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WELCOME TO THE TRAVEL ENGLISH BOOKLET

This booklet will teach you the words and expressions you need to travel to an English-speaking country.

- Learn over 500 useful words and expressions for travelling abroad.
- 40 topic areas covering a wide range of typical situations.
- Over 400 images to help you learn the words and expressions.
- More than 30 dialogues so you can hear the language in action.



There are five key features to this booklet:

1 Key language
The language in these booklets has been carefully selected so you'll only learn the most important words and expressions.

2 Images
The photos and illustrations will help you understand the key words by creating an association between the images and the language.

3 Dialogues
The dialogues will improve your listening and pronunciation skills. They'll also show you how the language is used in real-life situations.

4 Topic areas
By organising the language into topic areas, it'll be easier for you to remember the words and expressions.

5 Useful expressions
The useful expressions are ready-to-go and can be used directly in a whole range of typical situations.

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Good luck!
And we hope you enjoy learning lots of English with this booklet.

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TRACK 1

AT THE AIRPORT

Vocabulary


Airport


Aeroplane / airplane


Baggage / luggage


Suitcase

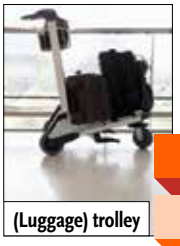

Taxi


Hand luggage / carry-on bag


Boarding card


Baggage carousel


Passport


(Luggage) trolley


Window seat


Aisle seat


Check-in desk attendant


Flight information screen

More words

- **Terminal** – a place where vehicles, passengers, or goods begin or end a journey.
- **Flight time / departure time** – your "flight time" is the time that the plane leaves.
- **Check-in desk** – a place where you can show your ticket and give the airline your bags so they can put them on the plane.
- **Baggage allowance** – the maximum weight for your bags (it's usually 20 kilos).
- **Excess baggage charge** – an amount of money you have to pay if your bags are heavier than the baggage allowance.
- **Luggage belt / baggage conveyor belt** – a moving rubber belt that takes your bag from the check-in desk to the plane, or from the plane to the baggage reclaim area.
- **Departure lounge** – a large room in an airport where you can sit before getting on the plane
- **Security check-in area** – the area in an airport where you show your passport.
- **Boarding gate** – the area where you show your boarding pass and get on the plane.
- **Board** – if you "board" a plane, you get on it.
- **Arrival time** – the time your plane arrives at its destination.
- **Land** – if a plane "lands", it comes to the ground in a controlled manner.
- **Take off** – if a plane "takes off", it leaves the ground in a controlled manner.
- **Delayed** – if your plane is "delayed", it leaves later than planned.
- **Cancelled** – if your plane is "cancelled", it doesn't leave and you have to get on another flight.

Useful expressions

What you say

- Where's the check-in desk, please?
- Which terminal does the plane leave from?
- Do you know which gate the plane is leaving from?
- Where's boarding gate 34, please?
- Can I have a window seat, please?
- Where's the security check-in area?

What you hear

- Can I see your passport, please?
- Did you pack the bags yourself?
- Your plane is delayed forty-five minutes.
- Would you like a window seat or an aisle seat?
- Here's your boarding card.
- You'll be boarding at gate number 34.

Dialogue: At the airport

Mr Fleet is at the airport check-in desk, hoping to board his plane very shortly. He's talking to the check-in desk attendant.



Mr Fleet: Hi.
Attendant: Good morning. May I see your ticket and **(1)** _____, please?
Mr Fleet: Certainly. Here you are.
Attendant: Would you like a window seat or an **(2)** _____ seat?
Mr Fleet: A window seat, please.
Attendant: Could you place your bag on the luggage belt, please?
Mr Fleet: Sure!
Attendant: Did you pack it yourself?
Mr Fleet: Yes.
Attendant: Has anyone interfered with your bag, or asked you to take anything on board the **(3)** _____?
Mr Fleet: No.
Attendant: Do you have any firearms, hazardous materials or liquids in your bag?
Mr Fleet: No.
Attendant: Oh, I'm afraid your bag has exceeded the maximum baggage allowance, so you'll have to pay the excess **(4)** _____.
Mr Fleet: Oh, right.
Attendant: If you just go over to that counter over there, you can pay the amount. Then, just come back here with the receipt and I'll put your **(5)** _____ straight through.
Mr Fleet: OK. Thanks.
[Ten minutes later, he comes back and hands her the receipt.] Here you are.
Attendant: Thank you. Here's your boarding **(6)** _____. Your flight leaves at 13:34. Boarding will commence at 12:45. The boarding gate hasn't been announced yet, but it should appear on the flight information **(7)** _____ in about half an hour. The security check-in area is just over there. Have a nice flight!
Mr Fleet: Thanks.

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TRACK 2

ON THE PLANE

Vocabulary


Airline


Tray


Pilot


Runway


Cockpit


Flight attendants


Safety belt / seat belt


Life jacket


Seat


Emergency exit


Oxygen mask


Control tower


Passenger


Sick bag


Airline food


Overhead locker


(Food) trolley


aisle

Useful expressions

What you ask/say

- Could you help me put this bag in the overhead locker, please?
- Can I pay in euros?
- I'll have a black coffee, please.

What you hear

- Can I see your boarding card, please?
- Please make sure your seat belts are fully-fastened.
- What would you like to drink?



VIDEO YouTube

Watch this video of an unusual flight attendant. Search YouTube for "**world's coolest flight attendant**".

Audio: On the plane

Here are some typical announcements that you can hear on the plane. Listen once and complete the text with the correct words.

Welcome

Ladies and gentlemen, welcome onboard Gallop Airlines **(1)** _____ 4B7 from London Gatwick to Paris. Please fasten your **(2)** _____ and secure all baggage underneath your seat or in the overhead lockers. And make sure your **(3)** _____ and table trays are in the upright position. Please turn off all personal electronic devices, including laptops and mobile phones. We'd also like to remind you that **(4)** _____ is prohibited for the duration of the flight. Thank you for choosing Gallop Airlines. Enjoy your flight.

During the flight

Ladies and gentlemen, the captain has turned off the Fasten Seat Belt sign, and you may now move around the **(5)** _____ . However we recommend you keep your seat belt fastened in case of any unexpected turbulence.

The captain speaks

Good afternoon. This is your captain speaking. I'd just like to welcome everyone on Gallop Airlines Flight 4B7.

We're currently cruising at an **(6)** _____ of 33,000 feet and an airspeed of 400 miles per hour. The time is 1:25 pm. With the tailwind on our side, we're expecting to **(7)** _____ in Paris approximately fifteen minutes ahead of schedule. The weather in Paris is clear and sunny, with a high of 25 degrees for this afternoon. The cabin crew will be coming around in about twenty minutes to offer you a light snack and drink. I'll talk to you again before we reach our **(8)** _____ , but until then, sit back, relax and enjoy the rest of the flight.

Landing

Good afternoon ladies and gentlemen and welcome to Paris. We've just landed at Charles de Gaulle Airport where the local time is fifteen minutes past three in the afternoon. The **(9)** _____ outside is 25 degrees Celsius. For your safety please remain seated with your seatbelt fastened until the **(10)** _____ has come to a complete stop and the seat belt sign has been switched off! Before leaving, please ensure that you have all of your personal belongings with you. On behalf of Gallop Airlines and the entire **(11)** _____ , we'd like to thank you for joining us and we look forward to seeing you on board again in the near future. Have a nice day!

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TRACK 3

GOING THROUGH CUSTOMS

Useful words


Customs officer

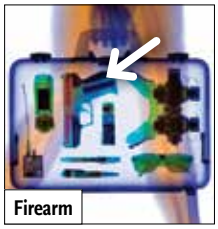

Passport


ID card


Suitcase


Backpack


Hand luggage


Firearm


Metal detector


Body scanner


Packet of cigarettes



Carton of cigarettes


Bottle of spirits

Extra words

- **Luggage** – all the bags that you take with you when you travel abroad.
- **Exotic species** – a plant, animal or insect that is taken from its native habitat into another country.
- **Smuggle** – to take goods illegally into a country.
- **Tax / duty** – money you pay to the government for certain goods: cigarettes, alcohol, etc.
- **Duty-free shop** – a shop in an airport where you can buy goods at a cheaper price because you do not have to pay tax on them.
- **Duty-free allowance** – the amount of goods you're allowed to take into a country without having to pay tax.
- **VAT – Value Added Tax** – a tax that is added to the price of goods or services.
- **Declare** – if you have something to declare, you have goods that you must pay tax on.
- **Green channel** – you walk through this area in an airport if you have nothing to declare.
- **Red channel** – you walk through this area in an airport if you have something to declare.
- **Banned goods** – goods that you can't bring into a country: drugs, guns, explosives...
- **Restricted goods** – goods that have controls over the quantity you can bring in, etc: some food products, some animal products, some plants, some souvenirs made from endangered species...

Dialogue: The customs officer

In this dialogue, Peter, who has flown in from New York City, is going through customs. **[Complete the dialogue with the correct words.]**



Customs: Hi, could you put your bag on the table, please?
Peter: Yes, sure.
Customs: Would you mind **(1)** _____ it for me, please?
Peter: Yes, of course.
Customs: Did you **(2)** _____ it yourself?
Peter: Yes, I did.
Customs: Where have you **(3)** _____ in from?
Peter: New York City.
Customs: Is this your first time in the UK?
Peter: Yes.
Customs: Is there anyone else **(4)** _____ with you?
Peter: No.
Customs: Can I **(5)** _____ your passport, please?
Peter: Yes, erm, here you are.
Customs: OK, and what's the purpose of your visit?
Peter: I'm **(6)** _____ some friends and relatives.
Customs: And how long do you plan to **(7)** _____ ?
Peter: 15 days.
Customs: Where will you be staying?
Peter: At my uncle's house.
Customs: Have you got anything to **(8)** _____ ?
Peter: No, I don't think so. I mean, I've got this bottle of whisky, but I got it in the duty-free shop.
Customs: That's all right. That's within your duty free allowance. OK, you can go now. Enjoy your stay.
Peter: Thanks.

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TRACK 4

AT THE HOTEL

Vocabulary


Lift / elevator


Receptionist


Double room (with a double bed)


Single room (with a single bed)


Twin room (with two single beds)


Porter / bellboy


Key


Key card


Pillow


Mini-bar


Trouser press


Cot


Safety-deposit box / safe

More words

- **Reception / front desk** – the area in the hotel entrance where you can book rooms or ask questions. The receptionist is usually behind a long table.
- **Guest** – a person who is staying in a hotel.
- **Lobby** – the large area near the entrance just when you walk into a hotel.
- **Room service** – if a hotel has "room service", it will bring food / drinks to your room.
- **Suite** – the most luxurious room in a hotel
- **Bill** – a piece of paper with information about how much you have to pay for the hotel room.
- **Hotel manager** – the person in charge of the hotel and the staff who work there.
- **Air-conditioning** – a machine that produces cold air.
- **Heating** – a machine that produces warm air.
- **Balcony** – an area on the outside of a room with a railing (a guard or barrier) around it.
- **View** – what you can see from the hotel window: the land, sea, mountains, etc.
- **Floor** – the second "floor" of a building (for example) refers to the second level of that building with all the rooms on it.
- **Check in** – when you "check in" to a hotel, you go to the front desk and tell them that you've arrived.
- **Check out** – when you "check out", you go to the front desk and tell them that you're leaving. You often pay at this point.
- **Wake-up call** – a telephone call from the hotel that will wake you up at a certain time.
- **Reservation** – if you make a "reservation", you telephone the hotel and arrange to have a room on a particular day.

Useful expressions

What you say

- I'd like a room for two nights, please.
- I'd like a single room, please.
- I have a reservation under the name of Smith.
- Does the hotel have a swimming pool?
- Is breakfast included?
- We need a cot for the baby, please.
- Could I have a wake-up call at 6am, please?
- What time do we have to check out?

What you hear

- What name was the reservation made under?
- Here's your key. It's room 458.
- It's on the fourth floor.
- The lift is just over there.
- Would you like someone to help you with your bags?
- Breakfast is served between 7 and 11.
- Check-out is at midday.
- Shall I call a taxi for you?

Dialogue: Checking in

Melissa has just arrived at the hotel where she's staying. She's at the front desk.



Receptionist: Hi, can I help you?
Melissa: Yes, I made a reservation a couple of weeks ago.
Receptionist: What name did you make it under, please?
Melissa: Simmonds, Melissa Simmonds.
Receptionist: Ah, yes, a single **(1)** _____ for two nights.
Melissa: Actually, it was a double room for three nights.
Receptionist: Oh, I'm sorry about that. I'll just change the **(2)** _____ . Right, so that's a double room for three nights.
Melissa: Yes, I'll be checking **(3)** _____ on Monday morning.
Receptionist: Could I have your credit card and **(4)** _____ , please?
Melissa: Yes, here you are.
Receptionist: Thanks. You're in room 625, which is on the sixth floor. Here's your key card, and the **(5)** _____ is just over there.
Melissa: Great. What time is the restaurant open for **(6)** _____ , please?
Receptionist: Between 7am and 10am.
Melissa: OK, and is there a swimming pool here?
Receptionist: Yes, just down those stairs over there on the right. We've got some pool **(7)** _____ if you need one.
Melissa: Perfect.
Receptionist: And let me know if there's anything else you need. Enjoy your stay.
Melissa: Thanks.

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TRACK 5

AT THE DOCTOR'S

Useful expressions


I've sprained my ankle.


I've twisted my wrist.


I hurt my arm.


I've got a pain in my left shoulder.


I'm a bit sunburnt.


I banged my head.


I'm having trouble breathing.


I've got a cut on my finger.


I've got a bruise on my leg.


My eye has swollen up.


I got stung by a bee.


I've got a rash on my arm.

More words

- **Temperature** – a normal body temperature is about 37°C.
- **Thermometer** – an instrument for measuring temperature.
- **Fever** – if you've got a "fever", your body temperature is high.
- **Pills** – small pieces of medicine that you swallow without chewing.
- **Medicine** – a substance that you drink or swallow to cure an illness.
- **Vomit / throw up** – when you "vomit", liquid/food comes out of your mouth.
- **Tummy bug** – an illness in your stomach caused by bacteria.
- **Headache** – a pain in your head.
- **Sore** – if you body is "sore", it hurts. Also, "ache": "My body is aching."
- **Fluids** – liquids such as water / orange juice, etc.
- **Prescription** – a piece of paper the doctor writes with information about the medicine you need.
- **Chemist's / pharmacy** (US English) – a shop where you can buy medicine.
- **Clinic** – a building where people go to see the doctor / receive medical advice, etc.
- **Diarrhoea** – if someone has "diarrhoea", liquid comes out of them when they go to the toilet.
- **Constipated** – if someone's "constipated", they can't go to the toilet.
- **Cold** – if someone has a "cold", they sneeze a lot (air/liquid comes out of their nose).
- **Cough** – an illness in which your chest or throat hurts.
- **Queasy / sick / nauseous** – if you're feeling "queasy", you feel as if you're going to vomit.
- **Dizzy** – if you feel "dizzy", you feel as if you're about to fall.
- **Flu** – an illness which is like a cold but more serious.
- **Blood pressure** – the amount of force with which your blood flows around your body.
- **Painkiller** – a medicine that stops pain.
- **Pulse** – the regular beating of blood through your body.
- **Infected** – an "infected " area of your body that has germs or bacteria on it.

Dialogue: Consulting the doctor

Jack is at the doctor's. Listen once and complete the text with the correct words.

Doctor: So, what seems to be the problem?
Patient: Well, I haven't been feeling very well. I was vomiting a lot over the **(1)** _____. And I've got this terrible pain in my **(2)** _____ and a pretty bad headache. I think I've got some kind of tummy bug.
Doctor: Does your body feel sore?
Patient: Yes, it does.
Doctor: OK. I just need to take your **(3)** _____. *[She takes his temperature.]* Mmm... 38.5 – you've got a bit of a temperature. You need to drink plenty of fluids and stay in **(4)** _____ for the next 48 hours. You also need to take this **(5)** _____ *[She hands him a prescription.]* You can get it in the chemist's. Just take one pill every six hours.
Patient: OK. Thanks a lot. Is there a chemist's near here?
Doctor: Yes, there's one right next to the **(6)** _____.
Patient: Great. Thanks a lot. Bye.
Doctor: Bye.



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TRACK 6

AT THE TRAVEL AGENT'S

Useful words


Cruise ship


Train


Aeroplane / airplane


Coach


Passport


Backpack


Map


Insect /mosquito repellent


(Sun) hat


Camera


Wash bag


Sun cream


Sunglasses


Sandals


Bum bag / fanny pack (US English)

More words

- **Package deal/holiday** – a holiday that includes everything: the flight, hotel, meals, etc.
- **Overnight stay** – if you have an "overnight stay", you sleep in a hotel during your journey.
- **Resort** – a place with hotels / restaurants, etc. where people spend their holidays: a beach resort / a ski resort.
- **Journey** – when you go on a "journey", you travel somewhere. Typical expressions include: *car journey / train journey / long journey / short journey...*
- **Trip** – a journey that you make to a particular place. Typical expressions include: *day trip, business trip, round trip* (a journey to a place and then back over the same route)...
- **Travel** – if you "travel" somewhere, you go there.
- **Voyage** – a long journey on a ship or in a spacecraft.
- **Tour guide** – someone whose job is to show tourists around a place and explain its history, architecture, etc.
- **Guided tour** – if someone takes you on a "guided tour", they show you around a place of interest and tell you all about it.
- **Travel agency / travel agent's** – a shop where you can buy holidays.
- **Visa** – an official document or a stamp in your passport which allows you to enter or leave a particular country.
- **Stop-over** – if you have a "stop-over" during your journey, you stop in a place and stay there for one or two nights.
- **Customs** – the place in an airport where customs officials may check your bags for drugs / weapons, etc.
- **Exchange rate** – the rate at which one currency can be exchanged for another. For example, the exchange rate for euros to dollars.
- **Seasick / carsick / airsick** – if you get "carsick", you feel sick during a car journey.
- **B/O = Bed Only** – just a bed in a hotel.

  B/B = Bed and Breakfast – a bed in a hotel with breakfast included.

  H/B = Half board – a bed in a hotel with breakfast and either lunch or dinner included.

  F/B = Full board – a bed in a hotel with breakfast, lunch and dinner.

Dialogue: Deciding where to go

Jim wants to go on holiday. He's talking to a travel agent, who's helping him plan the trip. **[Listen and complete with the correct prepositions.]**
J=Jim
A=Agent



J: Morning!
A: Good morning! Can I help you?
J: Yes, erm, I've never been **(1)** _____ holiday before, but I've finally decided to take an overseas trip. The trip of a lifetime!
A: How exciting! How long would you like to go **(2)** _____ ?
J: Two weeks. During the Christmas holidays. Where do you suggest?
A: How about a luxury safari in Mozambique? The weather will be warm and you'll have a real adventure.
J: Erm, will there be mosquitoes?
A: I guess so. But you can take some insect repellent.
J: I'm allergic **(3)** _____ mosquitoes. What else have you got?
A: What about southern Spain? I can get you a package deal that includes flights, accommodation and meals.
J: Aren't the beaches there full of Brits? I'd rather go somewhere "**off the beaten path**", so to speak.
A: Well, British Airways have a great deal **(4)** _____ the moment on flights to the Solomon Islands. It's beautiful there this time of year. And the exchange rate is great.
J: How long is the flight?
A: About 20 hours.
J: Oh, that won't do. I get **cramp** if I sit too long. Anything closer to home?
A: Erm, Germany?
J: I'm not a big fan **(5)** _____ sausages.
A: There's more to Germany than just sausages! Mmm... well, you could always go somewhere closer to home. Maybe take the ferry **(6)** _____ Dublin?
J: I'd love to. But I get seasick. How about Brighton?
A: Well, it might be a bit cold and depressing in December.
J: Sounds perfect!
A: Erm, OK! And because it's low season I can get you a great deal **(7)** _____ a 5-star hotel. I'll book the train too. Window or aisle seat?
J: Train?
A: Yeah. Brighton is only 45-minutes from London by train.
J: Erm, I don't do trains. Long story. Maybe I'll just stay in London.
A: Not much of a holiday though. I mean, you already live **(8)** _____ London.
J: I'll go to the British Museum, visit Big Ben, walk across London Bridge. It'll be the holiday of my dreams! Thanks so much for your advice.
A: Erm, my pleasure.
J: I'll send you a postcard. Bye!



GLOSSARY

off the beaten path *exp*
if a place is "off the beaten path", it's in a remote area, often far away from the nearest town or city

cramp *n*
if you get "cramp", you have a sudden pain in a muscle in your body

TRAVEL ENGLISH **BOOKLET**
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TRACK 7

SHOPPING

Useful words


Aisle


Toilets / bathroom


Shelf


Credit/debit card


Receipt


Scales


(Shopping) trolley


Escalator



Exit


Plastic bag / carrier bag


(Shopping) basket


Coins



Notes / banknotes


(Shop/store) manager


Checkout assistant


Checkout till / cash till


Self-checkout / self-service checkout


Sales assistant / shop assistant

Extra words

- **Department store** – a very large shop with different sections: toys, food, etc.
- **Shopping centre** – a large building with many separate shops. **"Shopping mall"** in US English
- **Floor** – a level in a shop: ground floor, first floor, second floor, etc.
- **Menswear/womenswear department** – the place in the shop where there are clothes for men/women.
- **Changing rooms** – a little room where you can try on clothes.
- **Cafeteria** – a restaurant where you can buy a coffee / a sandwich, etc.
- **Store card** – a card that gives you points every time you buy something.
- **Refund** – if you get a "refund", you return an item you bought and the shop returns your money.
- **Discount** – if there's a "discount", a product costs less than normal.
- **Coupon** – a little piece of paper with a discount on a particular product.

What you ask

- Where's the sports department, please?
- I'd like to return this skirt, please.
- Is the café on the second floor?
- Where can I get toothpaste, please?
- What time do you close, please?
- Are you open on Sundays?
- Is there somewhere I can try this on, please?
- Do you have this in a larger/smaller size, please?

What you hear

- Have you got a store card?
- Shall I wrap it for you?
- Will you be paying by cash or credit card?
- We're open from 9am till 6pm, all through the week.
- The changing rooms are just over there.
- You can bring it back and get a refund if you keep the receipt.

Dialogue: At the department store

Bob is in a department store. He needs some help so he's speaking to a shop assistant. **[Listen once and complete the text with the correct words.] C=Customer A=Assistant F=Frank**

C: Excuse me, do you know where the cereal is, please?
A: Yes, it's down there on the right – three **(1)** _____ down.
C: Oh, and do you know where the **(2)** _____ are, please?
A: They're on the third floor.
C: And the fruit and **(3)** _____ section?
A: It's at the back of the supermarket – just over there.
C: Oh, and where's the sports **(4)** _____ ?
A: It's on the 2nd floor.
C: And the **(5)** _____ ?
A: It's on the 6th floor.
C: Great. Sorry, but where's the **(6)** _____ ?
A: It's just over there.
C: Are you open on **(7)** _____ ?
A: Yes, we are.
C: Oh, I wanted to try this shirt on. Do you know where the changing rooms are?
A: You'll have to go back to the **(8)** _____ department on the 4th floor and try it on there. This is the supermarket – there aren't any changing rooms here.
C: OK. Great. Thanks a lot.
A: My pleasure.
C: Oh, and just one other **(9)** _____...
A: Excuse me. [to a colleague] Frank! Frank!
F: Yeah, what?
A: Could you deal with this gentleman, please? [to the customer] I'm sorry, but there's been an emergency and I've got to go and stack some **(10)** _____ .
C: Oh, right, well, then, erm, Frank, I was just wondering whether you could tell me... *[fades out]*

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TRACK 8

AT THE RESTAURANT

Vocabulary


Wine glass


Plate


Side dish


Knife


Fork


Spoon


Jug of water

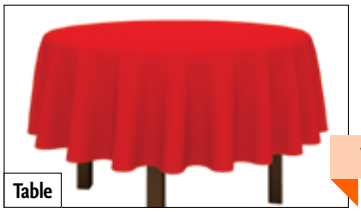

Bowl


Napkin


Tablecloth


Toothpick


Salt pot


Table


Waiter Waitress



More words

- **Menu** - a piece of paper with the prices and list of things you can eat in the restaurant.
- **Starter** – food you eat before the main course: soup, a salad, etc.
- **Main course** – the large plate of food you order: fish and chips; steak with potatoes, etc.
- **Dessert** – a sweet dish you eat at the end of the meal: cake, yoghurt, sorbet, etc.
- **Set menu** – a fixed price for a starter, main course and dessert. There's usually a limited choice of options.
- **Bill** – a piece of paper that tells you how much you have to pay for your meal.
- **Steak** – you can have your steak done three different ways: "rare" (cooked for a very short period of time so it's still red inside), "medium" (cooked a bit until it's brown on both sides) or "well-done" (cooked for a longer period of time).

Useful expressions

What you say

- We'd like a table for two, please.
- We've got a reservation under the name of Jones.
- Could you bring us the oil and vinegar, please?
- I'll have the soup as a starter, please.
- I'll have the steak for the main course.
- Where's the bathroom, please?
- Could we have the bill, please?

What you hear

- Can I get you a drink while you're waiting?
- Are you ready to order?
- What do you want for the main course?
- Would you like a starter?
- What would you like to drink with your meal?
- Would you like any wine with that?
- How would you like your steak?
- Would you like any dessert or coffee?

Dialogue: The meal

Megan and her husband Bob are in a restaurant.
W=Waiter M=Megan B=Bob

W: Good evening.
M: Good evening. We'd like a **(1)** _____ for two, please.
W: Certainly. This way, please. Can I get you a drink?
M: Yes, I'll have a **(2)** _____ of white wine, please.
B: And I'll have a bottle of Heineken, please.
W: OK. *[He gives them the menu.]* Our special of the day is mushroom soup and a fillet of **(3)** _____ with **sautéed potatoes.**
M: OK. Thanks.
W: *(After a few minutes the waiter returns.)* Here are your **(4)** _____ . Are you ready to order?
M: Yes, I'll have the special, please?
B: And I'll have the salad as a starter, and I'd like the steak for the main course, please.
W: And how would you like your steak?
B: Well **(5)** _____ , please.
W: OK, so that's one special, and one salad and a well done steak.
M: That's right.
W: Perfect.

(an hour later)

W: Was everything all right?
M: Yes, very nice, thank you.
W: Would you like any coffee or **(6)** _____ ?
M: No, just the bill, please?
W: Will you be paying by credit **(7)** _____ ?
M: Yes.
W: OK. I'll just go and get the... *[fades out]*

GLOSSARY

sautéed potatoes *n*
thin slices of potato that have been cooked quickly in hot oil

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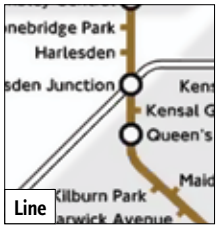
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TRACK 9

THE UNDERGROUND

Vocabulary


Tube map



Line


Tube station


Track


Travelcard


Tube train


Carriage


Train seat


Door handle


Turnstile


Ticket machine


Underground staff


Information board


Ticket counter



Sign


Tunnel


Platform


Tube entrance

Extra words

- **Zone** - the Underground is divided into different zones. For example, Zone 1 is the central area of London.
- **Single ticket** - a ticket that allows you to go on one journey to a destination without returning.
- **Return ticket** - a ticket that allows you to go to a place and return from there.
- **Stop** - a station on the underground train route.
- **Escalator** - a moving staircase that takes you up or down a level.
- **Pickpocket** - a thief who steals things (money, etc.) from people's pockets.
- **Delayed train** - if a train is "delayed", it arrives later than it should.



What you ask

- A single to Baker Street, please.
- A return to Waterloo Station, please.
- Which platform is it for Victoria Station, please?
- Do I need to change lines for Waterloo Station?
- I'd like a Travelcard, please.

What you hear

- Stand clear of the doors, please.
- Mind the **gap**, please.
- The next station is Tottenham Court Road. Change here for the Northern Line.
- You need to take the Bakerloo line.
- Get on the southbound train.
- Change at Tottenham Court Road for the Northern Line.

Dialogue: The tube stop

Miranda is a tourist in London.
She wants to get to Waterloo Station.
M=Miranda B=Bob

M: Hi. Do you think you could help me, please?
B: Yes, sure.
M: I'm trying to get to Waterloo **(1)** _____ . What's the best way to get there?
B: Probably by tube.
M: OK. Do you know which **(2)** _____ it is?
B: Yes, it's the er, the Northern line.
M: Great. And do you know where the nearest tube **(3)** _____ is?
B: Well, Covent Garden is just down this street. But then you'd have to **(4)** _____ at Leicester Square to get on the Northern Line. So, it'd be quicker, and easier, to walk to Leicester Square and to get the **(5)** _____ from there.
M: OK. That's great. Do I need to change lines after that?
B: No, just get on a southbound **(6)** _____ – find the platform that says "Southbound" and take the first tube that comes along. I think it's about four or **(7)** _____ stops from there.
M: That's great. Thanks so much.
B: My pleasure. Bye.
M: Bye.

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TRACK 10

TAXI

Vocabulary


Taxi (cab); cab


Driver


Passenger


Taxi rank


Fare (taxi fare)


Meter


Boot ("trunk" in US English)


Luggage


Back seat


Passenger seat


Sat-Nav system


Traffic light

Useful expressions

What you say

- I'd like to go to Station Hotel, please.
- Is there a supplement to pay from the airport?
- Could you help me with my luggage, please?
- Could you open the windows, please?
- Could you turn up the air conditioning, please?
- Is the traffic bad at this time of the day?
- How much is it, please?
- Keep the change.

What you hear

- Where would you like to go?
- Shall I drop you off just here?
- That's 14 pounds fifty, please.
- Would you like a receipt?

Mini-dialogues

- **A:** Hi, I'd like to go to the airport, please?
- **B:** Which one?
- **A:**Gatwick.

- **A:**Shall I put your bags in the boot?
- **B:** No, that's OK. I'll just keep them with me here, thanks.

- **A:**Will it take long?
- **B:** It depends on the traffic. At this time of the day, traffic's usually a bit slow.

- **A:**Just drop me off here, please.
- **B:** OK

Dialogue

Trish is in a cab.



Taxi driver: Afternoon.
Trish: Hi, I need to get to the National **(1)** _____ of Art.
Taxi driver: Sure. Hop in.
Trish: Is it far?
Taxi driver: Not really, but if the traffic's bad, it can be a bit **(2)** _____ .
Trish: I've got a meeting in ten minutes.
Taxi driver: We should be OK.
Trish: By the way, have you got **(3)** _____ for a 50-euro note?
Taxi driver: Yeah, I think so. So, is it your first time in the city.
Trish: Yes, I'm here for a **(4)** _____ .
Taxi driver: Very nice. That's the Museum of Science on the **(5)** _____ .
Trish: Oh, OK.
Taxi driver: And that's the parliament **(6)** _____ over there.
Trish: Oh, right. That's the museum, isn't it?
Taxi driver: Yes, it is. That was quicker than I expected. Do you need a **(7)** _____ ?
Trish: No, that's OK. Thanks.
Taxi driver: That'll be €6 twenty, please.
Trish: Here you are.
Taxi driver: Thank you very much.
Trish: Bye.

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TRACK 11

POLICE

Useful words


Police officer


Police station


Police car


Suitcase



Passport



Plane ticket


Backpack


Handbag (usually for a woman)


Wallet (for a man)


Purse (for a woman)


Mobile phone / cell phone (US)

Extra words

- **Thief** – someone who takes something without permission: "The thief walked off with my bag while I wasn't looking."
- **Theft** – if there's been a "theft", someone has stolen something.
- **Robber** – someone who takes something, often with violence or the threat of violence. We often use "robber" to refer to someone who robs a bank: "The robber stole a lot of money from the bank."
- **To rob** – to use violence or the threat of violence to take something from someone: "They robbed me while I was on my way home."
- **Burglar** – someone who enters a property illegally with the intention of stealing something: "The burglar got in through an open window."
- **Pick pocket** – someone who steals money or a wallet from your pocket: "The pickpocket took her wallet as she was getting onto the train."
- **To steal** – to take something from someone: "The thief stole my camera while I wasn't looking."
- **Belongings** – your "belongings" are your possessions – the things you own.
- **Suspect** – someone who could be guilty of a crime.
- **Victim** – someone who has been robbed, etc.
- **Identity card (ID card)** – an official card with your photo on it and information about you.
- **Insurance policy** – a formal agreement with an insurance company: you pay the company an amount of money; in return, you receive compensation (money, etc.) if you're robbed or injured or if you lose something.
- **To report a crime** – to tell the police about a crime.
- **Crime incident report form** – a form that you must complete, with details about the crime.
- **To fill out a form** – to complete a form.
- **To file an insurance claim** – to inform the insurance company officially about a loss or injury so you can get compensation (money, etc.) .
- **CCTV (closed-circuit television)** – television cameras in the street that record everything that happens.
- ***Help!*** – what you need to shout if you're in trouble or being robbed.

Dialogue: Reporting a theft

Marco is in the police station. He's reporting a theft.
[Complete the dialogue with the correct words.]



Police officer: Good afternoon.
Marco: Oh, hi, I'd like to report a **(1)** _____ , please.
Police officer: OK. You'll need to fill out this crime incident report **(2)** _____ then.
Marco: Will I be able to use that to file an insurance **(3)** _____ when I get back to Italy?
Police officer: Yes. OK, now, can you give me your name and **(4)** _____ , please?
Marco: Yes, it's Marco Spinetti and I'm staying at the Grosvenor Hotel at 13 Marlborough Street.
Police officer: And your passport or ID card **(5)** _____ ?
Marco: My passport number is B783 4689Z.
Police officer: And have you got a contact number?
Marco: Yes, my **(6)** _____ number is 00 29 876 349.
Police officer: OK, and what items were stolen?
Marco: Erm, just a **(7)** _____ , I think.
Police officer: When was this?
Marco: At about 2pm yesterday **(8)** _____ .
Police officer: And where were you at the time.
Marco: I was in Victoria Station.
Police officer: And could you describe what happened?
Marco: Yes, well, I was waiting in a queue to get a **(9)** _____ , but when I came to pay, I realised that my wallet was missing. I think someone must have picked my pocket as I was in the queue.
Police officer: Did you notice anyone acting suspiciously at the time?
Marco: Yes, well, there was an elderly **(10)** _____ with a walking stick behind me. He kept bumping into me. I'm sure it was him. *[fades out]*

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TRACK 12

THE PUB

Vocabulary


A barman (bartender)


A barwoman (bartender)


The bar


Glass of wine


A pint glass (about 570 ml)

A half-pint glass (about 285 ml)


A bar counter


A slice of lemon


A bar stool


A packet of crisps


Ice (rocks)


A landlord / landlady


Peanuts


A round of drinks


A table


toilets



Useful expressions

What you say

- What time does the pub close?
- I'll have a pint of **lager**, please.
- I'll have a straight whisky, please (a whisky with no ice).
- I'll have a non-alcoholic beer, and a vodka and orange, please.
- Where are the toilets, please?
- A bottle of **Bud**, please.
- Is this chair taken?
- Can I smoke here?
- Is there a non-smoking section?
- Do you have **darts** here?
- Is there a pool table?
- Do you serve food?
- Can I see the **menu**, please?
- Are there any **live bands** playing tonight?
- Do you have quiz nights?
- How much is that, please?
- Do you have Sky sports? (the digital channel that shows live sports games).
- Are you going to be showing the Scotland-Ireland game?
- Cheers (this can mean "thanks", or as a way of celebrating the moment by touching your glass against the other person's glass)

What you hear

- What would you like?
- What will you be having then?
- Would you like anything to eat with that?
- A pint or a half?
- Sorry, but smoking is prohibited here.
- The smoking section is at the back.
- The toilets are down the stairs and on the right.
- That'll be twenty two pounds and six pence, please.
- Last orders, please (This means the pub is about to close, so you have to order quickly.)
- Time, ladies and gentlemen (This means the pub is closing, so you have to stop drinking.)

GLOSSARY

lager *n*
a golden-coloured, fizzy (with bubbles) beer that is served cold

Bud *n*
a Budweiser – a type of American beer

darts *n*
a game played that consists of throwing pointed sticks at a board

a menu *n*
a list of the food served in a restaurant

a live band *n*
a band that plays in front of an audience

Dialogue: The Pub

Sally is in the pub getting drinks.

Sally: Good evening.
Barman: Evening. What can I get you?
Sally: I'll have a **(1)** _____ of Heineken and a vodka and Coke, please.
Barman: OK. Would you like any ice and **(2)** _____ with the vodka and Coke?
Sally: Yes, please.
Barman: *(He hands her the drinks.)* Anything else?
Sally: Yeah, a packet of cheese and onion crisps, and a **(3)** _____ of peanuts, please.
Barman: OK. *(To the bar.)* Last orders, ladies and gentlemen. *(He gives her the food)* Here you are.
Sally: How **(4)** _____ is that then?
Barman: That'll be eight pounds fifty, please.
Sally: Cheers. Here you are.
Barman: Thank you. *(To the bar.)* Time, please, ladies and gentlemen. Let's be finishing your **(5)** _____, please.
Sally: Excuse me, but where are the **(6)** _____, please?
Barman: Just over there on the right.
Sally: Thanks.



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TRACK 13

AT THE MUSEUM

Vocabulary


Sculpture


Admission ticket

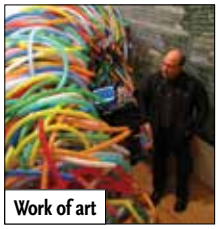

Cafeteria / museum café


Museum guide


Visitor

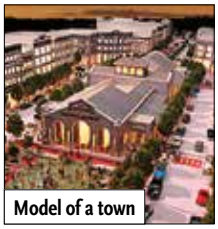

Painting


Gift shop


Work of art


Map


Security guard


Model of a town


Stuffed animal

Extra words

- **Artefact** – an object of archaeological interest.
- **Memorabilia** – objects which have a connection to historical events or people.
- **Treasure** – valuable objects, often including gold and jewels.
- **Replica** – an exact model of something (a whale, for example)
- **Hologram** – a 3D image created by laser beams.
- **Collection** – a group of similar things.
- **Weapon** – an object used for fighting or killing (a sword / gun, etc.)
- **Diorama** – a three-dimensional scene with figures and landscapes.
- **Exhibition** – a public event at which pictures / works of art, etc. are shown.
- **Exhibit** – a painting / sculpture, etc that is shown in a public place / an exhibition.
- **Museum booklet** – a little book explaining what is in the museum.
- **Display cabinet** – a piece of furniture with glass at the front / top for showing objects.
- **Gallery** – a place / museum with permanent exhibitions of works of art in it.

Useful expressions

- Where are the works of art by Picasso, please?
- What floor are the paintings on, please?
- Where's the museum shop, please?
- What time does the museum close, please?
- Are there any guided tours?
- Where's the photo exhibition, please?
- Is there a cafeteria in the museum?

Dialogue: At the box office

At the museum. **[Complete the dialogue with the correct words.]**



Customer: Excuse me, when's the museum open, please?

Museum: We're open from 9am to 6pm all week except Tuesday. Last admission is one hour before closing time.

Customer: Great. And how much is it to get in?

Museum: It's £12 for adults, £6 for senior citizens and **(1)** _____ , and it's free for children under the age of 12 who are accompanied by an adult. There's a supplementary **(2)** _____ for some of the special exhibitions and events.

Customer: Oh, well, I was interested in the Photography **(3)** _____. How much is the supplementary fee for that?

Museum: That's £3 extra per person.

Customer: Are there any guided **(4)** _____ ?

Museum: There's a two-hour private guided tour that costs £50.

Customer: OK, well, I think we'll leave that for now. So, that's two adults for the museum and two supplementary **(5)** _____ for the exhibition, please.

Museum: That'll be £30, please.

Customer: OK, here you are.

Museum: You'll have to leave your backpack in the left-luggage **(6)** _____ .

Customer: OK.

Museum: And you'll have to pass through the body scan and put any handbags through the metal detector.

Customer: Great.

Museum: The main hall is straight ahead of you, the gift **(7)** _____ is to the right, and there's a **(8)** _____ in the basement.

Customer: Thanks a lot.

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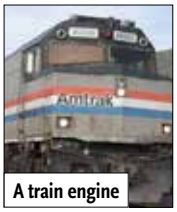
TRACK 14

AT THE TRAIN STATION

Vocabulary


Seat


Carriage


A train engine


A train track



A monthly pass


A ticket inspector


A ticket


A waiting room


A ticket office


A ticket machine


An overhead luggage rack


A sleeping car


Left luggage


An aisle


Electronic barrier


Information screen



Useful expressions

What you say

- Where can I buy a ticket?
- Where can I make a reservation?
- I'd like a single to London, please.
- I'd like a return to Birmingham, please.
- I'd like to reserve a **berth** in the sleeper to Edinburgh, please.
- I'd like a monthly **season ticket**, please.
- Is this train direct?
- Do I have to change trains?
- Which **platform** is it for the 14:45 to Manchester, please?
- How long does it take?
- What time does it arrive in London?
- Where do I have to change?
- Is this the train for Bath?
- Is there a **left-luggage office**?
- The **ticket machine** wasn't working properly.
- When's the next train to Brighton?
- Is there a waiting room here?
- Is there a lost-luggage office?
- Where's the information desk, please?
- I'd like a **cheap day return** to London, please.
- Is this seat taken?
- I think this is my seat.
- I'd like an **off-peak ticket**, please.

What you hear

- I'm sorry but the train is **delayed**.
- The next train arriving on platform 6 is the 13:48 to Brighton.
- You are in carriage number 10.
- This is a non-smoking train.
- Tickets, please.
- You'll have to pay a surcharge. / You'll have to pay an excess fare.

GLOSSARY

a berth *n*
a bed in a compartment in a train
a season ticket *n*
a train ticket you can use for a fixed period of time: three months / six months / one year, etc
a platform *n*
the area in the train station where you stand or sit and wait for the train to come
the left-luggage office *n*
a place where you can leave bags in lockers
a ticket machine *n*
a machine that gives you a ticket
a cheap day return *n*
a ticket that is lower in price, and that allows you to travel to a place and return in the same day, but not during rush hour (the busy times)
an off-peak ticket *exp*
a cheap ticket for a train at a quiet time - not at the time when people are travelling to work or going home
delayed *adj*
if a train is "delayed", it will come later than planned

Dialogue: At the ticket office

Customer: Hi, I'd like a ticket to Wolverhampton for tomorrow, please.
Vendor: Single or **(1)** _____ ?
Customer: A single, please.
Vendor: When did you want to leave?
Customer: What time is the first **(2)** _____ ?
Vendor: 7:35.
Customer: OK, a single for the 7:35, please.
Vendor: That'll be £42, please.
Customer: £42! That's a bit expensive.
Vendor: If you buy it online in **(3)** _____ , you can get a much better price, or you can get an off-peak **(4)** _____ for just £22, but you'd have to get the 11:22 train.
Customer: OK, then I'll have the off-peak ticket for the train at 11:22. Is it direct?
Vendor: No, you have to **(5)** _____ at Barking.
Customer: OK. Can I pay by credit card?
Vendor: Of course.
Customer: Here you are.
Vendor: Thank you. Just **(6)** _____ here please.
Customer: Thanks. Which **(7)** _____ does it leave from?
Vendor: You'll have to check it on the information **(8)** _____ . It usually goes from platform 16, but you'll have to check.
Customer: OK.
Vendor: Have a nice journey.
Customer: Thanks.



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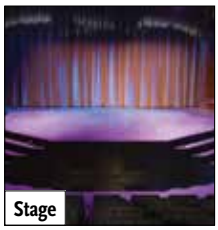
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TRACK 15

AT THE THEATRE

Vocabulary


Theatre


Stage

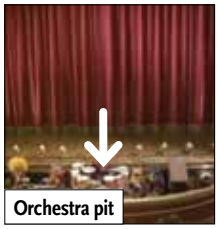

Director


Audience


Backdrop
a cloth at the back of the stage that shows a scene


Scenery
the furniture / backdrop that shows where a scene is taking place.


Actor


Orchestra pit


Upper Circle
("balcony" in US English) The seats at the top of the theatre (above the dress circle).


Dress Circle
("mezzanine" in US English) The first floor seats above the stalls.


Stalls
("orchestra stalls" in US English) The seats on the ground floor.


Costumes

Extra words

- **Musical** – a play in which the actors sing.
- **Play** – a piece of writing that is performed in the theatre: Hamlet / Romeo and Juliet, etc.
- **Performance** – any time a theatre play is performed in front of an audience: the 6 o'clock performance, etc.
- **Script** – the written version of a play. Actors study it to learn their lines.
- **Score** – the music that accompanies the play / film, etc.
- **Playwright** – someone who writes a theatre play: Shakespeare, for example.
- **Full-house** – a theatre that is full of people.
- **Props** – objects that actors use during a play / film: a sword, hat, gun, etc.
- **Lines** – the text that actors say in a play.
- **Rehearsal** – a practice session for the play.
- **Role** – a part in a play. The "lead role" is the most important part in the play.
- **Standing ovation** – when the audience stands and claps because they're so impressed.
- **Curtain call** – at the end of the play when the actors come out to receive applause.
- **Pantomime** – a type of Christmas play with singing and dancing. It's often based on a fairy tale such as Cinderella.
- **Interval / intermission** – a short break in the middle of a play or film.
- **Matinee performance** – a time when the play or musical is shown in the afternoon (between 2pm and 6pm, more or less.)
- **Row** – a line of seats.
- **A programme** – a little book with information about the play and actors.

Theatre expression

- Actors on stage never say **"good luck"** (as it's supposed to bring bad luck) – they always say **"Break a leg!"** Another forbidden word is **"Macbeth"**.

Useful expressions

- It's about...
- It's set in...
- It's written by...
- It's directed by...
- It's a version of a book by...
- It's a musical adaptation of...
- Some of the most memorable songs are...

Dialogue: At the theatre

Customer: Hi, I'd like some tickets for the musical *Let it Be*, please.
Theatre: OK. When would you like to go?
Customer: This Friday 18th if possible.
Theatre: We're fully **(1)** _____ on Friday, but there are some **(2)** _____ available for Thursday.
Customer: Perfect! What time are the performances?
Theatre: Well, the matinee session is at 3pm and the evening **(3)** _____ is at 8pm.
Customer: OK, and how much are the tickets?
Theatre: Well, seats in the stalls are £65 each, they're £45 for the Dress **(4)** _____ , and £35 for the Upper Circle. There's a 10% discount for those under 16.
Customer: OK, then I'll have two seats in the stalls for the matinee performance, please.
Theatre: OK. How about **(5)** _____ H, seats 1 and 2? That's quite close to the stage, but not too close.
Customer: Sounds great. How long does the show last?
Theatre: About three hours, with a half-hour **(6)** _____ in-between. So, that's £130, please. How would you like to pay?
Customer: By credit card, please. Can I take one of the **(7)** _____ ?
Theatre: Yes, of course. Here, just key in your PIN code. *[He keys in his code.]* The **(8)** _____ opens 45 minutes before the show starts.
Customer: OK. Great. Thanks a lot.
Theatre: Enjoy the show!
Customer: I'm sure we will.



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TRACK 16

AT THE POST OFFICE

Vocabulary


A letter box


A package/parcel


A postal worker


A post box


Mail trolley


A queue


Packing material


Pigeonholes


A padded envelope


A postal van



Registered post


Stamps


The post office


Letterboxes


A letter


Stamp Machine


Post Mark


Scales

What you ask

- Is there a post office near here?
- What time does the post office open?
- Where can I buy stamps?
- Where can I get an envelope, please?
- I would like to send this letter to the US.
- I would like to send this letter special-delivery.
- I would like to send a certified letter.
- I would like to send a parcel to Australia.
- I'd like sixteen stamps for Japan, please.
- Is there a post box near here, please?
- I'd like to send this parcel registered post.
- Do you have any self-adhesive envelopes?
- I've come to collect a parcel, please.

What you hear

- That'll be X amount, please.
- Shall I leave it here for you?
- There's a post box just around the corner.
- Just put your name and address on the back, please.
- Please complete this form.
- This parcel is cash on delivery.
- First class or second class?
- I just need to weigh it on the scales.



Dialogue: The post office

Clerk: Hi, can I help you?

Customer: Yes. I'd like to send this **(1)** _____ to Manchester, please.

Clerk: OK. Could you put it on the **(2)** _____ ?

Customer: All right.

Clerk: That's under 2kg. When did you want it to arrive?

Customer: Erm, a couple of days.

Clerk: If you send it first **(3)** _____ , it'll be delivered the next day; and if you send it second class, it'll arrive within 3-4 days. First class **(4)** _____ are £4, and second class are £2.

Customer: OK. And how much would it be to send it registered **(5)** _____ ?

Clerk: £12, and it's guaranteed to be delivered by 9am the next day.

Customer: OK. That sounds fine. I'll send it registered post then.

Clerk: You need you to fill out this **(6)** _____ with the recipient's details. [He fills out the form.]

Customer: Perfect.

Clerk: So, that's £12 in total, please.

Customer: Here you are.

Clerk: Thank you. Here's your receipt.

Customer: Great. Oh, and where's the post **(7)** _____ , please? I've got some pre-stamped letters I need to send.

Clerk: Just leave them with me and I'll send them for you.

Customer: OK. Great. Thanks a lot. Bye.

Clerk: Bye.

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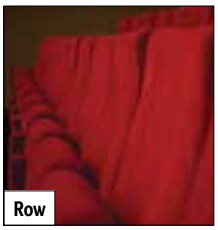
TRACK 17

AT THE CINEMA

Vocabulary


Cinema ("movie theater / theater" in US English)


Seat


Row


Popcorn


Usher


Projector


Cashier


Ticket office


Cinema poster


Screen


3D film



Ticket

Extra words

- **Session** – the 3pm session (for example) is the time when a film is shown at 3pm.
- **Matinee performance** – the times when films are shown in the afternoon (between 2pm and 6pm, more or less)
- **Premiere** – the first time a film is shown at the cinema.
- **Box office** – this word refers to the money collected from ticket sales. For example, if a film makes $300 million at the box office, it makes that amount from ticket sales.
- **Soundtrack** – the music for a film.
- **Ticket stub** – the part of a ticket that you keep after they take off the main part of the ticket.
- **Trailer** – a type of advert for a film that shows what the flim is about.
- **Surround sound speakers** – speakers that project the sound all around you – in front of you and behind you, for example.
- **Snack bar** – a place in a cinema where you can buy food, popcorn, drinks, etc.

Genres of film

- action films, adventure films, comedies, gangster films, crime films, dramas, historical dramas, war films, horror films, musicals, sci-fi films (science-fiction films), westerns

Useful expressions

What you say

- What time does the film start?
- I reserved the tickets online.
- Have you got any seats in the middle row?
- Could you put us a bit further away from the screen?
- Are there any tickets for the six o'clock session?

What you hear

- Where would you like to sit?
- Would you like to sit a bit further forward?
- I'm sorry but there aren't any tickets left for the six o'clock session.

Dialogue: At the cinema

Customer: Three adults and a child for the six-o'clock **(1)** _____ of *Murder at Midnight*, please.
Cinema: Did you want to see it in **(2)** _____ ?
Customer: No, just the normal version, please?
Cinema: OK. Where would you like to sit?
Customer: Somewhere in the **(3)** _____ , if possible.
Cinema: How about row J, seats 10 to 13.
Customer: That sounds perfect. What's the film **(4)** _____ , by the way?
Cinema: Well, it's a sort of murder mystery. It's quite good, I went last week.
Customer: I saw the **(5)** _____ – it looks pretty good. Do you think it'd be suitable for my 15-year-old son?
Cinema: It's rated PG-13, so it'd be fine for him. That'll be £26 please.
Customer: Can I pay by credit card?
Cinema: Of course.
Customer: OK, here you go.
Cinema: Thank you.
Customer: Where are the **(6)** _____, please?
Cinema: Just along the corridor on the right.
Customer: And where can I get some **(7)** _____ ?
Cinema: There's a snack **(8)** _____ just around the corner as you walk in.
Customer: Great. Thanks a lot.
Cinema: Here are your tickets.
Customer: Thanks.



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TRACK 18

THE NIGHTCLUB

Vocabulary


Bouncer (a type of security guard at the door)


DJ


Mixing desk


Bar


Bartender


Disco ball


Bar stool


Cloakroom


Lights


Glass of water


Bottle of beer


Glass of wine


Speakers


Stage


Wide-screen TV


Dance floor



Other words

- **Soft drink** – non-alcoholic drinks (Coke, orange juice...)
- **Clientele** – the people who go to the bar / club.
- **Round of drinks** – drinks for everyone in the group you're with.
- **The toilets** – the "gents" for men; the "ladies" for women.
- **Live music** – music performed by a band or singer.
- **On the rocks** – with ice (a whisky on the rocks).
- **Spirits** – vodka, whisky, gin...
- **Pint glass** – a glass that holds about 550 ml.
- **ID** – identity, an identity card (a card with information about your age, name, etc.).

Typical drinks

- Gin and tonic (G&T)
- Vodka and orange (a screwdriver)
- Rum and coke
- Margarita (tequila, Cointreau lime, salt and sugar)
- Scotch & Soda (Scotch whisky and club soda / soda water)

Getting the drinks

- What are you having?
- What can I get you?
- Would you like another drink?
- I'll have a rum and coke, please.
- I'll have the same again, please?
- No, I'm fine, thanks.
- I'll get this round.
- These are on me.
- A pint of lager, please.
- Half a lager, please.

Useful expressions

- The music's a bit loud, isn't it?
- I love this song.
- Have you been here before?
- Do you come here often?
- It's really crowded tonight.
- I think I'm going to head off home.

Dialogue: At the nightclub

Nightclub: Sorry, but we're a bit full. You'll have to wait.
Jackie: OK, erm, what time's the **(1)** _____ open until?
Nightclub: Three am. Could you just stand over there, please?
Friend: I told you we should have gone to that other club.
Jackie: Do you know how long we're going to have to **(2)** _____?
Nightclub: Not long.
Jackie: What sort of **(3)** _____ do they play here?
Nightclub: House, RnB, rap, hip hop... that sort of stuff. *[five minutes later]* All right, you can go in now. Have you got any **(4)** _____ on you?
Jackie: Yes, here you are. *[She gives him her ID card.]*
Nightclub: How old are you?
Jack: Twenty.
Nightclub: All right. You can pay at the **(5)** _____ just inside the club when you go in.
Jackie: How much is it to get in, by the way? I've got this invitation.
Nightclub: That's only **(6)** _____ before 11pm. It's £20 per person, and you get two free **(7)** _____.
Jackie: OK.

Friend: *[in the nightclub]* Pretty busy, isn't it?
Jackie: Yeah. Hey, I'll get the drinks. What are you having?
Friend: A whisky and coke. Do you know where the **(8)** _____ is?
Jackie: I think it's just by the entrance.
Friend: I'm going to leave my coat.
Jackie: Good idea. Oh, I love this song. I'm going down to the dance **(9)** _____.
Friend: I'll see you there!



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TRACK 19

AT THE COFFEE SHOP

Vocabulary


Coffee shop


Waiter / waitress


Cup of coffee


Muffin


Cup cake


Sandwich


Doughnut / Donut


Soft drink


Chair / seat


Apron


Menu


Bar


Cash-till


Bill ("check" in US English)


Customer

Types of coffee


Espresso (a type of coffee that is quite strong)


Americano (an espresso with water added so it isn't so strong)


White coffee (coffee with milk)


Black coffee (with no milk)

What you say

- Could I have a drop of milk with that, please?
- Is this chair taken?
- Is anyone sitting here?
- Is this chair free?
- Where are the toilets, please?

What you hear

- Can I take your order, please?
- What would you like to drink?
- Would you like anything to eat?
- Would you like any sugar or saccharine with that?


Decaf / decaffeinated coffee (coffee with no caffeine)


Cappuccino (coffee with frothy milk and powdered chocolate)


Latte (caffè latte) (a shot of espresso coffee and frothy, steamed milk)


Skinny latte (a latte with skimmed milk)


Mocha (a latte with chocolate syrup.)

Types of milk

- Skimmed milk (almost no fat)
- Semi-skimmed milk (half and half)
- Whole milk (full fat)

Dialogue: At the coffee shop

Assistant: Good afternoon. Can I take your order?
Jerry: Yes, I'll have a **(1)** _____ and a decaf latte.
Assistant: Regular, medium or **(2)** _____ ?
Jerry: Regular for both, please.
Assistant: Would you like skimmed **(3)** _____ ?
Jerry: Semi-skimmed for the cappuccino and whole milk for the **(4)** _____ , please.
Assistant: And any hazelnut or vanilla?
Jerry: No, thanks.
Assistant: Would you like anything to **(5)** _____ with that?
Jerry: Yes, a piece of the cheese cake and a chocolate muffin, please.
Assistant: Is this to take away or have **(6)** _____ ?
Jerry: To take away, please.
Assistant: That's £16.99, please.
Jerry: Here you are. *[He hands him a £50-note.]*
Assistant: Oh, I'm sorry but I don't have any **(7)** _____ . Have you got anything smaller?
Jerry: Erm, let me see, oh yes, here's a £20-note.
Assistant: Great thanks a lot.
Jerry: Where's the **(8)** _____ , please?
Assistant: It's just over there on the table. Here's your change.
Jerry: Great. Thanks.
Assistant: Thank you, and have a nice day.
Jerry: Thanks, bye.



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TRACK 20

THE BUSINESS TRIP

Useful words


Mobile phone / smartphone



Passport


Taxi


Flight attendant


Airport


Carry-on baggage / hand luggage


Chauffeur


Aeroplane / airplane


Suit


Tie


Trouser press


Travel iron


Hairdryer


Washbag


Shoe polish


Laptop


Tablet (computer)


Suit bag / carrier

More words

- **Business trip** – a trip abroad (or to another city) in order to meet clients / do deals, etc.
- **Boarding card** – a card with information about your flight. You need it to get on the plane.
- **Delayed** – if a flight is "delayed", it leaves later than planned.
- **Cancelled** – if a flight is "cancelled", it doesn't leave, often because of a problem.
- **Book a flight** – to reserve a ticket in advance so you can go somewhere by plane.
- **Reserve a hotel room** – to arrange to have a room in a hotel on a specific day.
- **Departure time** – the time a plane, etc. is supposed to leave.
- **Arrival time** – the time a plane, etc. is supposed to arrive at its destination.
- **Overnight trip** – a short journey that requires you to stay in a hotel for one night.
- **Check in to a hotel** – when you "check in", you tell the person at the front desk that you've arrived, give them your credit card details, etc. When you leave, you "check out".
- **Economy class** – the least expensive seating area in a plane.
- **Business class** – the second most expensive seating area in a plane.
- **First class** – the most expensive seating area in a plane.
- **Executive lounge** – a waiting room at an airport for business and first class passengers.
- **Receipt** – a piece of paper with information about something you bought.
- **Expenses** – the money you can spend on a trip.
- **Hotel suite** – a luxurious room (or set of rooms)
- **Take off** – when a plane "takes off", it leaves the ground in a controlled manner.
- **Land** – when a plane "lands", it comes down to the ground in a controlled manner.

Dialogue: The trip

Randy and Flynn are in a rock band. They're at the airport waiting to board a flight to fly to New York for a meeting with a record company. [Complete the text with the correct verbs.]
R=Randy F=Flynn

R: This is fantastic. I've never been in the executive lounge before.
F: Just one of the perks of flying business class....
R: So, who **(1)** _____ for the plane tickets?
F: Mum.
R: Great. She's so kind. You've **(2)** _____ a room at the Hilton, haven't you?
F: Yep! A suite!
R: I bet there's wifi in the room, cable TV and one of those trouser presses!
F: And 24 hour room service.
R: Fantastic. But I **(3)** _____ a bit bad about your mum paying for everything.
F: Oh don't worry. She only paid for the flights. You're paying for the hotel.
R: What?
F: I **(4)** _____ your credit card.
R: I can't afford a room at the Hilton.
F: Relax! We're about to sign a major **record deal**. We'll be millionaires by Monday.
R: I hope so!
F: Right, so we've got a **tight** schedule. Once we check into the hotel we have to **(5)** _____ straight to a business lunch with Rocco. He's the head of the studio.
R: Don't you think you should **take it easy with** the champagne? That's your fourth glass. You don't want to have a **hangover** for the meeting.
F: Of course I do! We're a rock band. In fact, I'm **(6)** _____ to get really drunk at the meeting and **shout abuse at** Rocco in the middle of the restaurant. He'll love it!
R: Really?
F: Yeah, and I'm planning to **trash** the hotel room before we check out. And maybe **(7)** _____ the TV into the pool.
R: Not on my credit card you're not!
F: Hey, what's with the **suit** and tie? You should be wearing some tight leather trousers like mine. It's much more rock n' roll!
R: No thanks.
F: Oh, and I've booked a limousine to pick us up at the airport.
R: Am I paying for that too? Cancel it! Let's **(8)** _____ a taxi.
F: We can't pull up to the Hilton in a taxi!
R: *[Sigh]* Just remember to **(9)** _____ the receipts, so I can claim everything as expenses.
F: Rock stars don't keep receipts.
R: Hey, time to board. Got your boarding pass and passport?
F: Yep. Oh, and just so you know, I'm planning to **make a scene** on the plane. Hopefully I'll be arrested when we land. Just think of the **publicity**!

GLOSSARY

a record deal *n*
a contract that a band or singer signs with a music company
tight *adj*
if a schedule is "tight", there's very little time to complete everything
to take it easy *exp*
to relax; to do something more slowly and calmly
a hangover *n*
a headache and bad feeling someone has after drinking too much alcohol
to shout abuse at *exp*
to say rude words at someone in a loud voice
to trash *n*
if someone "trashes" a hotel room (for example), they completely destroy it
a suit *n*
clothing that consists of a jacket and trousers (or skirt) of the same material and colour
make a scene *exp*
if someone "makes a scene", they make a lot of noise / shout / break things, etc.
publicity *n*
if you get "publicity", newspapers or TV stations write about something that you've done or said

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TRACK 21

RENTING A CAR

Useful words

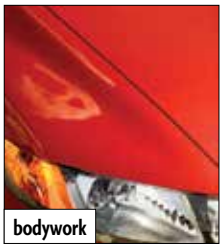

Driver's licence



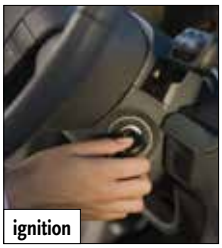
number plate / registration plate ("license plate" in US English)


parking bay


boot


bodywork


keys


ignition


car park


credit card

Types of car


Saloon (car) ("sedan" in US English)


Estate (car) ("station wagon" in US English)


Minivan / people carrier


Coupé


Van


SUV (sports utility vehicle) / 4X4


Convertible


Pick-up truck


Truck/lorry

What you say

- I'd like to **rent** a car, please.
- How much is it per hour? How much is it per day? How much is it per kilometre?
- How much is the **insurance**?
- Do you need to see my **driver's licence**?
- Can I leave the car in another city?
- Is it petrol or diesel? Does it take petrol or diesel?
- There appears to be a **dent** in the bodywork.
- There's a **scratch** at the back.
- Where is the car?
- What's the car **registration number**?
- Where do I have to leave it when I've finished?
- What do I do with the keys?
- Is it manual ("stickshift" US) or automatic?
- Sorry, but I put diesel in the petrol **tank**.
- I'm sorry but I crashed the car.
- I'm sorry but I've **written the car off**. I've **totalled** the car (US)
- The car is a **write off**. Can you give me another one?

What you hear

- It comes with a full tank of petrol.
- Please return it with a full tank.
- The keys are here.
- The car is parked in the car park, in **bay** 24, **parking space** B23.
- Just phone this number if you have any difficulties.
- The registration number is PY2 4TZ.
- Just fill out this form, please
- May I see your driving licence, please?
- I'll just take down your details.
- It's got **unlimited mileage**.
- I need to **swipe** your credit card.
- You will be liable for the **excess**, which is 200 pounds.

GLOSSARY

to rent/hire *vb*
to pay money to use something for a limited period of time
insurance *n*
if you pay for "insurance", you receive money/compensation if you have an accident
a driver's licence *n*
a formal document that shows you have permission to drive
a dent *n*
a hole in the surface
a scratch *n*
a small cut on the surface of something
a registration number *n*
the numbers and letters at the back and front of a car that identify a car
a tank *n*
the object in a car in which you put petrol/gas/diesel
to write a car off *exp*
to destroy a car completely
to total a car exp *US*
to destroy a car completely
a write-off *n*
if a car is a "write-off", it is completely destroyed
a bay *n*
an enclosed area in a building that is used for a specific purpose
a parking space *n*
an area in a car park where you can park a car
unlimited mileage *n*
if the car has "unlimited mileage", you can travel as far as you like without being charged for it
to swipe *vb*
if they "swipe" your card, they put your card into a little machine in order to register it
the excess *n*
a limited amount of money you must pay for repairs if you have an accident

Dialogue: Renting a car

Sales: Good morning. How may I help you?
Sally: Good morning. I'd like to rent a car for the **(1)** _____ .
Sales: OK. Any car in mind?
Sally: Just an ordinary four-**(2)** _____ car.
Sales: We've got a Peugeot 206 if you like.
Sally: Yes, that would be fine. How much is it **(3)** _____ day?
Sales: It's 80 pounds per day with unlimited **(4)** _____ , and that includes insurance.
Sally: That sounds all right.
Sales: And the **(5)** _____ is 200 pounds.
Sally: What does that mean?
Sales: Well, if you have an **(6)** _____ , you have to pay the first 200 pounds.
Sally: OK. I'm not really planning on having an accident.
Sales: Very wise. So, just fill in this **(7)** _____ , please. And I need to see your driving licence, and I'll have to swipe your credit card.
Sally: OK. Here you are.
Sales: Very good. Here are the keys. The car is in bay 62, in parking **(8)** _____ 91. It's a blue Peugeot 206 station wagon.
Sally: Great.
Sales: Drive safely.
Sally: Thanks. Bye.
Sales: Bye.

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TRACK 22

ON THE BUS

Vocabulary


Bus


bus driver


double-decker (bus)


seat



bus lane



timetable


coins


notes


hand-rail


bus station


bus stop


empty seat



ticket machine


bus ticket machine



What you say

- Which is the bus for London?
- Where is the bus stop?
- What time is the next bus to Birmingham?
- What's the best way to get to Halifax by bus?
- What time does the last bus for Liverpool leave?
- Where can I get the number 34 bus?
- Where do I get off for the Science museum?
- How long does it **take**?
- Where do I have to **get off**?
- How long do I have to wait?
- Do you know when the next bus is coming?
- Have we passed Oxford Street?
- Do you have a bus **timetable**?
- Which bus do I need?
- Do I have to change buses?
- Where do I have to get off?
- Where does the bus leave from?
- Can you tell me where to get off?
- Do I have to get off here?
- Could you tell me when we get to Hyde Park, please?

What you hear

- You must have the **exact change**.
- You have to press the button to stop the bus.
- This ticket hasn't been **stamped**.
- You're on the wrong bus. You need to take the number 3.
- This seat is for the **elderly** only.
- Would you like a **single** or a **return**?
- It's the third **stop** after this one.
- You aren't allowed to bring bikes on the bus.
- Where are you getting off?

GLOSSARY

to get off *phr vb*
to leave a bus or train
to take *vb*
to last a period of time
a timetable *n*
a list of the times when something happens
exact change *n*
money that corresponds exactly to the price
to stamp *vb*
if a ticket is "stamped", it is marked to show that it has been checked
the elderly *n*
old people
a single *n*
a ticket that permits you to travel to a place (but not to return)
a return *n*
a ticket that permits you to travel to a place and to return to your original destination
a stop *n*
a place where a bus stops and allows passengers on or off

Dialogue: On the bus



Sam has just got on the bus.

Sam: Is this the right bus for Trafalgar Square.
Bus driver: Yes.
Sam: A **(1)** _____, please. *(Sam gives the driver a ten-pound note.)*
Bus driver: You need to give the exact **(2)** _____.
Sam: Oh, sorry. Here you are. *(Sam hands over the right change.)*
Bus driver: Don't forget your **(3)** _____.
Sam: Does this bus **(4)** _____ at Oxford Street?
Bus driver: No, you need the 34 for that.
Sam: Where can I get the 34?
Bus driver: It's the bus stop over the **(5)** _____. That one just over there. *(He points at the bus stop.)*
Sam: Do I have to change buses?
Bus driver: No, it's **(6)** _____. But this one's going to Trafalgar Square, and you can walk to Oxford Street from there. It isn't far.
Sam: Oh, OK. I'll stay on this one then. Could you tell me where to get **(7)** _____, please?
Bus driver: Yes, all right.
Sam: OK. Thanks.
Bus driver: Hey, you've forgotten your ticket.
Sam: Oh, right.

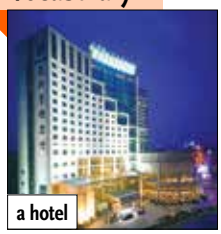
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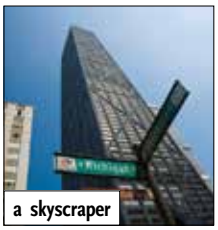
TRACK 23

IN THE CITY

Vocabulary


a hotel

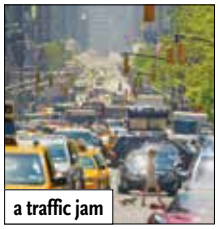

the underground


a skyscraper


a restaurant


a museum

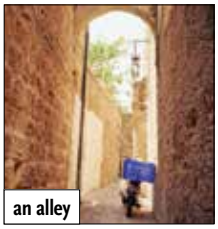

a pub


a traffic jam


traffic lights

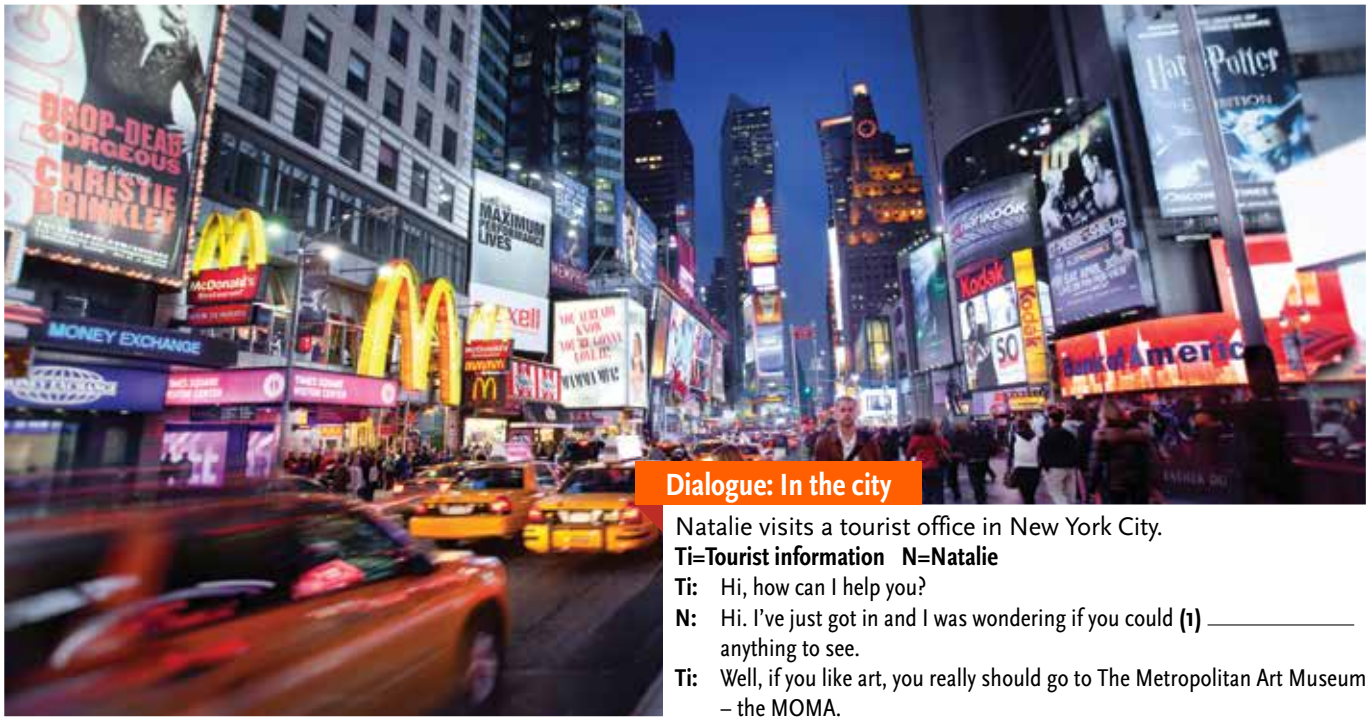


a sign


an alley


a building


a theatre



Dialogue: In the city

Natalie visits a tourist office in New York City.

Ti=Tourist information N=Natalie

Ti: Hi, how can I help you?

N: Hi. I've just got in and I was wondering if you could **(1)** _____ anything to see.

Ti: Well, if you like art, you really should go to The Metropolitan Art Museum – the MOMA.

N: OK. I've heard of that.

Ti: And then there's the Empire State Building. You can go to the top of that and get a great **(2)** _____ of the city.

N: What about eating out?

Ti: Well, you really should try some of New York City's **(3)** _____ . There's one I really like that serves gourmet hamburgers on 5th Avenue.

N: That sounds good. What about a Broadway show? I've heard so much about Broadway and I'd love to see a **(4)** _____ there.

Ti: Well, the musical Wicked is playing. Also, Chicago and Fiddler on the Roof are quite popular.

N: What about **(5)** _____ ? I'm really into alternative music.

Ti: Oh... well, New York City has some great **(6)** _____ . You'd probably like CBGB. It's a punk/alternative bar on Bleecker Street. Blondie and The Talking Heads both performed there before getting really famous.

N: OK, well, thanks for your **(7)** _____ . Very useful.

Ti: You're welcome. Have fun! And stay safe!

What you say

- Where can I find a bus timetable, please?
- Can you recommend any good hotels?
- How do I get to the city centre?
- Is there public parking near the museum?
- Have you got a map of the subway?
- Where's the best place to go shopping for clothes?
- What are the main tourist attractions?

What you hear

- There's a new art exhibition this Sunday.
- There's a street festival all next week.
- There's a new Thai restaurant that's just opened.
- The best way to get to the centre from here is to take bus 64.
- Most of the museums are in the centre of the town.

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TRACK 24

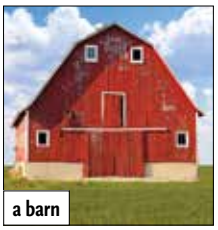
IN THE COUNTRY

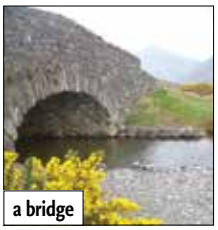
Vocabulary


a flower

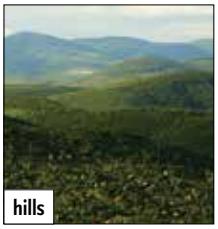

a mountain


a field


a barn


a bridge


a fence


hills

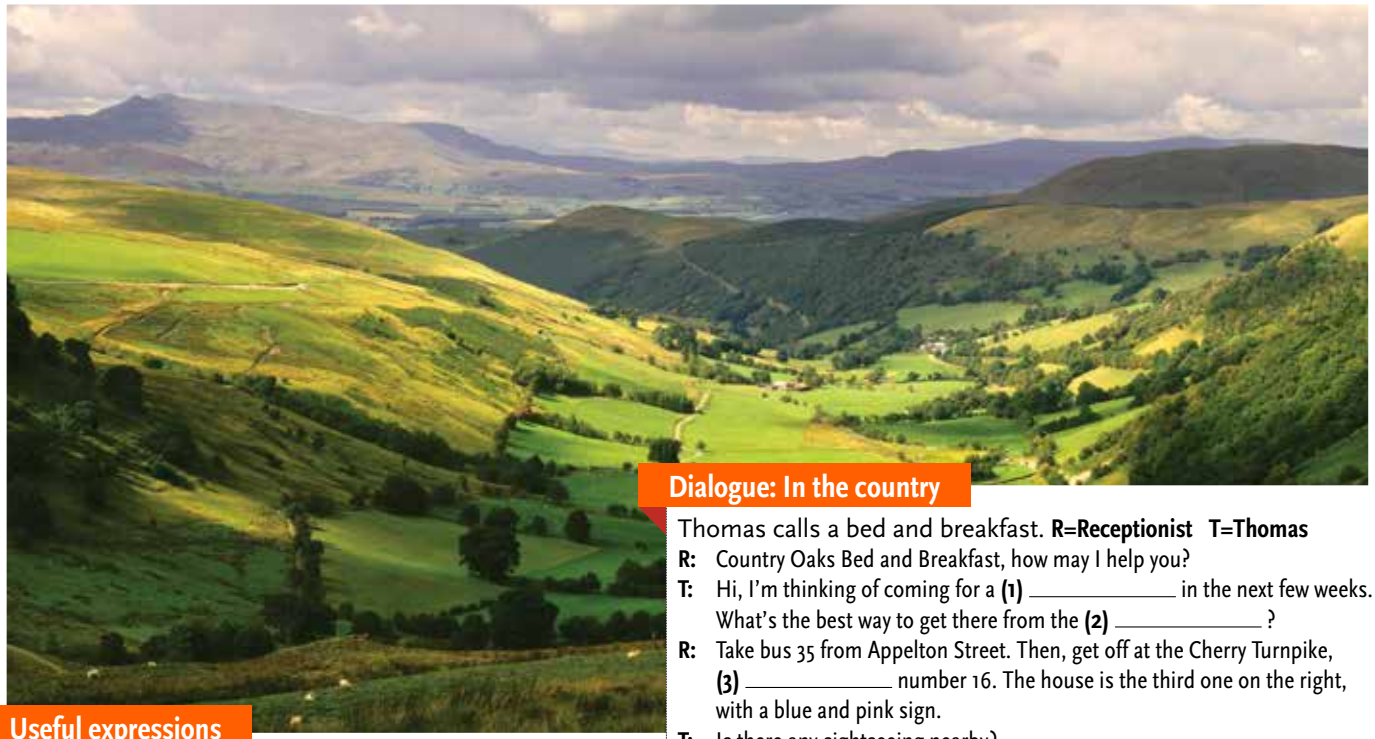

a horse


grass


a garden


a chicken


fishing



Dialogue: In the country

Thomas calls a bed and breakfast. **R=Receptionist T=Thomas**

R: Country Oaks Bed and Breakfast, how may I help you?
T: Hi, I'm thinking of coming for a **(1)** _____ in the next few weeks. What's the best way to get there from the **(2)** _____ ?
R: Take bus 35 from Appelton Street. Then, get off at the Cherry Turnpike, **(3)** _____ number 16. The house is the third one on the right, with a blue and pink sign.
T: Is there any sightseeing nearby?
R: Well, there's a town with a medieval **(4)** _____ about 20 minutes away. There are guided tours that leave in the morning and then again in the **(5)** _____ .
T: Mmmm, that sounds interesting.
R: Yes, it's really charming. It's a great place to take the **(6)** _____ .
T: What about **(7)** _____ ? Are there many nearby?
R: There are a few. There's a nice little place in the village that sells traditional **(8)** _____ .
T: OK. That sounds great. Do you have two rooms with twin beds for the **(9)** _____ of Saturday the 12th?
R: Erm... Let me check... Yes, we have two rooms **(10)** _____ .
T: Great!
R: What's your name, please?
T: Thomas Sanders.
R: All right, Mr Sanders. We'll see you in two weeks.
T: Bye.

Useful expressions

- What's the best way to get to the country?
- Is there a bus from here?
- How long does it take?
- Is there any place to eat there?
- Should we take some food?
- There's a castle.
- The view from the top of the hill is breathtaking.
- The scenery around here is magnificent.
- You can visit the castle.
- Are there any good walks?
- It gets a bit touristy in August, but it's great for most of the year.
- What's a typical souvenir from here?
- Is there a guided tour?
- Do we have to tip the guide?
- How do we get to that restaurant?

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TRACK 25

RENTING A SHARED FLAT

Vocabulary


A flat / an apartment


A launderette


A tenant


A landlord / A landlady


A refrigerator


A table


An oven


A bed


A bathroom


Dishes


A wardrobe


A sofa



Useful expressions

What you say (to a landlord or landlady)

- I'm looking for a room in a shared flat.
- What time can I come round to see it?
- How many tenants live there?
- Are the tenants working professionals or students?
- Will I be sharing a room?
- Is it safe?
- When is the rent due?

What you hear (from the landlord or landlady)

- There are two common rooms.
- The rent is £600 per calendar month.
- Are you a student or do you work?
- The average electricity bill is £20 a month.
- You can split the deposit if you live in a double room.
- There are three bathrooms.
- When can you sign a contract?

More words

- **Rent** – the money you pay to live in the house/apartment.
- **Deposit** – money you pay the landlord/landlady before you move in. It is returned to you when you leave.
- **Furnished** – with furniture: a bed, a sofa, etc.
- **Fully-equipped** – a kitchen that is "fully-equipped" has a washing machine, dishwasher, etc.

Dialogue: Renting a shared flat

Petra has come to look around at a room in a shared flat. In this dialogue, she's speaking to the landlord about possibly renting it.

Petra: Hi, I've come round to see the flat.
Landlord: Oh, you're Petra, right? Come in. This is the living room.
Petra: Looks nice. So, is the flat furnished?
Landlord: Yes, this is all my **(1)** _____ here.
Petra: Great. Is the kitchen fully-equipped?
Landlord: There's a fridge and an **(2)** _____ , but I'm afraid there's no washing machine. But there's a launderette really close by. If you decide to move here, the other **(3)** _____ can show you where it is. There are three girls who live here: one from Germany and two from China. They're all very nice.
Petra: OK. Are they students or do they work?
Landlord: Two of them are students, but one of the Chinese girls works as a **(4)** _____ .
Petra: Oh, that's pretty cool.
Landlord: Yes, she's very lovely. Now, this is one of the **(5)** _____. The other tenants have single rooms, but this one is the biggest.
Petra: Very nice. It looks quite light. Does it get a lot of sun?
Landlord: Well, when it isn't raining, you should get a bit of **(6)** _____ in the afternoon.
Petra: OK, and what kind of deposit do you need?
Landlord: Well, I'll need one month's rent as a **(7)** _____ . Plus, you'll need to pay one month's rent in advance.
Petra: And how much is the monthly rent?
Landlord: It's £600 per calendar month.
Petra: So, you need a deposit, one month's **(8)** _____ in advance, plus the first month's rent? That's £1,800 then, right?
Landlord: Yes, that's right.
Petra: OK, well, I'm definitely interested.
Landlord: We can sign the **(9)** _____ now if you want.
Petra: OK, great.

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TRACK 26

SIGHTSEEING

Vocabulary


money


camera


batteries


suitcase

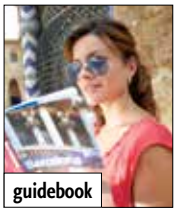

ticket



passport


ID card


map


guidebook


headphones


raincoat


monument


toothbrush / toothpaste


knapsack / backpack / rucksack


wallet


traveller's insurance



Dialogue: Sightseeing

Margaret and Janet are touring Rome.

Janet: So, what do you want to do on our first **(1)** _____ in Rome?

Margaret: I want to go to the Trevi Fountain and then see the Spanish Steps.

Janet: OK. I want to go to the Vatican.

Margaret: Is the Vatican **(2)** _____ today?

Janet: I think so. And guess what? There's a reduction for EU citizens.

Margaret: Great! You know what, though? I think it's better to see the Fountain in the **(3)** _____ and then go to the Vatican in the afternoon.

Janet: OK. Hey, how many churches are there here?

Margaret: I'm sure there are a lot, especially in the old **(4)** _____ of town.

Janet: Yeah, the buildings are so old here, and so beautiful.

Margaret: Do you have the **(5)** _____ from the hostel with you?

Janet: Yeah, I brought it with me. It's got all of the **(6)** _____ on it. I circled the ones I want to see.

Margaret: That sounds great. I want to see everything we possibly can.

Janet: Well, before we go **(7)** _____, do you want to have breakfast first?

Margaret: Yeah, how about some pizza?

Janet: How about pizza for lunch instead?

Useful expressions

- I want to go to the zoo.
- How do I get to the church?
- What time do they open?
- What time do they close?
- Is it open today?
- How much is the entrance fee?
- How much is it for students?
- Is there a reduction for retired people?
- How many churches are there here?
- Is that church old?
- What religion is it?
- Are there any monuments nearby?
- What does that one commemorate?
- When was that built?
- How old is that building?
- Are there many statues here?
- Whose statue is that?
- Who was he / she?



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TRACK 27

THE CLOTHES SHOP

Vocabulary


Trousers ("pants" in US English)


A shirt


A dress

TRACK 2


A suit


A skirt


A jacket


A blouse


A blazer


A sweater (pullover, jersey, jumper)


Overalls


A cardigan


A raincoat


Shorts


A waistcoat


Shoes


Socks



What you say

- Have you got these trousers in blue?
- I'm looking for a size 32.
- Is it 100% cotton?
- Where's the **checkout counter**?
- I'm looking for a size ten dress.
- Have you got this in a bigger/larger/smaller size, please?
- Where are the **changing rooms**, please?
- Could I try these on, please?
- Do you have this in a different colour?
- I'd like to take these trousers back, please.
- Do you take credit cards?
- Have you got a shirt to go with these trousers?
- How much is this, please?
- Is this on sale?

What you hear

- What shirt size do you take?
- What shoe size are you?
- Shall I get you a bigger size?
- The changing rooms are just over there.
- You can get a refund if you keep the receipt.
- We take all major credit cards.
- There's a 25% reduction on the price.

GLOSSARY

a checkout counter *n*
the place in a shop where you pay and receive a receipt
a changing room *exp*
a little room where you can try clothes
to put on some weight *exp*
to become a bit fatter
to go with *exp*
if A "goes with" B, A goes well with B
I'm in a bit of a rush *exp*
I don't have much time

Dialogue: The clothes shop

Betty is in the clothes shop.

Assistant: Good afternoon, can I help you?
Betty: Yes, I was looking for a pair of **(1)** _____ .
Assistant: What waist size are you?
Betty: 28.
Assistant: And what **(2)** _____ were you looking for?
Betty: Black or dark blue.
Assistant: Here you are. (She gives her a pair of trousers.)
Betty: Can I try them on?
Assistant: Yes, certainly. The changing **(3)** _____ are over there. (She points to the changing rooms.)
Betty: Can I try a **(4)** _____ 30 too, please? Just in case.
Assistant: Certainly. Here you are. (5 minutes later Betty comes out.) How are they?
Betty: Fine thanks. I think I **(5)** _____ the size 30 – I must have **put on some weight** recently.
Assistant: Anything else?
Betty: Yes, I was also looking for a **(6)** _____ to **go with** the trousers.
Assistant: How about these shirts here?
Betty: Yes, they look nice. Could I try one **(7)** _____ , please?
Assistant: Yes. Here, these should fit you.
Betty: Great. Actually, I think I'll just **(8)** _____ them because **I'm in a bit of a rush**.
Assistant: OK. That'll be 68 pounds, please.
Betty: Here you are. (Betty gives the assistant her card.)

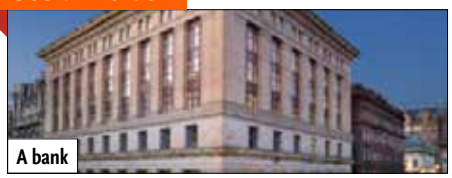
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TRACK 28

AT THE BANK

Useful words


A bank


A bank manager


A cash machine (an "ATM" (automated teller machine) in US English)


A PIN number (a personal identification number).


A cashier


A safe


A coin


A note / bill


A credit card


A cheque


A cheque book


A traveller's cheque

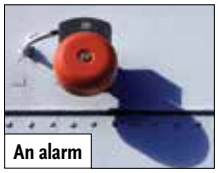

A piggy bank


A bag of money


A purse


A wallet


A security guard


An alarm


A vault


Pounds


Dollars


Euros


Yen

What you say

- I'd like to pay this money into my account, please.
- I'd like to take 600 euros out, please.
- I'd like to transfer some money from my current account, please.
- Are there any bank charges?
- I'd like to cash this cheque, please.
- I'd like to apply for a mortgage. / I'd like to apply for an overdraft, please.
- How much interest does it pay? / What's the interest rate?
- I've lost my credit card. / I need to cancel my credit card urgently.
- I'd like to apply for a new credit card, please.
- Could you change this note for me, please?
- Could I have some larger bills and small bills, please?
- Please give it to me in 20-euro notes.
- Could I have the rest in change, please?
- What's the exchange rate for euros to British pounds, please?

What you hear

- The exchange rate for euros to British pounds is 0.748.
- We charge a 2% commission rate.
- The current interest rate is 4%.
- There are no bank charges.
- I'm afraid the account is **overdrawn**.
- Which account would you like to transfer the money from?
- Could you sign and date the cheque, please?

More words

- **Bank account** – if you have a bank account at a bank, you have a personal account number and you can pay in money or take money out of the bank.
- **Paying-in slip** – a little form you complete when you want to put money into your bank account.
- **Exchange rate** – the value of one currency in terms of another currency: pounds to euros, for example. .
- **Bank (charges)** – the money you pay the bank for transferring money, etc.

Dialogue: At the bank

Jane is in the bank. **C=Cashier J=Jane**

C: Good morning.
J: Good morning. I'd like to pay this money into my **(1)** _____, please.
C: Have you filled in a paying-in **(2)** _____.
J: No, I didn't see them.
C: Here you are. *(He gives Jane a slip.)*
J: *(Jane fills it out.)* I'd also like to apply for a credit **(3)** _____.
C: You'll need to fill out this **(4)** _____. *(He gives Jane a form.)* Then, we'll process your **application**.
J: I've also got these US dollars on me. Can I **(5)** _____ them here?
C: Yes, that won't be a problem.
J: What's the exchange **(6)** _____ for dollars to pounds?
C: It's 0.50615 pence. That means that one dollar is worth 50.615 pence.
J: So, if I change 100 US dollars, I'll get about 50 pounds, right?
C: Yes, 50 pounds and 61.5 pence, to be precise.
J: And are there any **(7)** _____?
C: There's a 2.5% **commission charge** on all **transactions**.
J: OK. I'll think I'll just keep them for my next **(8)** _____ to the states.
C: OK. Have a nice day.
J: Bye.

GLOSSARY

overdrawn *adj* if your account is "overdrawn", you have taken out more money than you have
to sign *vb* to write your name on a formal document
an application *n* a form you complete when you want to join an organisation/bank, or apply for something
a commission charge *n* money you pay (often a small percentage of the total) for doing a bank operation
a transaction *n* a bank operation

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TRACK 29

AT THE SKI SHOP

Useful words


Ski boots


A chairlift


A ski resort


Ski goggles


Gloves


Skis


Ski sticks/poles


A ski hat


An anorak / a jacket


A scarf


A ski rental shop


Snowboarding


A snowboard


Ice skating


A ski slope


A skier


Figure skating


A ski suit


Ice skates


Snow


Ear muffs


A skiing instructor


A cable-car



What you say

- I'd like to **rent** some skis and ski boots, please.
- Can I have one size bigger, please?
- Have you got any longer skis?
- I'd rather have some shorter skis, please.
- Have you got a snowboard?
- Do you rent out ski clothing?
- The boots are a bit **tight**.
- I take a size 42.
- Where can I get a ski pass?

What you hear

- How long do you want to rent them for?
- What's your shoe size?
- Does that fit OK?
- How does that feel?
- Stand up, please.
- Sit down, please.
- Take off your shoes, please.
- **Try these on**.
- Are you a good skier?
- These sticks should be all right for you.
- I'll just need to adjust them for you.

Dialogue: At the ski shop



Sally is in the ski rental shop talking to the shop assistant. **S=Sally A=Assistant**

S: Hi, I'd like to rent some skis and ski **(1)** _____, please.
A: What's your shoe size?
S: Forty.
A: OK. Try these. *(Sally tries the boots on.)*
S: Erm, they're a bit **tight**.
A: *(He gives her a bigger size.)* How about these?
S: Oh, yes, that's much better. I can get my thick **(2)** _____ on now.
A: Are you an experienced **(3)** _____?
S: I've been a few times before.
A: These skis should be OK for you. *(He takes some skis from the ski-rack.)* They're short, so they're easier to **(4)** _____. Can you stand up a **sec**, please? *(Sally stands next to the skis.)* Yes, that's fine. Right. I need your ski-boots, so I can **fit** them to the **(5)** _____.
S: Here you are. *(She gives him the boots.)*
A: *(He fits the boots to the skis.)* You'll have to **fill out** this form and I need to **swipe** your **(6)** _____ card.
S: Yes, here you are...

GLOSSARY

to rent *vb*
to pay money in order to use something for a limited period of time
tight *adj*
if clothing is "tight", it is very close to your body
to try on *phr vb*
to put on clothing to see if it is the right size
a sec n inform
one second
to fit *vb*
if clothes "fit" you, they are the right size for you
to fill out *phr vb*
to complete
to swipe *vb*
if you "swipe" a credit card, you put it in a machine that reads its details

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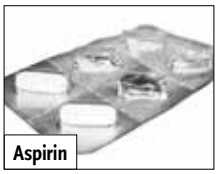
TRACK 30

AT THE CHEMIST'S

Useful words


A chemist's / pharmacy (US English)


A chemist / pharmacist (US English)

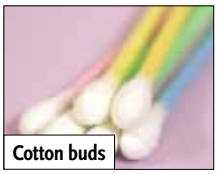

Aspirin


A bandage


A plaster / band-aid / elastoplast / sticking plaster


Contact lens solution


Cotton wool


Cotton buds


Cough medicine


Liquid antiseptic disinfectant


Eardrops


Gauze


Insect spray


Laxatives


Nose drops


Sleeping pills


A chemist sign


A first-aid kit


Suppositories


Tablets


A thermometer


Vitamins


Antiseptic cream



Dialogue: At the chemist's

Jane is at the chemist's. **C=Chemist J=Jane**

C: Can I help you?

J: Yes, I was looking for some antiseptic **(1)** _____ .

C: You'll find some in the next **aisle** – the one parallel to this one.

J: OK. Great. Another thing, have you got anything for an upset **(2)** _____ ?

C: Yes, these work quite well. *(The chemist shows Jane a packet of pills.)*

J: OK. I'll take a **(3)** _____ of those then. And have you got any cough **(4)** _____ ?

C: Yes, you'll find that next to the **(5)** _____ – just over there.

J: OK. Thanks very much. And finally, I was just wondering if it's possible to get any **(6)** _____ . I've got a bit of a **chest infection.**

C: Not without a prescription. You'll have to **(7)** _____ to your **GP** about that.

J: OK. Thanks for your help.



What you say

- Is there a chemist's / pharmacy nearby?
- When does the chemist's open/close?
- I need something for a cold/**constipation**/diarrhoea/**hay fever**/ a headache.
- Have you got anything for an insect bite?
- I've got a bit of **sunburn**. What would you recommend?
- I've got a bit of an **upset stomach**. Is there anything you could recommend?
- Where are the plasters, please?
- Do you have any thermometers?

What you hear

- The contact lens solution is just over there.
- Do you have a prescription?
- I'm sorry but we haven't got any cotton buds at the moment.
- You'll need a prescription for this.
- This medicine should help **clear it up**.
- This works well on **rashes**.
- You'll need to talk to a doctor about that.
- Have you got a **prescription** for this?

GLOSSARY

constipation *n*
if you have "constipation", you have a condition that prevents you temporarily from going to the toilet

hay fever *n*
an allergy to pollen (a fine powder produced by plants/flowers)

sunburn *n*
a red mark on your body where you are burnt because you have been in the sun for too long

an upset stomach *n*
a pain in your stomach, often because you have eaten something bad

to clear something up *exp*
to cure something; to make an illness/rash, etc go away

a rash *n*
an area of red marks on your skin where your skin is irritated or hurting

a prescription *n*
a note from the doctor with information about the medicine you need

an aisle *n*
a space between rows of shelves that you can along in a shop

cough medicine *n*
medicine to help you cure a cough (an irritation in your throat)

a chest infection *n*
an infection in the front and upper part of your body

a GP *abbr*
a general practitioner. A doctor who treats all types of illnesses (not a specialist)

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TRACK 31

AT THE HAIRDRESSER'S

Useful words


A hairdresser / hairstylist


A barber


A hairdresser's


A barber's (shop)



Shampoo



Conditioner


Scissors


Hair gel


A beard


A moustache


Highlights


Fringe ("bangs" in US English)


A haircut


A razor


A hair trimmer

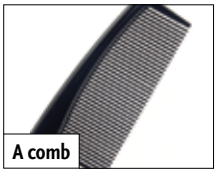

A basin/washbasin/sink


A sideburn


A parting


Hairspray


A brush


A comb


A hairdryer


A wig

What you say

- I'd like to have a haircut, please.
- I'd like a trim, please.
- I'd like to have a blow dry, please.
- I'd like my hair dyed blonde/ black/brown, please.
- I'd like to have a short back and sides.
- I'd like to get my hair thinned out.
- I'd like to have a perm, please.
- I'd like to have my hair curled, please.
- Could you straighten my hair, please?
- Could you take a bit off the back and sides, please?
- Could you cut off any split ends, please?
- Just take a bit off the top, please.
- Leave it a little longer at the front/back/top/sides.
- Cut it a little shorter at the front/back/top/sides.
- Leave the sideburns, please.
- Just leave it like that, please.
- That's great, thanks.

What you hear

- Would you like me to wash it first?
- Would you like some conditioner?
- Come this way, please.
- How would you like it?
- Cut and blow dry?
- What can I do for you?
- Would you like some hair gel?



Dialogue: At the hairdresser's



Jim is at the hairdresser's getting a hair cut. **J=Jim H=Hairdresser**

J: I'd like a **(1)** _____ , please?
H: Do you have an **appointment**?
J: No.
H: Actually, we're not that **busy** right now. Could you come over here to the **washbasins**, please? *(The hairdresser washes his hair.)* So, how would you like it?
J: Could you just trim the **fringe**, and cut a bit off the **(2)** _____ and sides, please?
H: Anything off the top?
J: Erm, just leave it actually. Perhaps just cut the **(3)** _____ , but I'd rather have it longer on **(4)** _____ .
H: OK. *(She cuts his hair.)* So, do you work round here?
J: Yeah. In the high **(5)** _____ . Actually, don't take too much off the sides, please. I want a bit over the top of my **(6)** _____ .
H: No problem. Nice day, isn't it? *(She finishes the hair cut.)* How's that, then?
J: Yes, that **(7)** _____ great. Erm, actually, could you take a bit more off the back, but leave the **(8)** _____ as they are, please?
H: OK

GLOSSARY

a trim *n*
a haircut that involves cutting off a small amount of hair
to dye *vb*
to change the colour of your hair by using chemicals
to curl *vb*
to make your hair curly (with little round rings)
to straighten *vb*
to make your hair straight (with no curls)
split ends *n*
if you have "split ends", some of your hairs are damaged and split (divided) at the end
sideburns *n*
hair on the side of the face
an appointment *n*
if you have an "appointment" at the hairdresser's (for example), you have arranged to go there at a specific time
busy *adj*
with a lot of customers
a washbasin *n* an object in a bathroom in which you can wash your hands/hair, etc
a fringe *n*
a line of hair that covers your forehead

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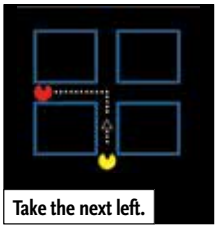
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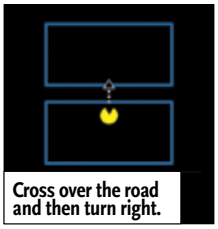
GIVING DIRECTIONS

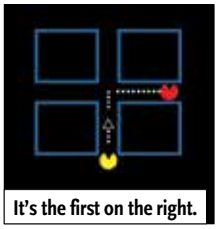
Vocabulary

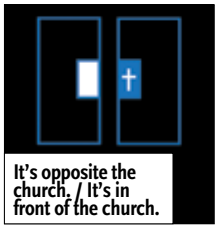

Go straight on until you get to the traffic lights.


Turn left into Gordon Street.


Take the next left.

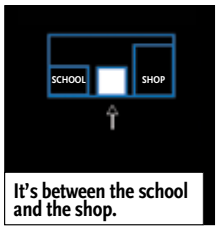

Cross over the road and then turn right.


It's the first on the right.

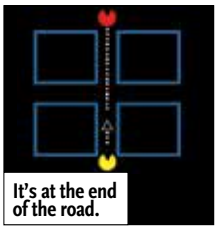

It's opposite the church. / It's in front of the church.

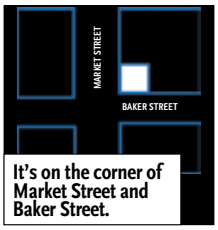


It's next to the bank.

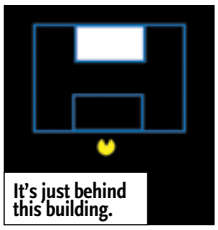


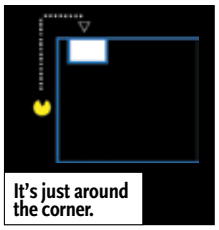
It's between the school and the shop.

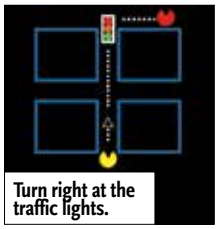

It's at the end of the road.

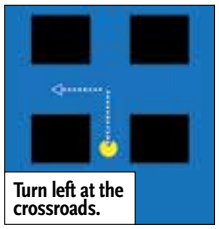


It's on the corner of Market Street and Baker Street.


It's just behind this building.

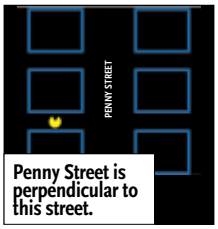

It's just around the corner.


Turn right at the traffic lights.

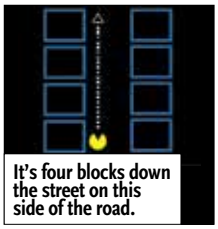

Turn left at the crossroads.



Bank Street is parallel with this street.



Penny Street is perpendicular to this street.


It's four blocks down the street on this side of the road.


Turn right at the roundabout.

Useful expressions

- Go straight on until you come to a crossroads.
- Turn left into Gordon Street.
- Take the next left.
- Take the second road on the left.
- Turn right at the traffic lights.
- It's opposite the church.
- It's next to the bank.
- It's between the school and the shop.
- It's at the end of the road.
- It's on the corner of Market Street and Baker Street.
- It's just behind this building.
- It's in front of the school.
- It's just around the corner.
- Bank Street is parallel with this street.
- Penny Street is perpendicular to this street.
- It's four blocks down the street on this side of the road.
- Turn right at the roundabout.
- I'm trying to get to the museum.
- Do you know where the post office is?
- What's the best way to get to the train station?



Dialogue: Giving directions



Listen and complete with the words from below.

east | **bank** | **school** | **roundabout**

Lenny has just arrived in London. He's a bit lost and so he decides to ask a passer-by for directions.

Lenny: Erm, excuse me, I'm trying to find a pub called the Cock & Bull. Could you point me in the right direction?

George: Ah... the Cock & Bull. I know it well. Excellent pub.

Lenny: Oh, great. I'm new to the city and I'm supposed to meet a friend there, but I haven't got a clue where I am.

George: Right. Go straight ahead. Then, take the **(1)** _____ road on your left. That's Queen Street. Follow it until you pass a **(2)** _____, and then... No, hang on. That's not right.

Lenny: Oh... erm, I can ask someone else if you're not sure.

George: No, no. I know London like the back of my hand... OK. Ignore everything I just said. From here, you want to get onto Charles Street, which is parallel to this street. Then walk **(3)** _____ about 500 metres until you see an old **(4)** _____. Turn right at the church and... Wait a minute...

Lenny: I've got a map here...

George: I don't need a map. I've lived here all my life. And the Cock & Bull isn't far. Excellent pub, by the way. They do a fantastic steak and kidney pie... Or was it steak and mushroom? Anyway. Go about four hundred metres that way and when you get to a **(5)** _____, hang a left. Walk for another two minutes and you'll see a **(6)** _____ on the opposite side of the road. The pub is just next to the bank. You can't miss it.

Lenny: Great! Thank you!

George: No, hold on... That's where the pub used to be. It moved 15 years ago.

Lenny: Maybe I should ask someone else.

George: No, no, I'm your man. I practically live at the Bear & Bull.

Lenny: You mean the Cock & Bull.

George: No, the Bear & Bull.

Lenny: I'm trying to get to the Cock & Bull.

George: The Cock & Bull? No idea! Never heard of it! Goodbye!

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TRACK 33

THE CAR

Vocabulary


Wing mirror (side-view mirror; side mirror)


Bonnet ("hood" in US English)


Boot ("trunk" in US English)


Petrol tank ("gas tank" in US English)


Battery


Wheel


Tyre


Clutch


Driving seat


Car keys


Door


Roof


Accelerator


Windscreen wipers


Gears


Steering wheel



Dialogue: The car

Sarah is showing Michelle her new car.

Michelle: Nice car.
Sarah: Yes, I got it last week. It was only £300.
Michelle: That's great.
Sarah: Yes, it's a bargain. It's only fourteen years old.
Michelle: Mmm... The **bodywork** is a bit scratched, isn't it?
Sarah: Yes, well, it needs a bit of paint on it.
Michelle: And one of the **(1)** _____ is broken, isn't it?
Sarah: Yeah, I'll have to get that repaired.
Michelle: Does it **(2)** _____ ?
Sarah: Of course it does. Look. *(She starts the car.)* You see?
Michelle: Come on then, **take me for a spin**.
Sarah: OK. Jump in. I'll take you home.
Michelle: The **(3)** _____ are a bit stiff, aren't they?
Sarah: Yes, it doesn't really go into **(4)** _____ gear. I have to skip from first gear to third gear. The **(5)** _____ don't work either.
Michelle: What? You mean you can't stop it?
Sarah: Yes, of course I can stop. We've got the **(6)** _____-brake.
Michelle: The hand-brake? Well, don't go too fast. I think you should **(7)** _____ down a bit. Erm, I think... erm, let me out.
Sarah: OK. Hang on. I'm going to **(8)** _____ the car.
Michelle: Well, thanks. I think I can **(9)** _____ from here.
Sarah: Are you sure?
Michelle: Quite sure. See you later.
Sarah: Bye.

Useful expressions

- I need to fill up the petrol tank.
- The rear-view mirror is broken.
- You need to lift the bonnet up.
- The battery is low.
- The tyre is flat.
- I can't get it into first gear.
- The door won't open.
- Don't forget to put the hand-brake on.
- Put your headlights on.
- **Dim** your lights.
- You need to turn your windscreen wipers on.
- You can sit in the passenger seat.
- The bodywork is scratched.

GLOSSARY

to dim *vb*
to reduce the brightness of
bodywork *n*
the "bodywork" of a car is the outside, metal part of it
to take someone for a spin *exp*
to take someone for a ride in your car



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TRACK 34

DRIVING IN THE CITY

Vocabulary


Traffic light


Zebra crossing / pedestrian crossing

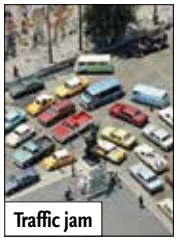

Rush hour
(the time when people travel to or from work)


Kerb


Roundabout


Pedestrian crossing


Speed bump


Traffic jam


Turning


Tunnel


Bridge



Dead-end street / cul-de-sac


Pedestrian



Useful expressions

- There's a zebra crossing just ahead.
- Take the first turning on the right.
- This is a dead-end street.
- You need to go over the bridge.
- The rush-hour traffic is terrible.
- We got caught in a traffic jam.
- You need to go through the tunnel.
- Turn right at the roundabout.

Dialogue: Driving in the city

Sally is driving when she gets into an argument with a pedestrian.

A=Alan S=Sally

A: Hey, watch out! That's a red light, and I'm on a pedestrian **(1)** _____ !

S: Sorry! Are you OK?

A: I'm all right, but your front wheel is on the **(2)** _____ .

S: I'm just so tired. I've been stuck in a traffic **(3)** _____ for two hours and I didn't get any sleep last night.

A: That's hardly my problem. And in case you didn't know, this is a dead-end **(4)** _____ .

S: Whoops! I'm a bit lost. You don't happen to know where Marstone Street is, do you?

A: Yep.

S: So, erm, could you, erm, give me **(5)** _____ ?

A: OK. Drive straight on for about 350 metres.

S: OK. Straight on.

A: When you get to the traffic **(6)** _____ , take the first turning on the left and then drive straight on again.

S: Traffic lights. First turning, erm, left.

A: Then, after about another 200 metres and a few speed **(7)** _____ , you get to a roundabout...

S: A roundabout...

A: ...and you take the first **(8)** _____ on the right.

S: ...on the right.

A: Then, you go over a bridge and through a **(9)** _____. Then, you turn right and then left and then right again, and it's just there on the left.

S: A bridge. A tunnel. Right, left, right... OK. I think I've got it.

A: You can't **(10)** _____ it!

S: OK. Bye! Thanks. Right! Now, what did he say? Drive straight on, then first left...



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TRACK 35

DRIVING ON THE ROAD

Vocabulary


The hard shoulder (the side of the road)


A motorway (a "highway" in US English)


The outside lane (fast lane)

the inside lane


A hill


Breakdown service / tow-truck


A traffic jam / tailback


A road


A junction (where two roads meet)


A petrol station


A service station


A turning


A driver's licence



Petrol station ("gas station" in US English)


GPS / SatNav



Useful expressions

- I've broken down and I'm waiting for the tow-truck.
- I'm waiting on the hard shoulder.
- I'm on the M35.
- There's a 10-km tailback.
- The traffic is moving really slowly.
- I've called the breakdown service.
- My SatNav is telling me to turn left, but I think it's on the right.
- I turned off the motorway at junction 36.
- I'm on the toll road.

Dialogue: Telephone call

Nigel is calling his wife because his car has broken down on the motorway.

Cathy? Hi, yes, it's me. Yes, I know. Look, erm, I've got a slight problem: the car's broken down. I was trying to get to the garden centre. Yes, I know we've been there before. Yes, I had the **(1)** _____ on, but it kept telling me to turn off at **(2)** _____ 36, but I knew that wasn't right. Yes, yes, I know. Well, I was driving along in the outside **(3)** _____ when the car started losing power. I was going up a **(4)** _____ and the motor just cut out. Yes, yes, I know. OK. Well, I don't think it's anything serious – it's just run out of **(5)** _____. Yes, I know I should check it. Look, I need you to call the breakdown **(6)** _____ . I haven't got the number here and my phone battery's running out. Yes, I know I took the insurance papers out of the car. No, I haven't got my driver's **(7)** _____ on me either. Yes, I know you're supposed to keep it in the car. They're in the living room – in the cupboard just to the right of the door. Look, hurry up! I haven't got much battery left.
Where am I? Well, I'm on the **(8)** _____ – the M22, westbound. I'm not sure. I passed a service **(9)** _____ about two minutes ago. There's a speed camera if that helps. No, I don't know. I'm waiting on the hard **(10)** _____ . There's a turning about 300 metres in front of me, but I can't see the traffic **(11)** _____ properly. I think it says Newgate and Shoreham, but I'm not sure. There's a bridge just up ahead. Well, yes, there is a petrol station back there, but it's about four miles down the **(12)** _____ . I can't just walk along the motorway. Look, just call them, will you? Yes, I know it's rush hour. Yes, there is a lot of traffic. Yes, and a tailback. OK. Yes, right. OK, bye. Yes, see you tomorrow.

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42 EXPRESSIONS FOR OVERSEAS TRAVEL

Planning a holiday? With these 42 useful English expressions, you'll have a stress-free time and get through every type of situation!



AT THE AIRPORT

WHAT YOU SAY

*Where's the **check-in desk**, please?*

Can I have a window seat please?

*Are there any **spare** seats in first class?*

WHAT YOU HEAR

Can I see your passport, please?

*Do you have any liquids, guns or **live** animals in your bag?*

*Here's your **boarding card**. Your flight leaves from gate 45 at 13:35. You've got about two minutes to get there, so you'd better run!*

WHAT YOU SEE

PLEASE WAIT FOR THE PILOT!

THIS AIRPORT USES RECYCLED WATER FOR TOILET FLUSHING. PLEASE DO NOT DRINK.

ON THE PLANE

WHAT YOU SAY

*There's no **space** for my bag in the **overhead locker**.*

Can I have some more water, please?

*What time do we **land**?*

WHAT YOU HEAR

Can I see your boarding pass, please?

*Please put your **seat back** in the upright position.*

Please fasten your seat belt and prepare for landing.

WHAT YOU SEE

PLEASE DO NOT DISTURB! THE CAPTAIN IS SLEEPING.

IF YOU NEED TO SMOKE, PLEASE STEP OUTSIDE!



TAKING A TAXI

WHAT YOU SAY

*Where's the **taxi stand**, please?*

We'd like to go to the Hilton Hotel, please.

Can I pay by credit card?

WHAT YOU HEAR

*Shall I put your bags in the **boot**?*

WHAT YOU HOPEFULLY WON'T HEAR

Have you got a map? I'm lost.

That'll be $145, please.

WHAT YOU SEE

NO SMOKING, SINGING, DRINKING, SCREAMING, RUNNING OR JUMPING!

PLEASE TIP GENEROUSLY OR I MIGHT DRIVE OFF WITH YOUR BAG!

AT THE HOTEL

WHAT YOU SAY

Hi, I've got a reservation for tonight.

What time is breakfast served, please?

What's the password for the wifi, please?

WHAT YOU HEAR

What name is the reservation under?

Breakfast is served from 7am till 10am.

How will you be paying for the room?

WHAT YOU SEE

WELCUM TURIS! WE SPIK INGLEESH GUD!

NO PROTESTORS, MARCHING BANDS OR CIRCUS ANIMALS ALLOWED IN THIS HOTEL!



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AT THE RESTAURANT

WHAT YOU SAY

We'd like a table for two, please.

Can I see the wine list, please?

Can we have the bill, please?

WHAT YOU HEAR

Are you ready to order?

Can I get you another drink?

Would you like any dessert or coffee?

WHAT YOU SEE

EAT HERE OR WE WILL STARVE!

ONLY WELL-BEHAVED CHILDREN WHO CAN KEEP THEIR FOOD ON THEIR PLATES AND THEIR BOTTOMS ON THEIR SEATS ARE WELCOME!

SIGHTSEEING

THINGS YOU SAY

Could you tell me how to get to Tower of London, please?

Do you have any audio guides in Mongolian, please?

Excuse me. Would you mind taking a photo of us next to the statue?

THINGS YOU HEAR

Please leave your bags in the cloakroom.

The museum closes in forty-five minutes.

The photography exhibition is on the second floor.

WHAT YOU SEE

THIS TOILET BOWL IS AN EXHIBIT. PLEASE DO NOT USE!

OLD STUFF →

← SLIGHTLY OLDER STUFF

REALLY OLD STUFF ↑

SHOPPING

WHAT YOU SAY

I'm just looking, thanks.

How much is it?

Do you have this in a smaller size?

WHAT YOU HEAR

Can I help you with anything?

Would you like to try it on?

*I'm sorry but your credit card has been **declined**.*

WHAT YOU SEE

WE OPEN MOST DAYS ABOUT 9 OR 10 BUT SOME DAYS AS LATE AS 12 OR 1. PUSH TO OPEN DOOR. IF THAT DOESN'T WORK, PULL! IF THAT DOESN'T WORK, WE MUST BE CLOSED!

PLEASE UNLOAD GUN AND REMOVE SKI MASK BEFORE ENTERING!



GLOSSARY

a check-in desk *n*
the area in an airport where you show your ticket and give them your luggage
spare *adj*
a "spare" seat is a seat that isn't being used by anyone – it's extra
live *adj*
a "live" animal is alive (not dead)
a boarding card *n*
a piece of paper that gives you permission to go on the plane
space *n*
an area that is empty and available
an overhead locker *n*
the area above the seats in a plane where you can put bags
to land *vb*
when a plane "lands", it comes to the ground in a controlled manner
a seat back *n*
the back of a chair – the part that your back touches as you're sitting down
a taxi stand *n*
a place in the road where you can wait for taxis
a boot *n*
the part at the back of a car where you can put bags, etc. A "trunk" in US English
to decline *vb*
if your credit card is "declined", it won't work

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ANSWERS

AT THE AIRPORT
1. passport; **2.** aisle; **3.** plane; **4.** fare; **5.** bag; **6.** card; **7.** screens

ON THE PLANE
1. flight; **2.** seatbelts; **3.** seats; **4.** smoking; **5.** cabin; **6.** altitude; **7.** land; **8.** destination; **9.** temperature; **10.** aircraft; **11.** crew

GOING THROUGH CUSTOMS
1. opening; **2.** pack; **3.** flown; **4.** travelling; **5.** see; **6.** visiting; **7.** stay; **8.** declare

AT THE HOTEL
1. room; **2.** booking; **3.** out; **4.** passport; **5.** lift; **6.** breakfast; **7.** towels

AT THE DOCTOR'S
1. weekend; **2.** stomach; **3.** temperature; **4.** bed; **5.** medicine; **6.** clinic

AT THE TRAVEL AGENT'S
1. on; **2.** for; **3.** to; **4.** at; **5.** of; **6.** to; **7.** on; **8.** in

SHOPPING
1. aisles; **2.** toilets; **3.** vegetable; **4.** department; **5.** cafeteria; **6.** escalator; **7.** Sundays; **8.** menswear; **9.** thing; **10.** boxes

AT THE RESTAURANT
1. table; **2.** glass; **3.** fish; **4.** drinks; **5.** done; **6.** dessert; **7.** card

THE UNDERGROUND
1. station; **2.** line; **3.** stop; **4.** change; **5.** tube; **6.** train; **7.** five

TAXI
1. museum; **2.** slow; **3.** change; **4.** conference; **5.** right; **6.** building; **7.** receipt

POLICE
1. theft; **2.** form; **3.** claim; **4.** address; **5.** number; **6.** mobile phone; **7.** wallet; **8.** afternoon; **9.** train ticket; **10.** man

THE PUB
1. pint; **2.** lemon; **3.** packet; **4.** much; **5.** drinks; **6.** toilets

AT THE MUSEUM
1. students; **2.** fee; **3.** exhibition; **4.** tours; **5.** tickets, **6.** office; **7.** shop; **8.** cafeteria

AT THE TRAIN STATION
1. return; **2.** train; **3.** advance; **4.** ticket; **5.** change; **6.** sign; **7.** platform; **8.** screen

AT THE THEATRE
1. booked; **2.** seats; **3.** show; **4.** circle; **5.** row; **6.** interval; **7.** programmes; **8.** theatre

AT THE POST OFFICE
1. parcel; **2.** scales; **3.** class; **4.** stamps; **5.** post; **6.** form; **7.** box

AT THE CINEMA
1. session; **2.** 3d; **3.** middle; **4.** about; **5.** trailer; **6.** toilets; **7.** popcorn; **8.** bar

THE NIGHTCLUB
1. club; **2.** wait; **3.** music; **4.** id; **5.** desk; **6.** valid; **7.** drinks; **8.** cloakroom; **9.** floor

AT THE COFFEE SHOP
1. cappuccino; **2.** large; **3.** milk; **4.** latte; **5.** eat; **6.** here; **7.** change; **8.** sugar

THE BUSINESS TRIP
1. paid; **2.** booked; **3.** feel; **4.** borrowed; **5.** go; **6.** planning; **7.** throw; **8.** get; **9.** keep

RENTING A CAR
1. day; **2.** door; **3.** per; **4.** mileage; **5.** excess; **6.** accident; **7.** form; **8.** space

ON THE BUS
1. single; **2.** change; **3.** ticket; **4.** stop; **5.** street; **6.** direct; **7.** off

IN THE CITY
1. recommend; **2.** view; **3.** restaurants; **4.** show; **5.** nightlife; **6.** clubs; **7.** suggestions

IN THE COUNTRY
1. visit; **2.** city; **3.** exit; **4.** castle; **5.** afternoon; **6.** family; **7.** restaurants; **8.** food; **9.** weekend; **10.** available

RENTING A SHARED FLAT
1. furniture; **2.** oven; **3.** tenants; **4.** translator; **5.** bedrooms; **6.** sun; **7.** deposit; **8.** rent; **9.** contract

SIGHTSEEING
1. day; **2.** open; **3.** morning; **4.** part; **5.** map; **6.** monuments; **7.** sightseeing

THE CLOTHES SHOP
1. trousers; **2.** colour; **3.** rooms; **4.** size; **5.** need; **6.** shirt; **7.** on; **8.** take

AT THE BANK
1. account; **2.** slip; **3.** card; **4.** form; **5.** change; **6.** rate; **7.** charges; **8.** trip

AT THE SKI SHOP
1. boots; **2.** socks; **3.** skier; **4.** control; **5.** skis; **6.** credit

AT THE CHEMIST'S
1. cream; **2.** tummy; **3.** packet; **4.** medicine; **5.** toothpaste; **6.** antibiotics; **7.** speak

AT THE HAIRDRESSER'S
1. haircut; **2.** back; **3.** ends; **4.** top; **5.** street; **6.** ears; **7.** looks; **8.** sideburns

GIVING DIRECTIONS
1. third; **2.** school; **3.** east; **4.** church; **5.** roundabout; **6.** bank

THE CAR
1. headlights; **2.** work; **3.** gears; **4.** second; **5.** brakes; **6.** hand; **7.** slow; **8.** stop; **9.** walk

DRIVING IN THE CITY
1. crossing; **2.** kerb; **3.** jam; **4.** street; **5.** directions; **6.** lights; **7.** bumps; **8.** turning; **9.** tunnel; **10.** miss

DRIVING ON THE ROAD
1. GPS; **2.** junction; **3.** lane; **4.** hill; **5.** petrol; **6.** service; **7.** licence; **8.** motorway; **9.** station; **10.** shoulder; **11.** sign; **12.** road

USEFUL TRAVEL EXPRESSIONS
N/A

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