

B: "I'll try to free up my schedule. Remind me again tomorrow morning, and I'll help you in the afternoon."

A: "Do you need to read the documents first?"

B: "Yeah. That would help."

A: "I'll print you a copy and then drop them off."

B: "Make sure you drop it off before five because I have to leave early."

A: "No problem. Thanks."

Part 3

[Listen All](#) | [Person A](#) | [Person B](#)

A: "Are you new here?"

B: "Yeah. I just started yesterday."

A: "Welcome aboard. I'm Jack."

B: "I'm Mark. Nice to meet you."

A: "What are you going to be working on?"

B: "I'm going to work on the planning team. But I haven't started yet. I'm still in training."

A: "The planning team is great. Our marketing team works with them closely. We'll end up working together sometimes."

B: "That's great. Oh, can I ask you some questions?"

A: "Sure."

B: "Does this company have a casual Friday?"

A: "Not really. You can get away with wearing slacks, but I've never seen anyone wear jeans."

B: "That's alright. Do you know any good places to eat around here?"

A: "Yeah there's a deli right across the street. They have fresh sandwiches and sometimes hot dishes like teriyaki. It's pretty good."

B: "That sounds good. Thanks for the info."

A: "No problem. If you need anything, I sit right around the corner here."

2. Business English Lesson on Meetings

The Meetings section contains Business English lessons on Common sentences before, during, and after meetings. Also, helpful sentences on canceling meetings along with other General Statements.

Lesson 6: Before the meeting

There are many questions to ask before a meeting. If you are curious about what the meeting will cover, you will need to ask the organizer of the meeting. You can also ask things like how long the meeting will take, and who is coming to the meeting. Let's try a couple of these sentences.

<http://www.talkenglish.com/LessonDetails.aspx?ALID=473>

"Hi Jack. Do you know who is coming to your meeting at 2:00?"

"Who all did you invite to the triage meeting?"

"Hi Jack. How long do you think the meeting will be?"

"I have to schedule another appointment at 4:00 but I don't want it to overlap with yours. How long is the meeting going to be?"

"Is the meeting going to be more than an hour?"

"What time was the meeting again?"

"When are you going to make that presentation? I thought it was today?"

Here are common statements people use when they can't attend a meeting.

"I have another appointment that conflicts with your meeting. I will not be able to make it."

"I have another meeting that I cannot miss. I won't be able to make yours."

"I won't be able to go to the 3:00 meeting. I have another appointment at the same time."

"I can't go to the meeting at 4:00. I have a doctor's appointment. Can you take notes for me?"

"I'm going to be out of town tomorrow, so I won't be able to attend the quarterly meeting. Can you send me a mail on the topics that were discussed?"

Lesson 7: Canceling a Meeting

If you are the meeting organizer, then there are times when you have to cancel a meeting. Here are some sentences you can use for this situation.

<http://www.talkenglish.com/LessonDetails.aspx?ALID=474>

"There are four people who will not be able to attend the meeting tomorrow. I am going to reschedule the meeting to a more convenient time."

"The director asked that we postpone the finance meeting until the quarterly report comes out. So I'll send an update with the new date and time later this week."

Some meetings are weekly meetings that occur at the same time. It is common that these meetings are canceled when there is nothing to talk about.

"There is nothing new to discuss this week, so we are going to cancel this week's agenda meeting."

"I am running late this morning. Let's postpone the meeting until the afternoon."

"I can't make it in tomorrow, so let's cancel this week's meeting. I'll email everyone if something new comes up."

Lesson 8: During the Meeting

If you have to talk in a meeting, there are three general reasons. You might have to ask a question, state your opinion, or you will have to ask for clarity on something you didn't understand. Let's see some of these sentences.

<http://www.talkenglish.com/LessonDetails.aspx?ALID=475>

Raising a Question

Depending on the type of meeting, you might have to wait for the meeting to end before asking a question, you might have to raise your hand to ask a question, or you can simply ask a question any time. I'll give an example on each of these.

If you are in a type of meeting where you can ask a question at any time, then you can say this.

"I have a question. Why is marketing not handling the portion on end user analysis? They usually did this work in the past."

"How will the new addition to our project affect the deadline that we have?"

"Are we making sure to incorporate user feedback on the changes we are making?"

Stating your Opinion

Basically, you can ask any questions, there is no specific way to do it. This is the same when you are talking about your opinion. Someone might ask what you think about the idea or situation. You will simply speak your answer.

"I agree with Mark. The correct approach is to send out the tools to our partners before making it public to everyone."

"In my opinion, I think we should introduce our new line of printers in August. Many companies get more funding at this time, and students are school shopping. Our target market will be more responsive to our ads during this time period."

"I think we can go either way. I believe both solutions will take care of it."

Asking for clarity

Asking for clarity is similar to asking a question. The only difference is that they already answered it and you don't understand. So you should state exactly what you don't know, or ask for clarity on a specific part of the question.

"I didn't understand why we are going to be late. I thought we had everything planned out early. What were the reasons again?"

"Can you elaborate on how this process can help the sales department?"

"Can you clarify the second step in your solution proposal? I don't understand why it is necessary."

Lesson 9: After the Meeting

It is common to talk about meetings afterwards. Sometimes it is to say how useless it was, or that you were bored, but there are times when someone might ask you for feedback. Other times, you might want feedback if you were the person holding the meeting. Let's cover these here.

<http://www.talkenglish.com/LessonDetails.aspx?ALID=476>

Asking for Feedback

"What did you think about my presentation?"

"Did you think the meeting went ok?"

"Can you provide feedback on the meeting we just had?"

"Did you find the meeting useful?"

"Did the meeting help to clarify the current situation?"

"Is there any part of our discussion during the meeting that you are still unsure about?"

Providing Feedback

Even if you think the meeting was boring and useless, you can't say that unless you are talking to a close friend. Many times in the office, you have to give a professional answer.

"I thought the presentation went well. You provided great information and I think everyone was impressed."

"The meeting went well. We covered a lot of information and made some important decisions."

"The whole presentation went pretty well, but next time I would recommend that you talk a little slower. When we were running out of time, you started speaking too fast and it was hard to keep up."

"Most of the time, our weekly meeting is pretty dull, but today was quite useful."

"I understand what is happening to our project now, but I'm still unclear about exactly who is affected by this change."

Lesson 10: General Statements

<http://www.talkenglish.com/LessonDetails.aspx?ALID=477>

"I have to go. I have a meeting I'm late for."

"I have to go to a meeting now. I'll talk to you later."

"I forgot about my 1:00 meeting. I don't have much time for lunch."

"I'll finish the feedback form after my meeting."

"I'll be in meetings all day today."

"I have five meetings today, so I won't have time to help you with this now. Let's set up a time for tomorrow."

"The meeting went an hour over."

"The meeting was canceled."

"The meeting started 15 minutes late."

"George didn't arrive to the meeting on time."

"We finished late because John had problems with his computer during the presentation portion of the meeting."

"Are you going to the company meeting next week?"

"Can you set up a meeting for our brainstorm session?"

"My calendar looks pretty clear on Thursday. Set up a meeting for that day."

If you have a close friend in the office, then you can speak more candidly. Here are some general statements you can make about meetings. But be careful who you say them to.

"I hate meetings. I think they are a waste of time. I'm an engineer, not a planner."

"I don't know why I have to go to those meetings. I never learn anything from them and I never say a thing."

"I can't believe our weekly meeting is at six o'clock in the morning. I hate waking up that early."

"If I skip that meeting, I wonder if anyone will notice."

"That meeting was hilarious. I can't believe the manager forgot John's name."

"I get so sleepy at meetings."

"I almost fell asleep during that meeting."

"I had a hard time keeping myself from laughing. I saw you falling asleep during the meeting."

3. Business English Lesson on Business Trips

Business Trip section contains Business English lessons on First time Questions, Talking to People, and Eating during Business Trips.

Lesson 11: Business Trips

If you have a job that requires traveling or business trips, there are many things you need to know how to say. I recommend studying the Travelers Guide section I have for general traveling needs. But for this lesson, I am going to cover the things you need to say to the people you are

traveling with and questions you need to ask about the business trip. Most of this lesson is primarily showing you a variety of questions you might need.

<http://www.talkenglish.com/LessonDetails.aspx?ALID=502>

Details

When you go on a business trip, you will need to find out a lot of information.

"Where are we going for our business trip?"

"Where are we going this time?"

"What city are we traveling to?"

"What is the objective for this business trip?"

"What is our goal for this business trip?"

"What do we want to accomplish for this business trip?"

"What is the primary purpose for this business trip?"

"What day are we departing for our business trip to Los Angeles?"

"How long are we going to be there?"

"How long is the business trip scheduled for?"

"What time is ABC Company expecting us?"

"Who should I report to when I get to ABC Company?"

People who go on business trips get a daily allowance for food and other small necessities. This is called a per diem. The amount depends on the company, but you should ask how much you get a day.

"How much is the per diem?"

"How much per diem do we get a day?"

"How do we get the per diem?"

"Isn't the per diem too low?"

"What do they expect us to eat with this amount of per diem?"

"Is the business trip really going to take us all five days?"

"If we finish on the fourth day, can we come back early?"

"I think we can finish a day early. Can we come back on Thursday if we complete our work early?"

Lesson 12: First time business trip Q's

If this is your first time on a business trip, then you will have even more questions. If you are not sure what to bring or how much stuff to bring, you can ask your manager or a co-worker.

<http://www.talkenglish.com/LessonDetails.aspx?ALID=503>

"How much do you usually pack for a week long business trip?"

"How big is the suitcase you take with you on a business trip?"

"Do the hotels we stay at have a hair dryer?"

"How many pieces of luggage do you bring with you on a business trip?"

"Where do you usually park when you go to the airport?"

"Is long term parking available at the airport?"

"How early should I go to the airport?"

"Where should we meet?"

"Should we meet at the airport?"

"I missed my flight. The next flight they have available is in 45 minutes. I'll have to meet you at the airport in Los Angeles. I'll call you when I land."

Lesson 13: Talking to people

<http://www.talkenglish.com/LessonDetails.aspx?ALID=504>

Talking to the employees of the company you are visiting is very different than talking to employees. Basically, you have to be polite and formal when dealing with them.

"Hi Mark, I'm Alex from ABC Consulting. It's nice to meet you."

During this stage, you might be engaged in small talk such as how your flight was or how the weather is over in your city, but if not, then you can get straight to work. You might need to know where you will be working. Only ask this if they never tell you. But chances are, they will let you know before you ask.

"Where will I be working this week?"

"Where is your office located?"

"Is your office relatively close to where I will be working?"

You might need to ask who you will be working with. But again, don't ask this too early, you should give them a chance to answer.

"Who will I be working with this week?"

These previous questions should only be used in rare cases the other person doesn't tell you. The next couple of sentences are more likely.

"Who should I contact if I have a question regarding inaccurate data?"

"Who should I contact if I have a question with this type of problem?"

"I am going to be calling my manager frequently with critical updates. What phone should I use?"

"How long does it take to get to the airport from here?"

"How bad is the traffic around this time to the airport?"

"Where is the closest place to eat around here?"

"Is there a fast food restaurant near by?"

"Does this building have a cafeteria?"

"Do you have a cafeteria close by?"

Lesson 14: Eating during the Business Trip

If you go on a business trip alone, then you don't need to talk much, and you can eat whenever you want. But if you go with a group, they might want to eat together. Some people like to eat together all the time, but some people might not want to eat because they are not hungry.

<http://www.talkenglish.com/LessonDetails.aspx?ALID=505>

"What kind of food do you guys want to eat today?"

"Anybody want to go for lunch?"

"I'm going to lunch. Anybody want to join me?"

"Let's go in 20 minutes. I have to finish this real quick."

"I can't make it. I have to finish this and it will take me another 30 minutes."

"I'm going to pass today. I brought a bagel with me."

"I have a small sandwich. I'm just going to eat here."

"Where should we have dinner tonight?"

"Hey, let's go to the Italian restaurant next to the hotel."

"We can either go to the steak house in the hotel, or the Italian restaurant next door."

Lesson 15: Business Trips - Interactive Practice

Click on Listen All and follow along. After becoming comfortable with the entire conversation, become Person A by clicking on the Person A button. You will hear only Person B through the audio file. There will be a silence for you to repeat the sentences of Person A. Do the same for Person B. The speed of the conversation is native speed. Use the pause button if the pause between each sentence is too fast for you. After practicing several times, you will be able to

Speak as fast as a native.

<http://www.talkenglish.com/LessonPractice.aspx?ALID=506>

Part 1

[Listen All](#) | [Person A](#) | [Person B](#)

A: "Hey Mark, I'm assigning you on the Tully project. You'll have to go to California in two weeks."

B: "What is my objective over there?"

A: "You have to review financial documents over there. If you find something missing, work with their accountants to get the documents you need to complete the analysis."

B: "How large is this project?"

A: "It's pretty big, so take someone with you. I think you can finish in a week if two of you are working on it."

B: "Do we have to arrive there at a certain time?"

A: "Not really, but you should get there before lunch to settle in. Then you can get in half a day."

B: "Who should I contact when I get there?"

A: "I'll email you the details, but you should go book your flight soon."

B: "Will do. Do you have a recommendation on who should go with me?"

A: "Either Seth or Josh."

B: "Ok. I'll find out who has more time."

A: "Great. Keep me informed."

B: "Got it."

Part 2

[Listen All](#) | [Person A](#) | [Person B](#)

A: "Hey Seth, you wanna go for lunch soon?"

B: "How about in 30 minutes. I'm almost done with this section."

A: "Ok. Where do you want to eat?"

B: "I'm ok with anything, but let's go to a fast food place."

A: "There's a Burger King around the corner. Let's go there."

B: "Sounds good. One quick question... I'm going to finish all my work tomorrow. If we finish tomorrow, I suggest we head back home tomorrow evening. What do you think?"

A: "I think that's doable. We'll see how much we get done today, and if we're close, I'll let them know that we'll be done tomorrow."

B: "Sounds good."

II. 觀光英語 (Travel English Lesson)

<http://www.talkenglish.com/Speaking/listTravel.aspx>

At the Airport - Interactive Practice - Airport Conversation

Lesson 1 : Confirming your Flight

If you are taking a plane to travel, then you will be calling a travel agent and purchasing a ticket in your own country. We will not cover this portion because you can do it in your own language. But once you arrive to your English speaking location, you might need to change your flight and talk to English speaking people. More likely, they will have people speaking your language, but just in case, we will cover some general topics about air traveling here.

Confirming your flight

<http://www.talkenglish.com/LessonDetails.aspx?ALID=387>

Some airlines require you to call a couple days in advance to confirm your departure date. Here are some sentences you will be asked and what you will need to say.

You: "I would like to confirm my flight."

Them: "Can I get your ticket number?"

You: "The number is 45-6-43."

Them: "You are scheduled to depart on June 15th at 1:00 pm. Is this correct?"

You: "Yes it is."

Them: "Is anybody else traveling with you?"

You: "Yes, my wife."

Them: "Can I have the other ticket number?"

You: "It is 45-6-44."

Them: "Your tickets have been confirmed. Please arrive at the airport 3 hours before your flight departs.

Thank you for calling."

Some other questions you might hear are similar to the ones you might hear at the airport counter.

"Would you like to book your seats now?"

"Would you like a window seat or an aisle seat?"

"What is your ticket number?"

"What is your last name?"

"What is your first name?"

Lesson 2: Departing Date

<http://www.talkenglish.com/LessonDetails.aspx?ALID=388>

Reserving a date to depart or changing a departure date

If you have an open ended ticket or would like to change your departing date, you will have to call and reserve a date to depart.

"I have an open ended ticket and I would like to schedule a departure date."

"I have a ticket and I need to schedule a departure date."

"I am scheduled to depart on June 15th. Can I change this to a later date?"

"I have a ticket to depart on June 15th. I would like to see if there is an earlier flight available."

With any of these questions, the other person will usually ask for your ticket number. After that, they will ask you what date you want to depart.

"What date would you like to depart?"

"What date would you like to change it to?"

"When do you want to depart?"

You should respond by selecting a date.

"I would like to leave on June 22nd."

"Is June 22nd available?"

"Can you check if June 22nd is possible?"

"I was hoping to reserve a seat for June 22nd."

After you select a date, they will either say ok, or they will tell you the closest dates available to your selection.

"Yes. We have seats available for the 22nd. Would you like me to reserve them?"

"On the 22nd, the departure time is 1:00pm. Should I reserve them?"

"We have two flights departing on that date. Would you like to depart at 10am or 7pm?"

"I'm sorry, but we do not have any available seats on the 22nd. Should I put you on the waiting list?"

"I'm sorry, there are no departures for the 22nd. We have a flight leaving on the 21st and the 24th. Will either of these days work for you?"

"The 22nd is full. The next available flight is on the 23rd. Would you like me to reserve a seat on that date?"

Lesson 3: At the Counter

When you first reach the counter, you should give them your ticket and your passport. The first question they usually ask is how many are traveling with you.

"Is anybody traveling with you today?"

"Is anybody else traveling with you?"

"Are just you two traveling today?"

All airlines have a list of questions they have to ask you. Let's look at some of these questions.

"Did someone you do not know ask you to take something on the plane with you?"

"Did you have possession of your luggage since you packed?"

"Did you leave your luggage unattended at all in the airport?"

"Are you carrying any weapons or firearms?"

"Are you carrying any flammable material?"

"Do you have any perishable food items?"

If you don't understand, you can't say yes or no to all of them. The correct answer for some of them is 'no' and some of them is 'yes'.

"How many luggage are you checking in?"

"Do you have a carry on?"

"Can you place your bag up here?"

"How many carry on bags are you taking with you?"

Afterwards, they might ask if you prefer an aisle seat or a window seat.

"Do you prefer window or aisle?"

If they are out of aisle seats, they will ask you if window is ok.

"We do not have any aisle seats remaining. Is a window seat ok with you or would you prefer a middle seat?"

Some people like to be by the emergency exit. You can ask for that seat.

"Do you have a seat next to the emergency exit?"

"Can I have a seat closest to the emergency exit?"

If they do, then you will get a seat by the exit, but if they don't, they will try to give you one that is close.

"All the seats next to the exit have been taken. I have a seat directly in front of it. Would you like that one?"

Finally, they will tell you the gate number and the boarding time.

"Here are your tickets. The gate number is on the bottom of the ticket. They will start boarding 20 minutes before the departure time. You should report to gate C2 by then. C2 is around the corner and down the hall. Thank you."

Lesson 4: Finding the Gate

They will usually tell you what gate you should go to, but if you need to ask again, I will provide an example question. Also, you might need to ask someone where the gate is located.

"Which gate did you say it was?"
"What was the gate number again?"
"Can you point me towards the gate?"
"How do I get to the gate again?"
"How do I get to gate C2?"
"Where is gate C2?"

Lesson 5: At the Airport - Interactive Practice

Click on Listen All and follow along. After becoming comfortable with the entire conversation, become Person A by clicking on the Person A button. You will hear only Person B through the audio file. There will be a silence for you to repeat the sentences of Person A. Do the same for Person B. The speed of the conversation is native speed. Use the pause button if the pause between each sentence is too fast for you. After practicing several times, you will be able to speak as fast as a native.

<http://www.talkenglish.com/LessonPractice.aspx?ALID=394>

A: "Welcome. May I have your tickets?"
B: "Here you go."
A: "Is anybody else traveling with you two?"
B: "No. It's just us."
A: "Do you have your passports with you?"
B: "Yes. Here it is."
A: "I'm going to ask you a series of questions. Please respond with a yes or a no."
B: "Ok."
A: "Did someone you do not know ask you to take something on the plane with you?"
B: "No."
A: "Did you have possession of your luggage since you packed?"
B: "Yes."
A: "Did you leave your luggage unattended at all in the airport?"
B: "No."
A: "Are you carrying any weapons or firearms?"
B: "No."
A: "Are you carrying any flammable material?"
B: "No."
A: "Do you have any perishable food items?"
B: "No."
A: "Great. Can you place your baggage over here?"
B: "Sure."

A: "Would you like an aisle or a window seat?"

B: "Window seat please."

A: "Ok. I am placing you two in 21A and 21B. The gate number is C2. It is on the bottom of the ticket. They will start boarding 20 minutes before the departure time. C2 is located around the corner through the hall. Thank you."

B: "Can you point me to gate C2?"

A: "Sure. It's that way. Around that corner."

B: "Great. Thank you."

Lesson 6: Travel English Lesson - Hotel Reservation

Hotel section contains Travel English lessons on Making Hotel Reservation, Checking in and other statements used at the Hotel. Review and study them as many times as you want.

Making a Reservation I

It is not common to go to a hotel without a reservation so I will only cover the reservation aspect. Along with reserving a room, I will cover checking in, checking out, room service, and wake up call.

<http://www.talkenglish.com/LessonDetails.aspx?ALID=402>

Making a Reservation

When you make a reservation, call them and tell them you want to reserve a room. Or, you can start by asking them for a price.

"Hi, how much are your rooms?"

"Hi, what are your rates?"

"Hello, how much is a room?"

"Our rooms start at \$79 for a basic room."

"Our rooms start at \$79 for a standard room and go up to \$300 for a suite."

"Ok. Can I reserve a room?"

"Hi, I would like to reserve a room."

"Hello, can I reserve a couple of rooms?"

The first thing they usually ask is the dates you want the room and the duration.

"What day do you want to check in?"

"Which date did you want to reserve?"

"What date are you looking for?"

"I want a room from June 22nd to June 25th."

"I would like a room for the 19th of July."

"How long will you be staying with us?"

"When will you be checking out?"

"How many days would you like the room for?"

"I am going to stay for 3 days."

"I would like to reserve the room for 4 days."

"I am going to need the room until July 23rd."

Making a Reservation II

The next series of questions covers how many people and how many rooms. Some hotels charge by number of rooms and number of adults, and some hotels charge by number of rooms only.

<http://www.talkenglish.com/LessonDetails.aspx?ALID=403>

"How many rooms will you need?"

"Is this for only one room?"

"How many rooms would you like to reserve?"

"How many rooms should I reserve for you?"

"I will only need one room."

"I am going to need two rooms."

"How many adults will be in your party?"

"How many total children will be with you?"

"Just two adults."

"A total of four adults."

"I will be alone."

"A total of 2 adults and 2 children."

"One adult and 2 children."

Making a Reservation III

After they determine how many rooms and how many total people, they will ask you what type of bed you want.

<http://www.talkenglish.com/LessonDetails.aspx?ALID=404>

"Would you like a single king size bed, or two double size beds in the room?"

"Will a single king size bed be ok?"

"We only have a room with two double size beds. Will that be ok?"

"Do you want a smoking room or a non smoking room?"

"Do you prefer a smoking or non smoking room?"

"I would like a smoking room."

"Can I have a non smoking room?"

"Either is fine."

"I don't have a preference."

You will have to provide your credit card number to reserve the room.

"Can I get a credit card number?"

"Can I have your credit card number?"

"What is your credit card number?"

Finally, they will repeat all the information back to you.

"Ok, Mr. Lee. I have one smoking room reserved for July 19th till July 22nd. The total comes to \$256.78 after tax. If you need to cancel, please call us 24 hours before July 19th. Can I help you with anything else?"

Lesson 7: Checking in & checking out

Checking in is pretty simple, you just need to go to the counter and say that you are checking in.

<http://www.talkenglish.com/LessonDetails.aspx?ALID=405>

"Hi, I am checking in."

"Hi, I have a reservation and I am checking in."

They will ask you for your credit card and a photo ID. They might confirm your information and you should receive your keys. Here are some questions to ask during this time.

"Where is the elevator?"

"Do you have concierge service here?"

"Do you have a map of the city?"

"What time should I check out by?"

"What time is check out?"

Checking out is just as simple. You go to the counter and say, "I am checking out." At this time, you should return the keys. They might ask you to sign something or ask you if the credit card on file is ok to charge.

"Should we charge the credit card on file or did you want to use a different card?"

"Your credit card will be charged a total of \$256.78. Can you sign on the bottom?"

"Thank you for staying with us. We look forward to seeing you again."

Lesson 8: General Things

If you need a wake up call, you can call the front desk.

<http://www.talkenglish.com/LessonDetails.aspx?ALID=406>

"Can I have a wake up call?"

"What time would you like your wake up call?"

"At 7:30 am please."

Room service is available but they have hours of operation. The menu in the room should

indicate what times they serve hot food, and the menu will show a list of items that are available 24 hours a day. If you can't find the times, you can ask the front desk.

"What are the hours for room service?"

"They serve hot food from 5:30am to 11:00pm. They also have a list of items you can select from during off hours."

If you need help with your luggage, the person that does this is called a bellman, a bellhop, or a bellboy. The most common term is a bellman so I will use that terminology here.

The person that gives advice on city activities, recreation, places to dine, and general questions is called a concierge. If a person parks the car for you, they are called a valet.

Regular motels and inns might not have these additional services. Even some hotels do not have them. But if you are staying at a nice hotel, you can ask for them.

"Do you have a bellman here?"

"Do you have a concierge?"

Only some hotels have valet service. If someone parked the car for you and you can't find someone, you can ask someone else the following questions.

"Where is the valet attendant?"

"Can you get someone to get my car?"

Remember that if you use these premium services, you should tip. Also remember that you might not know they are helping you. For example, when you check in, a person might ask if you need help with your bags. If you say yes, then you are using the bellman services. So remember to tip if you do. If you don't want to tip, you don't have to, but it is a little rude. Finally, if you don't want any help, just tell them, "No, thank you."

Lesson 9: Hotel Checking In - Interactive Practice

Click on Listen All and follow along. After becoming comfortable with the entire conversation, become Person A by clicking on the Person A button. You will hear only Person B through the audio file. There will be a silence for you to repeat the sentences of Person A. Do the same for Person B. The speed of the conversation is native speed. Use the pause button if the pause between each sentence is too fast for you. After practicing several times, you will be able to speak as fast as a native.

<http://www.talkenglish.com/LessonPractice.aspx?ALID=407>

A: "Thank you for calling Great Hotel. How may I help you?"

B: "I would like to rent a room, but how much do you charge a night?"

A: "Our prices start at \$79 a night for a standard room."

B: "Great. Can you reserve a room for me?"

A: "Sure. What day are you coming in?"

B: "I will be checking in on August 3rd."

A: "How many days do you need the room for?"

B: "I'll need it for three nights."

A: "Ok. I have you coming in on the 3rd of August and checking out on the 6th. Is that correct?"

B: "Yes."

A: "How many total adults?"

B: "Two adults and two kids."

A: "How old are the children?"

B: "10 and 12."

A: "Would you like one room or two rooms?"

B: "Just one is fine."

A: "Would you like a smoking room or a non smoking room?"

B: "Non smoking room please."

A: "Can I have your last name?"

B: "Park."

A: "Your first name"

B: "Young. That's Y O U N G."

A: "Let me confirm your information Mr. Park. I have one non smoking double room with 2 adults and 2 children from August 3rd to August 6th. Is this correct?"

B: "Yes."

A: "The total comes to \$256.78. Can I get your credit card number?"

B: "Sure. It is 44444444444444."

A: "What is the name on the credit card?"

B: "Young Park."

A: "I have the room reserved for you. If you need to cancel, please call us 24 hours before your check in date. Failure to cancel will result in a one day charge on your credit card. Is there anything else I can do for you?"

B: "Yes, one more question. What time can we check in."

A: "We can check you in by 2:00pm."

B: "Great. Thank you."

A: "Thank you and have a great day."

B: "Thanks. Bye"

A: "Good bye."

Lesson 10: Asking for Directions

When you are looking for something, it is sometimes easier to ask for directions. When you do, you have to be able to listen to the directions given. In this lesson, we will study listening a little more so you can effectively understand a person giving you directions.

Here are some key words you have to remember. I suggest you drill these in your head because they are very commonly used when giving directions. There are many direction terminologies. I'll cover all the common phrases. You should be able to effectively give directions and receive directions after this lesson.

Asking for Directions

Most of the time, you should start by saying excuse me. The pronunciation for excuse me can be shortened. The shortened form sounds like '**scuse me.**'

"Excuse me. Do you know where the post office is?"

"Excuse me. Can you point me to the nearest gas station?"

"Excuse me. Can you give me quick directions to the movie theatre?"

"Excuse me. Do you know how to get to the Shopping mall from here?"

"Excuse me. How do I get to the freeway from here?"

"Excuse me. I'm looking for Bank of America. I thought it was around here. Do you know where it is?"

"Excuse me. I'm looking for the post office. Do you know how to get there?"

"Excuse me. What is the best way to get to Seattle?"

When you ask for directions, the person responding will usually give you quick directions. The next section is a list of common phrases used when giving directions. You should study them carefully so when someone gives you directions, you can understand them without having to say 'one more time.'

Lesson 11: Left Right and Around the Corner

Take a Left/Right

"Take a left at the next light."

"Take a right at the gas station."

"When you get to Robson Street, take a left."

"After you pass 7-11, take a right at the next light."

"Take a left when you come to a stop sign."

Turn Left/Right

"Turn right on 112th."

"Turn left after you pass McDonalds."

"When you see a church on your left hand side, turn right on the next street."

"Turn left at the next street and immediately take another left."

Just/Right around the corner

"It's just right around the corner on the left side."

"It's right around the corner from the Starbucks over there."

"Go down the street, turn left on Williams Street, and it will be right around the corner from the gas station."

Lesson 12: Across Blocks and Miles

Go for five blocks/After three blocks

"After you turn right, go for five blocks and turn left. It will be right around the corner."

"After three blocks, turn left. You will see it on your right hand side."

"Go for four blocks and then turn right."

Across the street from/Directly across

"It's across the street from the library."

"It's directly across from Taco Bell."

"Go for three blocks, turn left at the next light. You'll see it across the street from McDonalds."

"Go down the street. You'll see it directly across from the gas station."

Go for 2 miles

"It's pretty far from here. Go on Washington Street for about 2 miles. You'll see it next to a school."

"Turn right at the stop sign and go straight for a couple of miles. At 112th turn left. You'll see it on your right hand side."

"Go straight on this street for about 3 miles. You'll see it next to Wendy's."

Lesson 13: Freeway Explanation

America uses a freeway system. Freeways pass through all major cities and are used very frequently. If the distance is far, you probably will have to take the freeway. To give directions referring to the freeway, you use North, South, East, or West. Other ways you might hear are Northbound, Southbound, Westbound, or Eastbound.

Most freeways also have exit numbers. In many states, the numbers start at one from the beginning of the state border and increases by one every mile. If someone says you should take exit 178, you should stay on the road until you see exit 178. Each exit is clearly marked so you

don't have to worry about missing it.

You will know you are going the wrong direction if the numbers are going in the wrong direction. For example, if you need to take exit 150, and the first exit number is 151, and the next one is 152, and the next one is 153, then you know you should turn around because the numbers are getting larger.

Lesson 14: Regular Practice

For this practice session, there will be one question with a long direction. You shouldn't read the text while listening. Instead, listen to the audio, and then without looking, try to write them down. See if you can understand on the first attempt. Here are several questions and answers for practice.

Question: "Excuse me. I'm looking for a supermarket. Do you know where the closest one is?"

Answer: "Yes. It is a couple miles away. What you want to do is go down this street for about a mile. At 112th street, turn left. Stay on 112th until you pass three lights. You should see 56th street. Turn right and you will see the supermarket just around the corner."

Question: "Excuse me. Do you know where Starbucks is located?"

Answer: "Yes. Go down this street. When you reach a 'T', turn right. At the next stop sign, turn left. You'll see a gas station on your left. Starbucks is directly across the street."

Question: "Excuse me. I'm looking for Best Western. Wasn't there one around here?"

Answer: "Yeah. Let me think... the best way to get there is by turning right at the next street. Immediately take another right on the next street. Go for about 2 miles. When you see Greenwood Avenue, turn left. Head down Greenwood for about 3 miles. I believe it will be on your left hand side. If you pass a school, that means you went too far."

Question: "Excuse me. How do I get to the airport from here?"

Answer: "Turn around and you'll see an entrance to the freeway. Go south. You'll have to go for about 15 miles. You should see airport signs, but just in case, it is exit number 154. Turn right off the ramp and it will be straight ahead."

III. Travel English Lesson - Communicating at a Restaurant

Communicating at a Restaurant section contains Travel English lessons on Fast Food Ordering, Fine Dining, Speaking with Servers, and other Expressions used in the Restaurant.

Lesson 15: Fast Food

There are many types of restaurant. In this lesson, we will cover what you need to

say in fast food restaurants, regular sit down restaurants, and luxury fine dining restaurants.

Fast Food

McDonald's is a popular restaurant, so I will use McDonald's as an example. The only thing you do when you go to a fast food restaurant is to go to the counter and order your food, then pay for it. That's all. Let's go through some quick sentences.

"Welcome to McDonald's. May I take your order?"

"I'll take a Big Mac and a small coke."

"One Big Mac and one small coke. Will that be all?"

"Yes."

"Will that be for here or to go?"

"For here please."

"The total comes to \$3.87."

A common mistake is to answer yes or no when you don't know the answer. I heard of many stories when the cashier asks, 'for here or to go', and the person says, 'yes'. It is simple to avoid this mistake by studying and being prepared.

In most fastfood restaurants, it is even easier to order. They have value meals and you just have to say a number.

"I'll take number 2."

But the difference is that there are sizes.

"Would you like medium, large, or super size?"

"Medium please."

Lesson 16: Regular Restaurant Ordering

When you sit down to eat at a restaurant remember to leave a tip. The average you should leave is 15 percent.

After you are seated, the first thing they ask is if you want something to drink.

"Can I get you a drink?"

"Can I get a drink for you?"

"Would you like to order a drink now?"

"Can I get a drink started for you?"

"What would you like to drink?"

"I'll take a coke."

"I'll have an orange juice."

"Water will be fine."

"Can I have a glass of water?"

After they bring out your drinks, they will take your order. The reason they do this is because most people know what they want to drink, but want a few minutes to decide what to eat.

"May I take your order?"

"What would you like to order?"

"Are you ready to order?"

"What would you like today?"

If you need more time, you can simply say, "Can I have a couple more minutes?"

When you are ready to order, just read off what you want.

"I'll take the Salisbury steak with hash browns."

Depending on what you order, they will have side options they will ask you about. Listen carefully to your choices and choose one. You should prepare yourself by reading the menu carefully. It should indicate what your options are.

"Would you like toast, a muffin, or a cornbread?"

Lesson 17: Regular Restaurant Eating and Requesting Bill

Most places will come by once when you are eating and ask how everything is. This is a chance for you to order something else, complain about something, or get a refill on your drink. Some of the things they might say are:

"How is everything?"

"Is everything ok?"

"How is your dinner?"

"How is your lunch?"

"Are you guys doing ok?"

"Do you need anything else?"

When you are almost done with your meal, they might ask if you want some dessert.

"Would you like dessert today?"

"Would you like our dessert menu?"

"Would you like to order any dessert?"

"Any dessert for you today?"
"Would you like to hear our dessert special?"

If you are finished and want your bill, you can look for the server, make eye contact, and raise your hand. When they come by, ask them for the bill.

"Can I have my check?"
"Can I have my bill?"
"I'm ready for my bill."
"I would like my check please."

Lesson 18: Fine Dining

The process of fine dining is very similar to the previous example. I'll list a couple of additions for fine dining that I didn't include above.

If you order wine, they will pour a tiny bit into your glass. You should immediately take a drink of it and shake your head yes. After you approve, they will pour your glass and other glasses full of the wine.

Some restaurants need to prepare dessert 20 minutes in advance. That means they will ask you if you are going to have dessert while you are eating instead of waiting for you to complete.

Finally, these types of restaurants take reservations. Here is an example of making a reservation through the phone.

"Hello, McCormick's. How may I help you today?"
"I would like to make a reservation."
"What day did you want to come in?"
"This Friday at 7:00pm."
"We have a table at 7:15. Will that be acceptable?"
"Yes."
"May I have your name?"
"Rich Yu. That's Y U."
"I have reserved a table for Mr. Yu on Friday at 7:15. Is there anything else I can do for you?"
"That will be all."
"Thank you for calling."
"Thank you. Good Bye."
"Good Bye."

When you come in, you can tell them that you have a reservation.

"Hi, I have a reservation at 7:15 for Rich Yu."
"Oh, yes. Mr. Yu, your table will be ready in just a moment. You can wait right over there."

Lesson 19: At the Restaurant - Interactive Practice

Click on Listen All and follow along. After becoming comfortable with the entire conversation, become Person A by clicking on the Person A button. You will hear only Person B through the audio file. There will be a silence for you to repeat the sentences of Person A. Do the same for Person B. The speed of the conversation is native speed. Use the pause button if the pause between each sentence is too fast for you. After practicing several times, you will be able to speak as fast as a native.

Part I

A: "Welcome to McDonald's. May I take your order?"

B: "I'll take the number one."

A: "What size would you like?"

B: "Medium please."

A: "Will that be for here or to go?"

B: "Here please."

A: "The total comes to \$4.89. We'll have that right out for you."

Part II

A: "Can I get a drink started for you?"

B: "I'll take a coke."

A: "One coke. I'll be right out with your coke."

--Pause-- "Here's is your coke. Are you ready to order?"

B: "Can I have one more minute?"

A: "Sure. I'll be back in a little bit."

--Pause-- "Do you need more time?"

B: "I'm ready now. I'll have the Patty Melt with fries."

A: "Do you want regular fries or steak fries?"

B: "Steak fries please."

A: "I'll have that out for you in a few minutes."

--Pause-- "Here you go. Do you need anything else?"

B: "Can I have a bottle of ketchup?"

A: "I have one right here."

B: "Great. Thanks."

A: "Is everything ok here?"

B: "Yes. Thank you."

--Pause-- "Excuse me. Can I have my bill?"

A: "Sure. Here you go."

IV. Travel English Lesson – “The Store and More”

The Store and More section contains Travel English lessons on Commonly used expressions at the Department Store, Grocery Store, Banks, and Post Office.

Lesson 20: Department Store

I will have more coverage of these topics in the regular English Lesson section, but I want to provide some general things specifically for travelers. In this lesson, we will cover shopping, bank, and post office terminologies and sentences for travelers.

Department Store

There are only a few things that you need to know how to say. Here is a small list.

Finding something

"Do you have different sizes for this shirt?"

"Where are your blue jeans?"

"Do you have regular T-Shirts here?"

"Where is the dressing room?"

"Do you have a dressing room?"

Shoes

When you see a shoe that you like, you have to find a worker and have them bring your size out to you. Here are some ways to say what you want.

"Can I try this shoe on in a seven?"

"Can I get this in nine and a half?"

"Can I get this in a size six?"

If you don't know what your size is, they will take your measurement.

"I don't know what my size is?"

"I don't know what size I am."

"Can you take my measurement?"

When you go to the register, you don't need to say anything. However, they might ask you a bunch of questions.

"Did you find everything you needed today?"

"Was anyone helping you with this?"

"Would you like to open a credit card? You can get 10 percent off of everything for today."

These are all yes and no questions so answer appropriately.

Communicating at a Restaurant

Communicating at a Restaurant section contains Travel English lessons on Fast Food Ordering, Fine Dining, Speaking with Servers, and other Expressions used in the Restaurant.

Lesson 21: Fast Food

There are many types of restaurant. In this lesson, we will cover what you need to say in fast food restaurants, regular sit down restaurants, and luxury fine dining restaurants.

Fast Food

McDonald's is a popular restaurant, so I will use McDonald's as an example. The only thing you do when you go to a fast food restaurant is to go to the counter and order your food, then pay for it. That's all. Let's go through some quick sentences.

"Welcome to McDonald's. May I take your order?"

"I'll take a Big Mac and a small coke."

"One Big Mac and one small coke. Will that be all?"

"Yes."

"Will that be for here or to go?"

"For here please."

"The total comes to \$3.87."

A common mistake is to answer yes or no when you don't know the answer. I heard of many stories when the cashier asks, 'for here or to go', and the person says, 'yes'. It is simple to avoid this mistake by studying and being prepared.

In most fast food restaurants, it is even easier to order. They have value meals and you just have to say a number.

"I'll take number 2."

But the difference is that there are sizes.

"Would you like medium, large, or super size?"

"Medium please."

Lesson 22: Regular Restaurant Ordering

When you sit down to eat at a restaurant remember to leave a tip. The average you should leave is 15 percent.

After you are seated, the first thing they ask is if you want something to drink.

"Can I get you a drink?"

"Can I get a drink for you?"

"Would you like to order a drink now?"

"Can I get a drink started for you?"

"What would you like to drink?"

"I'll take a coke."

"I'll have an orange juice."

"Water will be fine."

"Can I have a glass of water?"

After they bring out your drinks, they will take your order. The reason they do this is because most people know what they want to drink, but want a few minutes to decide what to eat.

"May I take your order?"

"What would you like to order?"

"Are you ready to order?"

"What would you like today?"

If you need more time, you can simply say, "Can I have a couple more minutes?"

When you are ready to order, just read off what you want.

"I'll take the Salisbury steak with hash browns."

Depending on what you order, they will have side options they will ask you about. Listen carefully to your choices and choose one. You should prepare yourself by reading the menu carefully. It should indicate what your options are.

"Would you like toast, a muffin, or a cornbread?"

Lesson 23: Regular Restaurant Eating and Requesting Bill

Most places will come by once when you are eating and ask how everything is. This is a chance for you to order something else, complain about something, or get a refill on your drink. Some of the things they might say are:

"How is everything?"

"Is everything ok?"

"How is your dinner?"

"How is your lunch?"

"Are you guys doing ok?"

"Do you need anything else?"

When you are almost done with your meal, they might ask if you want some dessert.

"Would you like dessert today?"

"Would you like our dessert menu?"

"Would you like to order any dessert?"

"Any dessert for you today?"

"Would you like to hear our dessert special?"

If you are finished and want your bill, you can look for the server, make eye contact, and raise your hand. When they come by, ask them for the bill.

"Can I have my check?"

"Can I have my bill?"

"I'm ready for my bill."

"I would like my check please."

Lesson 24: Fine Dining

The process of fine dining is very similar to the previous example. I'll list a couple of additions for fine dining that I didn't include above.

If you order wine, they will pour a tiny bit into your glass. You should immediately take a drink of it and shake your head yes. After you approve, they will pour your glass and other glasses full of the wine.

Some restaurants need to prepare dessert 20 minutes in advance. That means they will ask you if

you are going to have dessert while you are eating instead of waiting for you to complete. Finally, these types of restaurants take reservations. Here is an example of making a reservation through the phone.

"Hello, McCormick's. How may I help you today?"

"I would like to make a reservation."

"What day did you want to come in?"

"This Friday at 7:00pm."

"We have a table at 7:15. Will that be acceptable?"

"Yes."

"May I have your name?"

"Rich Yu. That's Y U."

"I have reserved a table for Mr. Yu on Friday at 7:15. Is there anything else I can do for you?"

"That will be all."

"Thank you for calling."

"Thank you. Good Bye."

"Good Bye."

When you come in, you can tell them that you have a reservation.

"Hi, I have a reservation at 7:15 for Rich Yu."

"Oh, yes. Mr. Yu, your table will be ready in just a moment. You can wait right over there."

Lesson 25: At the Restaurant - Interactive Practice

Click on Listen All and follow along. After becoming comfortable with the entire conversation, become Person A by clicking on the Person A button. You will hear only Person B through the audio file. There will be a silence for you to repeat the sentences of Person A. Do the same for Person B. The speed of the conversation is native speed. Use the pause button if the pause between each sentence is too fast for you. After practicing several times, you will be able to speak as fast as a native.

Part 1

[Listen All](#) | [Person A](#) | [Person B](#)

A: "Welcome to McDonald's. May I take your order?"

B: "I'll take the number one."

A: "What size would you like?"

B: "Medium please."

A: "Will that be for here or to go?"

B: "Here please."

A: "The total comes to \$4.89. We'll have that right out for you."

Part 2

[Listen All](#) | [Person A](#) | [Person B](#)

A: "Can I get a drink started for you?"

B: "I'll take a coke."

A: "One coke. I'll be right out with your coke."

--Pause-- "Here's is your coke. Are you ready to order?"

B: "Can I have one more minute?"

A: "Sure. I'll be back in a little bit."

--Pause-- "Do you need more time?"

B: "I'm ready now. I'll have the Patty Melt with fries."

A: "Do you want regular fries or steak fries?"

B: "Steak fries please."

A: "I'll have that out for you in a few minutes."

--Pause-- "Here you go. Do you need anything else?"

B: "Can I have a bottle of ketchup?"

A: "I have one right here."

B: "Great. Thanks."

A: "Is everything ok here?"

B: "Yes. Thank you."

--Pause-- "Excuse me. Can I have my bill?"

A: "Sure. Here you go."

Website: <http://www.talkenglish.com/LessonPractice.aspx?ALID=421>