

## Page. 18 Linking Words and Phrases

1. We are writing to you..... clarify certain confused points.

a. **To** b. **in order to** c. so as to d. for

2. Our reply has been delayed.....the recent postal strike.

a. **Because of** b. **owing to** c. for d. by

3. These matters are difficult to deal with in writing. ....we feel that it would be better for us to have meeting.

a. **This is why** b. **that is why** c. this is because d. consequently

4. I am sending you my curriculum vitae, as well as other information,.....you will have a chance to study it before our interview.

a. **So that** b. because c. for d. since

5. Unfortunately your letter arrived after the final date for applications. ....we cannot consider you for the post.

a. **As a result** b. that is because c. **consequently** d. for this

6.....you are an import-export company, you will no doubt be pleased to know that I speak several foreign languages.

a. For      b. **Since**      c. **As**      d. Because of

7. I have had no regular work during the last year.....a persistent illness.

a. Because      b. owing to      c. for      d. **because of**

8.You suggest a visit in the first week of June.  
.....June 2<sup>nd</sup> is a public holiday in our country, we would like to suggest the second week instead.

a. For      b. Because      c. Unfortunately      d. **Since**

9. Most companies take holidays in August.  
....there is a little chance of much work being completed then.

a. So      b. **Therefore**      c. Thus      d. So that

10. I am enclosing a photocopy of the letter.....you can judge its tone for yourself.

a. **so that**      b. in order to      c. because      d. since

Q. You have just spent a weekend staying at the Park Safari Hotel in Pokhara. When you got home, you found that you have left a bag at the hotel. **Write a letter to the manager of the hotel.**

- **"viz"** means "videlicet" in Latin ". In English we use it to mean "namely". It is most often used when we want to add further clarifying explanation or examples to a statement we have made.
  - Example: "There are two places you might go to dance in this town, viz. The Roxy and The Rodeo nightclubs."
  
- **"E.g."** is an abbreviation for the Latin phrase *exempli gratia* which means "for example."
  - There are many different flavors of ice cream, e.g., chocolate, vanilla, strawberry.
  
- **"i.e."** stands for the Latin phrase *id est*, which means "in other words" or "that is to say."
  - i.e is used to add on to the first part of a sentence and give the reader more information. The information should explain the first part of the sentence in more detail so the reader understands it better.
  - For example: "I am a vegan, i.e., I do not eat any animal-based products"

- **namely** is used to introduce detailed information about the subject we are discussing, or a particular aspect of it.

Example: there is only one town in England with more than five million inhabitants, **namely** London.

- **In other words** is used to introduce a statement that repeats what has been said in a different and usually a simpler or more exact way.

Example: Most of the interesting things take place on Saturday and Sunday. In other words, a weekend is the best time for a visit.

- the most common use of '**however**' is at the beginning of a sentence. It indicates that this sentence is going to say something contradictory to the previous sentence.

Example: Rebecca invited me to her party tonight. However, I already made other plans.

➤ We use “**or rather**” When we want to correct what we have just said, or make it more precise, we often use the expression ‘or rather’.

Example: His son is a doctor, **or rather**, a surgeon.

## 5.3 LINKING WORDS AND PHRASES (page 53)

1. Most of the interesting things take place on Saturday and Sunday. ...., a weekend is the best time for a visit.

a. For example    b. Namely    c. i.e    d. **In other words**

2. This film is for adults only, ..... people over 16 years of age.

a. Such as    **b. i.e**    c. e.g.

3. Fresh field mushrooms are readily available during only one season, ..... the autumn.

**a. namely**    b. for instance    c. in other words



4. For a baby, breast milk has many advantages over bottle milk. ...., it builds up the baby's defenses against disease.

a. I.e    b. Namely    **c. For example**    d. In other words

5. Everybody takes part in the dancing,.....  
everybody except the musicians.

a. In other words    **b. or rather**    c. namely    d. for instance

6. Man-made fibres.....nylon and Terylene can be combined with cotton to give greater strength.

**a. Such as**    b. i.e.    c. namely    d. e.g.

7. Universities                  and                  Colleges                  of                  Advanced  
Technology,.....places of higher learning, are financed partly by the state and partly out of private funds.

**a. that is to say**    b for example    c. namely                  d. e.g.

8. Some metals, .....platinum, are more expensive than gold.

a. i.e.    b. **such as**    c. in other words    d. viz

9. In August everyone goes away,....., everyone not connected with the tourist industry.

a. For example    b. i.e.    c. **or rather**    d. in other words.

10. The town's traditional handicrafts depend on two materials,.....leather and silk.

a. **viz.**    b. e.g.    c. such as    d. in other words

11. There is only one town in England with more than five million inhabitants, ..... London.
12. Late at night buses and trains can be dangerous.. ..... ... if you want to avoid trouble, take a taxi.
13. The tour will include visits to several places of interest,....., the British Museum and the Tower of London.
14. The brochure mainly concerns self-employed people, .....people who work but who are not employed by someone else.
15. A discount is given to students,....., to people who have a students' card, which is not always the same.

11. There is only one town in England with more than five million inhabitants, ...**namely**..... London.
12. Late at night buses and trains can be dangerous. **In other words**, if you want to avoid trouble, take a taxi.
13. The tour will include visits to several places of interest, **for example**, the British Museum and the Tower of London.
14. The brochure mainly concerns self-employed people, **i.e.** people who work but who are not employed by someone else.
15. A discount is given to students, **or rather**, to people who have a student's card, which is not always the same.

# Complete the following sentences with an appropriate word or phrase

16. The offer in this brochure concerns only household appliances, i.e. ....
17. The offer in this brochure concerns only household appliances, e.g. ....
18. Foreigners often find the months of July and August much too hot. In other words, .....
19. Only two countries have sent people into space, viz...
20. I like all sorts of food, or rather,.....
21. Many large sea birds, such as....., can stay in the air for very long periods of time.
22. There is only one metal that is liquid at room temperature, namely.....
23. Winter sports, e.g. ...., are very popular these days.
24. Good language schools, that is to say, ....., can afford to charge high prices.

16. The offer in this brochure concerns only household appliances, i.e. **those appliances that are normally used in the home.**
17. The offer in this brochure concerns only household appliances, e.g. **fridge, washing machine** etc.
18. Foreigners often find the months of July and August much too hot. In other words, **the best time for a visit is June or September.**
19. Only two countries have sent people into space, viz. **Russia and America.**
20. I like all sorts of food, or rather, **everything except octopus**
21. Many large sea birds, such as **the albatross**, can stay in the air for very long periods of time.
22. There is only one metal that is liquid at room temperature, namely **mercury.**
23. Winter sports, e.g. **skating and skiing**, are very popular these days.
24. Good language schools, that is to say, **schools where students learn language quickly**, can afford to charge high prices.

**Page 10. Report the following item of direct speech choosing one of the reporting words given.**

[Praise, state; suggest; ask; think;  
explain; call; insist; order; advise]

1. 'You walk straight down this road until you get to a big church on the left,' said Angela. 'Then you turn right, walk along for about a hundred yards, and you'll see the post office on the left.'
2. 'Listen, Dick you really ought to write and explain what's happened,' said Mrs. Jones. 'In fact, if I were you, I'd write the letter straightaway.'

3. 'You're a fool, Brian,' said Sara.

4. 'You realize, of course, Bill, 'Penny said, 'that in this weather it would probably make more sense for us to go by train. What do you think?'

5. 'If I've told you once, I've told you a dozen times; somebody must pay for the broken window,' said the young lady.



# Answers

1. Angela explained to me how to get to the post office.
2. Mrs. Jones advised Dick to write the letter at once and explain what had happened.
3. Sara called Brian a fool.
4. Penny suggested that they should go by train.
5. The young lady insisted that someone should pay for the broken window.

### **3.5 page 32 [accuse; wonder; offer; announce; apologize; deny; complain; refuse]**

1. 'What will happen if I refuse?' Jim said quietly to himself.
2. 'I'm afraid that the Council cannot treat your case as urgent,' the letter said.
3. 'There's no point in trying to deny it, Sheila,' her boyfriend said. 'You've been going out with other men behind my back.'
4. 'Don't start suggesting that I was responsible,' Fred said. 'I wasn't even here when the fire started.'
5. 'Ladies and gentlemen, the flight will leave at about 3 o'clock,' said the official.

## Answers

1. Jim wondered what would happen if he refused.
2. The Council refused to treat their case as urgent.
3. Sheila's boyfriend accused her of going out with other men behind his back.
4. Fred denied that he was responsible for the fire.  
[Fred denied being responsible for the fire.]
5. The official announced that the flight would leave at about 3 o'clock.

**Page 72. [beg; allow; refuge; order; warn; suggest; dare; encourage]**

1. 'Why don't you make a cake?' said Yvonne. I'm sure it would turn out, Tony, because you know how good you are at anything practical. I'm sure you'd find it quite easy, and in any case I'd give you a hand.'
2. 'Jones!' said the headmaster. 'Pick up those papers at once!'
3. 'Please, please say you'll help me,' Fred said. 'I'll do anything you want, but please help me this once, Jane.'
4. 'All right the boys can go home,' said Miss Pritchard.
5. 'Don't go too near the edge, children,' said Mr. Bream. 'You can easily slip there if you're not careful and that can be quite dangerous.'

# Answers

1. Yvonne encouraged Tony to make a cake.
2. The headmaster ordered Jones to pick up the paper at once.
3. Fred begged Jane to help her.
4. Miss Pritchard allowed the boys to go home.
5. Mr. Bream warned the children not to go too near the edge.

## Page 80

**[promise; intend; complain; remind; explain;  
suspect; remember; offer]**

1. 'It's not fair,' said Fanny.' Why does the company have to treat to me so badly? These sorts of things never happen to anybody else.'
2. 'Oh, it's just occurred to me,' said Anne. 'It's my mother's birthday.'
3. 'You remember how to get to the park, don't you?' Kate said. 'Just get the 45 bus, and get off at the top of the hill.'
4. 'Of course, I'll never be able to prove it, 'Mr. Jackson said, 'but I bet it was the neighbors that told the police.'
5. Nellie said, 'if you like, I'll feed the children and put them to bed, and then you can go out for the evening.'

1. Fanny complained that the company had treated her badly.
2. Anne remembered that it was her mother's birthday.
3. Kate reminded me how to get to the park.
4. Mr. Jackson suspected the neighbors of telling the police.
5. Nellie offered to take care of the children so what we could go out.

## Page 51.

### Decide whether the following examples need any changes:

9. You can visit the famous buildings by bus, **or** you can also take a horse-drawn cab.
10. The concerts usually start when the sun has gone down, **and** they last for about two and a half to three hours.
11. We will spend part of the day by the sea, **so** bring a swimsuit.
12. Our guides are all experienced ; most of them speak several languages ;in any case all of them speak English.
13. The bus leaves at 11 o'clock, **and** we have lunch in a delightful little restaurant on the top of the cliffs. **Then** we visit the caves in the afternoon, **and** finally we have a guided tour of the old town.
14. Munich is sometimes called the village with a million people; it is the capital of Bavaria, **and** it has wonderful museums and churches.



## Page 77. Punctuate the following sentences

11. Did John come asked Michael

➤ ‘Did John come?’ asked Michael.

12. We are she insisted the oldest family around here

➤ ‘We are,’ she insisted, ‘the oldest family around here.’

13. Leave me alone he roared

➤ ‘Leave me alone!’ he roared.

14. Then Mrs. Smith asked where on earth were they

➤ Then Mrs. Smith asked, ‘Where on earth were they?’

15. They've gone replied the countess and they won't be coming back

➤ 'They've gone,' replied the countess, 'and they won't be coming back.'

16. It's very nice she said quietly where did you buy it

➤ 'It's very nice,' she said quietly, 'Where did you buy it?'

17. I'd simply like to know my neighbor whispered where the woman lives

➤ 'I'd simply like to know,' my neighbor whispered, 'where the woman lives.'

18. Yes I do I said in a loud voice

➤ ‘Yes, I do’ I said in a loud voice.

19. Well he mumbled I don’t really know what to say

➤ ‘Well,’ he mumbled, ‘I don’t really know what to say.’

20. The farmer shouted what the hell are you doing in there

➤ The farmer shouted, ‘What the hell are you doing in there?’

21. I might come with you she said where exactly are you going

➤ ‘I might come with you,’ she said, ‘Where exactly are you going?’

22. They're all out replied the maid and I have no idea when they'll be back

➤ 'They're all out,' replied the maid, 'and I have no idea when they'll be back.'

23. What my mother shouted don't you dare say that again

➤ 'What?' my mother shouted. 'Don't you dare say that again!'

24. The old man whispered I can't really go very fast where can I sit down

➤ The old man whispered, 'I can't really go very fast.' 'Where can I sit down?'

25. No she said I'm afraid I cant do anything for you

➤ 'No,' she said, 'I'm afraid I cant do anything for you.'

26. What's your telephone number Susan asked with a smile

➤ 'What's your telephone number?' Susan asked with a smile.

**Q. 1 Write an instruction on one of your favorite recipes.**

**Q.2 Write an article about recent changes in the roles of men and women in your country or society.**

**Q.3 Write a letter relating on how you bought something and later had to take it back to the shop three times before it would work properly.**



## 8 Writing a story

### 8.1 PUNCTUATION

*Notice the punctuation in the following sentences:*

- 1 'We're going, and you're staying,' she said.
- 2 She said, 'We're going, and you're staying.'
- 3 'We're going,' she said, 'and you're staying.'
- 4 'We didn't play badly. In fact, we won,' Dolly replied.
- 5 'We didn't play badly,' replied Dolly. 'In fact, we won.'
- 6 Dolly replied, 'We didn't play badly. In fact, we won.'
- 7 'Who are you?' shouted the old woman.
- 8 The old woman shouted, 'Who are you?'
- 9 'Get out!' he screamed.
- 10 He screamed, 'Get out!'

*Now, working in groups of two or three, punctuate the following sentences:*

- 11 Did John come asked Michael
- 12 We are she insisted the oldest family around here
- 13 Leave me alone he roared
- 14 Then Mrs Smith asked where on earth were they
- 15 They've gone replied the countess and they won't be coming back
- 16 It's very nice she said quietly where did you buy it
- 17 I'd simply like to know my neighbour whispered where the woman lives
- 18 Yes, I do I said in a loud voice
- 19 Well he mumbled I don't really know what to say
- 20 The farmer shouted what the hell are you doing in there

*Now, working individually, punctuate the following sentences:*

- 21 'I might come with you,' she said, 'where exactly are you going?'
- 22 'They're all out,' replied the maid, 'and I've no idea when they'll be back.'
- 23 'What my mother shouted, don't you dare say that again.'
- 24 'The old man whispered, I can't really go very fast, where can I sit down?'
- 25 'No,' she said, 'I'm afraid I can't do anything for you.'
- 26 'What's your telephone number?' Susan asked with a smile.

### 4.3 LINKING WORDS AND PHRASES

Working in groups of two or three, complete the following three passages using the words and phrases given. Then discuss your answers with other groups.

A I don't know whether you heard that I was a member of the club team in the folk dancing competition last month. (1) \_\_\_\_\_, I didn't think I was good enough, but we've danced several times in public recently, and the leader said that I did very well, so (2) \_\_\_\_\_ I allowed myself to be persuaded. When all the teams had danced, the jury took ages to make up their minds, and we were so nervous we could hardly wait. But then the foreman of the jury came onto the stage. (3) \_\_\_\_\_ I whispered to my neighbour. We didn't win, but we were very glad to come second.

- 1 a) First      b) Firstly      c) At first      d) At the beginning  
2 a) in the end      b) at the end      c) lastly  
3 a) In the end      b) At the end      c) At last      d) Lastly

B Before we moved into our new flat, there were several things that we had to arrange. (4) \_\_\_\_\_, we had to have a big wardrobe built in the main bedroom. (5) \_\_\_\_\_, we had to fit safer, stronger locks to all the doors. We also had to have central heating installed because the winters here can be very cold. And (6) \_\_\_\_\_, we had to get the telephone connected because, as you know, I can't possibly manage in my business without it.

- 4 a) At first      b) In the beginning      c) First      d) At the beginning  
5 a) On the other hand      b) After      c) Second  
6 a) in the end      b) at last      c) lastly      d) at the end

C Let me give you a rough idea of what happens in the film. (7) \_\_\_\_\_ the film we meet a young man who is obviously unhappy, and who clearly has no idea how to overcome his unhappiness. We follow the man through various experiences which gradually change his picture of himself, although (8) \_\_\_\_\_ they do not make him happier. But (9) \_\_\_\_\_, as you might expect, he meets a young girl, and he falls in love with her. This changes his life completely, and he starts seeing the brighter side of things. Unfortunately, I can't tell you what happens right (10) \_\_\_\_\_ because I fell asleep before it finished.

- 7 a) In the beginning of      b) First in      c) At the beginning of  
d) At first in ✓  
8 a) firstly      b) at the beginning      c) at first ✓  
9 a) at the end ✓      b) lastly      c) at last ✓  
10 a) in the end ✓      b) at last      c) finally      d) at the end ✓









Reports

Now, working in groups, work out the uses of the following three groups of words and phrases:

at first, at last, in the beginning, in the end;  
first, firstly, last, lastly, finally;  
at the beginning, at the end.

Now working individually, put a suitable expression in each of the blanks in the following passage:

I recently read a book about a young woman. (11) \_\_\_\_\_ of the story she is living at home with her parents; she has a boring job, but she hopes for better things. One day she sees an advert for air hostesses. (12) \_\_\_\_\_ she doesn't know what to do, but then she talks to her friends, and they all think she should try for it. So (13) \_\_\_\_\_ she decides to apply. She has to wait quite a long time for a reply, but then one day it arrives. '(14) \_\_\_\_\_' she says. 'I thought it would never come.' The letter says that there are three conditions: (15) \_\_\_\_\_, she must be at least 165 centimetres tall; and (16) \_\_\_\_\_, she must speak one foreign language well. It turns out that she does in fact fulfil all three conditions, so she writes again, and they reply asking her to come for an interview. Anyway, to cut a long story short, she gets the job, and right (17) \_\_\_\_\_ she wins a competition for the Best Air Hostess of the Year.



<https://www.youtube.com/watch?v=uMCPVPJgjqE>

<https://youtu.be/rMKOCKpjHok>

<https://youtu.be/VAENkEqINtl>

[https://youtu.be/yz7IQj\\_AzC0](https://youtu.be/yz7IQj_AzC0)

<https://youtu.be/W3KI2rJm-Sc>

tdk weyc qmd

The exclamation point should be mainly used to demonstrate shock, surprise, anger or a raised voice.

- the exclamation point should be mainly used to demonstrate shock, surprise, anger or a raised voice.
- Shock: *There's been a terrible accident!*
- Surprise: *Oh my God! What a fantastic birthday gift!*
- Anger: *What is wrong with you! Stop writing on the walls.*
- Urgency: *Watch out for traffic signs! If you don't, you could die!*

- Rule #2. The exclamation mark is used at the end of a strong command.
- *Go away! I don't want to talk to you!*
- *Shut Up!*
- *Get off my bed!*
- *Stop!*
- Rule #3. The exclamation mark is used at the end of an interjection.
- *Hey! Stop playing tricks on me!*
- *Ouch! That hurts!*

# **Handshake a course in Communication 50%**

## **Unit 1. Opening and Closing**

- Greetings
- Introducing yourself
- Introducing other people
- Shaking hands
- Starting a conversation
- Asking questions
- Closing a conversation



## Unit 2. Non-verbal communication

- Gestures
- Dress and Appearance
- Body language
- Facial expression
- Making the right noises
- Eye contact
- Position
- Proximity
- Touching
- Status symbol

## **Unit 3. Exchanging information**

- Personal information
- Origin
- Your life and skills
- Checking information
- Saying the wrong things
- Receiving information
- Question types
- An interview
- Interview assessment

## **Unit 4. Social interaction**

- What would you say
- A cool reception
- Indirect questions
- Offers
- Suggestions and invitation
- Apologizing
- Requesting permission
- Rules and regulations
- Saying the right thing

## **Unit 5. Conversation strategies**

- Topics of conversation
- Women and men
- Attentive listening
- Conversation fillers
- Pausing
- Thinking time
- Being diplomatic
- Turn taking
- Interrupting

# Unit 1. Opening and closing conversation

## Ways to Greet Someone

- Hello. This is the most basic greeting in English. ...
- Hi. This is a shorter version of "hello". ...
- Hey. Now, "hey" is definitely more casual than "hi" or "hello". ...
- Good morning. / Good afternoon. / Good evening. ...
- It's nice to meet you. ...
- It's a pleasure to meet you. ...
- It's good to see you again. ...
- What's up?

# Introducing yourself

- Shake hands firmly, look at the other person straight in the eye. Smile!
- Say 'How do you do?' in USA the response is 'Pleased to meet you,' or 'Fine thanks,'. In Britain the response is usually 'How do you do?'
- Give information about yourself
  - state your name
  - Add extra information (job, company, or where you live)
- Exchange business cards.

- Hello, my name is Matt Lemanski. I am the creator of [Speaking of English](#), a blog for intermediate English learners who want to become more fluent in the language. I am **originally from** the United States and I currently live in Germany. I have been a teacher since 2008, and **specialize in** business writing and IELTS preparation. **Before becoming** a teacher, I worked as a copyeditor for government agencies in Washington DC and as a ghostwriter for startup founders and independent consultants around the world. **In my free time**, I enjoy hiking, practicing photography, and exploring the city by bike.

- **Opening conversations:**

**(General opening conversation)**

"Hi. How are you?"

"How is it going?"

"How are you doing?"



- **(General closing conversation)**

"Sorry, but I got to go now. It was nice talking to you."

"I will talk to you soon."

"Take it easy."

"Take care."

"Bye."

"See ya."

"See you tomorrow."

"See you later."

# Unit 2. Non Verbal Communication

- 1. Put the frequency adverbs into these sentences**
  - a. I watch TV in the evening.(always)
  - b. I kiss friends when we meet. (never)
  - c. I'm tired in the mornings. (rarely)
  - d. She goes to work by train. (generally)
  - e. In London, temperatures are below 0 in March. (hardly ever)
  - f. The flight arrives at eleven. (normally)

**2. Are the words in bold adjectives or adverbs? Write (ADJ or ADV)**

- a. Their answers were **wrong**.
- b. She plays tennis **well**
- c. He looked **unhappy**.
- d. They looked **carefully** when they crossed the street.
- e. I **sometimes** get up at 7 o'clock.
- f. The music was very **loud**.
- g. It's **a fast** motor cycle.
- h. The car is travelling **fast**.

# Unit 3. Exchanging Information

## Personal details

- Name
- Address
- Telephone number

(in USA, employers cannot ask about your age, sex, race or martial status)

## Work experience

- What is/was your job/ job title?
- Where do/ did you work?
- When did you work there? (...from...to..)
- What do/did you do in your job?

# Personal qualities

Which of these things are you good at doing?

- Communication with people
- Using machines
- Working with your hands
- Selling things
- Thinking of new ideas
- Organizing yourself/other people/information
- Working in a team
- Learning languages

## **Special skills/interests**

Do you have any special skills or training?

Do you have any hobbies?

Can you play a musical instrument?

What do you like doing in your free time?

## **Education**

What qualifications do you have?

What subjects are you studying?

Which school college did you attend? are you attending?

When were you there?

## **Languages**

Which languages can you speak?

What level are you?

# Checking information

One way of checking information is to use question tag

You live in London, don't you?

You've been to the USA, haven't you?

# Receiving information

Telephone messages

Write the message

Check spelling

Check numbers (14 and 40)

## **An interview**

- a. Conversation opening (friendly) questions.
- b. Questions about skills and qualifications.
- c. Questions about your personality.
- d. Questions about salary and working conditions.
- e. Questions about your ambitions.

## **Interview assessment**



## **Q. Choose the correct word**

1. Have you ever (been/ went/ go) to Texas?
2. He (have/ has) never been to Canada
3. (Have/ Has/ Had) they finished yet?
4. She has lived in China (for/since) five years.
5. We've (yet/just) heard the news.
6. I've often (see/ saw/ seen) it on TV.
7. They (hasn't/ haven't) done it yet.
8. Have you (do/done/ did) everything yet?

**Q. Rewrite these sentences in the correct order**

- a. night?/ you/ where/ go/ last/ did/
- b. yet/ haven't/ dinner/ I /had
- c. just /new/ jacket/ bought/ I've/ a
- d. morning/ got up/ this/ she/ at/ six
- e. Already/ this/ seen/ I've/ program
- f. There/ times/ I've/ three/ been
- g. Often /she/ my /visited/ has /house
- h. Since/ lived/ they/ here/ have/ 1995
- i. been/ has/France?/ever/she/to

## Q. Complete the spaces in these conversations

A: Have you ever.....to Florida?

B: Yes, I .....

A: When ...you...there?

B: I ... there two years ago.

C: Have you seen the new Disney movie?

D: Yes, I .....

C: What ...you think of it?

D: It.... pretty good, I.....it . ..... you seen it?

C: Not yet. I'm going tonight.

Q. Look at the sentences below and write PS for **past simple** and write PP for **present perfect**

- a. When did you have lunch?
- b. Sit down. I've just made a cup of tea.
- c. They've often met her.
- d. Gary Smith scored the first goal.
- e. What did she say?

## Q. Complete the spaces on this chart.

Base	past	past participle
Do	did	done
Have	.....	.....
Know	.....	.....
Think	.....	.....
Write	.....	.....
.....	Fell	.....
Drink	.....	.....
Buy	.....	.....

**Q. Draft a conversation between a waiter and three guests, who have come to dine in the restaurant.**

<https://youtu.be/bgfdqVmVjfk>

**Q. Draft a telephone conversation between a customer and room division manager in matters of services, facilities and accommodation reservation.**

## Unit 4. Social interaction

What would you say?

Apologizing

I'm sorry

I'm extremely sorry

I'm terribly sorry, I

Im sorry about

Im very sorry

I apologize

Im afraid

Making suggestion

Should and could

Why don't we

How about going to the cinema

Offering help

I will do something for you

Let me help you carry your luggage

Why don't i..

Do you want me to call for you

Would you like me to ...

I can do

Can I do

I'd be happy to carry bag for you

.



## Asking for permission

- Can I go out, please?
- May I open the window, please?
- Please, can I have a look at your photo album?
- Please, may I taste that hot spicy couscous dish?
- Do you mind if I smoke?
- Would you mind if I asked you something?
- Is it okay if I sit here?

## Refusing

## **Q. What are the elements of a story?**

- A **story** has five basic but important **elements**.  
These five components are: the characters, the setting, the plot, the conflict, and the resolution

## **Q. What are the elements of formal letter?**

- The elements of formal letter are :
  - Heading
  - Inside address
  - Salutation
  - Body
  - closing
  - Signature

## **Q. What are the importance of linking words in writing and reading?**

- To connect your ideas and sentences while writing or speaking.
- To show the relationship between sentences and paragraphs
- To assist readers to move easily from one idea to another
- To make writing and speech clear and keep it fluent

## **Q. Why body language is important in speech?**

Your **body language** can help you engage your audience and be confident and relaxed during your presentation. When you make eye contact, maintain a confident posture and eye contact, your presentation will be more dynamic, and you'll be able to connect with your audience.

# Unit 5. Conversation Strategies

**Conversation strategies are techniques that help the speaker and listener (interlocutor) maintain a conversation to go smoothly to reach the conversation goals.** They are strategies that are use to manage conversations.

- Ask questions  
Your family  
Work colleagues  
topics

Compliments to other person

Attentive listening

Conversation fillers

Pausing

Thinking time

Being diplomatic

turn taking

Interrupting

## Attentive Listening

When we're listening to someone we need to show them that we're listening attentively. We use body language and we use noises and agreeing formulas as conversation fillers.

Body language nodding, eye contact

Listening oh, no, right, I see, oh, really ah, yeah, mmm, uh-huh

Echoing

A: I went to London.

B: London?

Checking that you understand

- Conversation fillers
- In order to keep the conversation going, it is recommended to use conversation fillers.
- You know, um , hum, literally, right, well, you see
- Words, phrases like ...or sound that we use to actively listen to someone speaking or to give ourself thinking time before we answer a question.



## Pausing

When you are giving information pauses are very important. If you speak without pausing it's difficult for a listener to understand you.

## Thinking time

## Being diplomatic

Say something positive before you say something negative

Introduce negative points with an apology

Indirect sentences sound better than direct sentences

Don't get straight to the point

## Turn taking

Conversation is a turn taking process and it is more difficult when there are several people in conversation. Turn-taking occurs in a **conversation when one person listens while the other person speaks**. As a conversation progresses, the listener and speaker roles are exchanged back and forth

- Interrupting
- When you plan to interrupt someone, it's important to introduce your interruption with a polite expression: • **Excuse me...** Sorry to interrupt but... Excuse me, I have a question...

# Put a/an/the in these sentences

1. The police officer is wearing ...uniform
2. I'd like .....apple, please.
3. Where's ...manager of the company?
4. ....Prince of Wales was here yesterday.
5. It's .....enormous building.
6. That's ...biggest building in the world.
7. There's ..hour before we have lunch.
8. Do you know ...right answer to this question.

# CONDITIONAL – TYPE 1

We use type 1 conditional to talk about something that is a real possibility.

The basic form is:

If + sub+ v1/v5+ obj, sub+ will+ v1+ obj

If it rains, I will take an umbrella.

sub+ will+ v1+ obj If + sub+ v1/v5+ obj

I will take an umbrella If it rains

# CONDITIONALS-TYPE 2

We use type 2 conditionals when we are imagining something.

The basic form is:

If + sub + past tense + obj, sub+  
would/could/should/ might + v1+ obj

If I won a lot of money, I'd go to Hawaii.

If she didn't go to work, her boss would be angry.

- If I had enough money I would buy a car.

# CONDITIONALS TYPE-3

We use type 3 conditional when we are imagining something about the past.

The basic form is:

If + past perfect tense+ obj, sub+ would/could/  
should/ might/+ have + past participle+ object

If it hadn't rained, we wouldn't have got wet.

If I had been there, i would have enjoyed myself.



## **Put the verbs in the brackets in the correct form.**

- a. If I (be) late, I (phone) from the station
- b. If you (be) in London, we (meet) for lunch
- c. They (not like) it if we (not make) an appointment
- d. She (rent) a car if she (go) to Los Angeles.
- e. If you (need) more photocopies, I (do) them for you.

## **Choose the correct word**

- 1.If I had( lose /lost) my keys, I couldn't (have /had) opened the door.
- 2.If only I (had/ would )known, I wouldn't have (call/called) you.
- 3.I( will/ would )have helped if I'd (been/ were) there.

Add question tags to these statements.

1. She's got a bad cold,.....?
2. He doesn't understand,...?
3. We need some money,....?
4. You didn't hear me,....?
5. It started at seven,....?
6. They'd like to go home now,...?

Forms of address

General

Mr/Mrs/ Miss /Ms

Master for young boy

Only use these with a family name

Mrs Shrestha

## **Transform these sentences from active to passive.**

1. They design the cars in Italy
2. They built the car in Spain
3. They have made 250000 cars.
4. They will make 75000 cars next year
5. They are building a new model in Malaysia.

## Complete the spaces with reflexive pronoun

1. They built their house.....
2. It's automatic. It switches.....off.
3. I like looking at ...in the mirror.
4. John, I can't help you. Can you do it.....?
5. I hope you both enjoy.....
6. We didn't buy it , we made it .....
7. She taught .....to play the guitar
8. He cut.....badly.

Room service: good morning room service this is Saurav speaking . How can I help you?

Guest: I'd like to order breakfast, please.

Room Service: may I have your name and room number?

Guest: Manoj Pun. Room no 416.

Room service: what would you like today, Mr. Pun?

- <https://www.youtube.com/watch?v=PrI6IAE1uL8>

# What is a memo?

- A memorandum is a written message that is typically used in a professional setting. Commonly abbreviated "memo," these messages are usually brief and are designed to be easily and quickly understood. Memos can thus communicate important information efficiently in order to make dynamic and effective changes.
- A *memo*, is a short message or record used for internal [communication](#) in a business.



## Purpose of Memos

- Memos can be used to quickly communicate with a wide audience something brief but important, such as procedural changes, price increases, policy additions, meeting schedules, reminders for teams, or summaries of agreement terms, for example.

## MEMORANDUM

DATE: November 17, 2018

TO: All Employees

FROM: Emma Johnson, VP, Marketing Department

SUBJECT: Facilities Update

I'm writing to inform you that, over the next few weeks, our kitchen area will be under construction as we re-model.

As our company continues to grow, we feel it necessary to provide more communal dining space, and we are grateful to our facilities team for their hard work in making that happen.

If you have questions or concerns regarding the re-model, you can access the full report [here](#). In the meantime, we are sorry for the inconvenience.

In between the weeks of December 1 - December 31, please use the kitchen on the second floor if you need a microwave. We will also keep that kitchen stocked per usual with snacks and soda.

Thank you for your cooperation.

**Write a memo informing the staff of the death of a woman who started in the company in a junior position and gradually worked her way up to an influential position. She always fought for women's rights, both inside and outside the firm.**

To: All staff    From: Company Secretary    Date: March 5, 2022

I'm feeling very sorry to announce the death of Mrs. Shakya who had been suffering from cervical cancer for a long time. She died peacefully on Sunday morning at home.

She started in a company as a cleaner, and gradually worked her way up to more and more influential positions, company supervisor. She always fought for human rights both inside the company and outside. She was well known to the staffs and people because of her remarkable social studies. She was also awarded with various national and international awards for her volunteer participation to empower the women.

I, therefore surely expect that all of you will join me to send condolences to her family. Similarly, our office will be half day on Monday to attend her funeral.

As per the family's decision, the funeral of Mr. William will be conducted in their own village at 2:00 pm Tuesday 13<sup>th</sup> March. He will be buried in the graveyard of the same village with his forefathers. You are requested to attend and participate in the last services of our great employer. May his soul always rest in peace.

Regards,

- **A memo to all the staff of a large company, suggesting ways of economizing on the use of paper, electricity, etc.**

- 

- **To: All staff      From: Managing Director      Date: 5April, 2019**

- 

- I am writing this memo so as to give few suggestions on the use of paper and electricity. As you all know that the office expenses are high these days so we have to think over it seriously and take some steps. There are some ways that will help to minimize our expenses. One of them is using electricity and stationery material economically that will help to reduce expenses in some extent.
- To save electricity and paper means saving money the more we save these things in our business the more profitable we can be. So, I would like to ask all to turn off monitor, printer, copier, and lights at the end of each working day. Don't forget to turn off these items when going out for lunch, meeting outside the office too. We can also make the electric bill less by not decreasing the temperature in the AC.
- Similarly, using stationery materials economically will also help to reduce expenses. We can minimize the use of paper by printing very important documents only. While printing we can use both side of paper and also minimize the font size of letters. Moreover, instead of sending letters, memos and fax we can use emails and save paper. I hope all of you keep these things in mind and help to minimize the expenses.

# Brochures

A brochure is a small printed piece of paper, usually made from a single. It is a promotional material, a tool of advertisement for a company. It is used to introduce a company or organization and inform about its products or services to a target audience. It is designed professionally and with attractive layout and pictures. Written concisely and in simple language, it provides the most important information about a company in a nutshell. Brochures are useful to provide the basic facts about an organization such as its mission, vision, services, origin, contact details, location etc.

**Himalayan Quest Travel and Tourism P. Ltd.**  
**BROCHURE**

**Namaste and Welcome to Himalayan Tourism  
world!**

Himalayan Quest Travel and Tourism P. Ltd. (HQTT) is a leading tourism company base in Kathmandu, Nepal with representative from different countries. HQTT deals on ticketing(domestic/int'l, bus ticket), trekking, expedition, tours, rafting, paragliding, mountain flight, jungle safari and many more travel and tourism related issues in Nepal, India, Tibet and Bhutan. As, it led by young professional with more than a decade long experiences that ensure to offer a quality services in association with related organizations and associations towards its identity and reputation globally.



**Vision:** We want to be a leading Tourism company in the Himalayan region.

**Mission:** We want to of every little professional help for clients.

**OBJECTIVES:**

**FEATURES:**

- National and international air, train and bus ticketing
- Trekking, hiking, jungle safari
- Climbing, bangi jumping
- River rafting, boating
- Expedition
- Paragliding, ultra flight, helicopter tour, mountain flights
- Culture exchange, historical tours and volunteers
- Yoga and meditation
- Scientific explorations, special study tour/seminars
- Rescue operations
- And many more .....

- <https://youtu.be/VERCWIqxcKw>
- How to write instructions and guidelines