

Speak English Confidently

*The Complete Self-Study Course with 5000
Daily Sentences, Real-Life Conversations &
Practical Exercises*

By

Sonika Bahadur

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Speak English Confidently

The Complete Self-Study Course with 5000 Daily Sentences, Real-Life Conversations & Practical Exercises

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ABOUT THE AUTHOR

Sonika Bahadur

Sonika Bahadur is an English educator, author, and content creator dedicated to helping learners speak English with confidence.

Through practical lessons, real-life conversations, and easy-to-follow explanations, she creates practical English-learning resources that help learners build confidence in spoken English.

Her teaching philosophy is simple:

Learning English should be practical, enjoyable, and confidence-building.

Rather than focusing on memorizing complicated grammar rules, she encourages learners to practice English through daily conversations, useful vocabulary, and consistent speaking habits.

Her mission is to help millions of English learners communicate effortlessly with confidence.

Table of Contents

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ABOUT THE AUTHOR

HOW TO USE THIS BOOK

INTRODUCTION

Chapters

Chapter 1 – Waking Up

Chapter 2 – Bathroom Routine

Chapter 3 – Getting Ready

Chapter 4 – Breakfast Time

Chapter 5 – Kitchen

Chapter 6 – House Cleaning

Chapter 7 – Laundry

Chapter 8 – Living Room Conversations

Chapter 9 – Family Conversations

Chapter 10 – Talking to Children

Chapter 11 – Talking to Parents

Chapter 12 – Talking to Friends

Chapter 13 – Talking to Neighbors

Chapter 14 – Talking to Coworkers

Chapter 15 – Office Meetings

Chapter 16 – Phone Conversations

Chapter 17 – Email Communication

Chapter 18 – Job Interviews

Chapter 19 – Giving a Presentation

Chapter 20 – Real-Life Conversation Review

Chapter 21 – Supermarket

Chapter 22 – Grocery Store

Chapter 23 – Shopping Mall

Chapter 24 – Clothing Store

Chapter 25 – Shoe Store

Chapter 26 – Restaurant

Chapter 27 – Café / Coffee Shop

Chapter 28 – Fast Food Restaurant

Chapter 29 – Bakery

Chapter 30 – Master Review Challenge – Public Life

Chapter 31 – Bank

Chapter 32 – ATM & Online Banking

Chapter 33 – Post Office & Courier Services

Chapter 34 – Pharmacy

Chapter 35 – Clinic

Chapter 36 – Hospital

Chapter 37 – Taxi & Ride-Sharing

Chapter 38 – Bus

Chapter 39 – Train

Chapter 40 – Master Review Challenge – Essential Services & Transportation

Chapter 41 – Airport

Chapter 42 – Airplane

Chapter 43 – Hotel Check-in

Chapter 44 – Hotel Stay

Chapter 45 – Asking for Directions

Chapter 46 – Tourist Information Center

Chapter 47 – Sightseeing

Chapter 48 – Renting a Car

Chapter 49 – Emergency Situations While Traveling

Chapter 50 – Grand Finale

Chapter 51 – Job Interview

Chapter 52 – Office Meetings

Chapter 53 – Giving a Presentation

Chapter 54 – Telephone Conversations

Chapter 55 – Video Calls & Online Meetings

Chapter 56 – Writing Professional Emails

Chapter 57 – Customer Service Conversations

Chapter 58 – Making Appointments

Chapter 59 – Networking & Professional Introductions

Chapter 60 – Business Negotiations

Chapter 61 – Solving Problems at Work

Chapter 62 – Performance Reviews & Feedback

Chapter 63 – Working in a Team

Chapter 64 – Giving and Receiving Instructions

Chapter 65 – Leadership & Managing a Team

Chapter 66 – Business Travel

Chapter 67 – Networking on Social Media

Chapter 68 – Working with International Clients

Chapter 69 – Public Speaking & Speaking with Confidence

Chapter 70 – Becoming a Confident English Speaker

Bonus Resource Library

Bonus 1 – Essential English Collocations

Bonus 2 – Essential Phrasal Verbs

Bonus 3 – Common Idioms & Expressions

- Bonus 4 – Powerful Vocabulary Words
- Bonus 5 – Powerful Sentence Starters
- Bonus 6 – Conversation Fillers & Natural English Expressions
- Bonus 7 – Common Questions & Natural Answers
- Bonus 8 – Daily Conversation Mini Dialogues
- Bonus 9 – Common English Mistakes & How to Avoid Them
- Bonus 10 – Business English Expressions
- Bonus 11 – Travel English Expressions
- Bonus 12 – Pronunciation Practice
- Bonus 13 – English Grammar Made Easy
- Bonus 14 – Daily English-Speaking Challenges
- Bonus 15 – Most Useful English Words in Real-Life Conversations

HOW TO USE THIS BOOK

This book is designed as a complete self-study course for English learners at different stages of their journey.

To get the best results:

1. Follow the Chapters in Order

Each chapter builds upon the previous one. Completing them sequentially will strengthen your confidence and communication skills.

2. Speak Aloud

Don't just read the sentences.

Say every sentence aloud several times.

Speaking is the fastest way to improve fluency.

3. Practice Every Day

Even 20–30 minutes of daily practice is more effective than studying for several hours once a week.

Consistency creates confidence.

4. Complete the Practice Sections

Every exercise is designed to help you actively use what you've learned.

The more you practice, the more naturally your English speaking will be.

5. Use English in Real Life

Try using new words and expressions in your daily conversations, at work, while traveling, or when communicating online.

Real-life practice creates lasting improvement.

6. Revisit the Bonus Library

The Bonus Resource Library is designed to become your long-term reference.

Return to it whenever you need help with vocabulary, pronunciation, business English, travel English, or conversation practice.

Remember

Progress comes from regular practice—not perfection.

Speak.

Make mistakes.

Learn.

Improve.

Repeat.

INTRODUCTION

Welcome!

If you're reading this book, you've already taken one of the most important steps toward becoming a confident English speaker.

Many learners spend years studying grammar, memorizing vocabulary lists, and watching English videos, yet still hesitate when it's time to speak.

The reason is simple.

Speaking is a skill that develops through practice—not just through study.

That's why this book was created.

Instead of overwhelming you with complex grammar rules or difficult vocabulary, this course focuses on **real-life English**—the kind of English you can use at home, at work, while traveling, in meetings, during interviews, and in everyday conversations.

Inside this book, you'll find:

- 70 practical chapters covering everyday and professional situations.
- 5,000 carefully selected daily-use English sentences.
- Real-life conversations and dialogues.
- Practical exercises to build confidence.
- A comprehensive Bonus Resource Library with vocabulary, pronunciation, business English, travel English, speaking challenges, and much more.

Whether you're a student, a working professional, an entrepreneur, a homemaker, or simply someone who wants to communicate confidently in English, this book is designed to help you make steady progress.

Remember, fluency isn't about speaking perfect English.

It's about communicating your ideas clearly and confidently.

Every page you read, every sentence you practice, and every conversation you have brings you one step closer to your goal.

So, let's begin this journey together.

Welcome to *Speak English Confidently*.

Chapter 1

Waking Up

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Greet people in the morning.
- Ask and answer questions about sleep.
- Encourage someone to wake up.
- Talk about how you feel after waking up.
- Use common morning expressions confidently.

Introduction

Every morning begins with simple conversations. Whether you're talking to your family, your roommate, or a friend, these everyday expressions will help you start your day naturally in English.

Situation 1: Greeting Someone in the Morning

Daily Sentences

1. Good morning!
2. Good morning, everyone!
3. Morning!
4. Rise and shine!
5. Have a wonderful morning.
6. It's a beautiful morning.
7. What a lovely morning!
8. I hope you slept well.
9. It's nice to see you this morning.
10. Let's make today a great day.

Conversation

Emma: Good morning!

Ryan: Morning!

Emma: Did you sleep well?

Ryan: Yes, I slept really well.

Situation 2: Waking Someone Up

Daily Sentences

11. Wake up!
12. It's time to get up.
13. Your alarm is ringing.
14. Turn off your alarm.
15. Don't go back to sleep.
16. Open the curtains.
17. Let some fresh air in.
18. Hurry up.
19. You're getting late.
20. Let's get the day started.

Conversation

Mom: Wake up!

Alex: Just five more minutes.

Mom: No, you're getting late.

Alex: Okay, I'm getting up now.

Situation 3: Asking About Sleep

Daily Sentences

21. Did you sleep well?
22. What time did you wake up?
23. Are you still sleepy?
24. Did your alarm wake you up?
25. Are you feeling better today?

26. Did you have a good night's sleep?
27. Did you wake up early?
28. Were you tired last night?
29. Did you have any dreams?
30. Are you ready to start the day?

Conversation

Dad: What time did you wake up?

Mia: Around six thirty.

Dad: Did you sleep well?

Mia: Yes, I had a good night's sleep.

Situation 4: Talking About Yourself

Daily Sentences

31. I slept well.
32. I couldn't sleep well.
33. I'm still sleepy.
34. I'm wide awake now.
35. I feel refreshed.
36. I feel energetic today.
37. I had a good night's sleep.
38. I woke up early today.
39. I'm ready for the day.
40. Today is going to be a great day.

Conversation

Sophia: You look happy today.

Noah: I feel refreshed.

Sophia: That's great!

Noah: I'm ready for the day.

Situation 5: Starting Your Morning

Daily Sentences

41. Make your bed.
42. Drink a glass of water.
43. Stretch your body.
44. Check today's weather.
45. What's the plan for today?
46. I have a busy day ahead.
47. Let's have breakfast.
48. Don't waste your morning.
49. Make today count.
50. Have a great day!

Conversation

Emma: What's the plan for today?

Ryan: I have a busy day ahead.

Emma: Good luck!

Ryan: Thanks! Have a great day.

Vocabulary Builder

Word	Meaning	Example
Alarm	A device that wakes you up	My alarm rings at 6:00 a.m.
Curtain	A piece of cloth that covers a window	Please open the curtains.
Refresh	To make someone feel energetic again	A good night's sleep helps you feel refreshed.
Stretch	To extend your body or muscles	Stretch your arms before you start your day.
Awake	Not sleeping	I'm fully awake now.
Yawn	To open your mouth because you're sleepy	I couldn't stop yawning this morning.
Sunrise	The time when the sun appears	We watched the sunrise together.
Routine	Things you do regularly	I have a simple morning routine.
Energetic	Full of energy	I feel energetic today.
Positive	Optimistic and hopeful	Start every day with a positive attitude.

Speak Like a Native

Instead of saying...

I'm very sleepy.

Say...

I'm still half asleep.

Instead of saying...

I slept very well.

Say...

I slept like a baby.

Instead of saying...

I'm ready.

Say...

I'm good to go.

Instead of saying...

Let's start.

Say...

Let's get the day started.

Instead of saying...

I feel good.

Say...

I'm feeling great.

Instead of saying...

I woke up early.

Say...

I was up early today.

Instead of saying...

Have a nice day.

Say...

Have an amazing day!

Instead of saying...

Don't sleep again.

Say...

Don't go back to sleep.

Did You Know?

Many learners confuse **wake up** and **get up**.

Wake up = to stop sleeping.

I woke up at 6:00 a.m.

Get up = to leave your bed.

I got up at 6:15 a.m.

You usually **wake up first** and **get up a few minutes later**.

Common Mistakes

☐ My sleep opened.

☐ I woke up.

☐ I didn't sleep well.

☐ I didn't sleep well.

☐ Open the curtains.

(Correct when talking about curtains.)

☐ Open the light.

☐ Turn on the light.

☐ I am getting late.

(Often used incorrectly to describe the situation.)

☐ I'm running late.

☐ I am fully fresh.

☐ I feel refreshed.

Conversation Builder

Complete the conversation.

Mom: Good morning!

You: _____

Mom: Did you sleep well?

You: _____

Mom: It's time to get up.

You: _____

Mom: Hurry up! You're getting late.

You: _____

Speaking Practice

Read these aloud naturally.

- Good morning!
- I slept really well.
- I'm still half asleep.
- I'm ready for the day.
- Let's get the day started.
- I have a busy day ahead.
- Make today count.
- Have an amazing day!

Real-Life Challenge

Tomorrow morning, try to use **at least 10 expressions** from this chapter during your routine.

For example:

- "Good morning!"
- "I feel refreshed."
- "I'm ready for the day."
- "Let's get the day started."

The goal is simple: **think in English before you translate.** The more you connect English with real life actions, the more naturally you'll begin to speak.

Chapter 2

Bathroom Routine

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Talk about your morning bathroom routine.
- Ask and answer simple questions.
- Use common bathroom-related expressions.
- Learn natural English used every day.
- Avoid common mistakes.

Introduction

After waking up, the next part of your morning is getting fresh and ready. In this chapter, you'll learn the English people commonly use while brushing their teeth, washing up, taking a shower, and getting ready for the day.

Situation 1: Brushing Your Teeth

Daily Sentences

1. It's time to brush your teeth.
2. Don't forget to brush your teeth.
3. Put some toothpaste on your toothbrush.
4. Brush your teeth gently.
5. Brush for at least two minutes.
6. Don't brush too hard.
7. Rinse your mouth.
8. Gargle with water.
9. Your teeth look clean.
10. Now you have fresh breath.

Conversation

Mom: Did you brush your teeth?

Lily: Yes, I did.

Mom: For two minutes?

Lily: Of course!

Situation 2: Washing Your Face

Daily Sentences

11. Wash your face.
12. Use cold water.
13. Dry your face with a clean towel.
14. Look in the mirror.
15. Your face looks fresh.
16. Wash your hands with soap.
17. Dry your hands properly.
18. Don't waste water.
19. Turn off the tap.
20. Keep the sink clean.

Conversation

Dad: Did you wash your face?

Manish: Yes.

Dad: Dry it properly.

Manish: I already did.

Situation 3: Taking a Shower

Daily Sentences

21. I'm going to take a shower.
22. The water is too cold.
23. The water is too hot.
24. Adjust the water temperature.
25. Use shampoo.
26. Rinse your hair well.
27. Use conditioner if you need it.

28. Wash your body thoroughly.
29. Take your time.
30. I feel fresh now.

Conversation

Rita: Are you done?

Ryan: Almost.

Rita: Don't take too long.

Ryan: I'll be out in a minute.

Situation 4: Getting Ready After the Shower

Daily Sentences

31. Dry your hair.
32. Comb your hair.
33. Brush your hair.
34. Tie your hair back.
35. Shave carefully.
36. Trim your beard.
37. Apply some lotion.
38. Use deodorant.
39. You look great.
40. Now you're ready.

Conversation

Sophia: Your hair looks nice.

Mia: Thanks! I just dried it.

Sophia: You look ready for the day.

Mia: Thank you!

Situation 5: Leaving the Bathroom

Daily Sentences

41. Hang up your towel.
42. Pick up your clothes.
43. Flush the toilet.
44. Leave the bathroom clean.
45. The bathroom is free now.
46. Who's next?
47. I'll be out in a minute.
48. Be careful. The floor is wet.
49. Watch your step.
50. Let's have breakfast.

Conversation

Alex: Are you finished?

Tony: Yes.

Alex: Is the bathroom free?

Tony: Yes, you can go in.

Vocabulary Builder

Word	Meaning	Example
Toothbrush	A brush used to clean teeth	I bought a new toothbrush yesterday.
Toothpaste	A paste used while brushing	This toothpaste tastes like mint.
Shampoo	A liquid used to wash hair	I use shampoo every other day.
Conditioner	A product that makes hair soft	Conditioner keeps my hair smooth.
Towel	A cloth used for drying yourself	Hang your towel after using it.
Sink	A basin used for washing	The sink needs cleaning.
Mirror	A reflective surface	I looked in the mirror before leaving.
Soap	A cleaning product	Wash your hands with soap.
Deodorant	A product that prevents body odour	Don't forget your deodorant.
Fresh	Clean and full of energy	I feel fresh after my shower.

Speak Like a Native

Instead of saying...

I'm going to take a bath.

Say...

I'm going to take a shower.

Instead of saying...

I'll come now.

Say...

I'll be out in a minute.

Instead of saying...

My hair is untidy.

Say...

My hair is a mess.

Instead of saying...

The bathroom is empty.

Say...

The bathroom is free.

Instead of saying...

I feel clean.

Say...

I feel fresh.

Instead of saying...

Take care. The floor is slippery.

Say...

Watch your step.

Instead of saying...

The water is very cold.

Say...

The water is freezing.

Instead of saying...

I'm finished.

Say...

I'm all done.

Did You Know?

Many learners confuse **take a bath** and **take a shower**.

A **bath** means sitting in a bathtub filled with water.

A **shower** means washing yourself under running water.

In everyday conversation, especially in American English, people often say:

"I'm going to take a shower."

because showers are more common than baths.

Common Mistakes

☐ Brush your mouth.

☐ Brush your teeth.

☐ Open the tap.

☐ Turn on the tap.

☐ Close the tap.

☐ Turn off the tap.

☐ My hairs are wet.

☐ Myhair is wet.

(Hair is usually uncountable when referring to all the hair on your head.)

☐ I have finished my bath.

☐ I have finished my shower.

☐ Wash your mouth.

☐ Rinse your mouth.

Conversation Builder

Complete the conversation.

Mom: Did you brush your teeth?

You: _____

Mom: Did you wash your face?

You: _____

Mom: Are you ready now?

You: _____

Mom: Great! Let's have breakfast.

You: _____

Speaking Practice

Read these expressions aloud.

- I brushed my teeth.
- I washed my face.
- I took a shower.
- I feel fresh.
- I'll be out in a minute.
- The bathroom is free now.
- Watch your step.
- Let's have breakfast.

Real-Life Challenge

Tomorrow morning, describe your bathroom routine entirely in English.

For example:

- "I'm brushing my teeth."
- "I'm washing my face."
- "I'm taking a shower."
- "I'm drying my hair."
- "I feel fresh."

Try not to translate. Think about the action and say it directly in English.

Chapter 3

Getting Ready

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Talk about getting dressed for the day.
- Ask and answer questions about clothes.
- Talk about what to wear.
- Describe your appearance.
- Get ready to leave home confidently.

Introduction

Once you've finished your bathroom routine, it's time to get dressed and prepare for the day. In this chapter, you'll learn the English people commonly use while choosing clothes, getting ready, and leaving the house.

Situation 1: Choosing What to Wear

Daily Sentences

1. What should I wear today?
2. I don't know what to wear.
3. This shirt looks nice.
4. I like this outfit.
5. This dress suits you.
6. This jacket matches your jeans.
7. These shoes go well with your outfit.
8. I think I'll wear this today.
9. This is my favorite shirt.
10. I need to iron my clothes.

Conversation

Kitty: What are you going to wear today?

Tom: I think I'll wear my blue shirt.

Kitty: That's a good choice.

Tom: Thanks! It's my favorite.

Situation 2: Getting Dressed

Daily Sentences

11. Get dressed.
12. Put on your clothes.
13. Change your clothes.
14. Button your shirt.
15. Zip up your jacket.
16. Roll up your sleeves.
17. Tuck in your shirt.
18. Put on your socks.
19. Put on your shoes.
20. Tie your shoelaces.

Conversation

Dad: Are you dressed yet?

Rahul: Almost.

Dad: Don't forget your shoes.

Rahul: I'm tying my shoelaces now.

Situation 3: Looking Your Best

Daily Sentences

21. Look in the mirror.
22. Comb your hair.
23. Brush your hair.
24. You look great.
25. You look smart.
26. You look nice today.
27. Everything looks perfect.

- 28. Your outfit looks amazing.
- 29. I like your style.
- 30. You're ready to go.

Conversation

Sophia: You look nice today.

Mia: Thank you!

Sophia: I love your jacket.

Mia: I'm glad you like it.

Situation 4: Packing Before Leaving

Daily Sentences

- 31. Pack your bag.
- 32. Don't forget your phone.
- 33. Take your wallet.
- 34. Take your keys.
- 35. Bring your ID.
- 36. Charge your phone.
- 37. Check your pockets.
- 38. Do you have everything?
- 39. Let's double-check.
- 40. Everything is ready.

Conversation

Mom: Do you have your keys?

Alex: Yes.

Mom: What about your wallet?

Alex: I have that too.

Situation 5: Leaving Home

Daily Sentences

41. Are you ready?
42. I'm all set.
43. We should leave now.
44. Let's get going.
45. We're running late.
46. Lock the door.
47. Turn off the lights.
48. Have a great day.
49. See you later.
50. Let's head out.

Conversation

Dad: Is everyone ready?

Nina: Yes, I'm all set.

Dad: Great! Let's head out.

Nina: Have a wonderful day!

Vocabulary Builder

Word	Meaning	Example
Outfit	A set of clothes worn together	That's a beautiful outfit.
Jacket	A short coat	Wear your jacket. It's cold outside.
Sleeve	The part of a shirt that covers your arm	Roll up your sleeves.
Shoelaces	Strings used to tie shoes	Your shoelaces are untied.
Wallet	A small case for money and cards	My wallet is in my bag.
Pocket	A small pouch in clothing	My phone is in my pocket.
Iron	To remove wrinkles from clothes	I need to iron my shirt.
Neat	Clean and well organized	You look neat today.
Comfortable	Feeling relaxed	These shoes are very comfortable.
Stylish	Fashionable	She always looks stylish.

Speak Like a Native

Instead of saying...

I'm ready.

Say...

I'm all set.

Instead of saying...

Let's go.

Say...

Let's head out.

Instead of saying...

Wait a minute.

Say...

Hang on a second.

Instead of saying...

I like your clothes.

Say...

You look great.

Instead of saying...

Everything is ready.

Say...

We're good to go.

Instead of saying...

I have everything.

Say...

I've got everything.

Instead of saying...

We'll be late.

Say...

We're running late.

Instead of saying...

Let's leave.

Say...

Time to head out.

Did You Know?

Many learners confuse **wear**, **put on**, and **get dressed**.

Wear = to have clothes on your body.

She's wearing a blue dress.

Put on = the action of wearing something.

Put on your jacket.

Get dressed = put on all your clothes.

Hurry up and get dressed.

Common Mistakes

☐ Wear your shoes.

(Used as a command, but "Put on your shoes" is more natural.)

☐ Put on your shoes.

☐ Open your shoes.

☐ Take off your shoes.

☐ My dress is loose.

(When talking about a shirt or T-shirt.)

☐ My shirt is too loose.

☐ I forgot my luggage.

(When leaving for work or school.)

☐ I forgot my bag.

☐ Close the door with the key.

☐ Lock the door.

☐ I'm coming in five minutes.

(Before leaving your current location.)

☐ I'll be there in five minutes.

Conversation Builder

Complete the conversation.

Mom: Are you ready?

You: _____

Mom: Do you have your phone?

You: _____

Mom: Don't forget your keys.

You: _____

Mom: Great! Let's head out.

You: _____

Speaking Practice

Read these aloud naturally.

- I'm all set.
- I've got everything.
- Let's head out.
- We're running late.
- You look great.
- Time to head out.
- Have a great day.
- See you later.

Real-Life Challenge

Tomorrow, as you get ready to leave home, describe every action in English.

For example:

- "I'm putting on my shirt."
- "I'm tying my shoelaces."
- "I'm packing my bag."
- "I've got everything."
- "I'm ready to go."

Your goal is to think in English while getting ready, without translating from your native language.

Chapter 4

Breakfast Time

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Invite someone to breakfast.
- Ask and answer questions about food.
- Offer and accept food politely.
- Express your likes and dislikes.
- Have natural conversations at the breakfast table.

Introduction

Breakfast is often the first meal of the day shared with family or friends. It's also a great opportunity to practice every day English. In this chapter, you'll learn the most common expressions people use before, during, and after breakfast.

Situation 1: Calling Everyone for Breakfast

Daily Sentences

1. Breakfast is ready.
2. Come and have breakfast.
3. It's time for breakfast.
4. Everyone, come to the table.
5. Hurry up! Your breakfast is getting cold.
6. We're waiting for you.
7. Don't skip breakfast.
8. Wash your hands before you eat.
9. Let's eat together.
10. Enjoy your breakfast.

Conversation

Mom: Breakfast is ready!

Lina: I'm coming.

Mom: Hurry up. We're waiting for you.

Lina: I'll be there in a minute.

Situation 2: Asking About Breakfast

Daily Sentences

11. Are you hungry?
12. What would you like for breakfast?
13. Would you like some coffee?
14. Do you want tea or coffee?
15. Would you like some juice?
16. How many eggs would you like?
17. Do you want some toast?
18. Would you like cereal?
19. Is there anything else you'd like?
20. What would you like to drink?

Conversation

Dad: What would you like for breakfast?

Eva: I'll have some toast and orange juice.

Dad: Would you like an egg too?

Eva: Yes, please.

Situation 3: At the Breakfast Table

Daily Sentences

21. Could you pass the butter, please?
22. Please pass the jam.
23. Can I have another slice of bread?
24. Here you go.
25. Thank you.
26. You're welcome.
27. Help yourself.

- 28. Please take some fruit.
- 29. There's plenty for everyone.
- 30. Eat as much as you like.

Conversation

Sophia: Could you pass the butter?

Ryan: Sure. Here you go.

Sophia: Thanks.

Ryan: You're welcome.

Situation 4: Talking About the Food

Daily Sentences

- 31. This looks delicious.
- 32. It smells wonderful.
- 33. This is really tasty.
- 34. The coffee is perfect.
- 35. I love pancakes.
- 36. The eggs are perfectly cooked.
- 37. This toast is crispy.
- 38. I'm full.
- 39. That was a great breakfast.
- 40. Everything was delicious.

Conversation

Dad: How's your breakfast?

Ken: Everything tastes great!

Dad: I'm glad you like it.

Ken: Thank you for making breakfast.

Situation 5: Finishing Breakfast

Daily Sentences

41. I'm finished.
42. Thank you for breakfast.
43. I'll clear the table.
44. I'll wash the dishes.
45. Could you help me clean up?
46. Let's get ready to leave.
47. Have a great day.
48. See you this evening.
49. Don't forget your lunch.
50. Let's head out.

Conversation

Mom: Could you help me clean up?

Lily: Of course.

Mom: Thanks!

Lily: No problem.

Vocabulary Builder

Word	Meaning	Example
Toast	Bread browned by heat	I like butter on my toast.
Cereal	A common breakfast food	I usually eat cereal with milk.
Butter	A dairy spread	Could you pass the butter?
Jam	A sweet fruit spread	Strawberry jam is my favorite.
Slice	A thin piece of bread or cake	Can I have another slice of bread?
Bowl	A deep round dish	My cereal is in a bowl.
Mug	A large cup	I drink coffee in a mug.
Crispy	Pleasantly crunchy	The toast is nice and crispy.
Delicious	Very tasty	The pancakes are delicious.
Appetite	The desire to eat	I have a big appetite this morning.

Speak Like a Native

Instead of saying...

I'm very hungry.

Say...

I'm starving.

Instead of saying...

Please take some food.

Say...

Help yourself.

Instead of saying...

This food is very good.

Say...

This is delicious!

Instead of saying...

I'm finished eating.

Say...

I'm done.

Instead of saying...

Can you give me the butter?

Say...

Could you pass the butter, please?

Instead of saying...

I want coffee.

Say...

I'll have a coffee, please.

Instead of saying...

Everything is very tasty.

Say...

Everything tastes amazing.

Instead of saying...

I don't want any more food.

Say...

I'm full.

Did You Know?

Many learners confuse **I'm hungry**, **I'm starving**, and **I'm full**.

- **I'm hungry.** = You want to eat.
- **I'm starving.** = You're extremely hungry. (Used informally for emphasis.)
- **I'm full.** = You don't want any more food.

Native speakers use all three frequently in daily conversation.

Common Mistakes

- ☐ Take breakfast.
- ☐ Have breakfast.
- ☐ I am taking my breakfast.
- ☐ I amhaving breakfast.

☐ Give me butter.

☐ Could you pass the butter, please?

☐ I completed my breakfast.

☐ I finished my breakfast.

or

☐ I'm done with breakfast.

☐ More one toast.

☐ One more piece of toast.

or

☐ Another piece of toast.

☐ I am full stomach.

☐ I'm full.

Conversation Builder

Complete the conversation.

Mom: Breakfast is ready!

You: _____

Mom: What would you like to drink?

You: _____

Mom: Would you like another slice of toast?

You: _____

Mom: Could you help me clean up?

You: _____

Speaking Practice

Read these expressions aloud.

- Breakfast is ready.
- I'm starving.
- I'll have some coffee, please.
- Could you pass the butter?
- Help yourself.
- Everything tastes delicious.
- I'm full.
- Thank you for breakfast.

Real-Life Challenge

During your next breakfast, try to speak only English for five minutes.

Use expressions such as:

- "Good morning."
- "I'm hungry."
- "Could you pass the jam?"
- "This tastes delicious."
- "I'm full."
- "Thank you for breakfast."

Even if you're eating alone, describe what you're doing in English. Speaking during real-life activities is one of the fastest ways to build confidence and fluency.

Chapter 5

Kitchen

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Talk about preparing food.
- Ask for kitchen items and ingredients.
- Follow simple cooking instructions.
- Offer help in the kitchen.
- Use common English expressions related to cooking and cleaning.

Introduction

The kitchen is one of the busiest places in any home. Whether you're cooking, making a cup of tea, preparing lunch, or cleaning up, you'll hear many useful English expressions. Let's learn the language people use every day in the kitchen.

Situation 1: Getting Ready to Cook

Daily Sentences

1. Let's start cooking.
2. What are we making today?
3. What's for lunch?
4. We need a few ingredients.
5. Check the refrigerator.
6. We don't have enough vegetables.
7. We need to buy some milk.
8. Take out the vegetables.
9. Wash the vegetables first.
10. Let's begin.

Conversation

Emma: What's for lunch today?

Mom: I'm making vegetable pasta.

Emma: Can I help?

Mom: Yes, please wash the vegetables.

Situation 2: Preparing the Food

Daily Sentences

11. Chop the onions.
12. Slice the tomatoes.
13. Peel the potatoes.
14. Wash the rice.
15. Add some salt.
16. Add a little sugar.
17. Stir the soup.
18. Mix everything well.
19. Be careful with the knife.
20. The food is almost ready.

Conversation

Dad: Can you chop the onions?

Ben: Sure.

Dad: Be careful with the knife.

Ben: Don't worry. I'll be careful.

Situation 3: Cooking the Meal

Daily Sentences

21. Turn on the stove.
22. Heat the pan.
23. Pour in some oil.
24. Cook on low heat.
25. Don't burn the food.
26. Stir it gently.
27. Taste the sauce.

- 28. It needs a little more salt.
- 29. The food smells wonderful.
- 30. Dinner is almost ready.

Conversation

Sophia: Does the soup need more salt?

Ryan: Just a little.

Sophia: How does it taste now?

Ryan: Much better!

Situation 4: Serving the Food

Daily Sentences

- 31. Set the table.
- 32. Bring the plates.
- 33. Bring the bowls.
- 34. Where are the spoons?
- 35. Please pass the serving bowl.
- 36. Be careful. It's hot.
- 37. Here you go.
- 38. Enjoy your meal.
- 39. Help yourself.
- 40. There's enough for everyone.

Conversation

Mom: Can you set the table?

Lily: Of course.

Mom: Please bring the plates too.

Lily: I'm doing it now.

Situation 5: Cleaning the Kitchen

Daily Sentences

41. I'll wash the dishes.
42. Please rinse the plates.
43. Dry the dishes.
44. Wipe the counter.
45. Put everything away.
46. Throw away the trash.
47. The kitchen looks clean.
48. Thank you for helping.
49. We make a good team.
50. The kitchen is spotless.

Conversation

Dad: Thanks for helping today.

Emma: You're welcome.

Dad: The kitchen looks great.

Emma: Teamwork makes everything easier.

Vocabulary Builder

Word	Meaning	Example
Ingredient	Something used to make a dish	We need fresh ingredients.
Refrigerator	A machine that keeps food cold	The milk is in the refrigerator.
Stove	A cooking appliance	Turn off the stove after cooking.
Pan	A flat cooking utensil	Heat the pan before adding oil.
Knife	A tool used for cutting	Use a sharp knife carefully.
Bowl	A deep dish for food	Put the salad in a bowl.
Counter	The work surface in a kitchen	Wipe the counter after cooking.
Recipe	Instructions for preparing a dish	This recipe is easy to follow.
Serve	To give food to someone	Dinner is ready to be served.
Spotless	Extremely clean	The kitchen is spotless now.

Speak Like a Native

Instead of saying...

Let's cook food.

Say...

Let's get cooking.

Instead of saying...

Mix it.

Say...

Give it a good stir.

Instead of saying...

The food is very good.

Say...

This tastes amazing.

Instead of saying...

Be careful.

Say...

Watch out. It's hot!

Instead of saying...

The food is ready.

Say...

Dinner is served.

Instead of saying...

Wash the dishes.

Say...

Do the dishes.

Instead of saying...

I'll help you.

Say...

Let me give you a hand.

Instead of saying...

Everything is clean.

Say...

Everything's nice and tidy.

Did You Know?

Many learners confuse **cook**, **make**, and **prepare**.

Cook = to heat food.

I'm cooking rice.

Make = to create food or a meal.

I'm making breakfast.

Prepare = to get everything ready before cooking or serving.

I'm preparing dinner.

In everyday English, native speakers often use all three depending on the situation.

Common Mistakes

- ❑ Cut the onion into smallsmall pieces.

☐ Cut the onion into small pieces.

☐ On the gas.

☐ Turn on the stove.

☐ Off the gas.

☐ Turn off the stove.

☐ Mix it properly.

☐ Mix it well.

☐ Wash the utensils.

☐ Wash the dishes.

☐ Food is making.

☐ The food is cooking.

Conversation Builder

Complete the conversation.

Mom: Can you help me in the kitchen?

You: _____

Mom: Please chop the onions.

You: _____

Mom: Could you stir the soup?

You: _____

Mom: Thank you for helping.

You: _____

Speaking Practice

Read these expressions aloud.

- Let's get cooking.
- What are we making today?
- The food smells wonderful.
- Dinner is served.
- Could you pass the bowl?
- I'll do the dishes.
- Let me give you a hand.
- The kitchen is spotless.

Real-Life Challenge

The next time you're in the kitchen, describe what you're doing in English.

For example:

- "I'm washing the vegetables."
- "I'm chopping the onions."
- "I'm stirring the soup."
- "I'm setting the table."
- "I'm doing the dishes."

Try to think in English while you cook or help in the kitchen. Everyday actions are some of the best opportunities to build speaking confidence.

Chapter 6

House Cleaning

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Talk about cleaning different parts of the house.
- Ask for and offer help with household chores.
- Give and follow simple cleaning instructions.
- Describe the cleanliness of a room.
- Use common expressions related to housework.

Introduction

Keeping your home clean is part of everyday life. Whether you're sweeping the floor, dusting furniture, or organizing your room, these conversations happen in homes all over the world. Let's learn how to talk naturally about household cleaning.

Situation 1: Planning the Cleaning

Daily Sentences

1. It's time to clean the house.
2. The house needs cleaning.
3. Let's clean together.
4. Where should we start?
5. I'll clean the living room.
6. You can clean the kitchen.
7. Let's finish before lunch.
8. We can divide the work.
9. It won't take long.
10. Let's get started.

Conversation

Mom: The house needs cleaning today.

Ann: I'll help you.

Mom: Great! I'll clean the kitchen.

Ann: I'll take care of the living room.

Situation 2: Cleaning the Rooms

Daily Sentences

11. Sweep the floor.
12. Mop the floor.
13. Vacuum the carpet.
14. Dust the furniture.
15. Wipe the table.
16. Clean the windows.
17. Open the windows for fresh air.
18. Make the room tidy.
19. Put everything in its place.
20. The room looks much better now.

Conversation

Dad: Could you dust the shelves?

Ravi: Sure.

Dad: Thanks. I'll vacuum the carpet.

Ravi: Sounds good.

Situation 3: Organizing the House

Daily Sentences

21. Fold the blankets neatly.
22. Arrange the books on the shelf.
23. Put your toys away.
24. Organize your desk.
25. Empty the trash bin.
26. Take out the trash.
27. Keep your room organized.

28. Don't leave your clothes on the floor.
29. Everything has its place.
30. A clean room feels peaceful.

Conversation

Mom: Please put your toys away.

Lily: I'm doing it now.

Mom: Thank you.

Lily: My room already looks better.

Situation 4: Asking for Help

Daily Sentences

31. Could you help me?
32. Would you mind cleaning the table?
33. Can you carry this box?
34. I'll help you.
35. Let me do that.
36. We can finish it together.
37. Thank you for helping.
38. I really appreciate it.
39. You're very helpful.
40. Teamwork makes everything easier.

Conversation

Rahul: Could you help me move this chair?

Shivam: Of course.

Rahul: Thank you.

Shivam: Happy to help!

Situation 5: Finishing the Work

Daily Sentences

41. Everything looks clean now.
42. The house smells fresh.
43. We did a great job.
44. The house looks spotless.
45. Let's take a break.
46. We deserve some rest.
47. Cleaning is easier together.
48. I'm proud of our work.
49. The house feels so comfortable now.
50. Time to relax!

Conversation

Dad: The house looks amazing.

Lata: We worked hard.

Dad: Yes, we make a great team.

Lata: Let's relax now.

Vocabulary Builder

Word	Meaning	Example
Sweep	To clean the floor with a broom	I sweep the floor every morning.
Mop	To clean the floor with a mop	The floor looks shiny after mopping.
Vacuum	To clean with a vacuum cleaner	I vacuum the carpet every weekend.
Dust	To remove dust from furniture	Please dust the bookshelf.
Shelf	A flat surface for storing things	The books are on the top shelf.
Tidy	Clean and organized	Keep your room tidy.
Trash	Things you throw away	Take out the trash tonight.
Spotless	Extremely clean	The bathroom is spotless.
Organize	To arrange things neatly	I organized my desk this morning.
Chore	A regular household task	Doing the dishes is one of my chores.

Speak Like a Native

Instead of saying...

Let's clean the house.

Say...

Let's tidy up.

Instead of saying...

I will help you.

Say...

I'll give you a hand.

Instead of saying...

The house is very clean.

Say...

The house looks spotless.

Instead of saying...

Put it in the correct place.

Say...

Put it where it belongs.

Instead of saying...

Let's rest.

Say...

Let's take a break.

Instead of saying...

Everything is organized.

Say...

Everything is in order.

Instead of saying...

Please clean this.

Say...

Could you take care of this?

Instead of saying...

You helped me a lot.

Say...

I couldn't have done it without you.

Did You Know?

Many learners confuse **clean**, **wash**, and **tidy**.

Clean = remove dirt.

Clean the table.

Wash = use water (often with soap).

Wash the dishes.

Tidy = organize things neatly.

Tidy your room.

These words are similar, but they're not always interchangeable.

Common Mistakes

- ☐ Clean your room properly.

(Not incorrect, but native speakers usually say:)

- ☐ Tidy your room.
- ☐ Throw the dustbin.
- ☐ Empty the trash bin.
- ☐ Close the fan after cleaning.
- ☐ Turnoff the fan after cleaning.
- ☐ Put the things on their places.
- ☐ Put everything in its place.
- ☐ The room became clean.
- ☐ The room is clean now.
- ☐ I completed the cleaning.
- ☐ I finished cleaning.

Conversation Builder

Complete the conversation.

Mom: Could you help me clean the house?

You: _____

Mom: Please vacuum the carpet.

You: _____

Mom: Thank you for helping.

You: _____

Mom: The house looks wonderful.

You: _____

Speaking Practice

Read these expressions aloud.

- Let's tidy up.
- I'll give you a hand.
- The room looks spotless.
- Everything is in order.
- We make a great team.
- Let's take a break.
- Thank you for helping.
- Time to relax.

Real-Life Challenge

Choose one room in your home today.

As you clean it, describe every action in English.

For example:

- "I'm sweeping the floor."
- "I'm dusting the table."
- "I'm organizing the bookshelf."
- "I'm taking out the trash."
- "The room looks clean now."

Don't worry about speaking perfectly. The goal is to connect English with real-life actions until it becomes natural.

Chapter 7

Laundry

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Talk about washing and drying clothes.
- Sort and organize laundry.
- Ask for and give simple instructions.
- Describe clean and dirty clothes.
- Use common English expressions related to laundry.

Introduction

Laundry is part of everyday life in every home. Whether you're washing clothes by hand or using a washing machine, you'll often use these expressions. Let's learn how to talk naturally about doing the laundry.

Situation 1: Sorting the Laundry

Daily Sentences

1. It's laundry day.
2. We have a lot of clothes to wash.
3. Put the dirty clothes in the laundry basket.
4. Separate the white clothes from the colored ones.
5. Don't mix dark and light colors.
6. Check your pockets before washing.
7. Remove your belt.
8. Zip up your jacket before washing it.
9. Turn your T-shirt inside out.
10. Everything is ready for washing.

Conversation

Mom: Did you check your pockets?

Lee: Yes, they're empty.

Mom: Great! Now separate the white clothes.

Lee: I'm doing it now.

Situation 2: Washing the Clothes

Daily Sentences

11. Load the washing machine.
12. Don't overload the machine.
13. Add some detergent.
14. Add fabric softener.
15. Close the washing machine door.
16. Choose the right wash cycle.
17. Press the start button.
18. The washing machine is running.
19. The wash cycle is finished.
20. The clothes are clean now.

Conversation

Emma: Did you add the detergent?

Ryan: Yes.

Emma: Did you start the machine?

Ryan: It's already running.

Situation 3: Drying the Clothes

Daily Sentences

21. Take the clothes out of the washing machine.
22. Hang the clothes on the clothesline.
23. Use clothespins to secure them.
24. The weather is perfect for drying clothes.
25. These clothes will dry quickly.
26. The towel is still wet.
27. Bring the clothes inside before it rains.

28. The clothes are completely dry.
29. Fold the clothes neatly.
30. Put them in the closet.

Conversation

Dad: Are the clothes dry?

Sophia: Almost.

Dad: It might rain later.

Sophia: I'll bring them inside soon.

Situation 4: Ironing and Putting Away Clothes

Daily Sentences

31. This shirt is wrinkled.
32. I need to iron it.
33. Heat the iron first.
34. Be careful. The iron is hot.
35. Iron your clothes carefully.
36. Fold the clothes neatly.
37. Hang your shirts in the closet.
38. Put your socks in the drawer.
39. Keep your clothes organized.
40. Everything looks neat now.

Conversation

Ben: Have you ironed your shirt?

Alex: Not yet.

Ben: You'll need it for work tomorrow.

Alex: I'll iron it tonight.

Situation 5: Talking About Clothes

Daily Sentences

41. This shirt is clean.
42. These jeans need washing.
43. My sweater is shrinking.
44. This dress needs ironing.
45. That jacket is still damp.
46. I can't find my socks.
47. Have you seen my blue shirt?
48. I think it's in the closet.
49. Thanks for doing the laundry.
50. Fresh clothes always feel great.

Conversation

Lily: Have you seen my white shirt?

Mom: I folded it this morning.

Lily: Where is it?

Mom: It's in your closet.

Vocabulary Builder

Word	Meaning	Example
Laundry	Clothes that need washing or have been washed	I usually do the laundry on Sundays.
Detergent	A cleaning product for washing clothes	We need more laundry detergent.
Fabric Softener	A liquid that makes clothes softer	Add a little fabric softener.
Clothesline	A line used to hang clothes for drying	Hang the towels on the clothesline.
Clothespin	A clip used to hold clothes on a line	Use clothespins on windy days.
Closet	A place for storing clothes	My jackets are in the closet.
Drawer	A sliding storage compartment	My socks are in the top drawer.
Wrinkled	Covered with small folds	This shirt is wrinkled.
Damp	Slightly wet	The towel is still damp.
Shrink	To become smaller after washing	This sweater shrank in the wash.

Speak Like a Native

Instead of saying...

Wash the clothes.

Say...

Do the laundry.

Instead of saying...

The clothes are not dry.

Say...

The clothes are still damp.

Instead of saying...

This shirt needs pressing.

Say...

This shirt needs ironing.

Instead of saying...

Put the clothes outside.

Say...

Hang the clothes out to dry.

Instead of saying...

The machine is washing.

Say...

The washing machine is running.

Instead of saying...

This shirt became smaller.

Say...

This shirt shrank.

Instead of saying...

Everything is clean now.

Say...

The laundry's all done.

Instead of saying...

Please fold these clothes.

Say...

Could you fold these for me?

Did You Know?

Many learners confuse **wash**, **clean**, and **do the laundry**.

Wash = clean something with water.

Wash your hands.

Clean = remove dirt from something.

Clean the table.

Do the laundry = wash clothes.

I do the laundry every Saturday.

Native speakers almost always say "**do the laundry**" instead of "**wash the clothes**" when talking about this household chore.

Common Mistakes

- ☐ Wash the dress.

(Correct, but when talking generally about laundry, native speakers usually say:)

- ☐ Do the laundry.
- ☐ Put the clothes in the sun.
- ☐ Hang the clothes out to dry.
- ☐ My shirt became small.
- ☐ My shirt shrank.
- ☐ Iron the dress with care.
- ☐ Iron the dress carefully.
- ☐ The clothes are drying under the sun.
- ☐ The clothes are drying in the sun.
- ☐ Switch on the washing machine.

(Correct, but more natural in context:)

- ☐ Start the washing machine.

Conversation Builder

Complete the conversation.

Mom: It's laundry day today.

You: _____

Mom: Could you separate the white clothes?

You: _____

Mom: Thanks! Can you hang the clothes out to dry later?

You: _____

Mom: Great! The laundry will be finished soon.

You: _____

Quick Response Practice

Respond naturally.

1. Could you fold these clothes?

→ _____

2. Have you started the washing machine?

→ _____

3. Are the clothes dry yet?

→ _____

4. Can you help me with the laundry?

→ _____

5. Have you seen my blue shirt?

→ _____

Speaking Practice

Read these expressions aloud.

- It's laundry day.
- I'll do the laundry.
- The washing machine is running.
- The clothes are still damp.
- Hang the clothes out to dry.
- This shirt needs ironing.
- Everything is neat and tidy.
- Fresh clothes feel wonderful.

Real-Life Challenge

The next time you do the laundry—or watch someone doing it—describe each step in English.

For example:

- "I'm sorting the clothes."
- "I'm adding detergent."
- "The washing machine is running."
- "I'm hanging the clothes out to dry."
- "I'm folding the clean clothes."

The more you connect English with everyday routines, the more naturally you'll begin to think and speak in English.

Chapter 8

Living Room Conversations

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Start casual conversations at home.
- Talk about TV, movies, and daily activities.
- Invite family members to spend time together.
- Express opinions and feelings naturally.
- Respond confidently in everyday conversations.

Introduction

The living room is where families relax, talk, watch TV, and spend time together. The conversations here are casual, friendly, and natural. In this chapter, you'll learn the English people commonly use while spending time at home.

Situation 1: Relaxing Together

Daily Sentences

1. Finally, I can relax.
2. Come and sit with us.
3. Make yourself comfortable.
4. How was your day?
5. It was a busy day.
6. I'm glad to be home.
7. Let's spend some time together.
8. It's nice to see everyone.
9. I've been looking forward to this.
10. Family time is the best.

Conversation

Mom: How was your day?

Emma: It was busy, but it went well.

Mom: That's good to hear.

Emma: I'm happy to be home.

Situation 2: Watching TV

Daily Sentences

11. What's on TV?
12. Let's watch a movie.
13. This show is interesting.
14. Have you seen this movie before?
15. Turn up the volume a little.
16. Turn the volume down.
17. Change the channel, please.
18. This is my favorite program.
19. I don't want to miss this episode.
20. That ending was surprising.

Conversation

Ryan: What do you want to watch?

Sophia: How about a comedy?

Ryan: Sounds good.

Sophia: I'll grab the remote.

Situation 3: Talking About Your Day

Daily Sentences

21. How was work today?
22. How was school?
23. Did anything interesting happen?
24. I had a productive day.
25. Today was a little stressful.
26. Everything went smoothly.
27. I learned something new today.

- 28. I met an old friend.
- 29. It was an unforgettable day.
- 30. Tomorrow will be even better.

Conversation

Dad: How was school today?

Ken: It was great!

Dad: What did you learn?

Ken: We started a new science project.

Situation 4: Making Plans Together

Daily Sentences

- 31. What should we do this evening?
- 32. Let's play a board game.
- 33. Would you like to go for a walk?
- 34. Let's order some snacks.
- 35. Shall we listen to some music?
- 36. How about playing cards?
- 37. That's a great idea.
- 38. I'm in!
- 39. Count me in.
- 40. Let's have some fun.

Conversation

Kriti: What should we do tonight?

Naomi: Let's play a board game.

Kriti: Great idea!

Naomi: I'll get it from the shelf.

Situation 5: Ending the Evening

Daily Sentences

41. It's getting late.
42. I think I'll head to bed.
43. I'm feeling tired.
44. It's been a wonderful evening.
45. Thanks for spending time together.
46. I really enjoyed today.
47. Let's do this again tomorrow.
48. Good night, everyone.
49. Sleep well.
50. See you in the morning.

Conversation

Mom: It's getting late.

Lily: You're right.

Mom: Time to get some rest.

Lily: Good night, everyone!

Vocabulary Builder

Word	Meaning	Example
Remote	A device used to control the TV	Where's the remote?
Channel	A television station	Change the channel, please.
Volume	The loudness of sound	Turn the volume down.
Episode	One part of a TV series	I watched the latest episode yesterday.
Relax	To rest and feel comfortable	I like to relax after work.
Cozy	Comfortable and warm	The living room feels cozy.
Shelf	A flat surface for storing things	The books are on the shelf.
Stressful	Causing stress	It was a stressful day at work.
Productive	Getting a lot done	I had a productive afternoon.
Together	With other people	We always eat dinner together.

Speak Like a Native

Instead of saying...

I'm very tired.

Say...

I'm worn out.

Instead of saying...

Let's watch TV.

Say...

Let's catch a show.

Instead of saying...

I'm going to sleep.

Say...

I'm heading to bed.

Instead of saying...

I'm happy to be here.

Say...

It's good to be home.

Instead of saying...

That's a very good idea.

Say...

I'm all for it.

Instead of saying...

Let's spend time together.

Say...

Let's hang out for a while.

Instead of saying...

I'm interested.

Say...

Count me in.

Instead of saying...

I'm going to relax.

Say...

I'm going to put my feet up.

Did You Know?

Many learners confuse **watch**, **see**, and **look at**.

Watch = pay attention to something moving.

We watched a movie.

See = notice or experience something.

I saw that movie last week.

Look at = direct your eyes toward something.

Look at the TV.

Using the correct verb makes your English sound much more natural.

Common Mistakes

❑ See TV.

☐ Watch TV.

☐ Open the TV.

☐ Turn on the TV.

☐ Close the TV.

☐ Turn off the TV.

☐ Increase the volume.

(Correct, but in everyday conversation people usually say:)

☐ Turn up the volume.

☐ Decrease the volume.

☐ Turn down the volume.

☐ I'm going for sleeping.

☐ I'm going to bed.

or

☐ I'm heading to bed.

Conversation Builder

Complete the conversation.

Dad: How was your day?

You: _____

Dad: Would you like to watch a movie?

You: _____

Dad: Great! I'll get the remote.

You: _____

Dad: It's getting late.

You: _____

Quick Response Practice

Respond naturally.

1. How was your day?

→ _____

2. What would you like to watch?

→ _____

3. Shall we play a game?

→ _____

4. It's getting late.

→ _____

5. Thanks for spending time together.

→ _____

Speaking Practice

Read these expressions aloud.

- It's good to be home.
- How was your day?
- Count me in.
- Let's hang out for a while.
- Turn up the volume.
- I'm worn out.

- I'm heading to bed.
- See you in the morning.

Real-Life Challenge

This evening, try to have a short conversation in English with a family member or even with yourself.

Talk about:

- How your day went.
- What you'd like to watch.
- Your plans for the evening.
- How you're feeling.

Even five minutes of real conversation every day will make a noticeable difference in your speaking confidence.

Chapter 9

Family Conversations

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Start and continue everyday family conversations.
- Ask about each other's day.
- Express feelings and opinions naturally.
- Offer help and encouragement.
- Respond politely and confidently.

Introduction

Families talk throughout the day—during meals, while relaxing, before leaving home, and before going to bed. These conversations are simple, natural, and full of everyday expressions. Learning them will help you communicate more confidently in English.

Situation 1: Asking About Each Other

Daily Sentences

1. How are you today?
2. How's everything going?
3. How was your day?
4. Is everything okay?
5. You look happy today.
6. You seem a little tired.
7. Is something bothering you?
8. What's on your mind?
9. Tell me about your day.
10. I'd love to hear about it.

Conversation

Mom: How was your day?

Shekhar: It was pretty good.

Mom: Anything interesting happened?

Shekhar: Yes! I finished an important project.

Situation 2: Talking About Daily Life

Daily Sentences

11. I had a busy day.
12. Today went really well.
13. I learned something new.
14. I finished my work early.
15. I have a lot to do tomorrow.
16. I'm looking forward to the weekend.
17. Tomorrow will be another busy day.
18. I'm glad everything worked out.
19. Every day is a new opportunity.
20. Life keeps us busy.

Conversation

Dad: Did you finish everything?

Leo: Almost.

Dad: That's okay. You can finish it tomorrow.

Leo: Thanks. That makes me feel better.

Situation 3: Offering Help

Daily Sentences

21. Can I help you?
22. Do you need any help?
23. Let me help you.
24. I'll take care of it.
25. Leave it to me.
26. Don't worry. I've got it.
27. Thanks for your help.

- 28. I really appreciate it.
- 29. That's very kind of you.
- 30. We're always here for each other.

Conversation

Sophia: Do you need help with dinner?

Mom: Yes, please.

Sophia: I'll set the table.

Mom: Thank you. I appreciate it.

Situation 4: Sharing Feelings

Daily Sentences

- 31. I'm really happy today.
- 32. I feel proud of myself.
- 33. I'm excited about tomorrow.
- 34. I'm a little nervous.
- 35. Everything will be fine.
- 36. Don't worry too much.
- 37. Stay positive.
- 38. I believe in you.
- 39. You'll do great.
- 40. I'm proud of you.

Conversation

Alex: I'm nervous about my interview tomorrow.

Dad: That's completely normal.

Alex: What if I make a mistake?

Dad: Just do your best. I believe in you.

Situation 5: Ending the Conversation

Daily Sentences

41. It was nice talking to you.
42. Thanks for listening.
43. I'm glad we talked.
44. Let's catch up again later.
45. Take care of yourself.
46. Have a wonderful evening.
47. See you later.
48. Good night.
49. Sleep well.
50. Tomorrow is a brand-new day.

Conversation

Mom: Thanks for talking with me.

Emma: Anytime.

Mom: Have a good night.

Emma: You too. Sleep well!

Vocabulary Builder

Word	Meaning	Example
Opportunity	A good chance to do something	Every day brings new opportunities.
Proud	Feeling pleased about an achievement	I'm proud of my daughter.
Nervous	Feeling worried before something important	I'm nervous about the exam.
Positive	Hopeful and confident	Stay positive.
Appreciate	To be thankful for something	I really appreciate your help.
Support	Help or encouragement	My family always supports me.
Encourage	To give someone confidence	My parents encourage me to keep learning.
Together	With one another	We solve problems together.
Weekend	Saturday and Sunday	I'm looking forward to the weekend.
Conversation	A talk between people	We had a long conversation after dinner.

Speak Like a Native

Instead of saying...

I'm very happy.

Say...

I'm on top of the world.

Instead of saying...

Don't worry.

Say...

Everything will work out.

Instead of saying...

I can help you.

Say...

I've got your back.

Instead of saying...

Thank you very much.

Say...

I really appreciate it.

Instead of saying...

I believe you can do it.

Say...

You've got this!

Instead of saying...

I'm busy.

Say...

I've got a lot on my plate.

Instead of saying...

I'm very tired.

Say...

I'm completely worn out.

Instead of saying...

Let's talk later.

Say...

Let's catch up later.

Did You Know?

Many learners confuse **hear**, **listen**, and **listen to**.

Hear = to notice sound naturally.

I heard someone knocking.

Listen = to pay attention to sound.

Listen carefully.

Listen to = used before a person, song, or object.

I like listening to music.

Remember:

☐ Listen me.

☐ Listen to me.

Common Mistakes

☐ Discuss about your day.

☐ Discuss your day.

or

☐ Talk about your day.

☐ I'm having tension.

☐ I'm worried.

or

☐ I'm nervous.

☐ Explain me.

☐ Explain it to me.

☐ Return back home.

☐ Return home.

or

☐ Go back home.

☐ I am understanding.

☐ I understand.

☐ My father told me that don't worry.

☐ My father told me not to worry.

Conversation Builder

Complete the conversation.

Mom: How's everything going?

You: _____

Mom: You seem a little tired.

You: _____

Mom: Do you need any help?

You: _____

Mom: Remember, I believe in you.

You: _____

Quick Response Practice

Respond naturally.

1. How was your day?

→ _____

2. Can I help you?

→ _____

3. You look happy today.

→ _____

4. Don't worry.

→ _____

5. I'm proud of you.

→ _____

Speaking Practice

Read these expressions aloud.

- How's everything going?
- I had a busy day.
- I've got your back.
- You've got this!
- I really appreciate it.
- Let's catch up later.
- Everything will work out.
- Tomorrow is a brand-new day.

Real-Life Challenge

Have a five-minute conversation with a family member today using only English.

Try to ask at least three questions, answer naturally, and encourage the other person using expressions from this chapter.

If no one is available, record yourself asking and answering the questions aloud. Speaking to yourself is also excellent practice and helps you build confidence before speaking with others.

Chapter 10

Talking to Children

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Talk naturally with children in everyday situations.
- Give instructions in a friendly way.
- Encourage and praise children.
- Ask simple questions and respond naturally.
- Comfort and motivate children in English.

Introduction

Parents, grandparents, teachers, and older siblings talk to children every day. These conversations are usually short, warm, and encouraging. In this chapter, you'll learn the English expressions commonly used while talking to children at home.

Situation 1: Waking Up Your Child

Daily Sentences

1. Good morning, sweetheart.
2. It's time to wake up.
3. Did you sleep well?
4. Come on, sleepyhead.
5. Rise and shine!
6. It's a beautiful morning.
7. Time to get out of bed.
8. Let's start the day.
9. Don't be late for school.
10. Give me a big smile.

Conversation

Mom: Good morning, sweetheart.

Child: Good morning.

Mom: Did you sleep well?

Child: Yes, I did.

Situation 2: Helping Your Child Get Ready

Daily Sentences

11. Brush your teeth.
12. Wash your face.
13. Comb your hair.
14. Put on your school uniform.
15. Tie your shoelaces.
16. Pack your school bag.
17. Don't forget your water bottle.
18. Are you ready?
19. Let's go.
20. We're leaving in five minutes.

Conversation

Dad: Have you packed your bag?

Child: Almost.

Dad: Don't forget your homework.

Child: I already packed it.

Situation 3: Encouraging Your Child

Daily Sentences

21. You can do it.
22. I believe in you.
23. Don't give up.
24. Keep trying.
25. Mistakes help us learn.
26. I'm proud of you.
27. Great job!

- 28. Well done!
- 29. You did your best.
- 30. That's what matters.

Conversation

Child: I made a mistake.

Mom: That's okay.

Child: Really?

Mom: Of course. Mistakes help us learn.

Situation 4: Teaching Good Habits

Daily Sentences

- 31. Always tell the truth.
- 32. Be kind to others.
- 33. Share your toys.
- 34. Say "please" and "thank you."
- 35. Listen carefully.
- 36. Finish your homework first.
- 37. Keep your room tidy.
- 38. Wash your hands before eating.
- 39. Respect everyone.
- 40. Be yourself.

Conversation

Dad: Did you say thank you?

Child: Oops! I forgot.

Dad: That's okay. You can still say it.

Child: Thank you!

Situation 5: After School

Daily Sentences

41. Welcome back!
42. How was school today?
43. Did you have fun?
44. What did you learn today?
45. Tell me about your day.
46. Would you like a snack?
47. Let's finish your homework.
48. We can play afterward.
49. I'm happy you're home.
50. I love spending time with you.

Conversation

Mom: Welcome back!

Child: Hi, Mom!

Mom: How was school?

Child: It was fun. We learned something new today.

Vocabulary Builder

Word	Meaning	Example
Sweetheart	A loving way to address a child	Good morning, sweetheart.
Homework	School work done at home	Finish your homework before playing.
Uniform	Special clothes worn for school	My school uniform is blue.
Proud	Feeling happy about someone's achievement	I'm proud of you.
Respect	To treat others politely	Always respect your teachers.
Honest	Truthful	Be honest with everyone.
Encourage	To give someone confidence	Parents should encourage their children.
Habit	Something you do regularly	Reading every day is a good habit.
Snack	A small meal between meals	Would you like a snack?
Patient	Able to stay calm	Be patient while learning new things.

Speak Like a Native

Instead of saying...

Good job.

Say...

Way to go!

Instead of saying...

You can do it.

Say...

You've got this!

Instead of saying...

Don't worry.

Say...

It's going to be okay.

Instead of saying...

I'm happy.

Say...

That made my day.

Instead of saying...

Very good.

Say...

Fantastic!

Instead of saying...

Keep trying.

Say...

Don't stop now.

Instead of saying...

I believe you.

Say...

I have faith in you.

Instead of saying...

Let's go.

Say...

Off we go!

Did You Know?

Many learners confuse **teach** and **learn**.

Teach = to give knowledge.

Parents teach children good habits.

Learn = to receive knowledge.

Children learn new things every day.

Remember:

- Teachers **teach**.
- Students **learn**.

Common Mistakes

☐ Learn me.

☐ Teach me.

☐ Say thanks.

☐ Say "thank you."

☐ Don't do mistake.

☐ Don't make mistakes.

☐ Give respect.

☐ Show respect.

☐ Return back from school.

☐ Come back from school.

☐ Finish your home work.

☐ Finish your homework.

Conversation Builder

Complete the conversation.

Mom: How was school today?

You: _____

Mom: What did you learn?

You: _____

Mom: I'm proud of you.

You: _____

Mom: Let's do your homework.

You: _____

Quick Response Practice

Respond naturally.

1. Good morning, sweetheart.

→ _____

2. Did you finish your homework?

→ _____

3. I'm proud of you.

→ _____

4. Would you like a snack?

→ _____

5. Keep trying.

→ _____

Speaking Practice

Read these expressions aloud.

- Rise and shine!
- You've got this!
- Way to go!
- I'm proud of you.
- Keep trying.
- Welcome back!
- Tell me about your day.
- I love spending time with you.

Real-Life Challenge

If you have children, younger siblings, nieces, nephews, or students, try using at least **10 expressions** from this chapter with them today.

If you don't, imagine you're speaking to a child and read the conversations aloud with expression. Practicing with the right tone is just as important as learning the words.

Chapter 11

Talking to Parents

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Start natural conversations with your parents.
- Ask about their health and well-being.
- Express gratitude and respect.
- Discuss daily plans and responsibilities.
- Offer help politely.

Introduction

Parents are often the first people we talk to every day. Whether you're asking for advice, sharing good news, or simply checking on them, these conversations help strengthen family relationships. Let's learn the English expressions people commonly use while talking to their parents.

Situation 1: Greeting Your Parents

Daily Sentences

1. Good morning, Mom.
2. Good morning, Dad.
3. How are you today?
4. Did you sleep well?
5. How are you feeling this morning?
6. I hope you're doing well.
7. It's nice to see you.
8. You look happy today.
9. How's everything going?
10. I hope you have a wonderful day.

Conversation

Son: Good morning, Mom.

Mom: Good morning! Did you sleep well?

Son: Yes, I did. How about you?

Mom: I slept very well. Thank you for asking.

Situation 2: Talking About the Day

Daily Sentences

11. What are your plans for today?
12. Are you going out today?
13. What time will you be back?
14. I'll be home before dinner.
15. I have a busy day ahead.
16. I have a meeting this afternoon.
17. Please don't work too hard.
18. Take care of yourself.
19. Drive safely.
20. Call me when you arrive.

Conversation

Daughter: What are your plans today?

Dad: I have a few meetings.

Daughter: Don't forget to take your lunch.

Dad: Thanks for reminding me.

Situation 3: Asking About Their Health

Daily Sentences

21. How are you feeling today?
22. Are you feeling better now?
23. Did you take your medicine?
24. Don't forget to drink water.
25. You should get some rest.
26. Please take care of yourself.
27. Are you getting enough sleep?

- 28. Let me know if you need anything.
- 29. I'm always here for you.
- 30. I hope you feel better soon.

Conversation

Son: How are you feeling today?

Mom: Much better than yesterday.

Son: That's good to hear.

Mom: Thank you for caring.

Situation 4: Showing Love and Respect

Daily Sentences

- 31. Thank you for everything.
- 32. I appreciate everything you do.
- 33. You've always supported me.
- 34. I'm grateful for your advice.
- 35. You've taught me so much.
- 36. I'm proud to be your son.
- 37. I'm proud to be your daughter.
- 38. I love you.
- 39. You mean a lot to me.
- 40. I'm lucky to have you.

Conversation

Daughter: Thank you for always believing in me.

Dad: I'll always support you.

Daughter: That means a lot to me.

Dad: I'm proud of you.

Situation 5: Offering Help

Daily Sentences

41. Can I help you with anything?
42. I'll take care of it.
43. Let me do that for you.
44. Please sit down and relax.
45. I'll handle it.
46. Don't worry about it.
47. Is there anything you need?
48. I'm happy to help.
49. We can do it together.
50. Family always comes first.

Conversation

Mom: Could you help me carry these bags?

Son: Of course.

Mom: Thank you.

Son: Anytime. I'm happy to help.

Vocabulary Builder

Word	Meaning	Example
Advice	Helpful suggestions	Thank you for your advice.
Support	Help and encouragement	My parents always support me.
Grateful	Feeling thankful	I'm grateful for everything you do.
Care	To look after someone	Take care of yourself.
Reminder	Something that helps you remember	Thanks for the reminder.
Meeting	A planned discussion	Dad has a meeting this afternoon.
Relax	To rest	Please sit down and relax.
Proud	Feeling pleased	My parents are proud of me.
Lucky	Fortunate	I'm lucky to have such caring parents.
Family	People related to you	Family is very important to me.

Speak Like a Native

Instead of saying...

Take care.

Say...

Take it easy.

Instead of saying...

Call me.

Say...

Give me a call.

Instead of saying...

I'm very thankful.

Say...

I can't thank you enough.

Instead of saying...

I appreciate you.

Say...

I really appreciate everything you do.

Instead of saying...

I'll help you.

Say...

I've got you covered.

Instead of saying...

Don't worry.

Say...

Leave it to me.

Instead of saying...

I'm happy to help.

Say...

It's my pleasure.

Instead of saying...

Thank you very much.

Say...

Thanks a million!

Did You Know?

Many learners confuse **listen**, **hear**, and **obey**.

Listen to = pay attention.

Please listen to your parents.

Hear = receive sound.

I heard someone calling me.

Obey = do what someone tells you to do.

Children should obey their parents.

Common Mistakes

- ☐ Discuss with about your plans.
- ☐ Discuss your plans with your parents.

☐ I am missing you.

(When talking to someone who isn't away, this sounds unnatural.)

☐ I enjoy spending time with you.

☐ Tell me one advice.

☐ Give me some advice.

or

☐ Give me a piece of advice.

☐ My father gave me many advices.

☐ My father gave me a lot of advice.

☐ I am knowing this.

☐ I know this.

☐ Thanks for your supportings.

☐ Thanks for your support.

Conversation Builder

Complete the conversation.

Mom: How are you today?

You: _____

Mom: What are your plans today?

You: _____

Mom: Can you help me later?

You: _____

Mom: Thank you.

You: _____

Quick Response Practice

Respond naturally.

1. Did you sleep well?

→ _____

2. Can you help me with this?

→ _____

3. Thank you for everything.

→ _____

4. Take care of yourself.

→ _____

5. I'm proud of you.

→ _____

Speaking Practice

Read these expressions aloud.

- How are you feeling today?
- I appreciate everything you do.
- Leave it to me.
- I've got you covered.
- It's my pleasure.
- Give me a call.
- Family always comes first.
- I'm lucky to have you.

Real-Life Challenge

Today, have a short conversation in English with one of your parents or an older family member.

Try to:

- Ask how they're doing.
- Talk about today's plans.
- Offer to help with something.
- Thank them for something they've done.

If you can't speak with them today, practice the conversations aloud and imagine you're talking to them. The more personal the practice, the more memorable the language becomes.

Chapter 12

Talking to Friends

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Start and maintain friendly conversations.
- Ask about your friend's life and activities.
- Make plans together.
- Express opinions and emotions naturally.
- End conversations politely.

Introduction

Friends are the people we chat with the most. Whether you're meeting in person, talking on the phone, or texting, these everyday expressions will help you sound more natural and confident in English.

Situation 1: Greeting a Friend

Daily Sentences

1. Hey! How's it going?
2. It's so good to see you.
3. How have you been?
4. It's been a long time.
5. You look great.
6. What have you been up to?
7. How's everything?
8. I missed talking to you.
9. It's great to catch up.
10. I'm glad we could meet.

Conversation

Nina: Hey! How's it going?

Ryan: Pretty good. How about you?

Nina: I'm doing well. It's great to see you again.

Ryan: I've missed our chats.

Situation 2: Talking About Life

Daily Sentences

11. What's new?
12. How's work going?
13. How's college?
14. I've been really busy lately.
15. Things are going well.
16. I've started a new hobby.
17. I'm learning something new.
18. Life has been exciting.
19. Every day is different.
20. I'm enjoying this phase of life.

Conversation

Sophia: What's new with you?

Kitty: I started learning photography.

Sophia: That's awesome! How's it going?

Kitty: I'm really enjoying it.

Situation 3: Making Plans

Daily Sentences

21. Are you free this weekend?
22. Would you like to meet?
23. Let's grab a coffee.
24. How about lunch tomorrow?
25. What time works for you?
26. Let's meet at three.
27. I'll see you there.

- 28. Don't be late.
- 29. I'm looking forward to it.
- 30. It's going to be fun.

Conversation

Sam: Are you free on Saturday?

Alex: Yes, I am.

Sam: Let's grab a coffee.

Alex: Sounds like a plan!

Situation 4: Sharing Opinions

Daily Sentences

- 31. What do you think?
- 32. I completely agree.
- 33. I see your point.
- 34. I'm not sure about that.
- 35. That's an interesting idea.
- 36. In my opinion...
- 37. I never thought about it that way.
- 38. You might be right.
- 39. Let's think about it.
- 40. That's worth considering.

Conversation

Tina: What do you think about the movie?

Sophie: I loved it.

Tina: Me too. The ending was fantastic.

Sophie: I wasn't expecting that ending!

Situation 5: Saying Goodbye

Daily Sentences

41. I had a great time.
42. Thanks for meeting me.
43. Let's do this again soon.
44. Take care.
45. Stay in touch.
46. Text me when you get home.
47. Have a safe trip.
48. See you soon.
49. It was fun hanging out.
50. Bye! See you next time.

Conversation

Sophia: I had a wonderful time today.

Preity: Me too.

Sophia: Let's meet again next week.

Preity: Definitely!

Vocabulary Builder

Word	Meaning	Example
Catch up	Talk after not seeing someone for a while	Let's catch up over coffee.
Hobby	An activity you enjoy in your free time	Reading is my favorite hobby.
Weekend	Saturday and Sunday	Are you free this weekend?
Phase	A period of time	I'm enjoying this phase of my life.
Opinion	What you think about something	Everyone has a different opinion.
Plan	Something you intend to do	We have exciting plans for Saturday.
Hang out	Spend time together casually	We like to hang out after work.
Definitely	Certainly	I'll definitely be there.
Schedule	A plan of activities	My schedule is full today.
Reunion	A meeting after a long time	Our school reunion was wonderful.

Speak Like a Native

Instead of saying...

Let's meet.

Say...

Let's catch up.

Instead of saying...

I agree.

Say...

I'm with you on that.

Instead of saying...

That's a good idea.

Say...

That sounds great!

Instead of saying...

I'm very busy.

Say...

I've been swamped lately.

Instead of saying...

See you later.

Say...

Catch you later!

Instead of saying...

I'm excited.

Say...

I can't wait!

Instead of saying...

Let's have coffee.

Say...

Let's grab a coffee.

Instead of saying...

Keep in contact.

Say...

Stay in touch.

Did You Know?

Many learners confuse **meet**, **meet up**, and **hang out**.

Meet = see someone, often for the first time or at a planned time.

I'll meet you at the station.

Meet up = get together with someone.

We're meeting up after work.

Hang out = spend time together casually.

We hung out all afternoon.

Common Mistakes

☐ Discuss about this.

☐ Discuss this.

or

- ☐ Talk about this.
- ☐ We enjoyed a lot.
- ☐ We had a great time.
- ☐ I'm waiting your reply.
- ☐ I'm waiting for your reply.
- ☐ Let's meet on tomorrow.
- ☐ Let's meet tomorrow.
- ☐ Explain me your idea.
- ☐ Explain your idea to me.
- ☐ We'll discuss about it later.
- ☐ We'll discuss it later.

Conversation Builder

Complete the conversation.

Friend: Hey! How's it going?

You: _____

Friend: Are you free this weekend?

You: _____

Friend: Let's grab a coffee.

You: _____

Friend: Great! See you on Saturday.

You: _____

Quick Response Practice

Respond naturally.

1. How have you been?

→ _____

2. What have you been up to?

→ _____

3. Are you free this weekend?

→ _____

4. Let's catch up soon.

→ _____

5. I had a great time today.

→ _____

Speaking Practice

Read these expressions aloud.

- It's so good to see you.
- What have you been up to?
- Let's grab a coffee.
- I'm looking forward to it.
- I completely agree.
- That sounds great!
- Stay in touch.
- Catch you later!

Real-Life Challenge

Today, send a message or have a short conversation in English with a friend.

Try to:

- Ask how they're doing.
- Share one recent update about your life.
- Make a plan to meet or talk again.
- End the conversation naturally using one of the expressions from this chapter.

If that's not possible, read the conversations aloud and imagine you're speaking with a close friend. The more realistic your practice, the faster your confidence will grow.

Chapter 13

Talking to Neighbors

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Greet your neighbors politely.
- Start and continue small talk.
- Offer and ask for help.
- Discuss everyday neighborhood matters.
- End conversations in a friendly way.

Introduction

Neighbors are people we often meet outside our homes, in the hallway, at the gate, in the garden, or while taking a walk. These conversations are usually short, friendly, and polite. Learning these expressions will help you feel confident in everyday social situations.

Situation 1: Greeting Your Neighbor

Daily Sentences

1. Good morning!
2. Good afternoon!
3. Good evening!
4. How are you today?
5. It's nice to see you.
6. How have you been?
7. Beautiful weather today, isn't it?
8. Have a great day.
9. It's always nice talking to you.
10. See you around.

Conversation

Emma: Good morning!

Mrs. Gupta: Good morning, Emma. How are you?

Emma: I'm doing well. How about you?

Mrs. Gupta: I'm doing great, thank you.

Situation 2: Making Small Talk

Daily Sentences

11. How's your family?
12. How's everything going?
13. Have you been busy lately?
14. Did you have a good weekend?
15. Any plans for today?
16. The neighborhood is so peaceful.
17. It's been quite busy around here.
18. The flowers look beautiful.
19. Your garden looks wonderful.
20. It's a lovely place to live.

Conversation

Deepak: Your garden looks beautiful.

Mr. Wilson: Thank you! I've been working on it.

Deepak: It really shows.

Mr. Wilson: That's very kind of you.

Situation 3: Asking for Help

Daily Sentences

21. Could you help me for a moment?
22. Would you mind watching my package?
23. Can I borrow your ladder?
24. I'll return it tomorrow.

- 25. Thank you for your help.
- 26. I really appreciate it.
- 27. It's no trouble at all.
- 28. Feel free to ask anytime.
- 29. I'm happy to help.
- 30. Neighbors should help each other.

Conversation

Sophia: Could I borrow your ladder?

Neighbor: Of course.

Sophia: I'll bring it back this evening.

Neighbor: No rush.

Situation 4: Talking About the neighborhood

Daily Sentences

- 31. The park looks beautiful today.
- 32. Have you visited the new café?
- 33. There's a community event this weekend.
- 34. The streets are very clean.
- 35. Traffic has been heavy lately.
- 36. The new family seems friendly.
- 37. It's a quiet neighborhood.
- 38. I enjoy living here.
- 39. Everyone is very welcoming.
- 40. It's a wonderful community.

Conversation

Ravi: Have you heard about the community event?

Ken: Yes! Are you going?

Ravi: I think so.

Ken: Maybe I'll see you there.

Situation 5: Saying Goodbye

Daily Sentences

41. I'd better get going.
42. It was nice talking to you.
43. Enjoy the rest of your day.
44. Take care.
45. Have a safe walk home.
46. See you tomorrow.
47. Say hello to your family.
48. Thanks for stopping by.
49. Until next time.
50. Goodbye!

Conversation

Mrs. Brown: I'd better get going.

Emma: It was lovely talking to you.

Mrs. Brown: You too. Have a wonderful day.

Emma: See you soon!

Vocabulary Builder

Word	Meaning	Example
Neighbor	A person who lives nearby	Our neighbors are very friendly.
Neighborhood	The area where you live	It's a peaceful neighborhood.
Garden	An outdoor area for plants and flowers	She spends hours in her garden.
Ladder	A tool used for climbing	Can I borrow your ladder?
Community	A group of people living in the same area	Our community is very welcoming.
Peaceful	Calm and quiet	It's a peaceful place to live.
Welcoming	Friendly to visitors or newcomers	Everyone was welcoming.
Borrow	To take something with permission	May I borrow your umbrella?
Return	To give something back	I'll return it tomorrow.
Event	A planned activity or gathering	There's a community event this weekend.

Speak Like a Native

Instead of saying...

How are you?

Say...

How's it going?

Instead of saying...

Your garden is beautiful.

Say...

Your garden looks amazing.

Instead of saying...

Can I borrow this?

Say...

Would you mind if I borrowed this?

Instead of saying...

Thank you for helping.

Say...

I really appreciate your help.

Instead of saying...

No problem.

Say...

Happy to help.

Instead of saying...

I have to leave.

Say...

I'd better get going.

Instead of saying...

See you later.

Say...

See you around.

Instead of saying...

Take care.

Say...

Have a good one!

Did You Know?

Many learners confuse **borrow** and **lend**.

Borrow = You receive something temporarily.

Can I borrow your book?

Lend = You give something temporarily.

Sure, I'll lend it to you.

Remember:

- You **borrow** from someone.
- Someone **lends** something to you.

Common Mistakes

☐ Can you borrow me your ladder?

☐ Can you lend me your ladder?

or

☐ Can I borrow your ladder?

☐ Return me my book.

☐ Return my book to me.

or

☐ Give my book back to me.

☐ I'm living here since five years.

☐ I've been living here for five years.

☐ Myneighbor is staying beside me.

☐ My neighbor lives next door.

☐ We are living in same colony.

☐ We live in the same neighborhood.

☐ Thanks for your cooperation.

(In casual conversation, this sounds too formal.)

☐ Thanks for your help.

Conversation Builder

Complete the conversation.

Neighbor: Good morning!

You: _____

Neighbor: Beautiful weather today, isn't it?

You: _____

Neighbor: Could I borrow your ladder?

You: _____

Neighbor: Thank you so much.

You: _____

Quick Response Practice

Respond naturally.

1. How have you been?

→ _____

2. Your garden looks beautiful.

→ _____

3. Could I borrow your ladder?

→ _____

4. There's a community event this weekend.

→ _____

5. It was nice talking to you.

→ _____

Speaking Practice

Read these expressions aloud.

- It's nice to see you.
- Beautiful weather today, isn't it?
- Your garden looks amazing.
- Happy to help.
- I'd better get going.
- See you around.
- Have a good one!
- It's a wonderful community.

Real-Life Challenge

The next time you meet a neighbor—or imagine that you do—practice a short conversation in English.

Try to:

- Greet them warmly.
- Make one friendly comment.
- Ask one simple question.
- End the conversation politely.

Even a one-minute conversation is excellent practice for building confidence in everyday English.

Chapter 14

Talking to Coworkers

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Greet coworkers professionally.
- Talk about work and daily tasks.
- Ask for and offer help.
- Participate in casual workplace conversations.
- End workday conversations politely.

Introduction

Whether you work in an office, a store, a hospital, or any other workplace, you'll interact with coworkers throughout the day. These conversations are usually friendly, respectful, and professional. Let's learn the English expressions commonly used at work.

Situation 1: Greeting Coworkers

Daily Sentences

1. Good morning!
2. Good afternoon!
3. How are you today?
4. How's everything going?
5. How was your commute?
6. Did you have a good weekend?
7. It's good to see you.
8. Ready for another busy day?
9. I hope you had a relaxing evening.
10. Let's have a productive day.

Mini Conversation

A: Good morning!

B: Good morning! How are you today?

A: I'm doing well. How about you?

B: Great! Ready for another busy day?

A: Absolutely!

Situation 2: Talking About Work

Daily Sentences

1. What are you working on today?
2. I'm preparing today's report.
3. I have a meeting this afternoon.
4. I'm working on a new project.
5. Today's schedule is quite busy.
6. I have a lot to do today.
7. I'm almost finished.
8. Everything is going according to plan.
9. I'm making good progress.
10. Let's finish this before lunch.

Mini Conversation

A: What are you working on today?

B: I'm preparing tomorrow's presentation.

A: Sounds good.

B: Hopefully I'll finish it before lunch.

Situation 3: Asking for Help

Daily Sentences

1. Could you help me for a minute?
2. Can you explain this to me?
3. Could you check this document?
4. Would you mind helping me?
5. I'm not sure how to do this.

6. Can you show me the process?
7. I'd appreciate your help.
8. Thank you for your support.
9. That was very helpful.
10. I couldn't have done it without you.

Mini Conversation

A: Could you help me with this spreadsheet?

B: Of course.

A: I don't understand this formula.

B: Let me show you.

Situation 4: Offering Help

Daily Sentences

1. Do you need any help?
2. I'd be happy to help.
3. Let me know if you need anything.
4. I can take care of that.
5. I'll handle this part.
6. Feel free to ask me.
7. We can work on it together.
8. Don't worry, I'll help you.
9. Let's solve this together.
10. Teamwork makes everything easier.

Mini Conversation

A: I'm running behind schedule.

B: Don't worry. I'll help you finish it.

A: Thank you!

B: No problem.

Situation 5: Discussing Tasks

Daily Sentences

1. Have you completed the report?
2. I'm still working on it.
3. I'll finish it by this afternoon.
4. The deadline is tomorrow.
5. Everything is ready.
6. Let's review it together.
7. We need to make a few changes.
8. I'll send it after checking.
9. The project is almost complete.
10. We're on schedule.

Mini Conversation

A: Have you completed the report?

B: Almost. I'll send it this afternoon.

A: Perfect. Thank you.

Situation 6: Casual Workplace Conversations

Daily Sentences

1. How was your weekend?
2. Do you have any plans after work?
3. How's your family?
4. Did you watch the match yesterday?
5. That's interesting.
6. Really? Tell me more.
7. I'm glad to hear that.
8. That sounds exciting.
9. Have a great evening.
10. See you tomorrow.

Mini Conversation

A: Any plans after work?

B: I'm meeting some friends.

A: Sounds fun!

B: Yes, I'm looking forward to it.

Situation 7: Meetings and Discussions

Daily Sentences

1. Shall we begin the meeting?
2. Let's discuss today's agenda.
3. I'd like to add one point.
4. That's a good suggestion.
5. I completely agree.
6. I have a different opinion.
7. Could you repeat that?
8. Let's make a decision.
9. I'll note that down.
10. Thank you, everyone.

Mini Conversation

A: Does anyone have any suggestions?

B: Yes, I'd like to share an idea.

A: Please go ahead.

Situation 8: Ending the Workday

Daily Sentences

1. Have a nice evening.
2. See you tomorrow.
3. Take care.
4. Safe journey home.
5. Good job today.
6. Thanks for your help.
7. We had a productive day.
8. I'll see you in the morning.
9. Enjoy your evening.
10. Goodbye!

Mini Conversation

A: Good job today!

B: Thank you. You too.

A: Have a safe trip home.

B: See you tomorrow.

Speak Like a Native

- ☐ Explain me this.
- ☐ Could you explain this to me?

- ☐ I have one doubt.
- ☐ I have a question.

- ☐ We'll discuss tomorrow only.
- ☐ We'll discuss it tomorrow.

Common Mistakes

- ☐ Did you completed it?
- ☐ Did you complete it?

- ☐ I'm agree.
- ☐ Iagree.

- ☐ He explained me the process.
- ☐ He explained the process to me.

Quick Practice

Fill in the blanks.

1. Could you _____ me for a minute?
2. I'm working _____ a new project.
3. We can work _____ together.
4. I'll finish it _____ lunch.
5. Have a great _____.

Answers

1. help
2. on
3. on
4. before
5. evening

Speaking Practice

Read these sentences aloud.

- Good morning! How are you today?
- What are you working on?
- Could you help me for a minute?
- I'd be happy to help.
- Let's review it together.
- I have a meeting this afternoon.
- That's a good suggestion.
- Good job today.
- Have a safe journey home.
- See you tomorrow.

Learning Tip

Professional communication isn't about using difficult English. It's about speaking politely, clearly, and confidently. Practice these workplace expressions regularly, and they'll soon become a natural part of your daily conversations.

Chapter 15

Office Meetings

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Join a meeting confidently.
- Start and end meetings politely.
- Share your ideas clearly.
- Agree and disagree respectfully.
- Ask questions and clarify information.

Introduction

Meetings are a regular part of professional life. Whether you're attending a team meeting, discussing a project, or sharing ideas, these expressions will help you communicate clearly and confidently in English.

Situation 1: Before the Meeting

Daily Sentences

1. What time does the meeting start?
2. The meeting starts at 10 a.m.
3. Let's head to the meeting room.
4. Is everyone here?
5. We're waiting for one more person.
6. Please take a seat.
7. Do you have the meeting agenda?
8. I brought my notebook.
9. Shall we begin?
10. Let's get started.

Conversation

Priya: Is everyone here?

Tom: We're just waiting for Alex.

Priya: Great. We'll start in a minute.

Tom: Sounds good.

Situation 2: Sharing Ideas

Daily Sentences

11. I'd like to share an idea.
12. I have a suggestion.
13. What do you think?
14. That's an interesting point.
15. I completely agree.
16. I see your point.
17. I have a different opinion.
18. That's a creative solution.
19. Let's consider both options.
20. We should discuss this further.

Conversation

Manager: Does anyone have any suggestions?

Sophia: I'd like to share an idea.

Manager: Go ahead.

Sophia: I think we should simplify the process.

Situation 3: Asking Questions

Daily Sentences

21. Could you explain that again?
22. I have a question.
23. Could you speak a little slower?
24. I didn't quite understand.

- 25. Can you give an example?
- 26. What do you mean by that?
- 27. Could you repeat that, please?
- 28. That makes sense.
- 29. Thanks for explaining.
- 30. Now I understand.

Conversation

Lisa: Could you repeat the deadline?

Manager: It's next Friday.

Lisa: Thanks for clarifying.

Manager: You're welcome.

Situation 4: Making Decisions

Daily Sentences

- 31. Let's make a decision.
- 32. We all agree on this.
- 33. Let's move forward.
- 34. That sounds like a good plan.
- 35. Who will handle this task?
- 36. I'll take care of it.
- 37. Let's divide the work.
- 38. We'll review our progress next week.
- 39. Everyone knows their responsibilities.
- 40. Let's work together.

Conversation

Manager: Who can prepare the presentation?

Raunak: I'll do it.

Manager: Thank you.

Raunak: Happy to help.

Situation 5: Ending the Meeting

Daily Sentences

41. I think we've covered everything.
42. Thank you for your time.
43. It was a productive meeting.
44. Let's stay in touch.
45. I'll send the meeting notes.
46. See you at the next meeting.
47. Have a productive day.
48. Thanks, everyone.
49. Meeting adjourned.
50. See you later.

Conversation

Manager: Thank you, everyone.

Team: Thank you.

Manager: I'll email the meeting notes this afternoon.

Emma: Great. Have a wonderful day!

Vocabulary Builder

Word	Meaning	Example
Agenda	A list of topics for a meeting	Please review the agenda before the meeting.
Suggestion	An idea for consideration	That's a useful suggestion.
Discussion	A conversation about a topic	We had a productive discussion.
Decision	A final choice	We made an important decision today.
Responsibility	A duty or task	Everyone has different responsibilities.
Deadline	The final date for completing something	The deadline is next Friday.
Progress	Improvement over time	Our project is making good progress.
Clarify	To make something easier to understand	Could you clarify your point?
Presentation	A talk given to an audience	She's preparing tomorrow's presentation.
Minutes	Written notes from a meeting	I'll read the meeting minutes later.

Speak Like a Native

Instead of saying...

Let's start the meeting.

Say...

Let's get started.

Instead of saying...

I have an idea.

Say...

I'd like to suggest something.

Instead of saying...

I agree.

Say...

I'm on the same page.

Instead of saying...

I don't understand.

Say...

Could you clarify that?

Instead of saying...

Can you repeat?

Say...

Could you go over that again?

Instead of saying...

Good idea.

Say...

That's a solid idea.

Instead of saying...

Let's continue.

Say...

Let's move forward.

Instead of saying...

Thank you, everyone.

Say...

Thanks, everyone, for your time.

Did You Know?

Many learners confuse **meeting**, **conference**, and **discussion**.

Meeting = A planned gathering to talk about work or other topics.

We have a team meeting every Monday.

Conference = A larger event with many people, often lasting one or more days.

She's attending an international conference.

Discussion = The act of talking about a topic.

We had a long discussion about the project.

Common Mistakes

☐ Discuss about the project.

☐ Discuss the project.

☐ I have one doubt.

(Common in Indian English.)

☐ I have a question.

or

☐ I'm not sure about something.

☐ Explain me this.

☐ Explain this to me.

☐ We did a meeting.

☐ We had a meeting.

☐ I will revert you.

(Common in business English in some regions, but not standard.)

☐ I'll get back to you.

☐ The meeting has finished.

☐ The meeting is over.

or

☐ The meeting has ended.

Conversation Builder

Complete the conversation.

Manager: Shall we begin?

You: _____

Manager: Does anyone have any suggestions?

You: _____

Manager: Who can take this task?

You: _____

Manager: Thank you, everyone.

You: _____

Quick Response Practice

Respond naturally.

1. Do you have any questions?

→ _____

2. Could you explain that again?

→ _____

3. Who would like to handle this task?

→ _____

4. That's a great suggestion.

→ _____

5. Thank you for your time.

→ _____

Speaking Practice

Read these expressions aloud.

- Let's get started.
- I'd like to share an idea.
- I completely agree.
- Could you clarify that?
- I'm on the same page.
- Let's move forward.
- It was a productive meeting.
- I'll get back to you.

Real-Life Challenge

Imagine you're attending a team meeting.

Practice introducing an idea, asking one question, agreeing with one point, and volunteering for one task.

For example:

- "I'd like to suggest a new approach."
- "Could you explain that again?"
- "I completely agree."
- "I'll take care of that."

Practicing these expressions aloud will help you participate more confidently in real workplace meetings.

Chapter 16

Phone Conversations

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Answer and make phone calls confidently.
- Introduce yourself politely.
- Ask to speak to someone.
- Leave and take messages.
- End phone conversations professionally.

Introduction

Phone calls are part of everyday life. You may call your family, friends, coworkers, customers, or service providers. Speaking on the phone can feel challenging because you can't see the other person. This chapter will help you communicate naturally and confidently.

Situation 1: Answering the Phone

Daily Sentences

1. Hello!
2. Good morning.
3. This is Alex speaking.
4. Thanks for calling.
5. How can I help you?
6. May I know who's calling?
7. One moment, please.
8. Please hold for a moment.
9. Let me check.
10. How may I assist you?

Conversation

Alok: Hello! This is Alok speaking.

Nina: Hi, Alok. This is Nina.

Alok: Good morning! How can I help you?

Nina: I have a quick question.

Situation 2: Asking for Someone

Daily Sentences

11. May I speak to Mr. Brown?
12. Is Emma available?
13. Could you connect me to the manager?
14. May I speak with Sarah, please?
15. Who's calling, please?
16. I'll transfer your call.
17. She's in a meeting right now.
18. He's away from his desk.
19. Would you like to leave a message?
20. I'll let her know you called.

Conversation

Caller: May I speak to Sarah, please?

Receptionist: She's in a meeting right now.

Caller: Could you ask her to call me back?

Receptionist: Certainly.

Situation 3: Leaving a Message

Daily Sentences

21. Could you take a message?
22. Please tell him I called.
23. Ask her to call me back.
24. My number is...
25. I'll call again later.
26. It's not urgent.
27. Please let me know.

- 28. Thank you for your help.
- 29. I'll be available all afternoon.
- 30. I appreciate your assistance.

Conversation

Emma: Could you take a message?

Ryan: Of course.

Emma: Please tell Ben to call me back.

Ryan: I'll pass on the message.

Situation 4: During the Call

Daily Sentences

- 31. Can you hear me clearly?
- 32. Your voice is breaking up.
- 33. The connection is poor.
- 34. Could you speak a little louder?
- 35. Could you repeat that?
- 36. I didn't catch that.
- 37. Let me write that down.
- 38. Thanks for letting me know.
- 39. That sounds good.
- 40. I'll take care of it.

Conversation

Ben: Can you hear me?

Sophia: Yes, but your voice is breaking up.

Ben: I'll move to a better spot.

Sophia: That's much better.

Situation 5: Ending the Call

Daily Sentences

41. Thanks for your time.
42. It was nice talking to you.
43. I'll call you later.
44. Speak to you soon.
45. Have a great day.
46. Take care.
47. Goodbye.
48. Thanks again.
49. Talk to you soon.
50. Bye for now.

Conversation

Ryan: Thanks for calling.

Emma: My pleasure.

Ryan: Talk to you soon.

Emma: Bye! Have a great day.

Vocabulary Builder

Word	Meaning	Example
Caller	The person making a phone call	The caller didn't leave a message.
Receiver	The person answering the call	The receiver answered politely.
Message	Information left for someone	Please leave a message.
Connection	The quality of the phone signal	The connection is weak today.
Transfer	To connect a call to another person	I'll transfer your call.
Hold	To wait on the phone	Please hold for a moment.
Voicemail	A recorded message system	Leave a voicemail if I don't answer.
Signal	Mobile network strength	I don't have a good signal here.
Assistance	Help or support	Thank you for your assistance.
Available	Free to talk or meet	She's not available right now.

Speak Like a Native

Instead of saying...

Wait.

Say...

Please hold for a moment.

Instead of saying...

I'll call later.

Say...

I'll give you a call later.

Instead of saying...

I didn't understand.

Say...

I didn't catch that.

Instead of saying...

The phone isn't working well.

Say...

The connection is breaking up.

Instead of saying...

Tell him I called.

Say...

Let him know I called.

Instead of saying...

I'm free now.

Say...

I'm available now.

Instead of saying...

Thank you for calling.

Say...

Thanks for reaching out.

Instead of saying...

Bye.

Say...

Talk to you soon.

Did You Know?

Many learners confuse **call**, **phone**, and **ring**.

Call = the most common verb.

I'll call you tonight.

Phone = also means to call, especially in British English.

I'll phone you tomorrow.

Ring = informal British English.

I'll ring you after work.

Common Mistakes

- ☐ Discuss on the phone.
- ☐ Talk on the phone.

☐ Give me one missed call.

(Common in Indian English.)

☐ Call me once.

or

☐ Give me a call.

☐ My phone is switched off.

☐ My phone is turned off.

(Both are understood, but "turned off" is more common globally.)

☐ I cut the call.

☐ I hung up.

or

☐ The call got disconnected.

☐ Network is not coming.

☐ I don't have a signal.

or

☐ The signal is weak.

☐ I'll revert after the call.

☐ I'll get back to you after the call.

Conversation Builder

Complete the conversation.

Receptionist: Good morning. How may I help you?

You: _____

Receptionist: One moment, please.

You: _____

Receptionist: She's in a meeting.

You: _____

Receptionist: I'll let her know you called.

You: _____

Quick Response Practice

Respond naturally.

1. May I know who's calling?

→ _____

2. Could you hold for a moment?

→ _____

3. Can you hear me clearly?

→ _____

4. Would you like to leave a message?

→ _____

5. I'll call you later.

→ _____

Speaking Practice

Read these expressions aloud.

- Thanks for calling.
- How may I help you?
- Please hold for a moment.
- I didn't catch that.
- Could you repeat that?
- I'll get back to you.
- Talk to you soon.
- Have a great day.

Real-Life Challenge

The next time you make or receive a phone call, try using at least five expressions from this chapter.

If you don't have anyone to call, practice by reading one of the conversations aloud and playing both roles. Focus on speaking clearly, politely, and naturally.

Chapter 17

Email Communication

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Start and end emails professionally.
- Request and share information.
- Confirm details politely.
- Reply to emails naturally.
- Write clear and courteous messages.

Introduction

Email is one of the most common ways to communicate at work, in school, and in business. A well-written email is clear, polite, and easy to understand. In this chapter, you'll learn useful English expressions that will help you write better emails.

Situation 1: Starting an Email

Daily Sentences

1. I hope you're doing well.
2. Thank you for your email.
3. It was nice to hear from you.
4. I'm writing regarding...
5. I'm writing to ask about...
6. I'd like to inform you that...
7. I'm contacting you about...
8. Thank you for getting in touch.
9. I hope you're having a great day.
10. I appreciate your time.

Conversation

Anna: I'm writing regarding tomorrow's meeting.

Rita: Sure. What would you like to know?

Anna: Could you confirm the meeting time?

Rita: It's at 10 a.m.

Situation 2: Asking for Information

Daily Sentences

11. Could you please send me the details?
12. I'd appreciate your reply.
13. Could you confirm this information?
14. May I know the deadline?
15. Please let me know.
16. I'd like more information.
17. Could you explain this further?
18. I have a few questions.
19. Please clarify this point.
20. I'm looking forward to your response.

Conversation

Sophia: Could you send me the updated report?

Ben: Certainly.

Sophia: Thank you.

Ben: I'll email it this afternoon.

Situation 3: Sharing Information

Daily Sentences

21. Please find the attached document.
22. I've attached the report.
23. Here's the information you requested.
24. I've updated the file.
25. Everything is attached.
26. Let me know if you have any questions.
27. Please review the document.

- 28. I look forward to your feedback.
- 29. Feel free to contact me.
- 30. I'm happy to help.

Conversation

Alex: Did you receive my email?

Emma: Yes, I did.

Alex: Was the attachment included?

Emma: Yes, everything was there.

Situation 4: Following Up

Daily Sentences

- 31. I'm following up on my previous email.
- 32. Just checking if you received it.
- 33. Have you had a chance to review it?
- 34. I wanted to remind you.
- 35. I'll wait for your confirmation.
- 36. Please reply at your earliest convenience.
- 37. Kindly update me.
- 38. Thank you for your patience.
- 39. I appreciate your prompt response.
- 40. I'll keep you informed.

Conversation

Avi: Did you receive my proposal?

Manager: Yes.

Avi: Have you had a chance to review it?

Manager: I'll review it this afternoon.

Situation 5: Ending an Email

Daily Sentences

41. Thank you for your time.
42. I look forward to hearing from you.
43. Have a wonderful day.
44. Best regards,
45. Kind regards,
46. Sincerely,
47. Warm regards,
48. Thank you once again.
49. Please don't hesitate to contact me.
50. I appreciate your support.

Conversation

Ben: Thanks for your quick reply.

Sophia: You're welcome.

Ben: Have a wonderful day.

Sophia: You too!

Vocabulary Builder

Word	Meaning	Example
Attachment	A file sent with an email	I forgot to attach the document.
Reply	A response to an email	Thank you for your reply.
Subject	The title of an email	Please write a clear subject line.
Confirm	To verify information	Could you confirm the meeting time?
Deadline	The final date to complete something	The deadline is Friday.
Feedback	Comments or suggestions	I'd appreciate your feedback.
Draft	A preliminary version	I've finished the first draft.
Recipient	The person receiving an email	Double-check the recipient's address.
Forward	To send an email to another person	Please forward this email to the team.
Inbox	The folder where received emails appear	My inbox is full today.

Speak Like a Native

Instead of saying...

Send me the file.

Say...

Could you send me the file when you have a chance?

Instead of saying...

Did you get my email?

Say...

Did you receive my email?

Instead of saying...

Answer me quickly.

Say...

I'd appreciate a prompt reply.

Instead of saying...

Tell me.

Say...

Please let me know.

Instead of saying...

I sent the document.

Say...

I've attached the document.

Instead of saying...

I'm waiting.

Say...

I look forward to hearing from you.

Instead of saying...

Thank you.

Say...

Many thanks for your support.

Instead of saying...

Bye.

Say...

Best regards.

Did You Know?

Many learners confuse **reply** and **respond**.

Reply is commonly used for emails, messages, and conversations.

Please reply to my email.

Respond is slightly more formal.

He responded to my request quickly.

Both are correct, but **reply** is more common in everyday email communication.

Common Mistakes

☐ Revert me.

☐ Reply to me.

or

☐ Get back to me.

☐ Do the needful.

(Very common in Indian business English but uncommon internationally.)

☐ Please take the necessary action.

☐ Kindly revert back.

☐ Kindly reply.

or

☐ Please get back to me.

☐ I am sending herewith.

☐ I'm attaching...

☐ Please find attached herewith.

☐ Please find the attached file.

☐ Awaiting for your reply.

☐ I look forward to your reply.

Conversation Builder

Complete the conversation.

Manager: Did you receive my email?

You: _____

Manager: Could you review the document?

You: _____

Manager: Please let me know if you have questions.

You: _____

Manager: Thank you.

You: _____

Quick Response Practice

Respond naturally.

1. Could you send me the report?

→ _____

2. Did you receive my email?

→ _____

3. Please review the document.

→ _____

4. Thank you for your prompt reply.

→ _____

5. I look forward to hearing from you.

→ _____

Speaking Practice

Read these expressions aloud.

- I'm writing regarding...
- Could you please send me the details?
- Please find the attached document.
- Let me know if you have any questions.
- Thank you for your time.
- I appreciate your prompt response.

- Best regards.
- I look forward to hearing from you.

Real-Life Challenge

Today, write a short email in English.

Include:

- A greeting.
- The reason for writing.
- One request.
- A polite closing.

Even if you don't send it, practicing real email writing will improve both your written and spoken English because you'll become more comfortable using natural, professional expressions.

Chapter 18

Job Interviews

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Greet an interviewer confidently.
- Introduce yourself professionally.
- Answer common interview questions.
- Ask thoughtful questions.
- End an interview politely.

Introduction

A job interview is your chance to make a great first impression. Speaking confidently and politely can help you stand out. In this chapter, you'll learn practical English expressions commonly used before, during, and after an interview.

Situation 1: Before the Interview

Daily Sentences

1. Good morning.
2. It's nice to meet you.
3. Thank you for inviting me.
4. I'm happy to be here.
5. I appreciate this opportunity.
6. I've been looking forward to this interview.
7. I arrived a few minutes early.
8. I have all my documents with me.
9. I'm ready to begin.
10. Thank you for your time.

Conversation

Interviewer: Good morning.

Candidate: Good morning. It's nice to meet you.

Interviewer: Please have a seat.

Candidate: Thank you.

Situation 2: Introducing Yourself

Daily Sentences

11. Let me introduce myself.
12. My name is...
13. I recently graduated from...
14. I have three years of experience.
15. I enjoy learning new skills.
16. I'm passionate about my work.
17. I'm a quick learner.
18. I work well in a team.
19. I'm always willing to improve.
20. I enjoy solving problems.

Conversation

Interviewer: Tell me about yourself.

Candidate: My name is Amit. I have three years of experience in customer service.

Interviewer: What do you enjoy most about your work?

Candidate: I enjoy helping people and solving problems.

Situation 3: Answering Interview Questions

Daily Sentences

21. I'm interested in this position.
22. I believe my skills match the role.
23. One of my strengths is communication.
24. I'm organized and dependable.
25. I learn quickly.
26. I enjoy working under pressure.
27. I'm always open to feedback.

- 28. I'm motivated to grow professionally.
- 29. I like taking on new challenges.
- 30. I'm excited about this opportunity.

Conversation

Interviewer: Why do you want this job?

Candidate: I believe this role matches my skills and career goals.

Interviewer: That's good to hear.

Candidate: I'm excited about the opportunity to contribute.

Situation 4: Asking Questions

Daily Sentences

- 31. Could you tell me more about the role?
- 32. What does a typical workday look like?
- 33. What are the team's main responsibilities?
- 34. Are there opportunities for training?
- 35. What qualities are you looking for?
- 36. How is performance evaluated?
- 37. What are the next steps in the hiring process?
- 38. When can I expect to hear from you?
- 39. Thank you for answering my questions.
- 40. I appreciate the information.

Conversation

Candidate: Could you tell me more about the team?

Interviewer: Certainly. We work closely together on every project.

Candidate: That sounds like a great environment.

Interviewer: We value teamwork very highly.

Situation 5: Ending the Interview

Daily Sentences

41. Thank you for meeting with me.
42. I enjoyed our conversation.
43. It was a pleasure speaking with you.
44. Thank you for considering my application.
45. I hope to hear from you soon.
46. Have a wonderful day.
47. I appreciate your time.
48. Goodbye.
49. It was nice meeting you.
50. Thank you once again.

Conversation

Interviewer: Thank you for coming today.

Candidate: Thank you for your time.

Interviewer: We'll contact you next week.

Candidate: I look forward to hearing from you.

Vocabulary Builder

Word	Meaning	Example
Interview	A meeting to evaluate a candidate	I have a job interview tomorrow.
Candidate	A person applying for a job	The candidate answered confidently.
Experience	Knowledge gained through work	I have five years of experience.
Strength	A personal skill or advantage	Communication is one of my strengths.
Qualification	Education or training	She has the required qualifications.
Opportunity	A chance to do something	This is a wonderful opportunity.
Feedback	Comments for improvement	I appreciate constructive feedback.
Professional	Related to work or career	He has a professional attitude.
Resume	A document listing your experience and skills	Please bring your resume.
Confidence	Belief in your abilities	Confidence is important during interviews.

Speak Like a Native

Instead of saying...

I want this job.

Say...

I'm excited about this opportunity.

Instead of saying...

I'm good at learning.

Say...

I'm a quick learner.

Instead of saying...

I work hard.

Say...

I'm committed to doing my best.

Instead of saying...

I like teamwork.

Say...

I work well in a team.

Instead of saying...

I'm interested.

Say...

This role really appeals to me.

Instead of saying...

Thank you.

Say...

Thank you for considering my application.

Instead of saying...

I'll wait.

Say...

I look forward to hearing from you.

Instead of saying...

Goodbye.

Say...

It was a pleasure meeting you.

Did You Know?

Many learners confuse **job**, **work**, and **career**.

Job = A specific position.

She got a new job.

Work = The tasks you do.

I have a lot of work today.

Career = Your long-term professional journey.

He's building a successful career in marketing.

Common Mistakes

- ☐ I have five years experience.
- ☐ I have five years of experience.

- ☐ I'm working since 2022.
- ☐ I've been working here since 2022.

- ☐ My qualification is MBA.
- ☐ I have an MBA.

- ☐ I gave interview yesterday.
- ☐ I had an interview yesterday.

- ☐ I am searching a job.
- ☐ I'm looking for a job.

- ☐ I want to do job in your company.
- ☐ I'd like to work for your company.

Conversation Builder

Complete the conversation.

Interviewer: Tell me about yourself.

You: _____

Interviewer: Why do you want this position?

You: _____

Interviewer: Do you have any questions?

You: _____

Interviewer: Thank you for coming.

You: _____

Quick Response Practice

Respond naturally.

1. Tell me about yourself.

→ _____

2. Why should we hire you?

→ _____

3. What are your strengths?

→ _____

4. Do you have any questions for us?

→ _____

5. Thank you for your time today.

→ _____

Speaking Practice

Read these expressions aloud.

- It's nice to meet you.
- I'm a quick learner.
- I work well in a team.
- I'm excited about this opportunity.
- Could you tell me more about the role?
- I appreciate your time.
- Thank you for considering my application.
- I look forward to hearing from you.

Real-Life Challenge

Practice a mock interview by answering these questions aloud:

- Tell me about yourself.
- Why do you want this job?
- What are your strengths?
- Why should we hire you?
- Do you have any questions for us?

Record yourself if possible and listen to your answers. Focus on speaking clearly, confidently, and naturally. Every practice session brings you one step closer to interview success.

Chapter 19

Giving a Presentation

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Begin a presentation confidently.
- Introduce your topic clearly.
- Explain ideas and examples.
- Answer questions professionally.
- End a presentation effectively.

Introduction

Presentations are common in schools, colleges, workplaces, and business meetings. A good presentation is clear, organized, and engaging. In this chapter, you'll learn practical English expressions that speakers commonly use before, during, and after a presentation.

Situation 1: Starting the Presentation

Daily Sentences

1. Good morning, everyone.
2. Thank you all for being here.
3. It's a pleasure to be here today.
4. My name is...
5. Today, I'd like to talk about...
6. The topic of today's presentation is...
7. Let's get started.
8. I'll begin with a brief introduction.
9. Here's what we'll cover today.
10. Feel free to ask questions at the end.

Conversation

Presenter: Good morning, everyone.

Audience: Good morning.

Presenter: Thank you for being here. Today, I'd like to talk about effective communication.

Audience: We're looking forward to it.

Situation 2: Explaining Your Ideas

Daily Sentences

11. Let's look at the first point.
12. I'd like to explain this in more detail.
13. Here's an example.
14. As you can see...
15. This chart shows...
16. The main idea is...
17. Let me give you another example.
18. This is important because...
19. Now let's move on to the next point.
20. Any questions so far?

Conversation

Presenter: As you can see, our sales increased this year.

Audience: That's impressive.

Presenter: Thank you. Let me explain why that happened.

Audience: Please continue.

Situation 3: Keeping the Audience Engaged

Daily Sentences

21. What do you think?
22. Has anyone experienced this before?
23. Please raise your hand.
24. I'd love to hear your opinion.
25. That's a great question.
26. Thank you for sharing.
27. Let's discuss this for a moment.

- 28. I appreciate your participation.
- 29. That's an interesting perspective.
- 30. Let's continue.

Conversation

Presenter: Has anyone faced this challenge before?

Participant: Yes, I have.

Presenter: Would you like to share your experience?

Participant: Certainly.

Situation 4: Answering Questions

Daily Sentences

- 31. Thank you for your question.
- 32. That's a very good question.
- 33. Let me explain.
- 34. From my experience...
- 35. In my opinion...
- 36. That's one way to look at it.
- 37. I completely understand your concern.
- 38. I hope that answers your question.
- 39. Does that make sense?
- 40. Thank you for asking.

Conversation

Audience: Could you explain that again?

Presenter: Of course.

Audience: Thank you.

Presenter: You're welcome.

Situation 5: Ending the Presentation

Daily Sentences

41. That brings us to the end of the presentation.
42. Thank you for your attention.
43. I appreciate your time.
44. I hope you found this helpful.
45. Thank you for your participation.
46. It was a pleasure speaking with you.
47. Have a wonderful day.
48. Thanks once again.
49. See you next time.
50. Goodbye, everyone.

Conversation

Presenter: Thank you all for listening.

Audience: Thank you!

Presenter: I hope you found today's session useful.

Audience: We certainly did.

Vocabulary Builder

Word	Meaning	Example
Presentation	A formal talk given to an audience	Her presentation was informative.
Audience	The people listening to a presentation	The audience asked many questions.
Slide	A page in a presentation	Let's move to the next slide.
Chart	A visual display of information	This chart shows our progress.
Graph	A diagram showing data	The graph compares sales over time.
Topic	The subject being discussed	Today's topic is communication.
Example	Something used to explain an idea	Let me give you an example.
Conclusion	The final part of a presentation	Let's move to the conclusion.
Speaker	A person giving a presentation	The speaker answered every question.
Confidence	Belief in yourself	Confidence improves public speaking.

Speak Like a Native

Instead of saying...

Let's start.

Say...

Let's dive right in.

Instead of saying...

Today I'll talk about...

Say...

Today's presentation focuses on...

Instead of saying...

Look here.

Say...

As you can see on the screen...

Instead of saying...

That's a good question.

Say...

I'm glad you asked.

Instead of saying...

I'll explain.

Say...

Let me walk you through it.

Instead of saying...

Let's continue.

Say...

Let's move on.

Instead of saying...

Thank you for listening.

Say...

Thank you for your attention.

Instead of saying...

I'm finished.

Say...

That concludes my presentation.

Did You Know?

Many learners confuse **talk**, **speech**, and **presentation**.

Talk = An informal discussion or short lecture.

She gave a talk on healthy eating.

Speech = A formal address, often at a ceremony or event.

The president gave a speech.

Presentation = A structured explanation, often using slides or visuals.

He gave a presentation on climate change.

Common Mistakes

- ☐ Discuss about the topic.
- ☐ Discuss the topic.

- ☐ Explain about the chart.
- ☐ Explain the chart.
- ☐ Today's topic is about communication.
- ☐ Today's topic is communication.
- ☐ I have one doubt.
- ☐ I have a question.
- ☐ Kindly see the next slide.
- ☐ Please look at the next slide.
- ☐ Thank you for giving your valuable time.
- ☐ Thank you for your time.

Conversation Builder

Complete the conversation.

Presenter: Good morning, everyone.

You: _____

Presenter: Any questions so far?

You: _____

Presenter: That's a great question.

You: _____

Presenter: Thank you for your attention.

You: _____

Quick Response Practice

Respond naturally.

1. Could you explain that again?

→ _____

2. Do you have any questions?

→ _____

3. That's a great presentation.

→ _____

4. Thank you for your attention.

→ _____

5. What is today's topic?

→ _____

Speaking Practice

Read these expressions aloud.

- Good morning, everyone.
- Today's presentation focuses on...
- As you can see...
- Let me walk you through it.
- That's a great question.
- Let's move on.
- Thank you for your attention.
- That concludes my presentation.

Real-Life Challenge

Choose a simple topic such as your hobby, your hometown, your favorite book, or your daily routine.

Speak about it for **2–3 minutes** in English using expressions from this chapter.

Try to:

- Introduce the topic.
- Explain two or three main points.
- Give one example.
- End with a short conclusion.

Speaking continuously for a few minutes is one of the best ways to improve fluency and confidence.

Chapter 20

Real-Life Conversation Review

Estimated Learning Time: 25–30 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Review the English you've learned in Chapters 11–19.
- Follow longer conversations naturally.
- Improve listening and speaking flow.
- Build confidence using English in real-life situations.
- Think in English instead of translating.

Introduction

Congratulations! You've completed another ten chapters.

Now it's time to bring everything together. Instead of learning new expressions, you'll practice English through realistic conversations that combine family life, friendships, work, phone calls, emails, meetings, interviews, and presentations.

Speak each conversation aloud. Imagine you're one of the speakers.

Conversation 1: A Busy Morning

Mom: Good morning! Did you sleep well?

Alex: Yes, I did. I feel refreshed.

Mom: Great! Don't forget your interview today.

Alex: I won't. I've already packed my documents.

Mom: Have breakfast before you leave.

Alex: I will. Thanks for reminding me.

Mom: Good luck!

Alex: Thank you! I really appreciate it.

Conversation 2: At the Office

Manager: Good morning, everyone.

Team: Good morning.

Manager: Let's get started.

Emma: I'd like to share an idea.

Manager: Please go ahead.

Emma: I think we can simplify the process.

Manager: That's an excellent suggestion.

Ryan: I completely agree.

Manager: Great! Let's move forward with that plan.

Conversation 3: Phone Follow-up

Alex: Hello! This is Alex speaking.

Recruiter: Hello, Alex. I'm calling about yesterday's interview.

Alex: Thanks for calling.

Recruiter: We'd like to invite you to the next round.

Alex: That's wonderful news!

Recruiter: We'll email you the details.

Alex: Thank you. I look forward to it.

Conversation 4: Meeting a Friend

Sophia: Hey! How have you been?

Emma: I've been really busy lately.

Sophia: How did your presentation go?

Emma: It went really well.

Sophia: Congratulations!

Emma: Thanks! I was nervous at first, but everything worked out.

Conversation 5: Talking to Parents

Dad: How was your interview?

Alex: It went well.

Dad: Tell me about it.

Alex: They asked about my experience and future goals.

Dad: I'm proud of you.

Alex: Thanks, Dad. That means a lot to me.

Conversation 6: Sending an Email

Emma: Did you send the report?

Ryan: Yes. I attached the latest version.

Emma: Great. Did you receive a reply?

Ryan: Not yet, but I'm sure they'll get back to us soon.

Conversation 7: Giving a Presentation

Presenter: Good afternoon, everyone.

Audience: Good afternoon.

Presenter: Today's presentation focuses on customer satisfaction.

Audience: We're ready.

Presenter: Let's begin with a quick overview.

Conversation 8: Ending the Day

Mom: You had a busy day!

Alex: I certainly did.

Mom: How do you feel now?

Alex: Tired, but happy.

Mom: You deserve some rest.

Alex: I think I'll head to bed early tonight.

Vocabulary Review

Review these useful expressions.

- I really appreciate it.
- I'm looking forward to it.
- Let's get started.
- Could you explain that again?
- I'm happy to help.
- Thank you for your time.
- Everything worked out.
- I'm proud of you.
- That sounds like a great idea.
- I hope to hear from you soon.
- Let's move forward.
- Thanks for reaching out.
- Stay in touch.
- Have a wonderful day.
- Talk to you soon.

Fluency Challenge

Read every conversation aloud **three times**.

Round 1

Read slowly and clearly.

Round 2

Read naturally.

Round 3

Read without stopping.

Your goal isn't speed—it's smooth, confident English.

Quick Response Review

Respond instantly.

1. Good morning!

→ Good morning! How are you?

2. How was your interview?

→ It went really well.

3. Could you help me?

→ Of course. What do you need?

4. Do you have any questions?

→ Yes, I have one question.

5. Thank you for your time.

→ You're welcome. It was my pleasure.

6. Let's grab a coffee.

→ That sounds great!

7. I appreciate your help.

→ Happy to help.

8. Talk to you soon.

→ Take care!

Speaking Practice

Read these naturally.

- Let's get started.
- I'd like to share an idea.
- I really appreciate it.
- I'm looking forward to hearing from you.
- Everything worked out.
- That sounds like a great plan.
- Have a wonderful day.
- See you soon.

Self-Assessment Checklist

Tick each statement when you can do it confidently.

- ☐ I can greet people naturally.
- ☐ I can introduce myself confidently.
- ☐ I can make small talk.
- ☐ I can answer common questions.
- ☐ I can make phone calls politely.
- ☐ I can write simple emails.
- ☐ I can participate in meetings.

- ☐ I can handle a job interview.
- ☐ I can give a short presentation.
- ☐ I can continue a conversation without translating.

Real-Life Challenge

Today, choose **three situations** from the last ten chapters and practice them aloud.

For example:

- Make a short phone call.
- Introduce yourself as if you're in a job interview.
- Explain a simple topic as if you're giving a presentation.
- Write a short professional email.
- Have a conversation with a friend or family member.

The more you practice these real-life situations, the more naturally English will become part of your everyday life.

Chapter 21

Supermarket

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Find products in a supermarket.
- Ask store employees for help.
- Compare products and prices.
- Talk about discounts and offers.
- Complete your shopping confidently.

Introduction

Supermarkets are part of everyday life. Whether you're buying groceries, household items, or personal care products, you'll often need to ask questions, understand signs, and interact with store employees. This chapter will help you shop confidently in English.

Situation 1: Entering the Supermarket

Daily Sentences

1. Let's get a shopping cart.
2. I only need a few things.
3. Do you have a shopping list?
4. Let's start with the grocery section.
5. Where should we begin?
6. We don't need much today.
7. The store looks busy.
8. Let's finish our shopping quickly.
9. Don't forget the reusable bags.
10. Let's see what's on sale.

Conversation

Rita: Do you have the shopping list?

Roop: Yes, it's on my phone.

Rita: Great. Let's get a shopping cart first.

Roop: Sounds good.

Situation 2: Looking for Products

Daily Sentences

11. Excuse me, where can I find the rice?
12. Which aisle is the dairy section?
13. I'm looking for cooking oil.
14. Do you sell fresh bread?
15. Where are the frozen foods?
16. Is this product available?
17. I'm looking for organic vegetables.
18. Could you help me find this item?
19. Is there another brand?
20. Thank you for your help.

Conversation

Customer: Excuse me, where can I find the pasta?

Employee: It's in Aisle 6.

Customer: Thank you very much.

Employee: You're welcome.

Situation 3: Comparing Products

Daily Sentences

21. Which one do you recommend?
22. This one is cheaper.
23. That brand is more expensive.
24. What's the difference between these two?
25. This product has better reviews.
26. I prefer this brand.
27. Let's compare the prices.

- 28. This is good value for money.
- 29. I'll take this one.
- 30. That should be enough.

Conversation

Rita: Which cereal should we buy?

Roop: I think this one is better.

Rita: Why?

Roop: It's healthier and costs less.

Situation 4: Discounts and Special Offers

Daily Sentences

- 31. Is this item on sale?
- 32. There's a buy-one-get-one-free offer.
- 33. This product is twenty percent off.
- 34. That's a great deal.
- 35. How long is the offer valid?
- 36. Can I use this coupon?
- 37. The discount is applied at checkout.
- 38. Let's save some money.
- 39. This offer ends today.
- 40. It's worth buying.

Conversation

Customer: Is this coffee on sale?

Employee: Yes, it's 20% off today.

Customer: Great! I'll take two.

Employee: Excellent choice.

Situation 5: At the Checkout

Daily Sentences

41. I'd like to pay by card.
42. I'll pay in cash.
43. Do you accept contactless payments?
44. Would you like a bag?
45. Yes, please.
46. Here's your receipt.
47. Have a nice day.
48. Thank you for shopping with us.
49. See you again soon.
50. Enjoy the rest of your day.

Conversation

Cashier: Did you find everything you were looking for?

Customer: Yes, thank you.

Cashier: Would you like a bag?

Customer: Yes, please.

Vocabulary Builder

Word	Meaning	Example
Aisle	A passage between shelves	The pasta is in Aisle 6.
Cart	A wheeled basket for shopping	Let's get a shopping cart.
Basket	A small container for carrying items	I only need a basket today.
Checkout	The place where you pay	The checkout lines are busy.
Receipt	Proof of payment	Please keep your receipt.
Coupon	A voucher for a discount	I used a coupon today.
Discount	A reduction in price	This shirt is available at a discount.
Brand	A company's product name	This is my favorite brand.
Organic	Produced without synthetic chemicals	I usually buy organic vegetables.
Deal	A good price or offer	That's an excellent deal.

Speak Like a Native

Instead of saying...

Where is the rice?

Say...

Could you tell me where I can find the rice?

Instead of saying...

This is cheap.

Say...

This is a great bargain.

Instead of saying...

I want this.

Say...

I'll take this one.

Instead of saying...

How much discount?

Say...

How much is the discount?

Instead of saying...

Do you have another one?

Say...

Do you have this in another brand?

Instead of saying...

I will pay by card.

Say...

I'd like to pay by card.

Instead of saying...

I finished shopping.

Say...

I'm ready to check out.

Instead of saying...

Thank you.

Say...

Thanks for your help.

Did You Know?

Many learners confuse **store**, **shop**, and **supermarket**.

Store = A place where goods are sold (commonly used in American English).

I'm going to the grocery store.

Shop = The same idea, more common in British English.

She works in a clothing shop.

Supermarket = A large store that mainly sells food and household products.

We buy groceries at the supermarket every weekend.

Common Mistakes

- ☐ Where is billing counter?
- ☐ Where is the checkout?

or

☐ Where is the checkout counter?

☐ I want one packet milk.

☐ I'd like one carton of milk.

or

☐ I'd like a packet of milk.

(Usage depends on the product and region.)

☐ Give me one bag.

☐ Could I have a bag, please?

☐ Less price.

☐ Lower price.

or

☐ It's cheaper.

☐ This is very costly.

☐ This is quite expensive.

☐ I took shopping.

☐ I went shopping.

Conversation Builder

Complete the conversation.

Employee: Can I help you?

You: _____

Employee: It's in Aisle 5.

You: _____

Cashier: Would you like a bag?

You: _____

Cashier: Thank you. Have a great day!

You: _____

Quick Response Practice

Respond naturally.

1. Can I help you find something?

→ _____

2. Which brand do you prefer?

→ _____

3. Would you like a bag?

→ _____

4. How would you like to pay?

→ _____

5. Did you find everything you needed?

→ _____

Speaking Practice

Read these expressions aloud.

- Excuse me, where can I find...?
- Which aisle is it in?
- I'll take this one.
- That's a great deal.
- I'd like to pay by card.
- Could I have a bag, please?
- Here's your receipt.
- Have a nice day.

Real-Life Challenge

The next time you visit a supermarket—or imagine that you are there—practice these expressions aloud.

Try to:

- Ask where an item is.
- Compare two products.
- Ask about a discount.
- Pay for your shopping.
- Thank the cashier politely.

The more you connect English with real shopping experiences, the easier everyday conversations will become.

Chapter 22

Grocery Store

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Buy everyday groceries confidently.
- Ask about product availability and freshness.
- Request different quantities.
- Understand common grocery store conversations.
- Speak naturally with store employees.

Introduction

A grocery store is one of the places you'll visit most often. Whether you're buying fruits, vegetables, dairy products, or pantry essentials, you'll need practical English to ask questions, compare products, and complete your shopping.

Situation 1: Shopping for Groceries

Daily Sentences

1. I need to buy some groceries.
2. I'm almost out of milk.
3. We need more eggs.
4. Let's buy some fresh vegetables.
5. I need a loaf of bread.
6. We're running low on rice.
7. I need some cooking oil.
8. Let's pick up a few essentials.
9. We don't need much today.
10. That's everything on my list.

Conversation

Emma: What do we need today?

Ryan: Milk, eggs, bread, and some fruit.

Emma: Let's get the vegetables first.

Ryan: Good idea.

Situation 2: Asking About Products

Daily Sentences

11. Are these apples fresh?
12. When were these vegetables delivered?
13. Which tomatoes are the ripest?
14. Do you have seedless grapes?
15. Is this bread baked today?
16. Do you have whole wheat bread?
17. Which yogurt do you recommend?
18. Is this product gluten-free?
19. Do you have a larger size?
20. I'll take this one.

Conversation

Customer: Are these strawberries fresh?

Employee: Yes, they arrived this morning.

Customer: Great! I'll take two boxes.

Employee: Excellent choice.

Situation 3: Buying by Weight or Quantity

Daily Sentences

21. I'd like one kilogram of apples.
22. Half a kilo is enough.
23. Could I have six bananas?
24. I only need a few lemons.
25. Please weigh these oranges.
26. Could you pack them separately?
27. That's a little too much.

- 28. Could you remove a few?
- 29. This amount is perfect.
- 30. Thank you.

Conversation

Customer: I'd like one kilogram of potatoes.

Employee: Certainly.

Customer: Could you add two onions as well?

Employee: Of course.

Situation 4: Asking About Prices

Daily Sentences

- 31. How much are these apples?
- 32. What's the price per kilogram?
- 33. That's a little expensive.
- 34. Do you have a cheaper option?
- 35. Is this the best price?
- 36. Are there any special offers today?
- 37. I'll buy it anyway.
- 38. That's a fair price.
- 39. It's worth it.
- 40. I'll take two.

Conversation

Customer: How much is this cheese?

Employee: It's \$6.50 per pack.

Customer: I'll take one, please.

Employee: Certainly.

Situation 5: Paying and Leaving

Daily Sentences

41. That's all for today.
42. Could you pack these carefully?
43. I'd like two separate bags.
44. I'll pay by card.
45. Do you accept mobile payments?
46. Here's my loyalty card.
47. Thank you very much.
48. Have a wonderful day.
49. See you next time.
50. Thanks for your help.

Conversation

Cashier: Did you bring your own bag?

Customer: Yes, I did.

Cashier: Wonderful. Your total comes to \$42.

Customer: Here you go.

Vocabulary Builder

Word	Meaning	Example
Grocery	Food and household items	I need to buy groceries.
Produce	Fresh fruits and vegetables	The produce looks fresh today.
Loaf	A whole piece of bread	I'd like a loaf of whole wheat bread.
Carton	A container for milk or juice	I bought a carton of milk.
Dozen	Twelve items	Eggs are usually sold by the dozen.
Fresh	Recently made or picked	These vegetables are fresh.
Ripe	Ready to eat	These bananas are perfectly ripe.
Pantry	A place where food is stored	We need to restock the pantry.
Essential	Something necessary	Bread is a kitchen essential.
Weigh	To measure weight	Please weigh these apples.

Speak Like a Native

Instead of saying...

I need vegetables.

Say...

I'm here to pick up some fresh vegetables.

Instead of saying...

This is expensive.

Say...

It's a bit pricey.

Instead of saying...

I want one kilo.

Say...

I'd like one kilogram, please.

Instead of saying...

This is okay.

Say...

This looks good to me.

Instead of saying...

Do you have another one?

Say...

Do you have any other options?

Instead of saying...

Please pack it.

Say...

Could you pack this for me, please?

Instead of saying...

I will buy it.

Say...

I'll go with this one.

Instead of saying...

Thank you.

Say...

Thanks! I appreciate your help.

Did You Know?

Many learners confuse **few** and **a few**.

A few = Some (positive meaning).

I'd like a few oranges.

Few = Hardly any (negative meaning).

Few people buy this brand.

Just adding "**a**" completely changes the meaning!

Common Mistakes

☐ I need breads.

☐ I need some bread.

or

☐ I need a loaf of bread.

☐ Fruits are fresh.

☐ The fruit is fresh.

(When talking generally, "fruit" is often uncountable.)

☐ Give me one dozen egg.

☐ Give me one dozen eggs.

☐ I need one milk.

☐ I need a carton of milk.

☐ Less bananas.

☐ Fewer bananas.

*(Use **fewer** with countable nouns.)*

☐ More cheaper.

☐ Cheaper.

or

☐ Lessexpensive.

Conversation Builder

Complete the conversation.

Employee: Can I help you?

You: _____

Employee: These vegetables arrived this morning.

You: _____

Cashier: Would you like separate bags?

You: _____

Cashier: Thank you. Have a wonderful day!

You: _____

Quick Response Practice

Respond naturally.

1. Are these apples fresh?

→ _____

2. How much would you like?

→ _____

3. Would you like your groceries packed separately?

→ _____

4. How would you like to pay?

→ _____

5. Thank you for shopping with us.

→ _____

Speaking Practice

Read these expressions aloud.

- I'm almost out of milk.
- I'd like one kilogram of apples.
- Could you weigh these, please?
- It's a bit pricey.

- I'll go with this one.
- Could you pack this for me?
- Here's my loyalty card.
- Have a wonderful day.

Real-Life Challenge

The next time you shop for groceries, try using at least **10 English expressions** from this chapter.

If you're not going shopping today, imagine you're in a grocery store and practice a complete conversation:

- Ask for fresh produce.
- Buy items by weight.
- Ask about prices.
- Pay at the counter.
- Thank the cashier.

The more you practice these everyday situations, the more naturally you'll communicate in English.

Chapter 23

Shopping Mall

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Navigate a shopping mall confidently.
- Ask for directions inside a mall.
- Visit different stores.
- Ask about promotions and services.
- Speak naturally with customer service staff.

Introduction

Shopping malls bring many stores together under one roof. You may visit clothing stores, bookstores, electronics shops, cafés, or supermarkets—all in one place. In this chapter, you'll learn practical English for exploring and shopping in a mall.

Situation 1: Entering the Mall

Daily Sentences

1. Let's go to the shopping mall.
2. The mall is crowded today.
3. Where's the main entrance?
4. Let's check the store directory.
5. Which floor is the bookstore on?
6. Is there an elevator nearby?
7. Let's take the escalator.
8. The mall is bigger than I expected.
9. Let's look around first.
10. We have plenty of time.

Conversation

Eva: This mall is huge!

Amit: I know. Let's check the directory first.

Eva: I'm looking for the clothing stores.

Amit: They're on the second floor.

Situation 2: Finding a Store

Daily Sentences

11. Excuse me, where's the electronics store?
12. Could you tell me how to get there?
13. Is it on this floor?
14. It's next to the food court.
15. Go straight ahead.
16. Turn left at the escalator.
17. You'll see it on your right.
18. It's opposite the toy store.
19. Thank you for the directions.
20. That was easy to find.

Conversation

Customer: Excuse me, where's the sports store?

Information Desk: Go up to the third floor and turn right.

Customer: Is it near the cinema?

Information Desk: Yes, it's right beside it.

Situation 3: Browsing and Shopping

Daily Sentences

21. I'm just looking, thank you.
22. I'm looking for a birthday gift.
23. This display looks attractive.
24. Let's check out this store.
25. I'd like to compare a few options.
26. This looks like good quality.
27. That's exactly what I need.

- 28. I'll think about it.
- 29. I'll come back later.
- 30. Let's keep looking.

Conversation

Sales Assistant: Can I help you find something?

Customer: I'm just looking for now, thank you.

Sales Assistant: No problem. Let me know if you need any help.

Customer: I will. Thanks!

Situation 4: Customer Service

Daily Sentences

- 31. I'd like to return this item.
- 32. I'd like to exchange this product.
- 33. I have the receipt.
- 34. This item is defective.
- 35. Can I get a refund?
- 36. What's your return policy?
- 37. I'd like a different size.
- 38. Could you check if it's in stock?
- 39. Thank you for your assistance.
- 40. You've been very helpful.

Conversation

Customer: I'd like to exchange this shirt.

Customer Service: Certainly. Do you have the receipt?

Customer: Yes, here it is.

Customer Service: Let's find the right size for you.

Situation 5: Taking a Break

Daily Sentences

41. I'm getting tired.
42. Let's take a short break.
43. How about getting a coffee?
44. The food court is upstairs.
45. I'm feeling hungry.
46. Let's grab a bite to eat.
47. We can continue shopping afterward.
48. That sounds like a good plan.
49. I'm enjoying today.
50. Let's head home after this.

Conversation

Amit: We've been shopping for hours.

Eva: I know. Let's grab a coffee.

Amit: Great idea. Then we can finish our shopping.

Eva: Perfect!

Vocabulary Builder

Word	Meaning	Example
Mall	A large shopping center	The mall is busy today.
Directory	A map showing store locations	Let's check the mall directory.
Escalator	Moving stairs	Take the escalator to the second floor.
Elevator	A lift used to move between floors	The elevator is near the entrance.
Food Court	An area with several restaurants	Let's eat at the food court.
Browse	To look around without a specific plan	I'm just browsing today.
Refund	Money returned after returning a product	I'd like a refund, please.
Exchange	To replace one item with another	Can I exchange this for a larger size?
Defective	Not working properly	This product is defective.
In Stock	Available for purchase	Is this item still in stock?

Speak Like a Native

Instead of saying...

I'm only seeing.

Say...

I'm just looking.

Instead of saying...

Where is this shop?

Say...

Could you point me to this store?

Instead of saying...

I don't like it.

Say...

It's not quite what I'm looking for.

Instead of saying...

I want another one.

Say...

I'd like to exchange this.

Instead of saying...

This is broken.

Say...

This item is defective.

Instead of saying...

I'll buy later.

Say...

I'll think about it.

Instead of saying...

Let's eat something.

Say...

Let's grab a bite to eat.

Instead of saying...

Thank you for helping.

Say...

Thanks for your assistance.

Did You Know?

Many learners confuse **store**, **shop**, and **outlet**.

Store = Common in American English.

I bought it at a department store.

Shop = More common in British English.

She works in a shoe shop.

Outlet = A store selling products directly from a manufacturer, often at discounted prices.

We found great deals at the outlet.

Common Mistakes

- ☐ Where is food court?
- ☐ Where is the food court?

- ☐ I am only watching.
- ☐ I'm just looking.
- ☐ This size is not fitting me.
- ☐ This size doesn't fit me.
- ☐ I want refund.
- ☐ I'd like a refund.
- ☐ Exchange this with another.
- ☐ I'd like to exchange this for another one.
- ☐ This shop is closed.
- ☐ This store is closed.

Conversation Builder

Complete the conversation.

Sales Assistant: Welcome! Can I help you?

You: _____

Sales Assistant: We have several options.

You: _____

Customer Service: Do you have the receipt?

You: _____

Customer Service: Thank you.

You: _____

Quick Response Practice

Respond naturally.

1. Can I help you find something?

→ _____

2. Which floor is the bookstore on?

→ _____

3. Would you like a refund or an exchange?

→ _____

4. Are you still shopping?

→ _____

5. Enjoy the rest of your day!

→ _____

Speaking Practice

Read these expressions aloud.

- Let's check the directory.
- I'm just looking.
- Could you point me to this store?
- I'd like to exchange this item.
- Is it still in stock?
- Let's grab a bite to eat.
- Thanks for your assistance.
- Enjoy the rest of your day.

Real-Life Challenge

The next time you visit a shopping mall—or imagine that you are there—practice these situations in English:

- Ask for directions to a store.
- Browse without buying immediately.
- Ask about a return or exchange.
- Order a snack or drink at the food court.
- Thank the staff before leaving.

The more you rehearse these real-life situations, the more naturally you'll communicate when you encounter them in everyday life.

Chapter 24

Clothing Store

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Shop for clothes confidently.
- Ask about sizes, colors, and styles.
- Try on clothes and ask for opinions.
- Discuss prices and discounts.
- Complete a purchase naturally.

Introduction

Buying clothes is one of the most common shopping activities. Whether you're looking for casual wear, formal clothes, or something for a special occasion, you'll often need to ask questions, compare options, and make decisions. This chapter will help you communicate confidently in a clothing store.

Situation 1: Looking for Clothes

Daily Sentences

1. I'm looking for a new shirt.
2. I'd like to buy a pair of jeans.
3. I'm shopping for a jacket.
4. Do you have this in blue?
5. I'm looking for something comfortable.
6. I need formal clothes.
7. I'm looking for casual wear.
8. This style looks nice.
9. I'm shopping for a special occasion.
10. Could you help me find my size?

Conversation

Sales Assistant: Welcome! What are you looking for today?

Customer: I'm looking for a light jacket.

Sales Assistant: Is it for everyday wear or a special occasion?

Customer: Mostly for everyday use.

Situation 2: Choosing the Right Size

Daily Sentences

11. What size do you wear?
12. I usually wear a medium.
13. Do you have this in a large?
14. This feels a little tight.
15. It's too loose.
16. Do you have a smaller size?
17. Could I try the next size up?
18. This fits perfectly.
19. I think this is the right size.
20. I'll take this one.

Conversation

Sales Assistant: How does it fit?

Customer: It's a little tight around the shoulders.

Sales Assistant: Let me get the next size for you.

Customer: Thank you. I'd appreciate that.

Situation 3: Trying On Clothes

Daily Sentences

21. Where's the fitting room?
22. May I try this on?
23. I'll be back in a minute.
24. How does it look?
25. It looks great on you.
26. It suits you well.
27. I'm not sure about the color.

- 28. I prefer the black one.
- 29. This is much more comfortable.
- 30. I really like this outfit.

Conversation

Eva: What do you think?

Amit: I like it. It suits you really well.

Eva: Do you think the blue one looks better?

Amit: Honestly, I think this color looks fantastic.

Situation 4: Asking About Price and Offers

Daily Sentences

- 31. How much is this shirt?
- 32. Is this on sale?
- 33. Do you have any discounts today?
- 34. That's a reasonable price.
- 35. It's a little over my budget.
- 36. Can I use this gift card?
- 37. Is there a student discount?
- 38. I'll wait for the sale.
- 39. This is worth the price.
- 40. I'll buy it today.

Conversation

Customer: Is this jacket on sale?

Sales Assistant: Yes, it's 25% off this week.

Customer: That's a great deal!

Sales Assistant: It certainly is.

Situation 5: Paying and Returning

Daily Sentences

41. I'd like to pay by card.
42. Could I get a gift receipt?
43. What's your exchange policy?
44. Can I return it if it doesn't fit?
45. How many days do I have to return it?
46. Could you put it in a gift bag?
47. Thank you for your help today.
48. I had a great shopping experience.
49. I'll definitely come back.
50. Have a wonderful day.

Conversation

Cashier: Would you like a regular receipt or a gift receipt?

Customer: A gift receipt, please.

Cashier: Certainly. Anything else today?

Customer: No, that's everything. Thank you!

Vocabulary Builder

Word	Meaning	Example
Fitting Room	A place where customers try on clothes	The fitting room is at the back of the store.
Size	The measurement of clothing	I usually wear a medium.
Sleeve	The part of a shirt or jacket that covers the arm	The sleeves are a little long.
Collar	The part around the neck of a shirt	I like shirts with a button-down collar.
Fabric	The material used to make clothes	This fabric feels soft.
Cotton	A natural fabric	I prefer cotton shirts.
Outfit	A complete set of clothes	That's a stylish outfit.
Casual	Informal clothing	I usually wear casual clothes on weekends.
Formal	Suitable for business or special occasions	I need a formal suit for the interview.
Budget	The amount of money you plan to spend	This jacket fits my budget.

Speak Like a Native

Instead of saying...

I want to wear this.

Say...

I'd like to try this on.

Instead of saying...

It's good.

Say...

It fits perfectly.

Instead of saying...

This color is nice.

Say...

This color really suits you.

Instead of saying...

It's expensive.

Say...

It's a little over my budget.

Instead of saying...

I don't like this.

Say...

It's not really my style.

Instead of saying...

Give me another size.

Say...

Could I try a different size?

Instead of saying...

I'll buy it.

Say...

I'll go ahead and take it.

Instead of saying...

Thanks.

Say...

Thanks for all your help today.

Did You Know?

Many learners confuse **wear**, **put on**, and **try on**.

Wear = Have clothes on your body.

She's wearing a red dress.

Put on = The action of dressing.

Put on your jacket.

Try on = Wear something temporarily to see if it fits.

I'd like to try on these jeans.

Common Mistakes

☐ This shirt is fitting me.

☐ This shirt fits me.

☐ I want medium size.

☐ I'd like a medium.

or

☐ I wear a medium.

☐ Open the zip.

☐ Unzip the jacket.

☐ This cloth is good.

☐ This piece of clothing is good.

or

☐ This shirt is nice.

☐ I like this dress very much only.

☐ I really like this dress.

☐ Where is trial room?

☐ Where is the fitting room?

(In some countries, "changing room" is also common.)

Conversation Builder

Complete the conversation.

Sales Assistant: Can I help you find something?

You: _____

Sales Assistant: What size do you wear?

You: _____

Sales Assistant: The fitting room is over there.

You: _____

Cashier: Thank you for shopping with us.

You: _____

Quick Response Practice

Respond naturally.

1. What size do you wear?

→ _____

2. Would you like to try it on?

→ _____

3. How does it fit?

→ _____

4. Is this within your budget?

→ _____

5. Would you like a gift receipt?

→ _____

Speaking Practice

Read these expressions aloud.

- I'm looking for a new shirt.
- Could I try this on?
- This fits perfectly.
- It's a little over my budget.
- It's not really my style.
- I'll go ahead and take it.
- Could I get a gift receipt?
- Have a wonderful day.

Real-Life Challenge

The next time you shop for clothes—or imagine you're in a clothing store—practice this complete conversation in English:

- Ask for a specific item.
- Request your size.
- Try it on and describe how it fits.
- Ask about the price or any discounts.
- Complete the purchase politely.

The more you practice these real-life shopping situations, the more confident you'll become when speaking English in stores around the world.

Chapter 25

Shoe Store

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Shop for shoes confidently.
- Ask about sizes, styles, and colors.
- Try on shoes and check the fit.
- Compare different pairs.
- Complete your purchase naturally.

Introduction

Buying shoes is more than choosing a style. You need the right size, a comfortable fit, and the right pair for the occasion. In this chapter, you'll learn the English people commonly use when shopping for shoes.

Situation 1: Looking for Shoes

Daily Sentences

1. I'm looking for a pair of sneakers.
2. I need new running shoes.
3. I'm looking for formal shoes.
4. Do you sell hiking boots?
5. I need comfortable walking shoes.
6. I'm shopping for work shoes.
7. These shoes look stylish.
8. I'm looking for something lightweight.
9. Do you have waterproof shoes?
10. Could you recommend a good pair?

Conversation

Sales Assistant: Welcome! How can I help you today?

Customer: I'm looking for comfortable walking shoes.

Sales Assistant: Are they for everyday use?

Customer: Yes, I'll be wearing them every day.

Situation 2: Finding the Right Size

Daily Sentences

11. What size do you wear?
12. I usually wear size 42.
13. Do you have these in size 43?
14. Could I try these on?
15. They feel a little tight.
16. They're too loose.
17. This size fits perfectly.
18. Could I try half a size bigger?
19. These are very comfortable.
20. I'll walk around a little.

Conversation

Sales Assistant: How do they feel?

Customer: They're comfortable, but a little tight.

Sales Assistant: Let me bring the next size.

Customer: Thank you.

Situation 3: Comparing Different Shoes

Daily Sentences

21. Which pair do you recommend?
22. I like both pairs.
23. These are lighter.
24. Those have better support.
25. I prefer the black ones.
26. The brown pair matches my outfit.
27. These look more durable.

- 28. Which pair is more comfortable?
- 29. I can't decide.
- 30. I'll go with this pair.

Conversation

Emma: Which shoes do you like better?

Ryan: I prefer the black ones.

Emma: Why?

Ryan: They look more comfortable and versatile.

Situation 4: Asking About Features

Daily Sentences

- 31. Are these waterproof?
- 32. Do they have good arch support?
- 33. Are they suitable for running?
- 34. Are they made of leather?
- 35. Is the sole slip-resistant?
- 36. Are they easy to clean?
- 37. How long is the warranty?
- 38. Are they available in another color?
- 39. That's exactly what I'm looking for.
- 40. I'll take them.

Conversation

Customer: Are these good for long walks?

Sales Assistant: Yes, they have excellent cushioning.

Customer: That's exactly what I need.

Sales Assistant: I think you'll be very happy with them.

Situation 5: Paying and Leaving

Daily Sentences

41. I'd like to buy these.
42. I'll pay by card.
43. Can I return them if they don't fit?
44. What's your exchange policy?
45. Do they come with a warranty?
46. Could you put them in a shoe box?
47. Thank you for your excellent service.
48. I'll recommend your store to my friends.
49. Have a wonderful day.
50. See you again soon.

Conversation

Cashier: Did you find the right pair?

Customer: Yes, they're perfect.

Cashier: Wonderful! How would you like to pay?

Customer: By card, please.

Vocabulary Builder

Word	Meaning	Example
Sneakers	Casual sports shoes	I wear sneakers every day.
Boots	Shoes that cover the ankle or higher	I bought hiking boots for my trip.
Sandals	Open shoes worn in warm weather	These sandals are very comfortable.
Sole	The bottom part of a shoe	The sole is made of rubber.
Heel	The back part of a shoe under the foot	These shoes have low heels.
Laces	Strings used to tie shoes	Tie your shoelaces properly.
Cushioning	Soft support inside a shoe	These shoes have excellent cushioning.
Arch Support	Support for the middle part of the foot	Good arch support reduces foot pain.
Durable	Strong and long-lasting	These boots are very durable.
Waterproof	Able to keep water out	I need waterproof hiking shoes.

Speak Like a Native

Instead of saying...

These are good shoes.

Say...

These feel great on my feet.

Instead of saying...

I like these.

Say...

These are exactly what I was looking for.

Instead of saying...

They're comfortable.

Say...

They're incredibly comfortable.

Instead of saying...

I want another size.

Say...

Could I try the next size up?

Instead of saying...

I will buy these.

Say...

I'll go with this pair.

Instead of saying...

These are expensive.

Say...

They're a bit pricey, but they seem worth it.

Instead of saying...

Can I return them?

Say...

What's your return policy?

Instead of saying...

Thank you.

Say...

Thanks for helping me choose the right pair.

Did You Know?

Many learners confuse **fit**, **size**, and **comfort**.

Size = The measurement of the shoe.

I wear size 42.

Fit = How well the shoe matches your foot.

These shoes fit perfectly.

Comfort = How the shoes feel while wearing them.

These shoes are very comfortable.

A shoe can be the correct **size** but still not **fit** well or feel **comfortable**.

Common Mistakes

☐ This shoe is comfortable.

(When talking about both shoes.)

☐ These shoes are comfortable.

☐ My shoe size is 42 number.

☐ My shoe size is 42.

☐ This shoe is not fitting.

☐ This shoe doesn't fit.

☐ Open your shoes.

☐ Take off your shoes.

☐ Wear your shoes.

(When giving an instruction.)

☐ Put on your shoes.

☐ Tie your shoe lace.

☐ Tie your shoelaces.

Conversation Builder

Complete the conversation.

Sales Assistant: What kind of shoes are you looking for?

You: _____

Sales Assistant: Would you like to try them on?

You: _____

Sales Assistant: How do they feel?

You: _____

Cashier: Thank you for shopping with us.

You: _____

Quick Response Practice

Respond naturally.

1. What size do you wear?

→ _____

2. Would you like to try these on?

→ _____

3. How do they fit?

→ _____

4. Which pair do you prefer?

→ _____

5. Would you like the receipt in the box?

→ _____

Speaking Practice

Read these expressions aloud.

- I'm looking for comfortable walking shoes.
- Could I try these on?
- They fit perfectly.
- I'll walk around a little.
- These are exactly what I was looking for.
- I'll go with this pair.
- What's your return policy?
- Thanks for helping me choose the right pair.

Real-Life Challenge

The next time you shop for shoes—or imagine you're in a shoe store—practice this conversation in English.

Try to:

- Ask for a specific type of shoe.
- Request your size.
- Walk around to test the fit.
- Compare two pairs.
- Ask about the return policy.
- Complete your purchase politely.

The more realistic your practice, the easier it will be to communicate confidently when shopping anywhere in the world.

Chapter 26

Restaurant

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Ask for a table at a restaurant.
- Order food and drinks confidently.
- Ask questions about the menu.
- Make special requests politely.
- Pay the bill and give feedback.

Introduction

Eating at a restaurant is one of the most common situations where you'll use English. Whether you're dining with friends, family, or colleagues, knowing the right expressions will help you feel comfortable and confident.

Situation 1: Arriving at the Restaurant

Daily Sentences

1. We'd like a table for two.
2. Do you have any tables available?
3. We have a reservation.
4. It's under the name Smith.
5. Could we sit by the window?
6. How long is the wait?
7. This table is perfect.
8. Could we have a high chair for the baby?
9. Thank you for seating us.
10. We're ready to order.

Conversation

Host: Good evening! Welcome.

Customer: Good evening. We'd like a table for four, please.

Host: Certainly. Do you have a reservation?

Customer: Yes, it's under Aditi Sharma.

Situation 2: Ordering Food

Daily Sentences

11. Could I see the menu, please?
12. What's today's special?
13. What do you recommend?
14. I'd like to order now.
15. I'll have the grilled chicken.
16. I'd like a bowl of soup.
17. Could I have a salad on the side?
18. I'd like a glass of water.
19. That's all for now.
20. Thank you.

Conversation

Waiter: Are you ready to order?

Customer: Yes. I'll have the grilled salmon.

Waiter: What would you like to drink?

Customer: Just water, please.

Situation 3: Asking Questions About the Food

Daily Sentences

21. Is this dish spicy?
22. Does it contain nuts?
23. Is it vegetarian?
24. Is it gluten-free?

25. Could you make it less spicy?
26. I'd like it without onions.
27. Could I have extra sauce?
28. Could you serve the dressing on the side?
29. I'm allergic to shellfish.
30. Thank you for accommodating my request.

Conversation

Customer: Is the pasta spicy?

Waiter: Not very. We can make it milder if you'd like.

Customer: Yes, please. That would be great.

Waiter: Certainly.

Situation 4: During the Meal

Daily Sentences

31. Everything tastes delicious.
32. This is exactly what I wanted.
33. Could we have some more water?
34. May I have another napkin?
35. Excuse me, I think there's been a mistake.
36. I ordered the chicken, not the beef.
37. Could you bring some ketchup, please?
38. We're really enjoying the meal.
39. Thank you for checking on us.
40. The service has been excellent.

Conversation

Waiter: Is everything okay?

Customer: Yes, everything is delicious.

Waiter: Wonderful! Let me know if you need anything else.

Customer: Thank you. We will.

Situation 5: Paying the Bill

Daily Sentences

41. Could we have the bill, please?
42. Could we pay separately?
43. We'd like to split the bill.
44. I'll pay by card.
45. Keep the change.
46. The food was excellent.
47. Thank you for the wonderful service.
48. We'll definitely come back.
49. Have a great evening.
50. Goodbye!

Conversation

Customer: Could we have the bill, please?

Waiter: Certainly. I'll bring it right away.

Customer: Thank you. Everything was excellent.

Waiter: We're glad you enjoyed your meal.

Vocabulary Builder

Word	Meaning	Example
Reservation	A table booked in advance	We have a reservation for 7 p.m.
Host	The person who welcomes guests	The host showed us to our table.
Waiter / Waitress	A person who serves food	The waiter brought our drinks.
Menu	A list of food and drinks	Could I see the menu?
Appetizer	Food served before the main course	We ordered an appetizer to share.
Main Course	The primary dish of a meal	The main course was delicious.
Dessert	Sweet food eaten after the meal	Would you like dessert?
Bill	The amount you need to pay	Could we have the bill, please?
Tip	Extra money given for good service	We left a generous tip.
Ingredient	A food item used in a recipe	What ingredients are in this soup?

Speak Like a Native

Instead of saying...

I want chicken.

Say...

I'll have the grilled chicken, please.

Instead of saying...

Give me water.

Say...

Could I have a glass of water, please?

Instead of saying...

This is very tasty.

Say...

This tastes amazing!

Instead of saying...

Bring the bill.

Say...

Could we have the bill, please?

Instead of saying...

I don't eat meat.

Say...

I'm vegetarian.

Instead of saying...

This food is too spicy.

Say...

Could you make it a little less spicy?

Instead of saying...

The food is good.

Say...

Everything is absolutely delicious.

Instead of saying...

Thank you.

Say...

Thank you for the excellent service.

Did You Know?

Many learners confuse **menu**, **dish**, and **meal**.

Menu = The list of food available.

Could I see the menu?

Dish = One specific food item.

My favorite dish is pasta.

Meal = The entire breakfast, lunch, or dinner.

We had a wonderful meal.

Common Mistakes

- ☐ Give me one water.
- ☐ Could I have a glass of water, please?

- ☐ I want bill.
- ☐ Could we have the bill, please?

- ☐ I'm full stomach.
- ☐ I'm full.

- ☐ Waiter, come here!

(This sounds abrupt.)

- ☐ Excuse me.

- ☐ I ordered chickenbut came beef.
- ☐ I ordered chicken, but I received beef.

- ☐ Do one parcel.

(Common in Indian English.)

- ☐ Could I get this to go?

or

- ☐ Could you pack this to take away?

Conversation Builder

Complete the conversation.

Host: Welcome! Do you have a reservation?

You: _____

Waiter: Are you ready to order?

You: _____

Waiter: Is everything okay?

You: _____

Waiter: Thank you. Have a great evening.

You: _____

Quick Response Practice

Respond naturally.

1. Would you like to see the menu?

→ _____

2. What would you like to order?

→ _____

3. Is everything to your liking?

→ _____

4. Would you like dessert?

→ _____

5. How would you like to pay?

→ _____

Speaking Practice

Read these expressions aloud.

- We'd like a table for two.
- What do you recommend?

- I'll have the grilled chicken.
- Could you make it less spicy?
- Everything tastes delicious.
- Could we have the bill, please?
- We'll definitely come back.
- Thank you for the excellent service.

Real-Life Challenge

The next time you visit a restaurant—or imagine that you're dining out—practice this complete conversation in English.

Try to:

- Ask for a table.
- Order your meal and drink.
- Ask one question about the menu.
- Request the bill politely.
- Thank the staff before leaving.

The more you connect English with everyday dining experiences, the more confident and natural your conversations will become.

Chapter 27

Café / Coffee Shop

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Order drinks and snacks confidently.
- Ask about the menu.
- Customize your order.
- Pay and collect your order.
- Enjoy casual conversations at a café.

Introduction

Cafés and coffee shops are popular places to relax, meet friends, study, or work. Whether you're ordering a cup of coffee, a sandwich, or a pastry, knowing the right English expressions will make your visit easier and more enjoyable.

Situation 1: Ordering at the Counter

Daily Sentences

1. Hi! I'd like a coffee, please.
2. Could I see the menu?
3. What's your most popular drink?
4. I'll have a cappuccino.
5. I'd like a latte.
6. Could I get a hot chocolate?
7. I'll have a cup of tea.
8. I'd also like a blueberry muffin.
9. That's all, thank you.
10. Is it for here or to go?

Conversation

Barista: Good morning! What can I get for you?

Customer: I'd like a medium latte, please.

Barista: For here or to go?

Customer: For here, please.

Situation 2: Customizing Your Order

Daily Sentences

11. Could I have it without sugar?
12. I'd like skim milk, please.
13. Could you make it decaf?
14. I'd like an extra shot of espresso.
15. Can I get oat milk instead?
16. No whipped cream, please.
17. Could you make it less sweet?
18. I'd like it iced.
19. Could you warm up the muffin?
20. That sounds perfect.

Conversation

Barista: Would you like regular or oat milk?

Customer: Oat milk, please.

Barista: Would you like an extra shot of espresso?

Customer: Yes, please.

Situation 3: Waiting for Your Order

Daily Sentences

21. How long will it take?
22. I'll wait here.
23. Is my order ready?
24. What's the order number?
25. Thank you.
26. Could I have an extra napkin?
27. Could I get another straw?

- 28. Do you have free Wi-Fi?
- 29. Where can I sit?
- 30. This seat is available.

Conversation

Customer: Excuse me, is order number 24 ready?

Barista: Yes, here you are.

Customer: Thank you!

Barista: Enjoy your drink!

Situation 4: Meeting a Friend

Daily Sentences

- 31. Thanks for meeting me.
- 32. It's been a while.
- 33. How have you been?
- 34. What have you been up to?
- 35. This coffee is excellent.
- 36. I'm glad we could catch up.
- 37. Shall we order something else?
- 38. I could stay here all afternoon.
- 39. Time flies when we're talking.
- 40. Let's do this again soon.

Conversation

Emma: It's so nice to see you again!

Ryan: You too! It's been a long time.

Emma: How have things been?

Ryan: Busy, but good. How about you?

Situation 5: Paying and Leaving

Daily Sentences

41. Could I pay now?
42. I'd like to pay by card.
43. Keep the change.
44. Thank you for the great service.
45. Everything was delicious.
46. I'll definitely come back.
47. Have a wonderful day.
48. Take care.
49. See you soon.
50. Goodbye!

Conversation

Cashier: Did you enjoy everything?

Customer: Yes, it was wonderful.

Cashier: Thank you. Have a great day!

Customer: You too!

Vocabulary Builder

Word	Meaning	Example
Barista	A person who prepares and serves coffee	The barista recommended the house blend.
Cappuccino	A coffee made with espresso, steamed milk, and foam	I'd like a cappuccino.
Latte	Espresso with steamed milk	She ordered a vanilla latte.
Espresso	A concentrated coffee	I'll have a double espresso.
Muffin	A small baked cake	The blueberry muffin is fresh today.
Pastry	A baked item such as a croissant or Danish	I ordered a pastry with my coffee.
Decaf	Coffee without caffeine	I'd like a decaf latte.
Foam	The frothy milk on top of some coffee drinks	This cappuccino has lots of foam.
Blend	A mixture of coffee beans	This house blend is popular.
Receipt	Proof of payment	Could I have my receipt, please?

Speak Like a Native

Instead of saying...

I want coffee.

Say...

Can I get a latte, please?

Instead of saying...

No sugar.

Say...

Could I have it without sugar?

Instead of saying...

I will sit here.

Say...

I'll grab a seat over there.

Instead of saying...

This coffee is good.

Say...

This coffee is fantastic!

Instead of saying...

Let's meet again.

Say...

Let's catch up again soon.

Instead of saying...

I want takeaway.

Say...

I'd like it to go, please.

Instead of saying...

Thank you.

Say...

Thanks! Everything was great.

Instead of saying...

Bye.

Say...

Take care. See you soon!

Did You Know?

Many learners confuse **for here** and **to go**.

For here = You'll eat or drink at the café.

I'd like it for here.

To go (American English) or **Take away** (British English) = You'll take it with you.

I'd like it to go.

Knowing these expressions makes ordering much easier in English-speaking countries.

Common Mistakes

☐ One coffee.

(Understandable, but less natural in many situations.)

- ☐ I'd like a coffee, please.

- ☐ Give me one tea.
- ☐ Could I have a cup of tea, please?

- ☐ Make it less sugar.
- ☐ Could you make it less sweet?

- ☐ I want parcel.
- ☐ I'd like it to go.

or

- ☐ I'd like it to take away.

- ☐ Where I can sit?
- ☐ Where can I sit?

- ☐ Coffee is finished.
- ☐ I've finished my coffee.

Conversation Builder

Complete the conversation.

Barista: Good morning! What can I get for you?

You: _____

Barista: For here or to go?

You: _____

Barista: Would you like anything else?

You: _____

Barista: Thank you. Have a wonderful day!

You: _____

Quick Response Practice

Respond naturally.

1. What would you like to drink?

→ _____

2. Would you like regular or oat milk?

→ _____

3. For here or to go?

→ _____

4. Did you enjoy your coffee?

→ _____

5. Would you like anything else?

→ _____

Speaking Practice

Read these expressions aloud.

- Can I get a latte, please?
- Could I have it without sugar?
- I'd like it for here.
- I'll grab a seat over there.
- This coffee is fantastic!
- Let's catch up again soon.

- Everything was great.
- Have a wonderful day.

Real-Life Challenge

The next time you visit a café—or imagine that you're in one—practice this complete interaction in English.

Try to:

- Order a drink and a snack.
- Customize your order.
- Ask whether there's free Wi-Fi.
- Chat with a friend over coffee.
- Thank the barista before leaving.

Small, everyday conversations like these are one of the fastest ways to build confidence in spoken English.

Chapter 28

Fast Food Restaurant

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Order food quickly and confidently.
- Understand combo meals and meal options.
- Customize your order.
- Ask for extra items and condiments.
- Pay for your order and collect your food.

Introduction

Fast food restaurants are designed for quick service. Whether you're ordering a burger, pizza, sandwich, fries, or a soft drink, you'll hear common English expressions that are different from those used in traditional restaurants. This chapter will help you order with confidence.

Situation 1: Placing Your Order

Daily Sentences

1. Hi, I'd like to place an order.
2. Can I get a cheeseburger, please?
3. I'll have a chicken sandwich.
4. I'd like a combo meal.
5. I'll take a large fry.
6. Could I have a soft drink?
7. I'd like a bottle of water instead.
8. That's everything.
9. Is this available today?
10. Thank you.

Conversation

Cashier: Welcome! What can I get for you?

Customer: I'd like a cheeseburger combo, please.

Cashier: What size would you like?

Customer: Medium, please.

Situation 2: Customizing Your Meal

Daily Sentences

11. No onions, please.
12. Could you add extra cheese?
13. I'd like extra pickles.
14. Hold the mayonnaise, please.
15. Could I replace the fries with a salad?
16. Can I upgrade to a large meal?
17. I'd like a diet soda.
18. Make it spicy, please.
19. Could I have extra ketchup?
20. That sounds perfect.

Conversation

Cashier: Would you like cheese on your burger?

Customer: Yes, and could you add extra cheese?

Cashier: Of course. Anything else?

Customer: No onions, please.

Situation 3: Dining In or Taking It Away

Daily Sentences

21. Is this for here or to go?
22. I'd like to dine in.
23. I'll take it to go.
24. Could you pack it separately?
25. Can I have some extra napkins?
26. Could I get another straw?
27. Where can I find the sauce station?

- 28. Is there a refill station?
- 29. I'll wait for my order.
- 30. Thank you.

Conversation

Cashier: Is your order for here or to go?

Customer: To go, please.

Cashier: Your order will be ready in a few minutes.

Customer: Thank you.

Situation 4: Collecting Your Order

Daily Sentences

- 31. Is order number 45 ready?
- 32. I think something is missing.
- 33. I ordered a large fries.
- 34. Could you check my order?
- 35. I think this is the wrong drink.
- 36. Everything looks good now.
- 37. Thank you for fixing it.
- 38. I appreciate your help.
- 39. Have a great day.
- 40. See you next time.

Conversation

Customer: Excuse me, I ordered a chocolate milkshake.

Employee: I'm sorry about that.

Customer: I received a vanilla milkshake instead.

Employee: I'll replace it right away.

Situation 5: Enjoying the Meal

Daily Sentences

41. This burger is delicious.
42. The fries are nice and crispy.
43. The drink is refreshing.
44. Everything tastes great.
45. I'm really hungry.
46. That hit the spot.
47. I'm full now.
48. That was worth it.
49. Let's come back again.
50. Thanks for the great service.

Conversation

Ann: How's your burger?

Vicky: It's delicious!

Ann: Mine is really good too.

Vicky: We should come here more often.

Vocabulary Builder

Word	Meaning	Example
Combo Meal	A meal that includes a main item, side, and drink	I'll have the combo meal.
Fries	Thin pieces of fried potato	I'd like a large fries.
Burger	A sandwich with a meat or veggie patty	This burger is delicious.
Pickles	Vegetables preserved in vinegar	Could I have extra pickles?
Ketchup	A tomato-based sauce	May I have some ketchup?
Mustard	A yellow condiment	I like mustard on my burger.
Refill	Another serving of a drink	Are free refills available?
Tray	A flat container used to carry food	Your order is on the tray.
Takeout	Food taken away from the restaurant	We ordered takeout.
Drive-thru	A service where customers stay in their cars	The drive-thru is busy today.

Speak Like a Native

Instead of saying...

I want a burger.

Say...

Can I get a burger, please?

Instead of saying...

No onion.

Say...

Could you leave the onions off, please?

Instead of saying...

Make it big.

Say...

Could I make that a large, please?

Instead of saying...

I will eat here.

Say...

I'll dine in.

Instead of saying...

Pack this.

Say...

I'd like it to go, please.

Instead of saying...

This food is good.

Say...

Everything tastes great!

Instead of saying...

I got the wrong order.

Say...

I think there's been a mix-up with my order.

Instead of saying...

Thank you.

Say...

Thanks for taking care of that.

Did You Know?

Many learners confuse **dine in**, **takeout**, and **drive-thru**.

Dine in = Eat inside the restaurant.

We'd like to dine in.

Takeout (American English) or **Takeaway** (British English) = Take your food with you.

I'll get takeout tonight.

Drive-thru = Order and collect food without leaving your car.

The drive-thru is open 24 hours.

Common Mistakes

- ☐ One burger.
- ☐ I'd like a burger, please.

- ☐ Give extra ketchup.
- ☐ Could I have some extra ketchup, please?

- ☐ Pack this food.
- ☐ Could you pack this to go, please?

- ☐ My order is wrong.

(Correct but abrupt.)

- ☐ I think there's been a mistake with my order.

- ☐ Where is sauce?
- ☐ Where's the sauce station?

- ☐ I'm complete.
- ☐ I'mfull.

Conversation Builder

Complete the conversation.

Cashier: Welcome! What can I get for you?

You: _____

Cashier: Is that for here or to go?

You: _____

Cashier: Would you like anything else?

You: _____

Cashier: Thank you. Your order will be ready shortly.

You: _____

Quick Response Practice

Respond naturally.

1. What size would you like?

→ _____

2. Would you like a combo meal?

→ _____

3. Is everything correct with your order?

→ _____

4. Would you like ketchup or mustard?

→ _____

5. Did you enjoy your meal?

→ _____

Speaking Practice

Read these expressions aloud.

- Can I get a cheeseburger, please?
- I'd like a combo meal.
- Could you leave the onions off, please?
- I'll dine in.
- I'd like it to go.
- I think there's been a mix-up with my order.
- Everything tastes great!
- Thanks for taking care of that.

Real-Life Challenge

The next time you visit a fast-food restaurant—or imagine that you are there—practice a complete conversation in English.

Try to:

- Order a combo meal.
- Customize your food.
- Choose between dining in and taking it to go.
- Check your order before leaving.
- Thank the staff politely.

Practicing quick, everyday interactions like these will help you become more confident and fluent in real-life English conversations.

Chapter 29

Bakery

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Buy bread, cakes, and pastries confidently.
- Ask about fresh baked goods.
- Place custom cake orders.
- Ask about ingredients and flavors.
- Complete your purchase naturally.

Introduction

A bakery is a wonderful place to buy fresh bread, cakes, cookies, pastries, and desserts. Whether you're picking up breakfast, ordering a birthday cake, or buying a snack, you'll hear many useful English expressions. This chapter will help you speak naturally in a bakery.

Situation 1: Buying Fresh Baked Goods

Daily Sentences

1. Good morning!
2. I'd like a loaf of whole wheat bread.
3. What kinds of bread do you have today?
4. Are these croissants fresh?
5. I'd like two chocolate muffins.
6. I'll take a dozen cookies.
7. Which pastry is your most popular?
8. Everything looks delicious.
9. I'll take these, please.
10. Thank you.

Conversation

Customer: Good morning! Everything smells amazing.

Baker: Thank you! Everything was baked fresh this morning.

Customer: I'd like a loaf of whole wheat bread and two croissants.

Baker: Certainly. Anything else?

Situation 2: Ordering a Cake

Daily Sentences

11. I'd like to order a birthday cake.
12. Do you make custom cakes?
13. What cake flavors do you have?
14. I'd like a chocolate cake.
15. Could you write "Happy Birthday" on it?
16. I'd like it ready by Friday.
17. How large should the cake be?
18. It should serve ten people.
19. Could you decorate it with flowers?
20. That sounds perfect.

Conversation

Customer: I'd like to order a birthday cake.

Baker: Certainly. What flavor would you like?

Customer: Chocolate, please.

Baker: And what message would you like us to write?

Situation 3: Asking About Ingredients

Daily Sentences

21. Does this contain nuts?
22. Is this egg-free?
23. Do you have gluten-free bread?
24. Is this made with butter?
25. Does it contain dairy?
26. Is it suitable for vegetarians?
27. Could you recommend something without peanuts?

- 28. I'm allergic to nuts.
- 29. Thank you for letting me know.
- 30. I'll choose this instead.

Conversation

Customer: Does this cake contain peanuts?

Baker: No, but it does contain almonds.

Customer: Thanks for telling me.

Baker: You're welcome.

Situation 4: Choosing Desserts

Daily Sentences

- 31. Which dessert do you recommend?
- 32. I can't decide.
- 33. I'll try something new.
- 34. This cheesecake looks delicious.
- 35. That pie looks homemade.
- 36. I'd like one slice, please.
- 37. Could you warm it up?
- 38. I'd like some whipped cream on the side.
- 39. This looks wonderful.
- 40. I can't wait to taste it.

Conversation

Customer: Which dessert is your favorite?

Baker: Our cheesecake is very popular.

Customer: I'll have a slice, please.

Baker: Great choice!

Situation 5: Paying and Leaving

Daily Sentences

41. That's everything for today.
42. Could you pack these carefully?
43. I'd like to pay by card.
44. Could I have a receipt?
45. Thank you for your help.
46. Everything looks fantastic.
47. I'll definitely come back.
48. Have a wonderful day.
49. See you next time.
50. Goodbye!

Conversation

Cashier: Did you find everything you needed?

Customer: Yes, thank you.

Cashier: Your total is \$18.50.

Customer: Here you are.

Vocabulary Builder

Word	Meaning	Example
Bakery	A shop that sells baked goods	I stop at the bakery every weekend.
Baker	A person who bakes bread and cakes	The baker starts work early every morning.
Croissant	A flaky, buttery pastry	I'd like a fresh croissant.
Muffin	A small, sweet baked item	The blueberry muffins smell delicious.
Pastry	A baked dessert or snack	Which pastry do you recommend?
Cheesecake	A dessert made with soft cheese	The cheesecake is our bestseller.
Pie	A baked dish with a pastry crust	I'd like a slice of apple pie.
Frosting	Sweet icing on a cake	The frosting is made with butter.
Sprinkle	Small decorative pieces for cakes	The cupcakes have colorful sprinkles.
Homemade	Made by hand rather than in a factory	This pie tastes homemade.

Speak Like a Native

Instead of saying...

I want bread.

Say...

I'd like a loaf of fresh bread, please.

Instead of saying...

This cake is good.

Say...

This cake looks absolutely delicious.

Instead of saying...

Can you write on cake?

Say...

Could you write "Happy Birthday" on the cake, please?

Instead of saying...

I will buy this.

Say...

I'll take this one.

Instead of saying...

Heat it.

Say...

Could you warm it up, please?

Instead of saying...

I don't eat eggs.

Say...

Do you have any egg-free options?

Instead of saying...

Thank you.

Say...

Everything looks wonderful. Thank you!

Instead of saying...

Bye.

Say...

See you next time!

Did You Know?

Many learners confuse **cake**, **pastry**, and **dessert**.

Cake = A baked sweet, often for birthdays or celebrations.

We ordered a chocolate cake.

Pastry = A baked item such as a croissant or Danish.

I'll have a pastry with my coffee.

Dessert = Any sweet food eaten after a meal.

Cheesecake is my favorite dessert.

Common Mistakes

- ☐ Give me one bread.
- ☐ I'd like a loaf of bread, please.

- ☐ This cake is very tasty only.
- ☐ This cake is absolutely delicious.
- ☐ Write happy birthday in cake.
- ☐ Could you write "Happy Birthday" on the cake?
- ☐ I want without egg.
- ☐ I'd like an eggfree option.
- ☐ Warm this.
- ☐ Could you warm this up, please?
- ☐ This bakery is giving good smell.
- ☐ This bakery smells wonderful.

Conversation Builder

Complete the conversation.

Baker: Good morning! What can I get for you?

You: _____

Baker: Would you like anything else?

You: _____

Cashier: How would you like to pay?

You: _____

Cashier: Thank you. Have a wonderful day!

You: _____

Quick Response Practice

Respond naturally.

1. What kind of bread would you like?

→ _____

2. Do you want a whole cake or a slice?

→ _____

3. Would you like us to write a message on the cake?

→ _____

4. Does anyone have a food allergy?

→ _____

5. Did you find everything you needed?

→ _____

Speaking Practice

Read these expressions aloud.

- I'd like a loaf of whole wheat bread.
- Are these croissants fresh?
- Could you write "Happy Birthday" on the cake?
- This cheesecake looks delicious.
- Could you warm it up, please?
- Everything smells amazing.
- I'll definitely come back.
- Have a wonderful day.

Real-Life Challenge

The next time you visit a bakery—or imagine you're in one—practice a complete conversation in English.

Try to:

- Buy fresh bread or pastries.
- Ask about ingredients.
- Order a birthday cake with a custom message.
- Pay for your purchase.
- Thank the baker before leaving.

Practicing these everyday situations will help you become more confident when speaking English in shops and cafés around the world.

Chapter 30

Master Review Challenge – Public Life

Estimated Learning Time: 30–35 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Review the English from Chapters 21–29.
- Follow longer real-life conversations.
- Respond quickly in everyday situations.
- Improve your speaking fluency.
- Build confidence using English in public places.

Introduction

Congratulations!

You've completed another section of the book. You've learned how to communicate in supermarkets, grocery stores, shopping malls, clothing stores, shoe stores, restaurants, cafés, fast food restaurants, and bakeries.

Now it's time to bring everything together through realistic conversations and speaking practice.

Extended Conversation 1: A Day at the Mall

Emma: Good morning! Ready to go shopping?

Ryan: Absolutely. I made a shopping list last night.

Emma: Great! Let's stop at the supermarket first.

Ryan: We need milk, bread, vegetables, and coffee.

Emma: After that, I'd like to buy a new jacket.

Ryan: Perfect. We can check the clothing store.

Emma: And I also need new running shoes.

Ryan: Then we'll visit the shoe store too.

Emma: I'm sure we'll get hungry after all that shopping.

Ryan: No problem. We can have lunch at the food court.

Emma: Sounds like a perfect day!

Extended Conversation 2: Ordering Lunch

Waiter: Good afternoon. Welcome!

Emma: We'd like a table for two, please.

Waiter: Certainly. Right this way.

Ryan: Could we see the menu?

Waiter: Of course.

Emma: What's today's special?

Waiter: Our grilled chicken with vegetables.

Ryan: That sounds great.

Emma: I'll have the pasta, and he'd like the grilled chicken.

Waiter: Excellent choices. What would you like to drink?

Ryan: Two glasses of iced tea, please.

Extended Conversation 3: Coffee Break

Barista: Hi! What can I get started for you?

Emma: I'd like a cappuccino with oat milk.

Ryan: I'll have a hot chocolate.

Barista: Would you like anything to eat?

Emma: Yes, one blueberry muffin.

Ryan: And one chocolate croissant, please.

Barista: For here or to go?

Emma: For here.

Ryan: This café has a nice atmosphere.

Emma: It really does.

Extended Conversation 4: Shopping for Clothes

Sales Assistant: Can I help you find something?

Emma: I'm looking for a light jacket.

Sales Assistant: What size do you wear?

Emma: Usually a medium.

Sales Assistant: Here are two popular styles.

Emma: I like both.

Ryan: I think the blue one suits you better.

Emma: Really?

Ryan: Yes. It looks great on you.

Emma: I'll take it!

Extended Conversation 5: Buying a Birthday Cake

Customer: I'd like to order a birthday cake.

Baker: Certainly. What flavor would you like?

Customer: Chocolate.

Baker: How many people will it serve?

Customer: About twelve.

Baker: Would you like a message on the cake?

Customer: Yes. Please write, "Happy Birthday, Mom!"

Baker: It'll be ready tomorrow afternoon.

Customer: Thank you so much.

Quick Review – Daily Expressions

Read these naturally.

- Could you help me find this?
- Which aisle is it in?
- I'll take this one.
- Do you have this in my size?
- Could I try it on?
- Which pair do you recommend?
- We'd like a table for two.
- I'll have the grilled chicken.
- Could you make it less spicy?
- Could we have the bill, please?
- Can I get a latte, please?
- For here, please.
- Could you warm it up?
- I'll definitely come back.
- Have a wonderful day.

Power Verbs

Verb	Example
Buy	I need to buy some groceries.
Choose	Which one would you choose?
Compare	Let's compare these two products.
Order	I'd like to order lunch.
Recommend	What do you recommend?
Try	Could I try this on?
Pay	I'd like to pay by card.

Verb	Example
Return	I'd like to return this item.

Fluency Challenge

Answer immediately.

1. Can I help you?

→ Yes, I'm looking for a jacket.

2. What size do you wear?

→ I usually wear a medium.

3. Would you like anything to drink?

→ I'll have a glass of orange juice, please.

4. For here or to go?

→ For here, please.

5. Could I have the bill?

→ Certainly. I'll bring it right away.

6. How would you like to pay?

→ I'll pay by card.

7. Would you like a bag?

→ Yes, please.

8. Did you find everything you needed?

→ Yes, thank you.

9. Can I recommend today's special?

→ Sure. I'd love to hear about it.

10. Have a wonderful day!

→ Thank you. You too!

Vocabulary Review

Review these useful words.

- Aisle
- Cart
- Checkout
- Receipt
- Discount
- Fitting room
- Outfit
- Sneakers
- Reservation
- Menu
- Dessert
- Barista
- Pastry
- Bakery
- Combo meal
- Refund
- Exchange
- Coupon
- Croissant
- Muffin

Common Mistakes Review

☐ I want one coffee.

☐ I'd like a coffee, please.

☐ This shirt is fitting me.

☐ This shirt fits me.

☐ Give me ketchup.

☐ Could I have some ketchup, please?

☐ I want bill.

☐ Could we have the bill, please?

☐ I n  d breads.

☐ I need some bread.

☐ Pack this food.

☐ Could you pack this to go, please?

☐ Less price.

☐ Lower price.

or

☐ It's cheaper.

☐ One burger.

☐ I'd like a burger, please.

Speaking Practice

Read these smoothly.

- I'd like a loaf of fresh bread.
- Could I try this on?
- This fits perfectly.
- Which pair do you recommend?
- Could you make it less spicy?
- Everything tastes delicious.
- I'd like it to go.
- Have a wonderful day.

Self-Assessment Checklist

Can you confidently...

- ☐ Ask for products in a store?
- ☐ Compare prices?
- ☐ Buy clothes and shoes?
- ☐ Order food and drinks?
- ☐ Customize your order?
- ☐ Ask for the bill?
- ☐ Return or exchange an item?
- ☐ Ask about ingredients?
- ☐ Speak politely with store staff?
- ☐ Continue a simple conversation naturally?

Real-Life Challenge

Over the next few days, choose **three different public places**—or imagine that you're there—and practice speaking English in each situation.

For example:

- Shop for groceries.
- Buy a pair of shoes.
- Order a meal at a restaurant.
- Order coffee at a café.
- Buy bread at a bakery.

Speak aloud as if the conversations are real. Focus on using complete sentences, asking follow-up questions, and responding naturally.

Every conversation you practice brings you one step closer to speaking English confidently in everyday life.

Chapter 31

Bank

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Speak confidently with bank staff.
- Open and manage a bank account.
- Deposit and withdraw money.
- Ask about banking services.
- Handle common banking situations politely.

Introduction

Banks are an important part of everyday life. You may need to open an account, deposit money, withdraw cash, transfer funds, or ask for assistance. This chapter will help you communicate clearly and confidently during your visit to a bank.

Situation 1: Entering the Bank

Daily Sentences

1. Good morning.
2. I'd like to open a bank account.
3. I have an appointment.
4. Could I speak with a bank representative?
5. I'd like some information.
6. Could you help me, please?
7. I'm here to update my account.
8. I'd like to make a transaction.
9. Where should I go?
10. Thank you for your assistance.

Conversation

Bank Representative: Good morning. How may I help you today?

Customer: I'd like to open a savings account.

Bank Representative: Certainly. Please have a seat.

Customer: Thank you.

Situation 2: Deposits and Withdrawals

Daily Sentences

11. I'd like to deposit some money.
12. I'd like to withdraw cash.
13. I'd like to deposit this check.
14. How much would you like to withdraw?
15. Here's my debit card.
16. Here's my identification.
17. Could you count the cash, please?
18. I'd like a receipt.
19. Is there a transaction fee?
20. Thank you.

Conversation

Teller: How can I help you today?

Customer: I'd like to withdraw \$200.

Teller: May I see your ID, please?

Customer: Certainly. Here it is.

Situation 3: Asking About Banking Services

Daily Sentences

21. I'd like to apply for a debit card.
22. How do I activate my card?
23. Could you explain online banking?
24. I'd like to change my PIN.
25. How can I reset my password?
26. I'd like to update my phone number.
27. Can I receive account alerts?

- 28. Is there a mobile banking app?
- 29. Could you explain the fees?
- 30. That's very helpful.

Conversation

Customer: I'd like to enroll in online banking.

Representative: Of course. I'll guide you through the process.

Customer: Thank you. I've never used it before.

Representative: No problem. It's very easy.

Situation 4: Solving Problems

Daily Sentences

- 31. My card isn't working.
- 32. I forgot my PIN.
- 33. I think there's a mistake on my statement.
- 34. I lost my debit card.
- 35. I'd like to report a lost card.
- 36. Could you block my card immediately?
- 37. I noticed an unfamiliar transaction.
- 38. Could you help me resolve this issue?
- 39. Thank you for your patience.
- 40. I appreciate your help.

Conversation

Customer: I lost my debit card yesterday.

Representative: I'm sorry to hear that.

Customer: Could you block it immediately?

Representative: Certainly. I'll take care of it right away.

Situation 5: Finishing Your Visit

Daily Sentences

41. Is there anything else I need to do?
42. When will my new card arrive?
43. How long will the process take?
44. Thank you for explaining everything.
45. You've been very helpful.
46. I appreciate your time.
47. Have a nice day.
48. Goodbye.
49. I'll come back if I have more questions.
50. Thanks again.

Conversation

Representative: Everything has been completed.

Customer: Great! Thank you for your help.

Representative: You're welcome. Have a wonderful day.

Customer: You too. Goodbye!

Vocabulary Builder

Word	Meaning	Example
Account	A banking record for your money	I opened a new savings account.
Teller	A bank employee who handles transactions	The teller helped me deposit cash.
Deposit	Money paid into a bank account	I'd like to make a deposit.
Withdraw	To take money out of an account	I need to withdraw some cash.
Debit Card	A card linked to your bank account	I paid with my debit card.
Check	A written order to pay money	I'd like to deposit this check.
PIN	Personal Identification Number	Please enter your PIN.
Statement	A record of account transactions	I reviewed my bank statement.
Transaction	A banking activity such as a deposit or payment	The transaction was successful.
Balance	The amount of money in your account	I'd like to check my balance.

Speak Like a Native

Instead of saying...

I want to open an account.

Say...

I'd like to open a bank account.

Instead of saying...

Give me cash.

Say...

I'd like to withdraw some cash.

Instead of saying...

My card doesn't work.

Say...

My card isn't working.

Instead of saying...

I lost my card.

Say...

I'd like to report a lost card.

Instead of saying...

I don't understand.

Say...

Could you explain that to me, please?

Instead of saying...

Help me.

Say...

Could you assist me with this?

Instead of saying...

Thank you.

Say...

Thank you for your assistance.

Instead of saying...

Bye.

Say...

Have a great day.

Did You Know?

Many learners confuse **cash**, **money**, and **balance**.

Cash = Physical notes and coins.

I'd like to withdraw some cash.

Money = A general term for cash and funds.

I need to save more money.

Balance = The amount of money in your bank account.

What's my current account balance?

Common Mistakes

☐ Open one account for me.

- ☐ I'd like to open an account.
- ☐ I want cash.
- ☐ I'd like to withdraw some cash.
- ☐ My ATM is blocked.
- ☐ My debit card is blocked.
- ☐ I forgot my ATM PIN.
- ☐ I forgot my debit card PIN.
- ☐ My account has less balance.
- ☐ My account balance is low.
- ☐ I want bank statement.
- ☐ I'd like a copy of my bank statement.

Conversation Builder

Complete the conversation.

Bank Representative: Good morning. How may I help you?

You: _____

Bank Representative: May I see your identification?

You: _____

Bank Representative: Is there anything else I can help you with?

You: _____

Bank Representative: Have a wonderful day.

You: _____

Quick Response Practice

Respond naturally.

1. What would you like to do today?

→ _____

2. Could I see your ID, please?

→ _____

3. Would you like a receipt?

→ _____

4. How much would you like to withdraw?

→ _____

5. Is there anything else I can help you with?

→ _____

Speaking Practice

Read these expressions aloud.

- I'd like to open a bank account.
- I'd like to deposit some money.
- I'd like to withdraw some cash.
- Could you explain online banking?
- My card isn't working.
- I'd like to report a lost card.
- Thank you for your assistance.
- Have a great day.

Real-Life Challenge

The next time you visit a bank—or imagine that you're visiting one—practice this complete conversation in English.

Try to:

- Ask about opening an account.
- Deposit or withdraw money.
- Ask one question about banking services.
- Report a simple banking problem.
- Thank the bank representative before leaving.

Practicing these everyday banking conversations will help you feel more confident and prepared whenever you need to visit a bank in an English-speaking environment.

Chapter 32

ATM & Online Banking

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Use an ATM confidently.
- Check your account balance.
- Transfer money online.
- Make digital payments.
- Handle common ATM and online banking problems.

Introduction

Today, many banking tasks can be completed without visiting a bank. You can withdraw cash from an ATM, transfer money through online banking, pay bills, and manage your account using a mobile app. This chapter teaches the English expressions you'll commonly encounter and use.

Situation 1: Using an ATM

Daily Sentences

1. I'd like to withdraw some cash.
2. I'd like to check my balance.
3. Please insert your card.
4. Please enter your PIN.
5. Select your account.
6. Choose the amount.
7. The transaction is being processed.
8. Please collect your cash.
9. Don't forget your card.
10. Here's your receipt.

Conversation

ATM Screen: Please insert your card.

Customer: (Inserts card.)

ATM Screen: Please enter your PIN.

Customer: Done.

ATM Screen: Your transaction was successful.

Situation 2: Online Banking

Daily Sentences

11. I'd like to log in to my account.
12. I forgot my password.
13. Could you help me reset it?
14. I'd like to transfer some money.
15. Please enter the recipient's details.
16. The payment was successful.
17. I'd like to download my account statement.
18. I received a payment confirmation.
19. I'd like to schedule a payment.
20. Everything looks correct.

Conversation

Sheela: Did you pay the electricity bill?

Vinod: Yes, I paid it through online banking.

Sheela: Did you receive a confirmation?

Vinod: Yes, I received it immediately.

Situation 3: Mobile Banking

Daily Sentences

21. I use the bank's mobile app.
22. I'd like to enable notifications.
23. My payment is pending.
24. The app isn't responding.
25. I need to update the app.

- 26. My fingerprint login isn't working.
- 27. Could you send me a verification code?
- 28. I received a security alert.
- 29. I'll try again later.
- 30. Everything is working now.

Conversation

Customer: The app keeps freezing.

Support Agent: Have you updated it recently?

Customer: Not yet.

Support Agent: Please update the app and try again.

Situation 4: Solving Common Problems

Daily Sentences

- 31. The ATM didn't give me any cash.
- 32. My card is stuck.
- 33. The machine isn't working.
- 34. I was charged twice.
- 35. I don't recognize this transaction.
- 36. I'd like to report an unauthorized payment.
- 37. Could you investigate this?
- 38. When will the issue be resolved?
- 39. Thank you for your patience.
- 40. I appreciate your assistance.

Conversation

Customer: The ATM kept my card.

Bank Representative: I'm sorry to hear that.

Customer: What should I do now?

Bank Representative: We'll block the card and issue a replacement.

Situation 5: Digital Payments

Daily Sentences

41. I'd like to pay online.
42. The payment went through.
43. My payment was declined.
44. Could you try the payment again?
45. I received a payment notification.
46. Please confirm the amount.
47. The transaction is complete.
48. Thank you for your assistance.
49. Have a great day.
50. Goodbye.

Conversation

Cashier: Your payment didn't go through.

Customer: Let me try a different card.

Cashier: Certainly.

Customer: It worked this time. Thank you.

Vocabulary Builder

Word	Meaning	Example
ATM	A machine used for banking transactions	I withdrew cash from the ATM.
PIN	Personal Identification Number	Never share your PIN with anyone.
Password	A secret word used to log in	I forgot my password.
Balance	The amount of money in an account	I checked my account balance.
Transfer	To send money from one account to another	I made a bank transfer.
Recipient	The person receiving money	Double-check the recipient's details.
Verification Code	A security code sent by the bank	Enter the verification code.
Notification	A message informing you of an activity	I received a payment notification.
Declined	A payment that was not approved	My card was declined.
Replacement Card	A new card issued instead of the old one	The bank mailed me a replacement card.

Speak Like a Native

Instead of saying...

I forgot password.

Say...

I forgot my password.

Instead of saying...

Check money.

Say...

I'd like to check my account balance.

Instead of saying...

Send money.

Say...

I'd like to transfer some money.

Instead of saying...

Payment failed.

Say...

My payment was declined.

Instead of saying...

Machine not working.

Say...

The ATM isn't working.

Instead of saying...

Card inside machine.

Say...

The ATM kept my card.

Instead of saying...

I paid.

Say...

The payment went through successfully.

Instead of saying...

Thank you.

Say...

Thanks for your assistance.

Did You Know?

Many learners confuse **withdraw**, **transfer**, and **deposit**.

Withdraw = Take money out of your account.

I withdrew \$100 from the ATM.

Transfer = Send money to another account.

I transferred the rent today.

Deposit = Put money into your account.

I deposited my pay check yesterday.

Remember:

- Withdraw = Money comes **out**.
- Deposit = Money goes **in**.
- Transfer = Money moves **between** accounts.

Common Mistakes

☐ ATM swallowed my card.

(Understood, but less natural.)

☐ The ATM kept my card.

☐ My payment is failed.

☐ My payment failed.

or

☐ My payment was declined.

☐ I forgot my PIN number.

☐ I forgot my PIN.

(The "N" already stands for "Number.")

☐ Moneydeducted.

☐ The money was deducted from my account.

☐ Send me OTP.

☐ Please send me the verification code.

(Some countries use "one-time passcode" or "verification code" instead of OTP.)

☐ Balance is not enough.

☐ I don't have enough money in my account.

or

☐ I have insufficient funds.

Conversation Builder

Complete the conversation.

Bank Representative: How can I help you today?

You: _____

Representative: Have you tried resetting your password?

You: _____

Representative: Your new card will arrive within a week.

You: _____

Representative: Have a great day!

You: _____

Quick Response Practice

Respond naturally.

1. What would you like to do today?

→ _____

2. Did your payment go through?

→ _____

3. Could you enter your PIN, please?

→ _____

4. Would you like a receipt?

→ _____

5. Is there anything else I can help you with?

→ _____

Speaking Practice

Read these expressions aloud.

- I'd like to withdraw some cash.
- I'd like to transfer some money.
- I forgot my password.
- The payment went through successfully.
- My payment was declined.
- The ATM kept my card.
- I received a payment notification.
- Thanks for your assistance.

Real-Life Challenge

The next time you use an ATM, make an online payment, or check your banking app—or imagine that you're doing so—practice these expressions aloud.

Try to:

- Check your balance.
- Withdraw cash.
- Transfer money.
- Report a payment problem.
- Thank a customer support representative politely.

The more you connect English with your everyday digital banking activities, the more naturally you'll use these expressions in real life.

Chapter 33

Post Office & Courier Services

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Send letters and parcels confidently.
- Ask about shipping options and delivery times.
- Track a package.
- Complete courier forms.
- Handle common delivery problems.

Introduction

Whether you're mailing a birthday card, sending important documents, returning an online purchase, or shipping a gift, you'll often need to communicate with postal or courier staff. This chapter will help you use English naturally in these situations.

Situation 1: Sending a Letter or Parcel

Daily Sentences

1. I'd like to send this parcel.
2. I'd like to mail this letter.
3. Is this the right counter?
4. Where should I fill out the form?
5. I'd like to send it internationally.
6. I'd like to send it within the country.
7. How much will the shipping cost?
8. When will it arrive?
9. Please handle it carefully.
10. Thank you for your help.

Conversation

Clerk: Good morning. How can I help you?

Customer: I'd like to send this parcel to Canada.

Clerk: Certainly. Is there anything fragile inside?

Customer: Yes, there are a few glass items.

Situation 2: Choosing a Delivery Service

Daily Sentences

11. What delivery options do you have?
12. Which service is the fastest?
13. I'd like express delivery.
14. Standard delivery is fine.
15. Does this include tracking?
16. Does it require a signature?
17. Is insurance available?
18. I'd like to insure the package.
19. That option works for me.
20. I'll choose express shipping.

Conversation

Customer: What's the difference between standard and express delivery?

Clerk: Express delivery usually arrives within two business days.

Customer: I'll choose express delivery, then.

Clerk: Excellent choice.

Situation 3: Tracking a Package

Daily Sentences

21. I'd like to track my parcel.
22. Here's my tracking number.
23. Has the package been delivered?
24. Where is my shipment now?
25. It says the package is in transit.
26. The delivery has been delayed.
27. Could you check the delivery status?

- 28. When is the expected delivery date?
- 29. Thank you for checking.
- 30. I'll wait another day.

Conversation

Customer: I'd like to track my package.

Representative: May I have the tracking number, please?

Customer: Certainly. Here it is.

Representative: Your package is expected to arrive tomorrow.

Situation 4: Delivery Problems

Daily Sentences

- 31. My package hasn't arrived.
- 32. It was delivered to the wrong address.
- 33. The box was damaged.
- 34. Something is missing.
- 35. I'd like to report a problem.
- 36. Could you investigate this?
- 37. I'd like to file a claim.
- 38. When will I receive an update?
- 39. Thank you for your assistance.
- 40. I appreciate your support.

Conversation

Customer: My package arrived damaged.

Representative: I'm sorry to hear that.

Customer: What should I do?

Representative: We'll help you file a claim.

Situation 5: Receiving a Parcel

Daily Sentences

41. I'm here to collect my package.
42. Here's my identification.
43. Do I need to sign here?
44. Could you check my name?
45. Everything looks fine.
46. Thank you very much.
47. Have a wonderful day.
48. See you next time.
49. Goodbye.
50. Thanks again.

Conversation

Clerk: May I see your ID, please?

Customer: Of course. Here it is.

Clerk: Please sign here.

Customer: Done. Thank you!

Vocabulary Builder

Word	Meaning	Example
Parcel	A package sent by mail	I'd like to send this parcel.
Courier	A company that delivers packages	The courier delivered my order.
Tracking Number	A code used to track a shipment	Enter the tracking number online.
Shipment	Goods being transported	My shipment arrived today.
Delivery	The act of bringing a package	The delivery is expected tomorrow.
Express Delivery	A faster shipping service	I chose express delivery.
Standard Delivery	Regular shipping service	Standard delivery takes five days.
Signature	Your written name to confirm receipt	A signature is required.
Fragile	Easily broken	This package contains fragile items.
Claim	A request for compensation	I'd like to file a claim.

Speak Like a Native

Instead of saying...

I want to send this.

Say...

I'd like to send this parcel, please.

Instead of saying...

Where is my parcel?

Say...

Could you check the status of my shipment?

Instead of saying...

It's broken.

Say...

The package arrived damaged.

Instead of saying...

Fast delivery.

Say...

I'd like express delivery.

Instead of saying...

I need tracking.

Say...

Does this service include tracking?

Instead of saying...

I didn't receive it.

Say...

My package hasn't arrived yet.

Instead of saying...

Thank you.

Say...

Thanks for your assistance.

Instead of saying...

Bye.

Say...

Have a wonderful day.

Did You Know?

Many learners confuse **letter**, **parcel**, and **package**.

Letter = Written correspondence in an envelope.

I mailed a letter yesterday.

Parcel = A wrapped item sent through the mail.

I'd like to send this parcel.

Package = A general term for something wrapped and shipped.

My package arrived this morning.

In everyday conversation, **parcel** and **package** are often used interchangeably.

Common Mistakes

□ Courier boy.

(Common in some regions but not standard English.)

☐ Courier.

or

☐ Delivery driver.

☐ My parcel is losted.

☐ My parcel is lost.

☐ Send this by speed post.

(Region-specific terminology.)

☐ I'd like express delivery.

☐ Where is my courier?

☐ Where's my package?

or

☐ Where's my shipment?

☐ I want proof.

☐ I'd like proof of delivery.

☐ This parcel has break.

☐ This parcel is damaged.

Conversation Builder

Complete the conversation.

Clerk: Good morning. How can I help you?

You: _____

Clerk: Would you like standard or express delivery?

You: _____

Clerk: Please sign here.

You: _____

Clerk: Thank you. Have a wonderful day.

You: _____

Quick Response Practice

Respond naturally.

1. What would you like to send today?

→ _____

2. Do you need tracking?

→ _____

3. Is there anything fragile inside?

→ _____

4. Would you like express delivery?

→ _____

5. May I see your identification, please?

→ _____

Speaking Practice

Read these expressions aloud.

- I'd like to send this parcel.
- Does this service include tracking?
- I'd like express delivery.
- Could you check the status of my shipment?
- My package hasn't arrived yet.
- I'd like to file a claim.
- Thanks for your assistance.
- Have a wonderful day.

Real-Life Challenge

The next time you send or receive a package—or imagine you're at a post office or courier center—practice this complete interaction in English.

Try to:

- Send a parcel.
- Ask about delivery options.
- Request a tracking number.
- Report a delivery problem.
- Collect a package and sign for it.

Practicing these real-life situations will prepare you to communicate confidently whenever you use postal or courier services, whether at home or abroad.

Chapter 34

Pharmacy

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Ask for common medicines.
- Describe simple health problems.
- Understand medicine instructions.
- Ask questions about dosage and side effects.
- Communicate confidently with a pharmacist.

Introduction

A pharmacy is where you can buy medicines, health products, and first-aid supplies. Sometimes you'll need advice about over-the-counter medicine or instructions on how to take it safely. This chapter will help you communicate clearly in everyday pharmacy situations.

Situation 1: Asking for Medicine

Daily Sentences

1. Good morning.
2. I'd like something for a headache.
3. Do you have medicine for a sore throat?
4. I have a cough.
5. I have a fever.
6. My stomach hurts.
7. I have a runny nose.
8. Could you recommend something?
9. Is this available without a prescription?
10. Thank you for your help.

Conversation

Pharmacist: Good morning. How can I help you?

Customer: I have a sore throat and a cough.

Pharmacist: How long have you had these symptoms?

Customer: Since yesterday.

Situation 2: Understanding Instructions

Daily Sentences

11. How often should I take this?
12. Should I take it with food?
13. Can I take it before bedtime?
14. How many tablets should I take?
15. How long should I use this medicine?
16. What are the possible side effects?
17. Can children take this medicine?
18. Should I finish the entire course?
19. Thank you for explaining.
20. I understand.

Conversation

Customer: How often should I take these tablets?

Pharmacist: Take one tablet twice a day after meals.

Customer: Should I complete the full course?

Pharmacist: Yes, even if you start feeling better.

Situation 3: Buying Health Products

Daily Sentences

21. I'd like a thermometer.
22. Do you sell face masks?
23. I need some bandages.
24. I'd like antiseptic cream.
25. Do you have hand sanitizer?
26. I need a first-aid kit.
27. Which sunscreen do you recommend?

- 28. I'd like a box of tissues.
- 29. That's exactly what I need.
- 30. I'll take these.

Conversation

Customer: Do you sell digital thermometers?

Pharmacist: Yes, we do.

Customer: Which one would you recommend?

Pharmacist: This model is easy to use and very accurate.

Situation 4: Asking About Safety

Daily Sentences

- 31. Is this medicine safe?
- 32. Can I take this with my other medication?
- 33. Will this make me sleepy?
- 34. Are there any side effects?
- 35. Is this suitable for children?
- 36. Is it safe during pregnancy?
- 37. Can I drive after taking this?
- 38. I'll follow the instructions carefully.
- 39. Thank you for the advice.
- 40. I appreciate your help.

Conversation

Customer: Will this medicine make me drowsy?

Pharmacist: It may cause drowsiness in some people.

Customer: Then I'll avoid driving.

Pharmacist: That's a good idea.

Situation 5: Paying and Leaving

Daily Sentences

41. That's everything for today.
42. I'd like to pay by card.
43. Could I have the receipt?
44. Thank you for your assistance.
45. I hope I feel better soon.
46. I'll follow your advice.
47. Have a nice day.
48. Goodbye.
49. Thanks again.
50. Take care.

Conversation

Pharmacist: I hope you feel better soon.

Customer: Thank you for your help.

Pharmacist: You're welcome. Take care.

Customer: Have a great day!

Vocabulary Builder

Word	Meaning	Example
Pharmacy	A place where medicines are sold	I stopped by the pharmacy after work.
Pharmacist	A healthcare professional who prepares and provides medicines	The pharmacist explained how to take the medicine.
Prescription	A doctor's written order for medicine	This medicine requires a prescription.
Tablet	A solid form of medicine	Take one tablet after breakfast.
Syrup	A liquid medicine	The doctor recommended a cough syrup.
Dosage	The amount of medicine to take	Follow the recommended dosage.
Side Effect	An unwanted effect of a medicine	Drowsiness is a common side effect.
Bandage	A strip of material used to cover a wound	I need a bandage for this cut.
Thermometer	A device used to measure body temperature	My thermometer shows a fever.
Antiseptic	A product that helps prevent infection	Clean the cut with antiseptic first.

Speak Like a Native

Instead of saying...

I have headache.

Say...

I have a headache.

Instead of saying...

Give medicine for cough.

Say...

Could you recommend something for a cough?

Instead of saying...

How many times?

Say...

How often should I take this?

Instead of saying...

Can I eat with this?

Say...

Should I take this with food?

Instead of saying...

This medicine is safe?

Say...

Is this medicine safe to take?

Instead of saying...

I feel sick.

Say...

I'm not feeling well.

Instead of saying...

Thank you.

Say...

Thank you for your advice.

Instead of saying...

Bye.

Say...

Take care.

Did You Know?

Many learners confuse **medicine**, **medication**, and **prescription**.

Medicine = A general word for products used to treat illness.

I need some medicine for my cold.

Medication = A more formal term, often referring to medicines prescribed or taken regularly.

She's taking medication for high blood pressure.

Prescription = A doctor's written authorization for certain medicines.

You'll need a prescription for this antibiotic.

Common Mistakes

- ☐ I have fever.
 - ☐ I have a fever.

 - ☐ Give me medicine.
 - ☐ Could you recommend some medicine?

 - ☐ I ate medicine.
 - ☐ I took my medicine.

 - ☐ How manytime should I take?
 - ☐ How often should I take it?

 - ☐ I have body pain.
 - ☐ I have body aches.
- or
- ☐ My whole body aches.

 - ☐ This medicine not working.
 - ☐ This medicine isn't working.

Conversation Builder

Complete the conversation.

Pharmacist: Good morning. How can I help you?

You: _____

Pharmacist: How long have you had these symptoms?

You: _____

Pharmacist: Take one tablet twice a day.

You: _____

Pharmacist: I hope you feel better soon.

You: _____

Quick Response Practice

Respond naturally.

1. What seems to be the problem?

→ _____

2. Do you have any allergies?

→ _____

3. How often should you take this medicine?

→ _____

4. Would you like anything else today?

→ _____

5. Do you have any questions about the medicine?

→ _____

Speaking Practice

Read these expressions aloud.

- I'd like something for a headache.
- Could you recommend something for a cough?

- How often should I take this?
- Should I take it with food?
- I'll follow the instructions carefully.
- Thank you for your advice.
- I hope I feel better soon.
- Take care.

Public Signs & Notices

You may see these signs in or near a pharmacy:

- **Prescription Pick-Up**
- **Consultation Available**
- **Please Wait Here**
- **Take a Number**
- **Pharmacy Hours**
- **Emergency Prescriptions Only**
- **Over-the-Counter Medicines**
- **No Smoking**

Real-Life Challenge

The next time you visit a pharmacy—or imagine that you are there—practice these situations in English.

Try to:

- Describe a simple health problem.
- Ask for a suitable medicine.
- Ask how to take it safely.
- Buy a health product such as a thermometer or bandages.
- Thank the pharmacist before leaving.

The more you practice these everyday conversations, the more confident you'll feel when you need help at a pharmacy anywhere in the world.

Chapter 35

Clinic

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Book and confirm a medical appointment.
- Check in at a clinic.
- Describe common symptoms.
- Understand simple questions from a doctor.
- Discuss basic treatment and follow-up care.

Introduction

A clinic is often the first place people visit when they feel unwell or need a routine medical check-up. Knowing how to explain your symptoms and understand simple medical instructions will help you feel more confident during your visit.

Situation 1: Booking an Appointment

Daily Sentences

1. I'd like to make an appointment.
2. Is the doctor available today?
3. What's the earliest available appointment?
4. I'd prefer a morning appointment.
5. An afternoon appointment works for me.
6. Could I reschedule my appointment?
7. I'd like to cancel my appointment.
8. What time should I arrive?
9. Thank you for your help.
10. I'll see you then.

Conversation

Receptionist: Good morning. How may I help you?

Patient: I'd like to make an appointment with the doctor.

Receptionist: We have an opening at 10:30 a.m.

Patient: That works for me. Thank you.

Situation 2: Checking In

Daily Sentences

11. I have an appointment.
12. My appointment is at 10:30.
13. My name is Sumit.
14. Here's my identification.
15. Do I need to fill out any forms?
16. How long is the wait?
17. I'll take a seat.
18. Could you let me know when it's my turn?
19. Thank you.
20. I'll wait here.

Conversation

Receptionist: Good morning. Do you have an appointment?

Patient: Yes, it's under Sumit.

Receptionist: Please complete this form.

Patient: Certainly.

Situation 3: Talking to the Doctor

Daily Sentences

21. I've had a headache since yesterday.
22. I have a sore throat.
23. I've been coughing for three days.
24. I have a fever.
25. I feel tired all the time.
26. My back hurts.
27. It hurts when I swallow.

- 28. The pain comes and goes.
- 29. I've been feeling dizzy.
- 30. I'm not feeling much better.

Conversation

Doctor: What brings you in today?

Patient: I've had a sore throat and a fever since yesterday.

Doctor: Have you been coughing?

Patient: Yes, quite a bit.

Situation 4: Understanding the Doctor's Advice

Daily Sentences

- 31. I'd like to examine you.
- 32. Please take a deep breath.
- 33. Open your mouth, please.
- 34. Everything looks normal.
- 35. I'd like you to get some rest.
- 36. Drink plenty of water.
- 37. Take this medicine as directed.
- 38. If your symptoms get worse, come back.
- 39. I'd like to see you again next week.
- 40. Do you have any questions?

Conversation

Doctor: I think it's a viral infection.

Patient: Do I need any medicine?

Doctor: I'll recommend something to help relieve your symptoms. Get plenty of rest and stay hydrated.

Situation 5: Leaving the Clinic

Daily Sentences

41. Thank you for your time.
42. I appreciate your advice.
43. I'll follow your instructions.
44. I'll schedule a follow-up appointment.
45. I hope I recover soon.
46. Thanks for taking care of me.
47. Have a nice day.
48. Goodbye.
49. See you next time.
50. Take care.

Conversation

Doctor: I hope you feel better soon.

Patient: Thank you for your help.

Doctor: Take care, and don't hesitate to come back if you need anything.

Patient: I will. Goodbye.

Vocabulary Builder

Word	Meaning	Example
Clinic	A medical facility for outpatient care	I have an appointment at the clinic.
Appointment	A scheduled meeting	My appointment is at 10:30.
Receptionist	The person who welcomes patients	The receptionist gave me a form.
Patient	A person receiving medical care	The patient is waiting to see the doctor.
Symptom	A sign of illness	A cough is one symptom of a cold.
Diagnosis	The doctor's opinion about an illness	The diagnosis was a mild infection.
Treatment	Medical care for an illness	The treatment includes rest and fluids.
Follow-up	A later visit to check progress	I have a follow-up appointment next week.
Prescription	A doctor's written order for medicine	The doctor gave me a prescription.
Recovery	The process of getting well	Wishing you a speedy recovery.

Speak Like a Native

Instead of saying...

I have fever.

Say...

I've had a fever since yesterday.

Instead of saying...

My throat is paining.

Say...

I have a sore throat.

Instead of saying...

Body pain.

Say...

My whole body aches.

Instead of saying...

I'm okay now.

Say...

I'm starting to feel better.

Instead of saying...

Give me medicine.

Say...

Could you prescribe something for this?

Instead of saying...

I'll come again.

Say...

I'll schedule a follow-up appointment.

Instead of saying...

Thank you.

Say...

Thank you for your care and advice.

Instead of saying...

Bye.

Say...

Take care. Have a nice day.

Did You Know?

Many learners confuse **clinic**, **hospital**, and **emergency room**.

Clinic = For routine appointments, minor illnesses, and check-ups.

I have a doctor's appointment at the clinic.

Hospital = For more serious illnesses, surgeries, or specialized treatment.

She was admitted to the hospital.

Emergency Room (ER) = For urgent medical emergencies.

He was taken to the emergency room after the accident.

Common Mistakes

☐ I have cough.

☐ I have a cough.

☐ My head is paining.

☐ I have a headache.

☐ Doctor gave me one medicine.

☐ The doctor prescribed some medicine.

☐ I am taking treatment.

☐ I'm receiving treatment.

or

☐ I'm getting treatment.

☐ I have appointment tomorrow.

☐ I have an appointment tomorrow.

☐ My fever is coming.

☐ I'm developing a fever.

or

☐ I have a fever.

Conversation Builder

Complete the conversation.

Receptionist: Good morning. How can I help you?

You: _____

Doctor: What seems to be the problem?

You: _____

Doctor: Do you have any questions?

You: _____

Doctor: Take care, and I hope you feel better soon.

You: _____

Quick Response Practice

Respond naturally.

1. What brings you in today?

→ _____

2. How long have you had these symptoms?

→ _____

3. Are you taking any medication?

→ _____

4. Would you like to schedule a follow-up appointment?

→ _____

5. Do you have any questions about the treatment?

→ _____

Speaking Practice

Read these expressions aloud.

- I'd like to make an appointment.
- I've had a headache since yesterday.

- I have a sore throat.
- The pain comes and goes.
- I'll follow your instructions.
- I'd like to schedule a follow-up appointment.
- Thank you for your care and advice.
- Take care.

Public Signs & Notices

You may see these signs at a clinic:

- **Reception**
- **Please Check In**
- **Waiting Area**
- **Consultation Room**
- **Doctor on Duty**
- **Please Silence Your Phone**
- **Patients Only Beyond This Point**
- **Emergency Exit**

Real-Life Challenge

Imagine you're visiting a clinic.

Practice the following conversation aloud:

- Book an appointment.
- Check in at reception.
- Describe your symptoms clearly.
- Listen to the doctor's advice.
- Ask one question about your treatment.
- Thank the doctor before leaving.

The more you practice these realistic conversations, the more prepared you'll feel if you ever need medical care in an English-speaking environment.

Chapter 36

Hospital

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Communicate confidently at a hospital.
- Register as a patient.
- Speak with doctors and nurses.
- Visit a patient politely.
- Understand common hospital instructions.

Introduction

Hospitals provide care for serious illnesses, injuries, surgeries, and emergencies. Knowing the right English expressions can help you explain your situation, understand instructions, and communicate confidently with healthcare professionals.

Situation 1: Arriving at the Hospital

Daily Sentences

1. I need medical attention.
2. I'd like to register as a patient.
3. Where is the emergency department?
4. My friend needs help.
5. Could someone assist us?
6. Is a doctor available?
7. We arrived a few minutes ago.
8. Here's my identification.
9. Thank you for helping us.
10. Where should we wait?

Conversation

Receptionist: Good afternoon. How can I help you?

Patient: I need medical attention.

Receptionist: Is it an emergency?

Patient: No, but I'd like to see a doctor as soon as possible.

Situation 2: Talking to the Doctor or Nurse

Daily Sentences

11. I've had severe stomach pain.
12. I injured my ankle.
13. I slipped and fell.
14. My arm hurts when I move it.
15. I've been feeling weak.
16. I have difficulty breathing.
17. My symptoms are getting worse.
18. The pain started this morning.
19. I've never had this before.
20. Thank you for examining me.

Conversation

Doctor: Can you describe your symptoms?

Patient: I have severe stomach pain.

Doctor: When did it start?

Patient: Early this morning.

Situation 3: During Treatment

Daily Sentences

21. I'd like to run a few tests.
22. We'll take a blood sample.
23. You may need an X-ray.
24. Please lie down.
25. Try to relax.
26. The nurse will be with you shortly.
27. We'll monitor your condition.

- 28. Your results will be ready soon.
- 29. Everything looks stable.
- 30. You're doing well.

Conversation

Doctor: We'd like to do an X-ray.

Patient: How long will it take?

Doctor: About twenty minutes.

Patient: Thank you.

Situation 4: Visiting a Patient

Daily Sentences

- 31. I'm here to visit a patient.
- 32. Which room is she in?
- 33. Are visiting hours over?
- 34. How is he feeling today?
- 35. It's good to see you.
- 36. I hope you recover quickly.
- 37. Let me know if you need anything.
- 38. Get plenty of rest.
- 39. I'll visit you again soon.
- 40. Take care.

Conversation

Visitor: Hello! How are you feeling today?

Patient: Much better, thank you.

Visitor: I'm glad to hear that.

Patient: Thanks for coming to see me.

Situation 5: Leaving the Hospital

Daily Sentences

41. When can I go home?
42. Do I need a follow-up appointment?
43. Could you explain these instructions?
44. Should I continue taking this medicine?
45. Thank you for taking care of me.
46. I appreciate everyone's kindness.
47. I'll follow the doctor's advice.
48. Have a wonderful day.
49. Goodbye.
50. Take care.

Conversation

Doctor: You're well enough to go home today.

Patient: That's wonderful news.

Doctor: Remember to take your medicine as directed.

Patient: I will. Thank you very much.

Vocabulary Builder

Word	Meaning	Example
Hospital	A place where people receive medical treatment	She was admitted to the hospital yesterday.
Nurse	A healthcare professional who cares for patients	The nurse checked my temperature.
Emergency Department	The area for urgent medical care	Please go to the emergency department.
X-ray	An image used to examine bones and some organs	The doctor ordered an X-ray.
Blood Test	A laboratory test using a blood sample	My blood test results were normal.
Patient	A person receiving medical care	The patient is recovering well.
Ward	A section of a hospital with patient rooms	He's staying in the surgical ward.
Recovery	The process of getting better	Wishing you a speedy recovery.
Discharge	Permission to leave the hospital	The doctor approved my discharge.
Treatment	Medical care given to a patient	The treatment was successful.

Speak Like a Native

Instead of saying...

I need doctor.

Say...

I'd like to see a doctor.

Instead of saying...

My hand is paining.

Say...

My arm hurts.

Instead of saying...

I fell down.

Say...

I slipped and fell.

Instead of saying...

When I go home?

Say...

When can I go home?

Instead of saying...

Explain this.

Say...

Could you explain these instructions, please?

Instead of saying...

I'm okay now.

Say...

I'm feeling much better now.

Instead of saying...

Thank you.

Say...

Thank you for taking such good care of me.

Instead of saying...

Bye.

Say...

Take care, and thank you again.

Did You Know?

Many learners confuse **doctor**, **nurse**, and **surgeon**.

Doctor = Diagnoses illnesses and provides treatment.

The doctor examined my knee.

Nurse = Cares for patients and assists with treatment.

The nurse checked my blood pressure.

Surgeon = A doctor who performs operations.

The surgeon explained the procedure.

Common Mistakes

☐ I am admitted in hospital.

☐ I'm admitted to the hospital.

or

☐ I'm in the hospital.

☐ My body is paining.

☐ My body aches.

☐ Nurse sister.

(Common in some regions but not standard English.)

☐ Nurse.

☐ I have breathing problem.

☐ I'm having trouble breathing.

or

☐ I have difficulty breathing.

☐ Doctor checked me and gave medicine.

☐ The doctor examined me and prescribed medicine.

☐ I became well.

☐ I got better.

or

☐ I recovered.

Conversation Builder

Complete the conversation.

Receptionist: Good afternoon. How can I help you?

You: _____

Doctor: Can you describe your symptoms?

You: _____

Doctor: We'll run a few tests.

You: _____

Doctor: I hope you feel better soon.

You: _____

Quick Response Practice

Respond naturally.

1. What brings you to the hospital today?

→ _____

2. When did the pain begin?

→ _____

3. Are you allergic to any medication?

→ _____

4. Do you have someone who can take you home?

→ _____

5. Do you understand the discharge instructions?

→ _____

Speaking Practice

Read these expressions aloud.

- I'd like to see a doctor.
- I need medical attention.
- I have severe stomach pain.
- I slipped and fell.
- Could you explain these instructions, please?
- I'm feeling much better now.
- Thank you for taking such good care of me.
- Take care.

Public Signs & Notices

You may see these signs in a hospital:

- **Emergency Department**
- **Admissions**
- **Outpatient Clinic**
- **Radiology**
- **Laboratory**
- **Intensive Care Unit (ICU)**
- **No Visitors Beyond This Point**
- **Wash Your Hands Before Entering**
- **Quiet Please**
- **Discharge Desk**

Real-Life Challenge

Imagine you're visiting a hospital.

Practice this complete conversation aloud:

- Register as a patient.
- Explain your symptoms.
- Answer the doctor's questions.
- Understand your treatment instructions.
- Thank the doctor and nurse before leaving.

If you're visiting someone in the hospital, also practice greeting the patient, asking how they're feeling, and wishing them a speedy recovery.

The more you rehearse these conversations, the more confident you'll feel if you ever need to communicate in a hospital in English.

Chapter 37

Taxi & Ride-Sharing

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Book a taxi or ride-share.
- Tell the driver your destination.
- Give directions during the trip.
- Discuss payment and fares.
- Handle common travel situations politely.

Introduction

Whether you're traveling in your hometown or visiting another country, taking a taxi or using a ride-sharing service is often the fastest way to get around. This chapter will help you communicate confidently with drivers before, during, and after your trip.

Situation 1: Booking a Ride

Daily Sentences

1. I'd like to book a taxi.
2. I need a ride to the airport.
3. Could you pick me up here?
4. How long will it take to arrive?
5. The driver is on the way.
6. My ride has arrived.
7. Could you wait for a moment?
8. I'm coming now.
9. Thank you for waiting.
10. Let's get going.

Conversation

Driver: Hello! Are you Alex?

Passenger: Yes, that's me.

Driver: Great. Are you heading to the airport?

Passenger: Yes. Thank you for coming.

Situation 2: During the Ride

Daily Sentences

11. I'd like to go to this address.
12. Here is the location on my phone.
13. Could you take the fastest route?
14. Please avoid toll roads if possible.
15. Could you turn left at the next intersection?
16. Please stop near the entrance.
17. This route looks fine.
18. How long will the trip take?
19. Is traffic heavy today?
20. Thank you for the update.

Conversation

Passenger: How long will it take to get there?

Driver: About twenty minutes, depending on traffic.

Passenger: That's perfect.

Driver: We'll be there soon.

Situation 3: Casual Conversation with the Driver

Daily Sentences

21. Have you been driving long?
22. Is it usually busy at this time?
23. The weather is nice today.
24. Have you lived here for a long time?

- 25. This is my first visit to the city.
- 26. Do you have any restaurant recommendations?
- 27. Thanks for the suggestion.
- 28. That's interesting.
- 29. I appreciate the information.
- 30. It's been a pleasant ride.

Conversation

Driver: Is this your first time here?

Passenger: Yes, it is.

Driver: Then you should visit the old town.

Passenger: Thanks for the recommendation!

Situation 4: Handling Problems

Daily Sentences

- 31. I think we've missed the turn.
- 32. Could you stop here, please?
- 33. I think we're going the wrong way.
- 34. Could you check the GPS?
- 35. I left my bag in the taxi.
- 36. I'd like to report a lost item.
- 37. Could you help me contact the driver?
- 38. The fare seems incorrect.
- 39. Could you explain the charges?
- 40. Thank you for your help.

Conversation

Passenger: I think I left my phone in your car.

Driver: Let me check.

Passenger: Thank you. I'd really appreciate it.

Driver: Here it is. It was on the back seat.

Situation 5: Arriving and Paying

Daily Sentences

41. We've arrived.
42. How much is the fare?
43. I'd like to pay by card.
44. Here's the payment.
45. Keep the change.
46. Thank you for the safe ride.
47. Have a great day.
48. Take care.
49. Goodbye.
50. Thanks again.

Conversation

Driver: We've reached your destination.

Passenger: Great! How much do I owe you?

Driver: The fare is \$18.

Passenger: Here you go. Thank you for the smooth ride.

Vocabulary Builder

Word	Meaning	Example
Taxi	A vehicle for hire with a driver	We took a taxi to the hotel.
Ride-Share	A transportation service booked through an app	I booked a ride-share to the airport.
Driver	The person driving the vehicle	The driver arrived on time.
Passenger	A person traveling in a vehicle	The passenger sat in the back seat.
Fare	The amount paid for a ride	The taxi fare was reasonable.
Route	The path taken to reach a destination	This is the fastest route.
GPS	A navigation system	The GPS suggested a different route.
Traffic	Vehicles on the road	The traffic is heavy today.
Toll Road	A road that requires a fee	We took the toll road to save time.
Destination	The place you're traveling to	We've reached our destination.

Speak Like a Native

Instead of saying...

Take me here.

Say...

Could you take me to this address, please?

Instead of saying...

Go fast.

Say...

Could you take the fastest route?

Instead of saying...

Stop here.

Say...

Could you stop here, please?

Instead of saying...

Wrong road.

Say...

I think we're going the wrong way.

Instead of saying...

How much money?

Say...

How much is the fare?

Instead of saying...

Good driving.

Say...

Thanks for the smooth ride.

Instead of saying...

Wait.

Say...

Could you wait for a moment, please?

Instead of saying...

Bye.

Say...

Have a great day. Stay safe!

Did You Know?

Many learners confuse **trip**, **ride**, and **journey**.

Ride = Traveling in a vehicle.

The taxi ride took 15 minutes.

Trip = Traveling from one place to another, often for a purpose.

I have a business trip next week.

Journey = The experience of traveling, often over a longer distance.

The train journey was beautiful.

Common Mistakes

- ☐ Drop me.

(Common in some regions but incomplete in standard English.)

- ☐ Could you drop me off here, please?

- ☐ Take shortcut.

- ☐ Could you take the shortest route?

- ☐ Driver uncle.

(Regional usage.)

- ☐ Driver.

- ☐ Meter is running fast.

- ☐ I think the fare is higher than expected.

- ☐ My locationis here only.

- ☐ This is my location.

or

- ☐ Here's my location.

- ☐ I forgot my luggage in taxi.

- ☐ I left my luggage in the taxi.

Conversation Builder

Complete the conversation.

Driver: Hello! Where would you like to go?

You: _____

Driver: Would you like the fastest route?

You: _____

Driver: We've arrived at your destination.

You: _____

Driver: Have a great day!

You: _____

Quick Response Practice

Respond naturally.

1. Where are you heading today?

→ _____

2. Would you like to avoid toll roads?

→ _____

3. Is this the correct address?

→ _____

4. How would you like to pay?

→ _____

5. Did you leave anything in the car?

→ _____

Speaking Practice

Read these expressions aloud.

- I'd like to book a taxi.
- Could you take me to this address, please?
- Could you take the fastest route?
- Is traffic heavy today?
- Could you stop here, please?
- I think we're going the wrong way.
- Thanks for the smooth ride.
- Have a great day!

Public Signs & Notices

You may see these signs when using taxis or ride-sharing services:

- **Taxi Stand**
- **Pick-Up Zone**
- **Drop-Off Only**
- **Ride-Share Pick-Up**
- **No Parking**
- **Passenger Loading Area**
- **Keep Your Belongings With You**
- **Please Wear Your Seat Belt**

Real-Life Challenge

Imagine you've just landed in a new city and need to take a taxi.

Practice this complete conversation aloud:

- Book a ride.
- Tell the driver your destination.
- Ask about the travel time.
- Make one polite request during the trip.
- Pay the fare.
- Thank the driver before leaving.

Practicing these conversations will help you travel with confidence and communicate naturally wherever you go.

Chapter 38

Bus

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Find the right bus.
- Ask about routes and schedules.
- Buy a bus ticket.
- Communicate politely with the driver.
- Travel confidently by bus.

Introduction

Buses are one of the most affordable and convenient ways to travel. Whether you're commuting to work, visiting a new city, or traveling to school, knowing the right English expressions will make your journey much easier.

Situation 1: At the Bus Stop

Daily Sentences

1. Excuse me, does this bus go downtown?
2. Which bus goes to the airport?
3. Is this the right bus?
4. What time is the next bus?
5. How often do the buses run?
6. Has the bus already left?
7. Is the bus usually on time?
8. Which stop should I get off at?
9. Thank you for your help.
10. I'll wait here.

Conversation

Passenger: Excuse me, does this bus go to the city center?

Driver: Yes, it does.

Passenger: Great! How long will the trip take?

Driver: About thirty minutes.

Situation 2: Buying a Ticket

Daily Sentences

11. I'd like a one-way ticket.
12. I'd like a round-trip ticket.
13. How much is the fare?
14. Can I pay by card?
15. Do you accept cash?
16. Could I have a receipt?
17. Is there a student discount?
18. Here's my ticket.
19. Thank you.
20. Have a nice day.

Conversation

Passenger: I'd like a one-way ticket to Central Station.

Driver: That will be \$3.

Passenger: Can I pay by card?

Driver: Yes, you can.

Situation 3: During the Journey

Daily Sentences

21. Is this seat taken?
22. May I sit here?
23. Could you let me know when we reach the museum?
24. How many stops are left?
25. Is this the last stop?
26. Could you open the window, please?
27. It's a comfortable ride.

- 28. The traffic is moving slowly today.
- 29. We're almost there.
- 30. Thank you.

Conversation

Passenger: Excuse me, could you tell me when we reach Park Avenue?

Fellow Passenger: Of course. I'll let you know.

Passenger: Thank you. I appreciate it.

Fellow Passenger: You're welcome.

Situation 4: Asking for Directions

Daily Sentences

- 31. Where should I get off?
- 32. Is this the correct stop?
- 33. Which direction should I walk?
- 34. How far is it from here?
- 35. Is it within walking distance?
- 36. Could you show me on the map?
- 37. Thank you for the directions.
- 38. That was very helpful.
- 39. I found it easily.
- 40. Thanks again.

Conversation

Passenger: Is this the stop for the library?

Driver: Yes, this is your stop.

Passenger: Thank you very much.

Driver: Have a great day!

Situation 5: Leaving the Bus

Daily Sentences

41. This is my stop.
42. I'd like to get off here.
43. Thank you for the ride.
44. Have a nice day.
45. Goodbye.
46. Take care.
47. Thanks for your help.
48. See you.
49. Enjoy your day.
50. Goodbye!

Conversation

Passenger: Thank you, driver.

Driver: You're welcome.

Passenger: Have a great day!

Driver: You too. Take care!

Vocabulary Builder

Word	Meaning	Example
Bus Stop	A place where buses pick up and drop off passengers	I'll meet you at the bus stop.
Route	The path followed by a bus	This route goes to the airport.
Fare	The price of a bus ride	The fare is \$3.
Ticket	Proof of payment for travel	Please keep your ticket.
Driver	The person driving the bus	The driver was very helpful.
Passenger	A person traveling on the bus	All passengers must remain seated.
Schedule	The timetable for buses	Check the bus schedule online.
Transfer	Changing from one bus to another	You'll need to transfer at Central Station.
Terminal	The starting or ending point for buses	The bus leaves from the main terminal.
Stop	A place where the bus picks up or drops off passengers	This is my stop.

Speak Like a Native

Instead of saying...

This bus goes airport?

Say...

Does this bus go to the airport?

Instead of saying...

One ticket.

Say...

I'd like a one-way ticket, please.

Instead of saying...

Tell me when it comes.

Say...

Could you let me know when we reach my stop?

Instead of saying...

Open window.

Say...

Could you open the window, please?

Instead of saying...

Stop here.

Say...

I'd like to get off here, please.

Instead of saying...

Where I get down?

Say...

Where should I get off?

Instead of saying...

Thank you.

Say...

Thanks for your help today.

Instead of saying...

Bye.

Say...

Have a safe trip!

Did You Know?

Many learners confuse **stop**, **station**, and **terminal**.

Bus Stop = A place where passengers get on or off a bus.

I'll wait at the next bus stop.

Station = A larger place where different buses or other forms of transport operate.

We met at the bus station.

Terminal = The first or last stop on a route.

This bus starts from the main terminal.

Common Mistakes

☐ Where I get down?

(Common in some regions but not standard English.)

☐ Where should I get off?

☐ Bus missed.

☐ I missed the bus.

☐ One ticket tilldowntown.

☐ I'd like a ticket to downtown.

☐ Driver, stop!

(This can sound abrupt.)

☐ Could you stop at the next stop, please?

☐ Last stop came?

☐ Is this the last stop?

☐ Bus is full rush.

☐ The bus is very crowded.

Conversation Builder

Complete the conversation.

Driver: Where are you going today?

You: _____

Driver: That will be \$3.

You: _____

Driver: I'll let you know when we reach your stop.

You: _____

Driver: Have a great day!

You: _____

Quick Response Practice

Respond naturally.

1. Does this bus go to the airport?

→ _____

2. Would you like a one-way or a round-trip ticket?

→ _____

3. Is anyone sitting here?

→ _____

4. Which stop do you need?

→ _____

5. Did you enjoy your trip?

→ _____

Speaking Practice

Read these expressions aloud.

- Does this bus go downtown?
- I'd like a one-way ticket, please.
- Could you let me know when we reach my stop?
- Is this the last stop?
- I'd like to get off here, please.
- Thank you for the ride.

- Have a safe trip!
- Thanks for your help today.

Public Signs & Notices

You may see these signs when traveling by bus:

- **Bus Stop**
- **Bus Station**
- **Next Bus**
- **Exact Fare Only**
- **Please Queue Here**
- **Priority Seating**
- **No Eating or Drinking**
- **Press the Stop Button**
- **Emergency Exit**
- **Mind the Step**

Travel Tip

Before boarding the bus:

- Check the **route number** and destination displayed on the front of the bus.
- Keep your ticket or travel pass ready.
- Press the **stop button** a little before your stop.
- Gather your belongings before getting off so you don't leave anything behind.

Real-Life Challenge

Imagine you're using a bus in a new city.

Practice this complete conversation aloud:

- Ask if you're at the correct bus stop.
- Buy a ticket.
- Ask someone to let you know when your stop is coming.
- Thank the driver when you get off.
- Ask for directions after leaving the bus.

The more you practice these everyday transportation situations, the more comfortable you'll feel using English while traveling anywhere in the world.

Chapter 39

Train

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Buy train tickets confidently.
- Find the correct platform and train.
- Locate your seat or coach.
- Ask about delays and schedules.
- Travel comfortably by train.

Introduction

Traveling by train is convenient, comfortable, and popular around the world. Whether you're commuting to work or taking a long-distance journey, knowing the right English expressions will help you travel with confidence.

Situation 1: Buying a Train Ticket

Daily Sentences

1. I'd like a ticket to Central Station.
2. I'd like a one-way ticket.
3. I'd like a round-trip ticket.
4. What time is the next train?
5. Is there a direct train?
6. I'd like to reserve a seat.
7. Is there a window seat available?
8. How much is the ticket?
9. Thank you.
10. Have a nice day.

Conversation

Ticket Agent: Good morning. Where are you traveling today?

Passenger: I'd like a ticket to Central Station.

Ticket Agent: One-way or round-trip?

Passenger: Round-trip, please.

Situation 2: At the Railway Station

Daily Sentences

11. Which platform does the train leave from?
12. Has the train arrived yet?
13. Is the train running on time?
14. Has there been a delay?
15. Where can I find Platform 6?
16. Which coach should I board?
17. My seat is in Coach B.
18. Could you help me find my seat?
19. Thank you for your help.
20. I'll board now.

Conversation

Passenger: Excuse me, which platform is for Train 208?

Station Staff: Platform 4.

Passenger: Thank you.

Station Staff: You're welcome.

Situation 3: During the Journey

Daily Sentences

21. Is this seat taken?
22. May I sit here?
23. This is my reserved seat.
24. How long is the journey?
25. What time will we arrive?
26. Could you help me with my luggage?
27. This train is very comfortable.

- 28. The scenery is beautiful.
- 29. I'll get off at the next station.
- 30. Thank you.

Conversation

Passenger: Excuse me, is this Seat 18A?

Fellow Passenger: Yes, that's your seat.

Passenger: Thank you.

Fellow Passenger: You're welcome.

Situation 4: Delays and Changes

Daily Sentences

- 31. The train has been delayed.
- 32. How long is the delay?
- 33. Has the platform changed?
- 34. Is there another train?
- 35. Will I miss my connection?
- 36. Could you announce the platform again?
- 37. Where can I get updated information?
- 38. Thank you for letting me know.
- 39. I'll wait for the next train.
- 40. I appreciate your assistance.

Conversation

Passenger: I heard the train is delayed.

Station Staff: Yes, by about twenty minutes.

Passenger: Will I still make my connection?

Station Staff: We'll do our best to help.

Situation 5: Arriving at Your Destination

Daily Sentences

41. We've arrived.
42. This is my station.
43. Thank you for your help.
44. Have a safe journey.
45. Goodbye.
46. Take care.
47. I enjoyed the trip.
48. See you again.
49. Have a wonderful day.
50. Thanks again.

Conversation

Announcement: We are now arriving at Central Station.

Passenger: That's my stop.

Fellow Passenger: Have a great day!

Passenger: Thank you. You too!

Vocabulary Builder

Word	Meaning	Example
Platform	The area where passengers board the train	The train leaves from Platform 2.
Coach (Carriage)	A section of the train for passengers	My seat is in Coach C.
Seat Reservation	A booked seat on the train	I have a seat reservation.
Departure	The time a train leaves	The departure is at 9:30 a.m.
Arrival	The time a train reaches its destination	The arrival is scheduled for noon.
Timetable	A list of train schedules	Check the timetable before traveling.
Connection	A train you change to during a journey	I have a connection in Chicago.
Delay	A late departure or arrival	The train is delayed by 15 minutes.
Luggage Rack	A place to store bags on the train	Put your suitcase on the luggage rack.
Conductor	A railway employee who checks tickets and assists passengers	The conductor checked our tickets.

Speak Like a Native

Instead of saying...

One ticket.

Say...

I'd like a ticket to Central Station, please.

Instead of saying...

Where is train?

Say...

Which platform does the train leave from?

Instead of saying...

This is my place.

Say...

This is my reserved seat.

Instead of saying...

Train late.

Say...

The train has been delayed.

Instead of saying...

When we reach?

Say...

What time will we arrive?

Instead of saying...

Help luggage.

Say...

Could you help me with my luggage, please?

Instead of saying...

Thank you.

Say...

Thanks for your assistance.

Instead of saying...

Bye.

Say...

Have a safe journey!

Did You Know?

Many learners confuse **platform**, **track**, and **station**.

Platform = The place where passengers wait and board the train.

Please wait on Platform 3.

Track = The rails the train travels on.

Never walk on the tracks.

Station = The entire railway building and surrounding area.

I'll meet you at the station.

Common Mistakes

- ☐ Where is my coach number?
- ☐ Which coach should I board?

- ☐ Train is late.

(Correct, but more natural in announcements.)

- ☐ The train has been delayed.

- ☐ I missed my train.

- ☐ I missed the train.

- ☐ Platform changed?

- ☐ Has the platform changed?

- ☐ Put my luggage.

- ☐ Could you help me with my luggage?

- ☐ I want window seat.

- ☐ I'd like a window seat, please.

Conversation Builder

Complete the conversation.

Ticket Agent: Where are you traveling today?

You: _____

Station Staff: Your train leaves from Platform 5.

You: _____

Conductor: May I see your ticket, please?

You: _____

Conductor: Have a pleasant journey.

You: _____

Quick Response Practice

Respond naturally.

1. Where would you like to travel today?

→ _____

2. Would you like a window seat or an aisle seat?

→ _____

3. Which platform are you looking for?

→ _____

4. Is this your first train journey?

→ _____

5. Do you need help with your luggage?

→ _____

Speaking Practice

Read these expressions aloud.

- I'd like a ticket to Central Station.
- Which platform does the train leave from?
- I'd like to reserve a window seat.
- This is my reserved seat.

- The train has been delayed.
- Could you help me with my luggage?
- Have a safe journey!
- Thanks for your assistance.

Public Signs & Notices

You may see these signs at a railway station:

- **Ticket Office**
- **Platform 1**
- **Departures**
- **Arrivals**
- **Waiting Room**
- **Reserved Seating**
- **Mind the Gap**
- **Keep Behind the Yellow Line**
- **Information Desk**
- **Lost and Found**

Travel Tip

Before boarding a train:

- Check the **train number**, destination, and departure time.
- Confirm the **platform** on the departure board.
- Keep your ticket and identification ready if required.
- Arrive at the platform a few minutes early.
- Store your luggage securely and keep your valuables with you.

Real-Life Challenge

Imagine you're taking a train to another city.

Practice this complete conversation aloud:

- Buy a ticket.
- Ask which platform your train leaves from.
- Find your coach and reserved seat.
- Ask about a train delay.
- Thank the railway staff before leaving the station.

Practicing these situations will prepare you to travel confidently by train and communicate naturally in English wherever your journey takes you.

Chapter 40

Master Review Challenge – Essential Services & Transportation

Estimated Learning Time: 30–35 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Review English from Chapters 31–39.
- Handle common service and transportation situations.
- Improve your fluency through extended conversations.
- Strengthen your confidence in everyday English.
- Prepare for the next section of the book.

Introduction

Congratulations!

You've completed another major section of the book.

You can now communicate in English at banks, ATMs, post offices, pharmacies, clinics, hospitals, taxis, buses, and railway stations.

Let's review everything you've learned through realistic conversations and speaking practice.

Extended Conversation 1: A Busy Morning

Emma: Good morning! You look busy today.

Ryan: I certainly am. I need to visit the bank first.

Emma: What do you need to do there?

Ryan: I have to deposit a cheque and activate my new debit card.

Emma: That's easy enough. What are you doing afterward?

Ryan: I'm sending a package to my cousin.

Emma: Sounds like you've got a full day ahead!

Extended Conversation 2: At the Pharmacy

Pharmacist: Good afternoon. How can I help you?

Customer: I've had a sore throat and a cough since yesterday.

Pharmacist: Do you have a fever?

Customer: A slight one.

Pharmacist: I'd recommend these lozenges and this cough syrup.

Customer: How often should I take them?

Pharmacist: Follow the instructions on the label and drink plenty of water.

Customer: Thank you for your advice.

Extended Conversation 3: Visiting the Clinic

Receptionist: Good morning. Do you have an appointment?

Patient: Yes, it's under Amit Sharma.

Receptionist: Please have a seat. The doctor will see you shortly.

Doctor: What seems to be the problem?

Patient: I've been feeling tired and I've had a headache for two days.

Doctor: I'll examine you and ask a few questions.

Patient: Thank you, Doctor.

Extended Conversation 4: Traveling by Taxi

Driver: Where would you like to go?

Passenger: I'd like to go to Central Station.

Driver: Would you like the fastest route?

Passenger: Yes, please. My train leaves in thirty minutes.

Driver: We should arrive on time.

Passenger: Thank you. I really appreciate it.

Extended Conversation 5: At the Railway Station

Passenger: Excuse me, which platform is for the 10:15 train?

Station Staff: Platform 7.

Passenger: Has the train been delayed?

Station Staff: No. It's running on time.

Passenger: Wonderful. Thank you for your help.

Station Staff: Have a pleasant journey!

Quick Review – Daily Expressions

Practice these naturally.

- I'd like to open a bank account.
- I'd like to withdraw some cash.
- My payment was declined.
- Could you check my tracking number?
- I'd like something for a headache.
- I've had a sore throat since yesterday.
- Could I see the doctor today?
- I need medical attention.
- Could you take me to this address?
- Does this bus go downtown?
- Which platform does the train leave from?
- I'd like a window seat, please.
- Thank you for your assistance.

- Have a safe journey.
- Take care.

Power Verbs

Verb	Example
Deposit	I'd like to deposit this check.
Withdraw	I need to withdraw some cash.
Transfer	I transferred the payment online.
Deliver	The courier delivered my package.
Prescribe	The doctor prescribed some medicine.
Recover	I hope you recover soon.
Reserve	I'd like to reserve a seat.
Board	It's time to board the train.

Fluency Challenge

Answer immediately.

1. How may I help you today?

→ I'd like to open a savings account.

2. Could you describe your symptoms?

→ I've had a sore throat since yesterday.

3. Where would you like to go?

→ I'd like to go to the airport.

4. Which platform are you looking for?

→ Platform 6, please.

5. Would you like standard or express delivery?

→ Express delivery, please.

6. How would you like to pay?

→ I'll pay by card.

7. Do you have an appointment?

→ Yes, I do.

8. Could I see your ticket, please?

→ Certainly. Here it is.

9. Would you like a receipt?

→ Yes, please.

10. Have a wonderful day!

→ Thank you. You too!

Vocabulary Review

Review these useful words.

- Account
- Deposit
- Balance
- ATM
- PIN
- Tracking Number
- Parcel
- Courier
- Prescription
- Dosage
- Appointment
- Symptom

- Recovery
- Fare
- Route
- Platform
- Coach
- Timetable
- Delay
- Destination

Common Mistakes Review

- ☐ I have fever.
- ☐ I have a fever.
- ☐ My card is blocked.
- ☐ My card is blocked.
- ☐ Driver, stop!
- ☐ Could you stop here, please?
- ☐ One ticket.
- ☐ I'd like a ticket, please.
- ☐ My package not arrived.
- ☐ My package hasn't arrived yet.
- ☐ Train late.
- ☐ The train has been delayed.

- ☐ I forgot my luggage in taxi.
- ☐ I left my luggage in the taxi.
- ☐ I ate medicine.
- ☐ I took my medicine.

Public Signs Review

Read these common signs.

- Information Desk
- Please Wait Here
- Out of Service
- Emergency Department
- Ticket Office
- Departures
- Arrivals
- Platform 4
- Taxi Stand
- Bus Stop
- No Smoking
- Mind the Gap

Speaking Practice

Read these expressions aloud.

- I'd like to deposit some money.
- My payment went through successfully.
- Could you check the status of my shipment?
- I've had a headache since yesterday.
- Could you take me to this address?
- Which platform does the train leave from?
- Have a safe journey.
- Thank you for your assistance.

Self-Assessment Checklist

Can you confidently...

- ☐ Visit a bank?
- ☐ Use an ATM?
- ☐ Send a parcel?
- ☐ Buy medicine?
- ☐ Visit a clinic?
- ☐ Communicate at a hospital?
- ☐ Take a taxi?
- ☐ Travel by bus?
- ☐ Travel by train?
- ☐ Handle common public services in English?

Real-Life Challenge

Over the next few days, practice speaking English in **three different service or transportation situations**.

For example:

- Withdraw cash from an ATM.
- Send a package.
- Visit a pharmacy.
- Ask for directions at a railway station.
- Take a taxi or bus.

Even if you're practicing alone, imagine the conversation and speak aloud. The goal is to build confidence, fluency, and natural responses.

Chapter 41

Airport

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Navigate an airport confidently.
- Check in for your flight.
- Communicate with airport staff.
- Go through security screening.
- Find your boarding gate and flight.

Introduction

Airports can feel overwhelming, especially when you're traveling internationally. Knowing the right English expressions will help you check in, pass through security, find your gate, and ask for help whenever you need it.

Situation 1: Arriving at the Airport

Daily Sentences

1. Good morning.
2. I'm here to catch my flight.
3. Which terminal should I go to?
4. Where is the check-in counter?
5. How early should I arrive?
6. Could you help me find my airline?
7. Here's my passport.
8. I have an electronic ticket.
9. Thank you for your help.
10. Have a nice day.

Conversation

Airport Staff: Good morning. How may I help you?

Passenger: I'm looking for the check-in counter for Flight 247.

Airport Staff: It's in Terminal 2.

Passenger: Thank you very much.

Situation 2: Checking In

Daily Sentences

11. I'd like to check in.
12. Here's my passport and ticket.
13. I'd like a window seat, please.
14. Could I have an aisle seat instead?
15. Do I need to check this bag?
16. Is my luggage within the weight limit?
17. Could you print my boarding pass?
18. What time does boarding begin?
19. Which gate should I go to?
20. Thank you.

Conversation

Check-in Agent: May I see your passport, please?

Passenger: Certainly. Here you are.

Check-in Agent: Would you prefer a window seat or an aisle seat?

Passenger: A window seat, please.

Situation 3: Security Check

Daily Sentences

21. Do I need to remove my shoes?
22. Should I take my laptop out?
23. Please place your bag on the scanner.
24. Empty your pockets, please.
25. Walk through the security gate.
26. Please wait for a moment.
27. Everything is fine.

- 28. Thank you for your cooperation.
- 29. Am I ready to go?
- 30. Have a nice flight.

Conversation

Security Officer: Please place your backpack on the scanner.

Passenger: Certainly.

Security Officer: Do you have any liquids in your bag?

Passenger: Just a small bottle of water.

Situation 4: Waiting to Board

Daily Sentences

- 31. Where is Gate 18?
- 32. Has boarding started?
- 33. Is the flight on time?
- 34. Has there been a delay?
- 35. Could you make an announcement again?
- 36. I'll wait near the gate.
- 37. May I charge my phone here?
- 38. I'll keep my boarding pass ready.
- 39. Thank you.
- 40. I'm excited about the trip.

Conversation

Passenger: Excuse me, has boarding started?

Gate Agent: Not yet. We'll begin in about ten minutes.

Passenger: Thank you.

Gate Agent: You're welcome.

Situation 5: Boarding the Flight

Daily Sentences

41. I'd like to board now.
42. Here's my boarding pass.
43. Is this the correct line?
44. Which way is the aircraft?
45. Thank you very much.
46. Have a pleasant flight.
47. Goodbye.
48. See you soon.
49. Take care.
50. I'm ready for my journey.

Conversation

Gate Agent: May I see your boarding pass?

Passenger: Of course. Here it is.

Gate Agent: Thank you. You may board now.

Passenger: Thank you. Have a great day.

Vocabulary Builder

Word	Meaning	Example
Terminal	The airport building where passengers arrive and depart	My flight leaves from Terminal 3.
Check-in Counter	The place where passengers receive boarding passes and check bags	The check-in counter opens three hours before departure.
Boarding Pass	A document that allows you to board the aircraft	Please keep your boarding pass with you.
Gate	The area where passengers board the plane	Boarding begins at Gate 12.
Security Check	The screening process before entering the departure area	Everyone must pass through security.
Baggage	Bags and suitcases	My baggage is within the weight limit.
Carry-on Bag	A small bag you take onto the plane	This carry-on fits in the overhead bin.
Checked Baggage	Luggage placed in the aircraft's cargo hold	I checked one suitcase.
Passport	An official travel document	Please show your passport.
Departure	The time a flight leaves	Our departure is at 8:15 p.m.

Speak Like a Native

Instead of saying...

Where airline?

Say...

Where is the check-in counter for my airline?

Instead of saying...

One window seat.

Say...

I'd like a window seat, please.

Instead of saying...

Bag okay?

Say...

Is my luggage within the weight limit?

Instead of saying...

Where gate?

Say...

Which gate should I go to?

Instead of saying...

Flight late?

Say...

Has the flight been delayed?

Instead of saying...

Ready board.

Say...

I'm ready to board.

Instead of saying...

Thank you.

Say...

Thank you for your assistance.

Instead of saying...

Bye.

Say...

Have a pleasant flight.

Did You Know?

Many learners confuse **boarding pass**, **ticket**, and **passport**.

Ticket = Your flight booking or reservation.

I booked my ticket online.

Boarding Pass = The document that allows you to board the aircraft.

Please show your boarding pass.

Passport = Your official travel identification.

Don't forget your passport.

Common Mistakes

- ☐ Where is my boarding?
- ☐ Where is my boarding gate?

- ☐ My flight is cancelled.
- ☐ My flight has been canceled.

(American English spelling: canceled; British English: cancelled.)

- ☐ Myluggage is overweight.
- ☐ My luggage is over the weight limit.

- ☐ I missed boarding.
- ☐ I missed my flight.

or

- ☐ I missed boarding.

(Both are correct, depending on the situation.)

- ☐ Give boarding pass.
- ☐ Here's my boarding pass.

- ☐ Security checking.
- ☐ Security check.

or

- ☐ Security screening.

Conversation Builder

Complete the conversation.

Check-in Agent: Good morning. May I see your passport?

You: _____

Agent: Would you like a window seat or an aisle seat?

You: _____

Security Officer: Please place your bag on the scanner.

You: _____

Gate Agent: Have a pleasant flight.

You: _____

Quick Response Practice

Respond naturally.

1. Which terminal are you flying from?

→ _____

2. Do you have any checked baggage?

→ _____

3. Would you prefer a window seat or an aisle seat?

→ _____

4. Has boarding started yet?

→ _____

5. May I see your boarding pass, please?

→ _____

Speaking Practice

Read these expressions aloud.

- I'm here to catch my flight.
- I'd like to check in.
- Is my luggage within the weight limit?
- Which gate should I go to?
- Has the flight been delayed?
- Here's my boarding pass.
- Thank you for your assistance.
- Have a pleasant flight.

Public Signs & Notices

You may see these signs at an airport:

- **Departures**
- **Arrivals**
- **Check-In**
- **Security Check**
- **Passport Control**
- **Boarding Gates**
- **Final Call**
- **Baggage Claim**
- **Customs**
- **Immigration**

Travel Tip

Before going to the airport:

- Arrive **at least two hours early** for most domestic flights and **three hours early** for most international flights.
- Keep your **passport, boarding pass, and travel documents** easily accessible.
- Check your airline's baggage allowance before packing.
- Listen carefully to gate announcements, as gates can sometimes change.

Real-Life Challenge

Imagine you're flying to another country.

Practice this complete journey in English:

- Ask where the check-in counter is.
- Check in for your flight.
- Go through security.
- Find your boarding gate.
- Board the aircraft confidently.

By practicing these conversations, you'll feel much more relaxed and confident the next time you travel through an airport.

Chapter 42

Airplane

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Find your seat on the aircraft.
- Communicate with the cabin crew.
- Understand common in-flight announcements.
- Request food, drinks, and assistance.
- Prepare for landing confidently.

Introduction

Once you're on the airplane, you'll hear many common English announcements and interact with flight attendants during the flight. Learning these expressions will help you travel comfortably and confidently anywhere in the world.

Situation 1: Boarding and Finding Your Seat

Daily Sentences

1. Excuse me, where is Seat 18A?
2. Is this the correct row?
3. This is my seat.
4. Could you help me find my seat?
5. May I put my bag in the overhead bin?
6. Is this seat available?
7. Could you switch seats with me?
8. I'd prefer a window seat.
9. Thank you for your help.
10. I'm ready for take-off.

Conversation

Passenger: Excuse me, where is Seat 18A?

Flight Attendant: It's just a few rows ahead on the left.

Passenger: Thank you very much.

Flight Attendant: You're welcome.

Situation 2: During the Flight

Daily Sentences

11. Could I have some water, please?
12. May I have a blanket?
13. Could I get an extra pillow?
14. I'd like a cup of coffee.
15. What meals are available today?
16. I'll have the vegetarian meal.
17. Could I have another drink?
18. Thank you for your service.
19. Everything is fine.
20. I'm very comfortable.

Conversation

Flight Attendant: Would you like something to drink?

Passenger: Yes, I'd like some orange juice, please.

Flight Attendant: Certainly. Would you like ice?

Passenger: No, thank you.

Situation 3: Asking for Assistance

Daily Sentences

21. Could you help me with my luggage?
22. Where is the restroom?
23. May I get up now?
24. I don't feel very well.

25. Could I have some medicine for motion sickness?
26. My reading light isn't working.
27. Could you help me adjust my seat?
28. I need some assistance.
29. Thank you for your patience.
30. I appreciate your help.

Conversation

Passenger: Excuse me, where's the restroom?

Flight Attendant: It's at the back of the aircraft.

Passenger: Thank you.

Flight Attendant: You're welcome.

Situation 4: Preparing for Landing

Daily Sentences

31. We're about to land.
32. Please fasten your seat belt.
33. Return your seat to the upright position.
34. Please fold your tray table.
35. Turn off electronic devices if instructed.
36. We're beginning our descent.
37. We'll arrive shortly.
38. Thank you for flying with us.
39. I enjoyed the flight.
40. Thank you.

Conversation

Announcement: Ladies and gentlemen, we are preparing for landing.

Passenger: Everything went smoothly.

Flight Attendant: We're glad you enjoyed your flight.

Passenger: Thank you for your excellent service.

Situation 5: Leaving the Aircraft

Daily Sentences

41. Thank you for a pleasant flight.
42. Goodbye.
43. Have a wonderful day.
44. Take care.
45. Thank you for your assistance.
46. Where is baggage claim?
47. Which way is immigration?
48. I'll follow the signs.
49. Safe travels.
50. See you again.

Conversation

Flight Attendant: Thank you for flying with us.

Passenger: Thank you. Have a wonderful day.

Flight Attendant: Safe travels!

Passenger: Goodbye.

Vocabulary Builder

Word	Meaning	Example
Flight Attendant	A crew member who assists passengers	The flight attendant served drinks.
Overhead Bin	Storage compartment above the seats	Please place your bag in the overhead bin.
Seat Belt	A safety belt worn during the flight	Fasten your seat belt.
Tray Table	A folding table attached to the seat	Please return your tray table to its upright position.
Aisle	The walkway between the seats	My seat is on the aisle.
Window Seat	A seat next to the window	I'd prefer a window seat.
Turbulence	Sudden movement of the aircraft	We experienced some turbulence.
Takeoff	When the aircraft leaves the ground	Please remain seated during takeoff.
Landing	When the aircraft returns to the ground	The landing was smooth.
Cabin	The passenger area of the aircraft	Please remain inside the cabin.

Speak Like a Native

Instead of saying...

Where my seat?

Say...

Could you help me find my seat?

Instead of saying...

Give water.

Say...

Could I have some water, please?

Instead of saying...

I want blanket.

Say...

May I have a blanket, please?

Instead of saying...

Seat not working.

Say...

Could you help me adjust my seat?

Instead of saying...

Bathroom where?

Say...

Where is the restroom?

Instead of saying...

Plane shaking.

Say...

Is this turbulence?

Instead of saying...

Thank you.

Say...

Thank you for taking such good care of us.

Instead of saying...

Bye.

Say...

Thank you. Have a great day!

Did You Know?

Many learners confuse **flight**, **airplane**, and **airline**.

Flight = A specific journey by air.

My flight leaves at 9:00 a.m.

Airplane = The aircraft itself.

The airplane is ready for boarding.

Airline = The company operating the flight.

Which airline are you flying with?

Common Mistakes

- ☐ Air hostess.

(Still understood, but less common today.)

- ☐ Flight attendant.

- ☐ Fasten belt.

- ☐ Fasten your seat belt.

- ☐ I need washroom.

- ☐ Where is the restroom?

or

- ☐ Where's the lavatory?

- ☐ Plane is shaking.

- ☐ We're experiencing some turbulence.

- ☐ Open seat.

- ☐ Is this seat available?

- ☐ My luggage is up.

- ☐ My bag is in the overhead bin.

Conversation Builder

Complete the conversation.

Flight Attendant: Welcome aboard. Can I help you?

You: _____

Flight Attendant: Would you like something to drink?

You: _____

Flight Attendant: We'll begin our descent shortly.

You: _____

Flight Attendant: Thank you for flying with us.

You: _____

Quick Response Practice

Respond naturally.

1. Would you like a window seat or an aisle seat?

→ _____

2. Can I get you something to drink?

→ _____

3. Do you need any assistance?

→ _____

4. Did you enjoy the flight?

→ _____

5. Where are you traveling today?

→ _____

Speaking Practice

Read these expressions aloud.

- Could you help me find my seat?
- May I put my bag in the overhead bin?
- Could I have some water, please?
- Where is the restroom?
- Please fasten your seat belt.
- We're about to land.
- Thank you for your excellent service.
- Have a great day!

Common In-Flight Announcements

You may hear announcements like these:

- **Welcome aboard.**
- **Please fasten your seat belt.**
- **We are preparing for takeoff.**
- **Please return your seat to the upright position.**
- **We are experiencing some turbulence.**
- **The captain has turned off the seat belt sign.**
- **We are beginning our descent.**
- **Thank you for flying with us.**

Public Signs & Notices

You may see these signs on an airplane:

- **Fasten Seat Belt**
- **No Smoking**
- **Exit**
- **Emergency Exit**
- **Lavatory**
- **Cabin Crew Only**
- **Life Vest Under Your Seat**
- **Please Keep the Aisle Clear**

Travel Tip

During your flight:

- Keep your **passport, boarding pass**, and valuables in your personal bag.
- Listen carefully to the **safety demonstration** before takeoff.
- Stay hydrated by drinking water during long flights.
- Keep your seat belt fastened whenever you're seated, even if the seat belt sign is off.

Real-Life Challenge

Imagine you're on an international flight.

Practice the complete journey aloud:

- Find your seat.
- Ask the flight attendant for a drink.
- Request a blanket or pillow.
- Ask where the restroom is.
- Listen to the landing announcement.
- Thank the cabin crew before leaving the aircraft.

The more you practice these real-life situations, the more comfortable and confident you'll feel on your next flight.

Chapter 43

Hotel Check-in

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Check in at a hotel confidently.
- Confirm or make a reservation.
- Ask about hotel facilities.
- Request room preferences.
- Understand common hotel procedures.

Introduction

Checking into a hotel is usually the first thing you'll do after arriving at your destination. Knowing the right English expressions will help you communicate smoothly with the front desk staff and begin your stay with confidence.

Situation 1: Arriving at the Hotel

Daily Sentences

1. Good afternoon.
2. I'd like to check in.
3. I have a reservation.
4. It's under the name Taylor.
5. Could you check my reservation, please?
6. I booked the room online.
7. This is my passport.
8. Here's my confirmation email.
9. Thank you for your assistance.
10. I'm looking forward to my stay.

Conversation

Receptionist: Welcome to the Grand Hotel. How may I help you?

Guest: I'd like to check in. I have a reservation under the name Taylor.

Receptionist: Certainly. May I see your passport, please?

Guest: Of course. Here it is.

Situation 2: Confirming the Reservation

Daily Sentences

11. How many nights will you be staying?
12. I'll be staying for three nights.
13. I'd like a non-smoking room.
14. Is breakfast included?
15. Could I have a room on a higher floor?
16. I'd prefer a quiet room.
17. Is Wi-Fi included?
18. What time is check-out?
19. That sounds perfect.
20. Thank you.

Conversation

Receptionist: Would you prefer one king bed or two single beds?

Guest: One king bed, please.

Receptionist: Certainly. Breakfast is included with your stay.

Guest: That's great to hear.

Situation 3: Asking About Hotel Facilities

Daily Sentences

21. Where is the elevator?
22. Is there a fitness center?
23. What time does the pool open?
24. Do you offer room service?
25. Is there free parking?
26. Where is the restaurant?
27. Could I get the Wi-Fi password?

- 28. Do you have a business center?
- 29. Thank you for the information.
- 30. I appreciate your help.

Conversation

Guest: Is there a gym in the hotel?

Receptionist: Yes, it's on the second floor.

Guest: What time does it open?

Receptionist: It opens at 6:00 a.m.

Situation 4: Receiving Your Room Key

Daily Sentences

- 31. Here's your room key.
- 32. Your room is on the sixth floor.
- 33. The elevator is to your left.
- 34. Breakfast is served from 7:00 to 10:00.
- 35. Your room number is 612.
- 36. Enjoy your stay.
- 37. Thank you very much.
- 38. I appreciate your kindness.
- 39. Have a wonderful day.
- 40. See you later.

Conversation

Receptionist: Here's your key card.

Guest: Thank you.

Receptionist: Your room is on the sixth floor.

Guest: Great. Thanks again.

Situation 5: Ending the Check-in

Daily Sentences

41. Everything looks good.
42. Thank you for your help.
43. I'm excited to stay here.
44. I'll head to my room now.
45. Have a great day.
46. Goodbye.
47. See you tomorrow.
48. Thanks again.
49. I appreciate the warm welcome.
50. Enjoy your day.

Conversation

Receptionist: If you need anything, just let us know.

Guest: Thank you. I appreciate it.

Receptionist: Enjoy your stay.

Guest: I'm sure I will!

Vocabulary Builder

Word	Meaning	Example
Reservation	A room booked in advance	I have a reservation for tonight.
Receptionist	The hotel employee at the front desk	The receptionist welcomed us warmly.
Front Desk	The main service area in a hotel	Please check in at the front desk.
Key Card	An electronic card used to unlock the room	Here's your key card.
Check-in	The process of arriving at a hotel	Check-in begins at 3:00 p.m.
Check-out	The process of leaving a hotel	Check-out is at 11:00 a.m.
Lobby	The main entrance area of a hotel	I'll meet you in the lobby.
Elevator	A lift used to move between floors	Take the elevator to the sixth floor.
Room Service	Food delivered to your hotel room	We ordered room service for dinner.
Amenities	Services and facilities provided by the hotel	The hotel offers excellent amenities.

Speak Like a Native

Instead of saying...

I booked room.

Say...

I have a reservation.

Instead of saying...

Where lift?

Say...

Where is the elevator?

Instead of saying...

Breakfast free?

Say...

Is breakfast included?

Instead of saying...

Internet password?

Say...

Could I have the Wi-Fi password, please?

Instead of saying...

One quiet room.

Say...

I'd prefer a quiet room.

Instead of saying...

Thank you.

Say...

Thank you for the warm welcome.

Instead of saying...

Good hotel.

Say...

I'm looking forward to my stay.

Instead of saying...

Bye.

Say...

Have a wonderful day.

Did You Know?

Many learners confuse **reservation**, **booking**, and **confirmation**.

Reservation = A room you've reserved.

I have a reservation for tonight.

Booking = The act of reserving a room.

I made the booking online.

Confirmation = Proof that your booking has been accepted.

Here's my booking confirmation.

Common Mistakes

☐ I have one booking.

☐ I have a reservation.

☐ My room booked.

☐ My room is booked.

or

☐ I booked a room.

☐ Lift where?

☐ Where is the elevator?

(In British English, "lift" is also correct.)

☐ Breakfast free?

☐ Is breakfast included?

☐ WiFi password give.

☐ Could I have the WiFi password, please?

☐ My room number which?

☐ What is my room number?

Conversation Builder

Complete the conversation.

Receptionist: Welcome! How may I help you?

You: _____

Receptionist: May I see your passport, please?

You: _____

Receptionist: Breakfast is served from 7:00 to 10:00.

You: _____

Receptionist: Enjoy your stay!

You: _____

Quick Response Practice

Respond naturally.

1. Do you have a reservation?

→ _____

2. How many nights will you be staying?

→ _____

3. Would you like a smoking or non-smoking room?

→ _____

4. Would you like a wake-up call?

→ _____

5. Is there anything else I can help you with?

→ _____

Speaking Practice

Read these expressions aloud.

- I'd like to check in.
- I have a reservation.
- I'd prefer a quiet room.
- Is breakfast included?

- Could I have the Wi-Fi password, please?
- What time is check-out?
- Thank you for the warm welcome.
- I'm looking forward to my stay.

You'll Hear This Often

These are common hotel expressions:

- **Welcome to our hotel.**
- **May I see your passport, please?**
- **Your room is ready.**
- **Breakfast is included.**
- **Enjoy your stay.**
- **Check-out is at 11:00 a.m.**
- **Please let us know if you need anything.**
- **Have a pleasant stay.**

Public Signs & Notices

You may see these signs in a hotel:

- **Reception**
- **Front Desk**
- **Check-In**
- **Check-Out**
- **Lobby**
- **Elevator**
- **Room Service**
- **Fitness Center**
- **Swimming Pool**
- **Emergency Exit**

Travel Tip

When checking into a hotel:

- Keep your **passport** and **booking confirmation** ready.
- Ask about **breakfast**, **Wi-Fi**, and **check-out time**.
- Check your room before unpacking.
- Save the hotel's address on your phone in case you need directions later.

Real-Life Challenge

Imagine you've just arrived at a hotel after a long flight.

Practice this complete conversation aloud:

- Check in at the front desk.
- Confirm your reservation.
- Request a quiet room.
- Ask about breakfast and Wi-Fi.
- Collect your key card.
- Thank the receptionist before going to your room.

The more you practice these real-life hotel conversations, the more relaxed and confident you'll feel during your future travels.

Chapter 44

Hotel Stay

Estimated Learning Time: 25–30 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Request hotel services confidently.
- Report problems in your room.
- Order room service.
- Ask for housekeeping assistance.
- Check out of a hotel smoothly.

Introduction

After checking into your hotel, you may need extra towels, room service, housekeeping, laundry service, or help with a problem in your room. Learning these everyday expressions will help you enjoy a comfortable and stress-free stay.

Situation 1: Requesting Hotel Services

Daily Sentences

1. Could I have some extra towels, please?
2. I'd like an extra pillow.
3. Could I get another blanket?
4. Could someone help me with my luggage?
5. I'd like a wake-up call at 6:30 a.m.
6. Could you send an iron to my room?
7. I'd like to order room service.
8. Could you bring some bottled water?
9. Thank you for your assistance.
10. I appreciate your help.

Conversation

Guest: Hello, I'd like an extra pillow, please.

Receptionist: Certainly. We'll send one to your room right away.

Guest: Thank you very much.

Receptionist: You're welcome.

Situation 2: Reporting a Problem

Daily Sentences

11. The air conditioner isn't working.
12. The room is too cold.
13. The room is too warm.
14. The TV isn't turning on.
15. The Wi-Fi isn't working.
16. The shower isn't working properly.
17. The room key doesn't work.
18. Could someone check it, please?
19. Thank you for fixing the problem.
20. Everything is working now.

Conversation

Guest: Hello, the Wi-Fi in my room isn't working.

Receptionist: I'm sorry about that.

Guest: Could someone take a look?

Receptionist: Of course. We'll send a technician immediately.

Situation 3: Housekeeping & Laundry

Daily Sentences

21. Could you clean my room, please?
22. I'd like fresh towels.
23. Could you change the bed sheets?
24. I'd like to use the laundry service.
25. When will my clothes be ready?
26. Could you collect my laundry?
27. Please don't disturb.

- 28. Housekeeping, please.
- 29. Thank you for your excellent service.
- 30. Everything looks great.

Conversation

Housekeeper: Good morning. Housekeeping!

Guest: Good morning. Could you please clean the room later today?

Housekeeper: Certainly. What time would be convenient?

Guest: Around 2:00 p.m., please.

Situation 4: Ordering Room Service

Daily Sentences

- 31. I'd like to order dinner.
- 32. Could I see the room service menu?
- 33. I'll have the grilled chicken.
- 34. Could I have a fruit salad as well?
- 35. I'd like a cup of coffee.
- 36. How long will it take?
- 37. Could you bring some extra napkins?
- 38. Everything was delicious.
- 39. Thank you.
- 40. I enjoyed the meal.

Conversation

Room Service: Good evening. How may I help you?

Guest: I'd like to order dinner.

Room Service: Certainly. What would you like?

Guest: I'll have the grilled chicken and a cup of coffee.

Situation 5: Checking Out

Daily Sentences

41. I'd like to check out.
42. Could I have my bill, please?
43. Everything was wonderful.
44. I'd like to pay by card.
45. Could I have a receipt?
46. Thank you for the excellent service.
47. I really enjoyed my stay.
48. I'll definitely come back.
49. Have a wonderful day.
50. Goodbye.

Conversation

Receptionist: I hope you enjoyed your stay.

Guest: I certainly did. Everything was excellent.

Receptionist: Thank you. We hope to see you again.

Guest: I'm sure you will.

Vocabulary Builder

Word	Meaning	Example
Housekeeping	The department that cleans hotel rooms	Housekeeping cleaned the room this morning.
Room Service	Food and drinks delivered to your room	We ordered breakfast through room service.
Wake-up Call	A phone call to wake a guest	I'd like a wake-up call at 7:00 a.m.
Laundry Service	A hotel service that washes clothes	The laundry service is available daily.
Technician	A person who repairs equipment	A technician fixed the air conditioner.
Key Card	A card used to unlock the room	My key card isn't working.
Reception	The hotel's front desk area	Please contact reception if you need help.
Bill	The amount you need to pay	Could I have my bill, please?
Receipt	Proof of payment	May I have a receipt?
Concierge	A hotel employee who helps guests with information and bookings	The concierge recommended a great restaurant.

Speak Like a Native

Instead of saying...

Bring towel.

Say...

Could I have some extra towels, please?

Instead of saying...

AC not working.

Say...

The air conditioner isn't working.

Instead of saying...

Clean room.

Say...

Could you clean my room, please?

Instead of saying...

Food to room.

Say...

I'd like to order room service.

Instead of saying...

Give bill.

Say...

Could I have my bill, please?

Instead of saying...

Hotel very good.

Say...

I really enjoyed my stay.

Instead of saying...

Thank you.

Say...

Thank you for the excellent service.

Instead of saying...

Bye.

Say...

I hope to stay here again soon.

Did You Know?

Many learners confuse **housekeeping**, **room service**, and **concierge**.

Housekeeping = Cleans and prepares hotel rooms.

Housekeeping changed the towels.

Room Service = Delivers food and drinks to your room.

We ordered breakfast through room service.

Concierge = Helps guests with travel information, restaurant reservations, transportation, and local recommendations.

The concierge booked a city tour for us.

Common Mistakes

- ☐ Clean my room.
- ☐ Could you clean my room, please?

- ☐ AC is not coming.
- ☐ The air conditioner isn't working.

- ☐ Bring one towel.
- ☐ Could I have an extra towel, please?

- ☐ WiFi not connecting.
- ☐ The Wi-Fi isn't working.

or

- ☐ I can't connect to the Wi-Fi.

- ☐ I want checkout.
- ☐ I'd like to check out.

- ☐ Give receipt.
- ☐ Could I have a receipt, please?

Conversation Builder

Complete the conversation.

Receptionist: Good morning. How can I help you?

You: _____

Receptionist: We'll send someone to your room immediately.

You: _____

Receptionist: Is there anything else you need?

You: _____

Receptionist: Enjoy the rest of your stay.

You: _____

Quick Response Practice

Respond naturally.

1. How can we help you today?

→ _____

2. Would you like housekeeping now or later?

→ _____

3. Would you like to order room service?

→ _____

4. Did you enjoy your stay?

→ _____

5. How would you like to pay?

→ _____

Speaking Practice

Read these expressions aloud.

- Could I have some extra towels, please?
- The air conditioner isn't working.
- I'd like a wake-up call at 6:30 a.m.
- Could you clean my room, please?
- I'd like to order room service.
- Could I have my bill, please?
- I really enjoyed my stay.
- Thank you for the excellent service.

Longer Real-Life Conversation

Receptionist: Good evening! Welcome back. How can I help you?

Guest: Hi. I'm staying in Room 812, and I have a couple of requests.

Receptionist: Certainly. What do you need?

Guest: First, could I have two extra towels delivered to my room?

Receptionist: Of course. We'll send them up right away.

Guest: Thank you. Also, the air conditioner doesn't seem to be cooling the room.

Receptionist: I'm sorry about that. I'll ask a technician to check it within the next 15 minutes.

Guest: I appreciate that. One more thing—I'd like a wake-up call tomorrow morning at 6:30.

Receptionist: No problem. I've scheduled it for 6:30 a.m.

Guest: Great. Is breakfast served from 7:00?

Receptionist: Yes, breakfast is available from 7:00 to 10:00 in the restaurant on the first floor.

Guest: Perfect. Thank you for all your help.

Receptionist: You're very welcome. If you need anything else, just dial **0** from your room phone.

Guest: I will. Have a wonderful evening!

You'll Hear This Often

These are common hotel expressions:

- **Housekeeping!**
- **Would you like your room cleaned now?**
- **We'll send someone up right away.**
- **Breakfast is served from 7:00 to 10:00.**
- **Dial 0 for reception.**
- **Enjoy the rest of your stay.**
- **Your bill is ready.**
- **Thank you for staying with us.**

Public Signs & Notices

You may see these signs in a hotel:

- **Housekeeping**
- **Do Not Disturb**
- **Please Make Up Room**
- **Laundry Service**
- **Room Service**
- **Reception**
- **Business Center**
- **Concierge**
- **Emergency Exit**
- **Ice Machine**

Travel Tip

During your hotel stay:

- Report any problems **as soon as you notice them.**
- Keep your **key card** with you whenever you leave your room.
- Use the **hotel safe** for your passport and valuables if one is available.
- Before checking out, make sure you haven't left anything in the room.

Real-Life Challenge

Imagine you're spending three nights at a hotel.

Practice these situations aloud:

- Request extra towels and a wake-up call.
- Report that the Wi-Fi isn't working.
- Order dinner through room service.

- Ask housekeeping to clean your room later.
- Check out and thank the hotel staff.

These conversations will help you feel comfortable communicating in English throughout your entire hotel stay.

Chapter 45

Asking for Directions

Estimated Learning Time: 25–30 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Ask for directions politely.
- Understand common direction phrases.
- Ask follow-up questions.
- Use maps and landmarks.
- Reach your destination confidently.

Introduction

Whether you're visiting a new city or simply looking for a nearby place, asking for directions is an essential communication skill. In this chapter, you'll learn natural English expressions that people use every day when giving and receiving directions.

Situation 1: Asking for Directions

Daily Sentences

1. Excuse me, could you help me?
2. I'm looking for the train station.
3. How can I get to the city center?
4. Could you tell me the way to the museum?
5. Is there a bank nearby?
6. Where's the nearest pharmacy?
7. Could you point me in the right direction?
8. Am I heading the right way?
9. Thank you for your help.
10. I really appreciate it.

Conversation

Traveler: Excuse me, could you help me?

Local Resident: Of course. What are you looking for?

Traveler: I'm trying to find the train station.

Local Resident: It's about a ten-minute walk from here.

Situation 2: Understanding Directions

Daily Sentences

11. Go straight ahead.
12. Turn left at the traffic light.
13. Turn right at the next corner.
14. It's on your left.
15. It's on your right.
16. Walk past the supermarket.
17. Cross the street.
18. It's across from the park.
19. It's next to the post office.
20. You can't miss it.

Conversation

Traveler: Is the museum far from here?

Local Resident: Not at all. Go straight for two blocks and turn right.

Traveler: Is it near the library?

Local Resident: Yes, it's right across from it.

Situation 3: Asking Follow-up Questions

Daily Sentences

21. How long will it take to get there?
22. Is it within walking distance?
23. Should I take a bus instead?
24. Which bus should I take?
25. Is there a shortcut?
26. Could you show me on the map?
27. Could you repeat that, please?

- 28. I didn't quite catch that.
- 29. Let me make sure I understood.
- 30. Thank you. That makes sense.

Conversation

Traveler: Is it within walking distance?

Local Resident: Yes, it'll take about fifteen minutes.

Traveler: Great! Thank you for explaining.

Local Resident: You're welcome.

Situation 4: Using Navigation

Daily Sentences

- 31. Here's the address.
- 32. Could you check this location?
- 33. My phone says it's nearby.
- 34. I think I'm lost.
- 35. I must have taken the wrong street.
- 36. Could you help me find this place?
- 37. My GPS isn't working.
- 38. I think I'm heading the wrong way.
- 39. Thanks for pointing that out.
- 40. Now I know where to go.

Conversation

Traveler: My GPS isn't working.

Local Resident: No problem. Let me take a look.

Traveler: Thank you.

Local Resident: You're only a few minutes away.

Situation 5: Reaching Your Destination

Daily Sentences

41. I finally found it.
42. Thank you for your directions.
43. Your directions were very helpful.
44. I made it on time.
45. I'm glad I asked.
46. Have a wonderful day.
47. Take care.
48. Goodbye.
49. Thanks again.
50. See you around.

Conversation

Traveler: I found the museum!

Local Resident: That's great!

Traveler: Thanks again for your help.

Local Resident: You're very welcome.

Vocabulary Builder

Word	Meaning	Example
Intersection	A place where two roads cross	Turn left at the next intersection.
Corner	The point where two streets meet	The café is on the corner.
Block	The distance between two streets	Walk two blocks and turn right.
Landmark	An easily recognized place	The church is a good landmark.
Sidewalk	A path for people walking	Stay on the sidewalk.
Crosswalk	A marked place to cross the road	Use the crosswalk.
Traffic Light	Road signal controlling traffic	Turn left at the traffic light.
Roundabout	A circular road intersection	Take the second exit at the roundabout.
Shortcut	A quicker route	Do you know a shortcut?
Direction	Information about how to reach a place	Thanks for the directions.

Speak Like a Native

Instead of saying...

Where station?

Say...

Could you tell me how to get to the train station?

Instead of saying...

Which side?

Say...

Is it on the left or the right?

Instead of saying...

Again.

Say...

Could you repeat that, please?

Instead of saying...

I lost.

Say...

I think I'm lost.

Instead of saying...

Show map.

Say...

Could you show me on the map?

Instead of saying...

Near?

Say...

Is it nearby?

Instead of saying...

Thank you.

Say...

Thank you. Your directions were really helpful.

Instead of saying...

Bye.

Say...

Have a wonderful day!

Did You Know?

Many learners confuse **next to**, **near**, and **across from**.

Next to = Immediately beside.

The bank is next to the pharmacy.

Near = Close, but not necessarily beside.

The hotel is near the airport.

Across from = Directly opposite.

The café is across from the library.

Common Mistakes

- ☐ Where is nearest bank?
- ☐ Where's the nearest bank?

- ☐ I am in wrong way.
- ☐ I'm going the wrong way.

- ☐ Explain me.
- ☐ Could you explain it tome?

- ☐ Repeat again.
- ☐ Could you repeat that, please?

- ☐ I'm confusing.
- ☐ I'm confused.

- ☐ How much far?
- ☐ How far is it?

Conversation Builder

Complete the conversation.

Local Resident: Excuse me. Can I help you?

You: _____

Local Resident: Go straight ahead and turn left at the traffic light.

You: _____

Local Resident: It's about a ten-minute walk.

You: _____

Local Resident: Have a nice day!

You: _____

Quick Response Practice

Respond naturally.

1. What are you looking for?

→ _____

2. Is it your first time in the city?

→ _____

3. Do you need me to show you on the map?

→ _____

4. Did you find the place?

→ _____

5. Was it easy to get there?

→ _____

Speaking Practice

Read these expressions aloud.

- Could you help me?
- I'm looking for the train station.
- Go straight ahead.
- Turn left at the traffic light.
- Is it within walking distance?
- I think I'm lost.
- Could you repeat that, please?
- Thank you. Your directions were really helpful.

Longer Real-Life Conversation

Traveler: Excuse me, could you help me?

Local Resident: Of course! Where are you trying to go?

Traveler: I'm looking for the City Art Museum.

Local Resident: You're actually quite close. Go straight down this street for about five minutes.

Traveler: Okay.

Local Resident: Then turn right at the second traffic light.

Traveler: Got it.

Local Resident: After that, you'll see a large park on your left.

Traveler: Should I walk through the park?

Local Resident: No. Walk along the side of the park. The museum is directly across from the main entrance.

Traveler: Is it within walking distance?

Local Resident: Yes, it should take about ten minutes.

Traveler: Perfect! Thank you so much.

Local Resident: You're very welcome. Enjoy your visit!

Traveler: Have a wonderful day!

You'll Hear This Often

These are common expressions people use when giving directions:

- **Go straight ahead.**
- **Turn left at the next intersection.**
- **Turn right at the traffic light.**
- **It's just around the corner.**
- **It's within walking distance.**
- **You can't miss it.**
- **It's on your left.**
- **It's across from the library.**

Public Signs & Notices

You may see these signs while finding your way:

- **Information**
- **You Are Here**
- **Exit**
- **Entrance**
- **Pedestrian Crossing**
- **One Way**
- **No Entry**
- **Subway Entrance**
- **Bus Stop**
- **City Center**

Travel Tip

When asking for directions:

- Start with "**Excuse me**" to be polite.
- Listen for landmarks, not just street names.
- If you don't understand, ask the person to repeat or show you on a map.
- Repeat the directions back briefly to make sure you've understood them correctly.

Real-Life Challenge

Imagine you're visiting a new city without knowing the area.

Practice these situations aloud:

- Ask someone how to get to a museum.
- Ask if it's within walking distance.
- Request directions to a bus stop.
- Ask someone to repeat the directions.
- Thank them after you arrive.

Being able to ask for directions confidently is one of the most valuable travel skills, and practicing these conversations will help you feel comfortable exploring any city in English.

Chapter 46

Tourist Information Center

Estimated Learning Time: 25–30 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Ask for travel information confidently.
- Request maps and brochures.
- Learn about local attractions.
- Book city tours and activities.
- Get useful travel recommendations.

Introduction

A tourist information center is one of the best places to visit when you arrive in a new city. The staff can recommend attractions, explain transportation options, provide maps, and help you make the most of your visit. This chapter will help you communicate naturally in these situations.

Situation 1: Asking for Information

Daily Sentences

1. Good morning.
2. Is this the tourist information center?
3. I'm visiting the city for the first time.
4. Could you recommend some places to visit?
5. What are the city's main attractions?
6. What's popular with visitors?
7. How many days would you recommend staying?
8. Could you help me plan my visit?
9. Thank you for your help.
10. I appreciate it.

Conversation

Tourist: Good morning. Is this the tourist information center?

Staff Member: Yes, it is. How can I help you today?

Tourist: I'm visiting the city for the first time.

Staff Member: Welcome! I'd be happy to help.

Situation 2: Maps and Transportation

Daily Sentences

11. Could I have a city map, please?
12. Do you have a subway map?
13. Which bus goes to the old town?
14. Is there a sightseeing bus?
15. How do I get to the castle?
16. Is public transportation reliable?
17. Can I buy tickets here?
18. Where's the nearest train station?
19. That's easy to understand.
20. Thank you.

Conversation

Tourist: Could I have a city map?

Staff Member: Of course. Here's a free map.

Tourist: Thank you. How do I get to the botanical garden?

Staff Member: Take Bus 12 from the stop across the street.

Situation 3: Attractions and Tours

Daily Sentences

21. Are there any guided tours?
22. What time does the tour begin?
23. How much does the tour cost?
24. I'd like to book a city tour.
25. Is advance booking required?
26. Are there any museums nearby?
27. What's the most famous landmark?

- 28. Are there any local festivals this week?
- 29. That sounds interesting.
- 30. I'll book that tour.

Conversation

Tourist: I'd like to join a city tour.

Staff Member: We have one starting at 10:00 a.m. tomorrow.

Tourist: Is there still space available?

Staff Member: Yes, there is.

Situation 4: Local Recommendations

Daily Sentences

- 31. Where can I try local food?
- 32. Could you recommend a good restaurant?
- 33. What's a popular local dish?
- 34. Where can I buy souvenirs?
- 35. Are there any markets nearby?
- 36. Is the area safe at night?
- 37. Which neighborhood should I explore?
- 38. Are there any free attractions?
- 39. Thank you for the recommendations.
- 40. I'm excited to explore the city.

Conversation

Tourist: Where can I try traditional local food?

Staff Member: There's a great restaurant just two blocks away.

Tourist: What do you recommend ordering?

Staff Member: Their signature dish is definitely worth trying.

Situation 5: Before Leaving

Daily Sentences

41. Thank you for all your help.
42. This information has been very useful.
43. I'll follow your suggestions.
44. I'm looking forward to exploring the city.
45. Have a wonderful day.
46. Goodbye.
47. See you again.
48. Thanks once again.
49. You've been very helpful.
50. Take care.

Conversation

Staff Member: Enjoy your visit!

Tourist: Thank you. You've been incredibly helpful.

Staff Member: Have a wonderful time exploring the city.

Tourist: I certainly will.

Vocabulary Builder

Word	Meaning	Example
Attraction	A place that visitors enjoy	The museum is a popular attraction.
Landmark	A famous or important place	The Eiffel Tower is a famous landmark.
Brochure	A small booklet with information	Could I have a travel brochure?
Guided Tour	A tour led by a guide	We joined a guided tour of the city.
Sightseeing	Visiting famous places	We spent the day sightseeing.
Souvenir	Something you buy to remember a trip	I bought a souvenir for my family.
Festival	A special public celebration	The city hosts a music festival every summer.
Museum	A place where historical or artistic objects are displayed	The museum opens at 9:00 a.m.
Map	A drawing that shows places and directions	Here's a free city map.
Visitor Center	Another name for a tourist information center	Stop by the visitor center for advice.

Speak Like a Native

Instead of saying...

Good places?

Say...

Could you recommend some places to visit?

Instead of saying...

Give map.

Say...

Could I have a city map, please?

Instead of saying...

Where food?

Say...

Where can I try local food?

Instead of saying...

Tour available?

Say...

Are there any guided tours available today?

Instead of saying...

What famous here?

Say...

What's the most famous attraction here?

Instead of saying...

Thank you.

Say...

Thank you for all your recommendations.

Instead of saying...

Very good city.

Say...

I'm really looking forward to exploring the city.

Instead of saying...

Bye.

Say...

Have a wonderful day!

Did You Know?

Many learners confuse **tour**, **trip**, and **excursion**.

Tour = A planned visit to several places, often with a guide.

We joined a city tour.

Trip = A journey from one place to another.

We took a weekend trip to the mountains.

Excursion = A short trip, often for pleasure or education.

The school organized an excursion to the museum.

Common Mistakes

- ☐ Give me city map.
- ☐ Could I have a city map, please?

- ☐ Which place famous?
- ☐ Which place is the most famous?

or

- ☐ What's the most famous attraction?
- ☐ I want local food.
- ☐ I'd like to try some local food.
- ☐ Tell me tourist places.
- ☐ Could you recommend some tourist attractions?
- ☐ Where buy gifts?
- ☐ Where can I buy souvenirs?
- ☐ Any festival now?
- ☐ Are there any festivals happening this week?

Conversation Builder

Complete the conversation.

Staff Member: Welcome! How can I help you today?

You: _____

Staff Member: Here's a city map.

You: _____

Staff Member: Would you like to book a guided tour?

You: _____

Staff Member: Enjoy your visit!

You: _____

Quick Response Practice

Respond naturally.

1. Is this your first visit to the city?

→ _____

2. What would you like to see?

→ _____

3. Would you like a city map?

→ _____

4. Are you interested in museums or nature?

→ _____

5. How long will you be staying?

→ _____

Speaking Practice

Read these expressions aloud.

- Could you recommend some places to visit?
- Could I have a city map, please?

- I'd like to book a guided tour.
- Where can I try local food?
- What's the most famous landmark?
- Thank you for your recommendations.
- I'm looking forward to exploring the city.
- Have a wonderful day!

Longer Real-Life Conversation

Tourist: Good morning! I'm visiting the city for the first time.

Staff Member: Welcome! How long will you be staying?

Tourist: Four days.

Staff Member: That's enough time to see the major attractions.

Tourist: What do you recommend?

Staff Member: I suggest visiting the old town, the history museum, the botanical garden, and the riverfront.

Tourist: That sounds wonderful. Is there a guided city tour?

Staff Member: Yes. It starts every morning at 10:00 a.m. and lasts about three hours.

Tourist: How much does it cost?

Staff Member: It's \$25 per person, and it includes transportation.

Tourist: Great! I'd like to book a place.

Staff Member: Certainly. Here are your ticket and a city map.

Tourist: Thank you. Could you also recommend a good local restaurant?

Staff Member: Absolutely. This family-owned restaurant nearby is very popular with both locals and visitors.

Tourist: Perfect! Thank you for all your help.

Staff Member: You're very welcome. Enjoy your stay!

You'll Hear This Often

These are common expressions at tourist information centers:

- **How can I help you today?**
- **Here's a free city map.**
- **This attraction is within walking distance.**
- **The tour starts at 10:00 a.m.**
- **Advance booking is recommended.**
- **It's one of the city's most popular attractions.**
- **Enjoy your visit!**
- **Have a wonderful time exploring the city!**

Public Signs & Notices

You may see these signs while sightseeing:

- **Tourist Information**
- **City Map**
- **Guided Tours**
- **Tickets Available Here**
- **Visitor Center**
- **Historical Site**
- **Museum Entrance**
- **Audio Guide Available**
- **Open Daily**
- **Photography Allowed**

Travel Tip

When visiting a tourist information center:

- Ask for a **free city map** and **event brochure**.
- Find out about **public transportation passes** to save money.
- Ask about **free walking tours** or discount passes for attractions.
- Write down the address of your hotel before exploring the city.

Real-Life Challenge

Imagine you've just arrived in a new city.

Practice these conversations aloud:

- Ask for a city map.

- Request recommendations for attractions.
- Book a guided tour.
- Ask where to try local food.
- Thank the staff before leaving.

These conversations will help you make the most of every trip while communicating confidently in English.

Chapter 47

Sightseeing

Estimated Learning Time: 25–30 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Visit popular attractions confidently.
- Buy tickets and join guided tours.
- Talk about landmarks and museums.
- Ask others to take photos.
- Share your sightseeing experiences naturally.

Introduction

Sightseeing is one of the most enjoyable parts of traveling. Whether you're visiting a famous landmark, exploring a museum, or walking through a historic neighborhood, knowing the right English expressions will help you enjoy the experience and communicate confidently.

Situation 1: Buying Tickets

Daily Sentences

1. I'd like one adult ticket, please.
2. Are there any student discounts?
3. What time does the next tour begin?
4. I'd like to join the guided tour.
5. Is the audio guide included?
6. How long does the tour last?
7. Can I buy tickets online?
8. Are photos allowed inside?
9. Thank you.
10. I'm excited to begin the tour.

Conversation

Ticket Clerk: Good morning. How many tickets would you like?

Visitor: One adult ticket, please.

Ticket Clerk: Would you like an audio guide as well?

Visitor: Yes, please.

Situation 2: Exploring an Attraction

Daily Sentences

11. This place is beautiful.
12. The architecture is amazing.
13. I've always wanted to visit this landmark.
14. Could you tell me more about its history?
15. What year was it built?
16. Is this the original building?
17. That's fascinating.
18. I learned something new today.
19. This visit has been wonderful.
20. I'd love to come back someday.

Conversation

Visitor: This building is incredible.

Guide: It was built more than 300 years ago.

Visitor: That's amazing!

Guide: It's one of the city's most important landmarks.

Situation 3: Taking Photos

Daily Sentences

21. Could you take a photo of me, please?
22. Would you mind taking another one?
23. Thank you. It looks great.
24. Let's take a group photo.
25. Smile!
26. The view is breathtaking.
27. This is my favorite picture.

- 28. I'd like one more photo.
- 29. Thank you for your help.
- 30. These memories will last forever.

Conversation

Tourist: Excuse me, could you take a photo of us?

Visitor: Of course.

Tourist: Thank you very much.

Visitor: You're welcome.

Situation 4: Talking with Other Travelers

Daily Sentences

- 31. Where are you from?
- 32. Is this your first visit here?
- 33. How are you enjoying the city?
- 34. Which attraction did you like the most?
- 35. Have you visited the museum yet?
- 36. Do you have any recommendations?
- 37. We should visit that next.
- 38. Thanks for the suggestion.
- 39. Enjoy the rest of your trip.
- 40. Safe travels.

Conversation

Traveler: Is this your first time here?

Visitor: Yes, it is.

Traveler: Which places have you visited so far?

Visitor: The old town and the history museum.

Situation 5: Leaving the Attraction

Daily Sentences

41. I had a wonderful time.
42. This was worth the visit.
43. Thank you for the excellent tour.
44. I learned a lot today.
45. I'll recommend this place to my friends.
46. Have a wonderful day.
47. Goodbye.
48. See you again.
49. Thanks once more.
50. Take care.

Conversation

Guide: Thank you for joining today's tour.

Visitor: Thank you. It was excellent.

Guide: We're glad you enjoyed it.

Visitor: I certainly did.

Vocabulary Builder

Word	Meaning	Example
Landmark	A famous place or building	The castle is the city's most famous landmark.
Monument	A structure built to honor a person or event	We visited the national monument.
Museum	A place displaying historical, artistic, or scientific objects	The museum has an impressive art collection.
Gallery	A place where artwork is displayed	The gallery features local artists.
Exhibit	An object or collection displayed for visitors	My favorite exhibit was the dinosaur skeleton.
Audio Guide	A recorded guide explaining attractions	I rented an audio guide.
Architecture	The design and style of buildings	The architecture is stunning.
Heritage	Cultural or historical traditions and places	The old town is a UNESCO World Heritage Site.
Viewpoint	A place offering a scenic view	The viewpoint overlooks the entire city.
Souvenir	An item kept to remember a trip	I bought a souvenir for my family.

Speak Like a Native

Instead of saying...

Take photo.

Say...

Could you take a photo of me, please?

Instead of saying...

Very beautiful place.

Say...

This place is absolutely beautiful.

Instead of saying...

Tell history.

Say...

Could you tell me more about its history?

Instead of saying...

One more photo.

Say...

Would you mind taking one more photo?

Instead of saying...

Good tour.

Say...

That was an excellent tour.

Instead of saying...

I like this.

Say...

This has been my favorite attraction so far.

Instead of saying...

Thank you.

Say...

Thank you for such an informative tour.

Instead of saying...

Bye.

Say...

Enjoy the rest of your day!

Did You Know?

Many learners confuse **tourist**, **traveler**, and **visitor**.

Tourist = Someone traveling mainly for pleasure.

The city attracts millions of tourists every year.

Traveler = A general term for someone who travels for any reason.

He's an experienced traveler.

Visitor = Anyone visiting a place, whether for tourism, business, or another purpose.

Visitors are welcome between 9:00 a.m. and 6:00 p.m.

Common Mistakes

- ☐ Take my photo.

(Understandable, but less polite.)

- ☐ Could you take a photoof me, please?

- ☐ This place is too much beautiful.

- ☐ This place is absolutely beautiful.

- ☐ I enjoyed very much.

- ☐ I enjoyed it very much.

- ☐ Tell me history.

- ☐ Could you tell me about the history?

- ☐ I clicked many photos.

(Common in some regions.)

- ☐ Itook a lot of photos.

- ☐ This monument is very old only.

- ☐ This monument is very old.

Conversation Builder

Complete the conversation.

Guide: Welcome! Is this your first visit?

You: _____

Guide: The tour will begin in five minutes.

You: _____

Guide: Would you like me to take a photo for you?

You: _____

Guide: Have a wonderful day!

You: _____

Quick Response Practice

Respond naturally.

1. Which attraction would you like to visit first?

→ _____

2. Would you like an audio guide?

→ _____

3. Could you take a photo of us?

→ _____

4. What did you enjoy the most?

→ _____

5. Would you recommend this place to others?

→ _____

Speaking Practice

Read these expressions aloud.

- I'd like one adult ticket, please.
- Could you tell me more about its history?

- This place is absolutely beautiful.
- Could you take a photo of me, please?
- I learned something new today.
- That was an excellent tour.
- Thank you for such an informative tour.
- Enjoy the rest of your day!

Longer Real-Life Conversation

Guide: Good morning, everyone! Welcome to the city walking tour.

Visitor: Good morning! This is my first time here.

Guide: You're going to see some of our most famous landmarks today.

Visitor: That sounds exciting. How long will the tour last?

Guide: About three hours, including a short coffee break.

Visitor: Great! Are photos allowed inside the museum?

Guide: Yes, but please don't use flash photography.

Visitor: Understood.

Guide: Our first stop is the old cathedral, which was built in the 17th century.

Visitor: The architecture is incredible!

Guide: It certainly is. It's one of the city's most photographed buildings.

Visitor: Could you recommend a good place for lunch after the tour?

Guide: Absolutely. There's an excellent local restaurant just around the corner.

Visitor: Perfect. Thank you for all the information.

Guide: My pleasure. I hope you enjoy the rest of the tour!

You'll Hear This Often

These are common expressions at tourist attractions:

- **The tour will begin shortly.**
- **Please stay with the group.**

- **Photography without flash is permitted.**
- **Please don't touch the exhibits.**
- **Follow me, please.**
- **Watch your step.**
- **Enjoy the tour!**
- **Thank you for visiting.**

Public Signs & Notices

You may see these signs while sightseeing:

- **Tickets**
- **Entrance**
- **Exit**
- **Guided Tours**
- **Audio Guides**
- **Information Desk**
- **Please Do Not Touch**
- **No Flash Photography**
- **Keep Off the Grass**
- **Viewing Platform**

Travel Tip

When visiting attractions:

- Arrive a little early if you've booked a guided tour.
- Read the information boards—they often provide fascinating historical details.
- Respect local rules about photography and restricted areas.
- Keep your ticket until you leave the attraction, as it may be checked again.

Real-Life Challenge

Imagine you're exploring a famous attraction in another country.

Practice these situations aloud:

- Buy an admission ticket.
- Join a guided tour.
- Ask the guide about the history of the place.
- Ask another visitor to take your photo.
- Thank the guide before leaving.

Every sightseeing experience is an opportunity to practice English naturally while discovering new places and cultures.

Chapter 48

Renting a Car

Estimated Learning Time: 25–30 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Rent a car confidently.
- Understand rental terms and conditions.
- Ask about insurance and fuel policies.
- Report a problem with the vehicle.
- Return the rental car smoothly.

Introduction

Renting a car gives you the freedom to explore at your own pace. Whether you're traveling for business or vacation, knowing the right English expressions will help you communicate with rental staff and enjoy a stress-free experience.

Situation 1: Booking a Rental Car

Daily Sentences

1. I'd like to rent a car.
2. I'd like to reserve a car for three days.
3. What types of cars do you have?
4. I'd prefer a compact car.
5. Do you have an automatic car?
6. How much is the daily rate?
7. Is insurance included?
8. Are there any additional fees?
9. That sounds good.
10. I'd like to make the reservation.

Conversation

Agent: Welcome! How can I help you today?

Customer: I'd like to rent a car for three days.

Agent: Certainly. Do you have a preference?

Customer: I'd prefer a compact automatic car.

Situation 2: Picking Up the Car

Daily Sentences

11. Here's my driver's license.
12. Here's my passport.
13. Do you need my credit card?
14. Could you explain the rental agreement?
15. Where can I pick up the car?
16. Is the fuel tank full?
17. How do I start the car?
18. Does it have GPS?
19. Thank you for explaining everything.
20. I'm ready to go.

Conversation

Agent: May I see your driver's license, please?

Customer: Of course. Here it is.

Agent: Your car is parked in Space 24.

Customer: Thank you very much.

Situation 3: During the Rental

Daily Sentences

21. The fuel tank is almost empty.
22. Where's the nearest gas station?
23. The GPS isn't working.
24. I think one of the tires looks flat.
25. The warning light came on.
26. Could someone help me?
27. The car won't start.

- 28. I need roadside assistance.
- 29. Thank you for your quick response.
- 30. The problem has been solved.

Conversation

Customer: Hello. The GPS isn't working properly.

Agent: I'm sorry about that.

Customer: Could you help me fix it?

Agent: Certainly. I'll guide you through the settings.

Situation 4: Returning the Car

Daily Sentences

- 31. I'd like to return the car.
- 32. Where should I park it?
- 33. Is the fuel tank full?
- 34. Do you need to inspect the vehicle?
- 35. Everything is in good condition.
- 36. Here are the keys.
- 37. Thank you for your service.
- 38. The rental experience was excellent.
- 39. I appreciate your help.
- 40. Have a wonderful day.

Conversation

Agent: Welcome back. How was your trip?

Customer: It was great. The car was excellent.

Agent: Thank you. We'll inspect the vehicle now.

Customer: Of course.

Situation 5: Payment and Departure

Daily Sentences

41. Could I have the final bill, please?
42. I'd like to pay by card.
43. Were there any additional charges?
44. Could I have a receipt?
45. Everything looks correct.
46. Thank you for your excellent service.
47. I'll definitely rent from you again.
48. Goodbye.
49. Safe travels.
50. Have a great day.

Conversation

Agent: Here's your final bill.

Customer: Everything looks correct.

Agent: Thank you for choosing our company.

Customer: My pleasure. Have a wonderful day.

Vocabulary Builder

Word	Meaning	Example
Rental Car	A car hired for temporary use	We rented a car for the weekend.
Driver's License	An official document allowing someone to drive	Please show your driver's license.
Rental Agreement	The contract for renting the car	Read the rental agreement carefully.
Insurance	Financial protection in case of damage or accidents	Insurance is included in the rental price.
Fuel Tank	The container that holds fuel	Return the car with a full fuel tank.
GPS	A navigation system	The GPS guided us to the hotel.
Roadside Assistance	Help provided if your vehicle breaks down	Call roadside assistance if needed.
Mileage	The distance a vehicle travels	Is there a mileage limit?
Deposit	Money held as security during the rental	A refundable deposit is required.
Return	To give the rental car back	I'd like to return the car.

Speak Like a Native

Instead of saying...

I want car.

Say...

I'd like to rent a car.

Instead of saying...

Automatic car?

Say...

Do you have an automatic car available?

Instead of saying...

GPS not working.

Say...

The GPS isn't working properly.

Instead of saying...

Car problem.

Say...

The warning light came on.

Instead of saying...

Give bill.

Say...

Could I have the final bill, please?

Instead of saying...

Car very good.

Say...

The car was excellent.

Instead of saying...

Thank you.

Say...

Thank you for your excellent service.

Instead of saying...

Bye.

Say...

Safe travels!

Did You Know?

Many learners confuse **rent**, **hire**, and **borrow**.

Rent = Pay to use something for a period of time.

We rented a car for five days.

Hire = Often used in British English instead of "rent."

We hired a car at the airport.

Borrow = Use something temporarily with permission, usually without paying.

I borrowed my friend's car.

Common Mistakes

- ☐ I want rent a car.
- ☐ I'd like torent a car.
- ☐ Car automatic.
- ☐ I'd like an automatic car.
- ☐ GPS not opening.
- ☐ The GPS isn't working.
- ☐ Petrol finished.
- ☐ The fuel tank is almost empty.
- ☐ Return key.
- ☐ Here are the keys.
- ☐ Bill give me.
- ☐ Could I have the final bill, please?

Conversation Builder

Complete the conversation.

Agent: Welcome! How can I help you?

You: _____

Agent: May I see your driver's license?

You: _____

Agent: Your rental car is ready.

You: _____

Agent: Have a safe trip!

You: _____

Quick Response Practice

Respond naturally.

1. What type of car would you like?

→ _____

2. Would you like insurance?

→ _____

3. Do you need a GPS?

→ _____

4. Was everything okay with the car?

→ _____

5. Would you rent from us again?

→ _____

Speaking Practice

Read these expressions aloud.

- I'd like to rent a car.
- I'd prefer a compact automatic car.
- Could you explain the rental agreement?
- Does it have GPS?
- I need roadside assistance.
- I'd like to return the car.

- Could I have the final bill, please?
- Thank you for your excellent service.

Longer Real-Life Conversation

Agent: Good afternoon! Welcome to City Car Rentals.

Customer: Good afternoon. I'd like to rent a car for four days.

Agent: Certainly. What type of car are you looking for?

Customer: I'd prefer a compact automatic car with GPS.

Agent: We have one available. Would you like to add full insurance coverage?

Customer: Yes, I'd feel more comfortable with that.

Agent: Excellent. May I see your driver's license and passport?

Customer: Of course. Here they are.

Agent: Thank you. The fuel policy is full-to-full, so please return the car with a full tank.

Customer: No problem. Is there a mileage limit?

Agent: No, unlimited mileage is included.

Customer: That's great. Is there anything else I should know?

Agent: If you need help during your trip, call our 24-hour roadside assistance number printed on the rental agreement.

Customer: Perfect. Thank you for explaining everything.

Agent: You're welcome. Enjoy your trip and drive safely!

You'll Hear This Often

These are common expressions at a car rental office:

- **May I see your driver's license, please?**
- **Please read and sign the rental agreement.**
- **Insurance is optional.**
- **The fuel tank is full.**
- **Return the vehicle by 10:00 a.m.**

- **Unlimited mileage is included.**
- **Please inspect the vehicle before leaving.**
- **Drive safely!**

Public Signs & Notices

You may see these signs when renting or driving a car:

- **Car Rental**
- **Pick-Up**
- **Vehicle Return**
- **Customer Parking**
- **Fuel Station**
- **Speed Limit**
- **No Parking**
- **One Way**
- **Road Closed**
- **Detour**

Travel Tip

Before driving away:

- Walk around the vehicle and check for any existing scratches or dents.
- Take a few photos of the car for your records.
- Confirm the fuel policy and return time.
- Learn the local traffic rules, including speed limits and which side of the road people drive on.

Real-Life Challenge

Imagine you're renting a car in another country.

Practice these conversations aloud:

- Reserve a rental car.
- Ask about insurance and GPS.
- Report a problem with the vehicle.
- Return the car and pay the final bill.
- Thank the staff before leaving.

Mastering these conversations will help you rent and drive a car confidently wherever your travels take you.

Chapter 49

Emergency Situations While Traveling

Estimated Learning Time: 30–35 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Ask for help during emergencies.
- Report lost or stolen belongings.
- Communicate with the police.
- Handle travel emergencies calmly.
- Understand common emergency announcements.

Introduction

Emergencies can happen anywhere, even during the best-planned trip. Staying calm and knowing the right English expressions can help you explain your situation clearly and get the assistance you need quickly.

Situation 1: Asking for Help

Daily Sentences

1. Excuse me, I need help.
2. It's an emergency.
3. Could you help me, please?
4. I don't know what to do.
5. Can someone assist me?
6. Please stay with me.
7. I need help immediately.
8. Thank you for helping me.
9. I really appreciate your kindness.
10. Everything is under control now.

Conversation

Traveler: Excuse me! I need help.

Airport Staff: What happened?

Traveler: I think I've lost my passport.

Airport Staff: Don't worry. Let's see how we can help.

Situation 2: Lost or Stolen Items

Daily Sentences

11. I've lost my passport.
12. My wallet has been stolen.
13. I can't find my luggage.
14. Where is the lost and found office?
15. I'd like to report a lost item.
16. When did you last see it?
17. I had it this morning.
18. Could you help me fill out a report?
19. Thank you for your assistance.
20. I hope it can be found.

Conversation

Officer: What have you lost?

Traveler: My passport.

Officer: Where did you last have it?

Traveler: At the train station.

Situation 3: At the Police Station

Daily Sentences

21. I'd like to report a theft.
22. Someone stole my bag.
23. My phone is missing.
24. Here's my identification.
25. Could I get a copy of the report?
26. I need it for my insurance company.
27. Do I need to sign anything?

- 28. Thank you for your help.
- 29. I appreciate your professionalism.
- 30. Have a good day.

Conversation

Police Officer: Can you describe what happened?

Traveler: My backpack was stolen while I was waiting for the bus.

Police Officer: We'll file a report right away.

Traveler: Thank you.

Situation 4: Travel Problems

Daily Sentences

- 31. I missed my flight.
- 32. My flight has been canceled.
- 33. My luggage hasn't arrived.
- 34. I'd like to speak with customer service.
- 35. Could you book me on the next flight?
- 36. Is there another option?
- 37. How long will the delay be?
- 38. Thank you for your patience.
- 39. I understand the situation.
- 40. I'll wait for further information.

Conversation

Airline Agent: I'm sorry your flight was canceled.

Traveler: Could you book me on the next available flight?

Airline Agent: Let me check what's available.

Traveler: Thank you.

Situation 5: Medical Emergency

Daily Sentences

41. I need an ambulance.
42. Someone isn't feeling well.
43. Please call emergency services.
44. Where's the nearest hospital?
45. My friend needs medical attention.
46. The situation is serious.
47. Thank you for responding so quickly.
48. I appreciate everyone's help.
49. Everything is okay now.
50. Thank you again.

Conversation

Traveler: Someone has collapsed.

Emergency Operator: Is the person conscious?

Traveler: No. Please send an ambulance.

Emergency Operator: Help is on the way.

Vocabulary Builder

Word	Meaning	Example
Emergency	A serious situation requiring immediate help	Call emergency services immediately.
Passport	An official travel document	I've lost my passport.
Embassy	The official office representing your country abroad	Contact your embassy for assistance.
Consulate	A government office that helps citizens in another country	The consulate issued a temporary travel document.
Theft	The crime of stealing	I reported the theft to the police.
Lost and Found	A place where lost items are kept	Check the lost and found office.
Ambulance	A vehicle that transports sick or injured people	An ambulance arrived within minutes.
Emergency Services	Police, fire, and medical responders	Please call emergency services.
Insurance	Financial protection against losses	My travel insurance covers lost luggage.
Report	An official written record	The police officer completed the report.

Speak Like a Native

Instead of saying...

Help!

Say...

Excuse me, I need help. It's an emergency.

Instead of saying...

Passport lost.

Say...

I've lost my passport.

Instead of saying...

Call police.

Say...

Could you please call the police?

Instead of saying...

Bag stolen.

Say...

Someone stole my bag.

Instead of saying...

Hospital where?

Say...

Where's the nearest hospital?

Instead of saying...

Need ambulance.

Say...

Please call an ambulance immediately.

Instead of saying...

Thank you.

Say...

Thank you for your quick assistance.

Instead of saying...

Bye.

Say...

Take care, and thank you again.

Did You Know?

Many learners confuse **embassy**, **consulate**, and **immigration office**.

Embassy = The main diplomatic office representing your country in another country.

I contacted my embassy after losing my passport.

Consulate = A smaller government office that helps citizens with passports and other services.

The consulate helped me get an emergency travel document.

Immigration Office = The government office that handles visas, entry, and residence matters.

I visited the immigration office to extend my visa.

Common Mistakes

☐ My passport is missinged.

☐ My passport is missing.

or

☐ I've lost my passport.

☐ My bag stolen.

☐ My bag was stolen.

☐ I losted my wallet.

☐ I lost my wallet.

☐ Call ambulance fast.

☐ Please call an ambulance immediately.

☐ Police report give.

☐ Could I have a copy of the police report?

☐ My luggage not came.

☐ My luggage hasn't arrived yet.

Conversation Builder

Complete the conversation.

Officer: How can I help you?

You: _____

Officer: When did you last see your passport?

You: _____

Officer: We'll file a report.

You: _____

Officer: I hope everything works out.

You: _____

Quick Response Practice

Respond naturally.

1. What seems to be the problem?

→ _____

2. Have you contacted your airline?

→ _____

3. Would you like to report the theft?

→ _____

4. Do you need medical assistance?

→ _____

5. Is there anything else we can do for you?

→ _____

Speaking Practice

Read these expressions aloud.

- I need help. It's an emergency.
- I've lost my passport.
- I'd like to report a theft.
- My luggage hasn't arrived yet.
- Could you book me on the next available flight?
- Please call an ambulance immediately.
- Thank you for your quick assistance.
- Everything is under control now.

Longer Real-Life Conversation

Traveler: Excuse me. I need help.

Airport Staff: Of course. What's the problem?

Traveler: I can't find my passport. I think I lost it after going through security.

Airport Staff: I'm sorry to hear that. Have you checked the lost and found office?

Traveler: Not yet. Where is it?

Airport Staff: It's on the first floor, next to the information desk.

Traveler: If it's not there, what should I do?

Airport Staff: You should report the loss to the airport police and contact your country's embassy or consulate.

Traveler: Will I still be able to travel?

Airport Staff: You may need an emergency travel document before you can fly.

Traveler: I understand. Thank you for explaining everything.

Airport Staff: You're welcome. If you need more assistance, please let us know.

Traveler: I really appreciate your help.

Airport Staff: I hope everything works out. Safe travels when you're ready.

You'll Hear This Often

These are common expressions during travel emergencies:

- **How can I help you?**

- Please remain calm.
- Could you describe what happened?
- We'll do everything we can to help.
- Please wait here for a moment.
- Help is on the way.
- A report has been filed.
- Contact your embassy as soon as possible.

Public Signs & Notices

You may see these signs in emergency situations:

- Emergency Exit
- First Aid
- Lost and Found
- Police
- Information Desk
- Emergency Telephone
- Fire Exit
- Assembly Point
- Security Office
- Medical Assistance

Travel Tip

If you face an emergency while traveling:

- Keep digital copies of your **passport**, **visa**, and **travel insurance** in a secure cloud account or email.
- Save the contact details of your country's **embassy or consulate** before you travel.
- Keep emergency contact numbers stored in your phone.
- Stay calm and explain your situation clearly—people are usually willing to help.

Real-Life Challenge

Imagine you're traveling in another country and face an unexpected problem.

Practice these situations aloud:

- Report a lost passport.
- Report stolen luggage.
- Ask the airline to rebook your flight.

- Request emergency medical assistance.
- Thank the staff who helped you.

Being prepared for emergencies doesn't mean expecting them—it means knowing you'll be able to communicate confidently if they happen.

Chapter 50

Master Review Challenge + 100 Most Useful Polite English Questions

Estimated Learning Time: 45–60 Minutes

Congratulations!

You've completed **50 chapters** of real-life English.

By now, you've practiced conversations for:

- Home
- Family
- Friends
- School
- Office
- Telephone
- Shopping
- Restaurants
- Banks
- Hospitals
- Transportation
- Hotels
- Airports
- Travel
- Emergencies

Now it's time to put everything together.

Part 1

Master Review Challenge

Complete these conversations naturally.

At a Restaurant

Waiter: Are you ready to order?

You: _____

At the Airport

Agent: May I see your passport?

You: _____

At the Hotel

Receptionist: Do you have a reservation?

You: _____

At the Bank

Bank Teller: How may I help you today?

You: _____

At the Pharmacy

Pharmacist: How can I help you?

You: _____

On a Bus

Driver: Where are you going?

You: _____

At the Train Station

Staff: Which destination?

You: _____

During Shopping

Cashier: Would you like a bag?

You: _____

Asking for Directions

Local Resident: Can I help you?

You: _____

Emergency

Police Officer: What happened?

You: _____

Part 2

100 Most Useful Polite English Questions

These are the questions native speakers use every day.

Asking for Help

1. Could you help me, please?
2. Could you do me a favor?
3. Would you mind helping me?
4. May I ask you something?
5. Could I ask a quick question?
6. Would you mind repeating that?
7. Could you explain that again?
8. Could you speak a little slower?
9. Could you write it down for me?
10. Could you show me how it works?

Making Requests

11. Could I have some water, please?
12. May I borrow your pen?
13. Could you open the window?
14. Would you mind closing the door?
15. Could you wait a moment?
16. Could you call me later?
17. Would you send me the details?
18. Could you check this for me?
19. May I use your phone?
20. Could you take a picture for me?

Shopping

21. How much does this cost?
22. Is there a discount?
23. Do you have this in another size?
24. Can I try it on?
25. Where can I pay?
26. Do you accept credit cards?
27. Could I have a receipt?
28. Is this on sale?
29. Can I return this item?
30. Do you have anything similar?

Traveling

31. Which platform should I go to?
32. Where is Gate 15?
33. How long will the journey take?
34. Is this seat available?
35. Could you tell me when we arrive?
36. Where's the nearest bus stop?
37. Is this within walking distance?
38. Could you recommend a good hotel?
39. Which way should I go?
40. Could you call a taxi for me?

Hotel

41. I'd like to check in.

- 42. Is breakfast included?
- 43. Could I have the Wi-Fi password?
- 44. What time is check-out?
- 45. Could I have extra towels?
- 46. Could someone help with my luggage?
- 47. Is room service available?
- 48. Could I have a wake-up call?
- 49. Is there a laundry service?
- 50. Could I have my bill, please?

Restaurant

- 51. May I see the menu?
- 52. What do you recommend?
- 53. Could I place my order?
- 54. Could we have the bill, please?
- 55. Is service included?
- 56. Could I have another glass of water?
- 57. Is this dish spicy?
- 58. Do you have vegetarian options?
- 59. May I have some napkins?
- 60. Could you pack this to go?

Work & Office

- 61. Could we schedule a meeting?
- 62. Would tomorrow work for you?
- 63. Could you send me the report?
- 64. May I join the meeting?
- 65. Could you explain this task?
- 66. Do you need any help?
- 67. Could we discuss this later?
- 68. Is everything ready?
- 69. Would you like some feedback?
- 70. Shall we get started?

Social Life

- 71. How have you been?
- 72. What have you been up to?
- 73. Would you like to join us?
- 74. Could you tell me more?

- 75. What do you think?
- 76. Do you have any plans this weekend?
- 77. Would you like some coffee?
- 78. Shall we go?
- 79. Can I help with anything?
- 80. May I introduce myself?

Emergencies

- 81. Could someone help me?
- 82. Where's the nearest hospital?
- 83. Could you call the police?
- 84. Is anyone hurt?
- 85. Can you hear me?
- 86. Are you okay?
- 87. Could you call an ambulance?
- 88. What happened?
- 89. Is everything under control?
- 90. Do you need medical assistance?

Everyday English

- 91. Could you repeat that?
- 92. What does that mean?
- 93. How do you pronounce this?
- 94. Could you spell that?
- 95. What time is it?
- 96. Where are you from?
- 97. What do you do?
- 98. How was your day?
- 99. Is everything okay?
- 100. How can I help?

Part 3

Speak Like a Native

Replace these simple sentences with better English.

- ☐ Give me water.
- ☐ Could I have some water, please?

- ☐ Wait.
- ☐ Could you wait a moment?
- ☐ I don't know.
- ☐ I'm not sure.
- ☐ Okay.
- ☐ Sounds good.
- ☐ Yes.
- ☐ Absolutely.
- ☐ No.
- ☐ I'm afraid not.
- ☐ Thank you.
- ☐ I really appreciate it.
- ☐ Bye.
- ☐ Have a wonderful day!

Part 4

Daily Speaking Challenge

Practice English for **30 minutes every day**.

Week 1

Practice Chapters **1–10**

Week 2

Practice Chapters **11–20**

Week 3

Practice Chapters **21–30**

Week 4

Practice Chapters **31–40**

Final Review

Practice Chapters **41–50**

Golden Rules for Speaking English

- ✓ Think in English.
- ✓ Speak every day.
- ✓ Don't translate every sentence.
- ✓ Learn complete sentences, not isolated words.
- ✓ Copy native speakers.
- ✓ Don't fear mistakes.
- ✓ Speak slowly but clearly.

- ✓ Practice aloud.
- ✓ Listen carefully.
- ✓ Never stop learning.

Final Message

Congratulations!

You've completed **Daily English Sentences for Real-Life Conversations**.

Remember, fluency doesn't come from memorizing grammar rules—it comes from using English every day.

Keep practicing the conversations in this book. Read them aloud, repeat them often, and use them whenever you have the chance.

Every sentence you speak brings you one step closer to confidence.

Your English journey doesn't end here.

It begins now.

Keep speaking. Keep learning. Keep growing.

Chapter 51

Job Interview

Estimated Learning Time: 25–30 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Introduce yourself confidently.
- Answer common interview questions.
- Talk about your skills and experience.
- Ask questions professionally.
- End an interview politely.

Introduction

A job interview is one of the most important conversations you'll have in English. Whether you're applying for your first job or an experienced professional seeking a new opportunity, speaking clearly and confidently can leave a lasting impression. This chapter will help you prepare for common interview situations.

Situation 1: Greeting the Interviewer

Daily Sentences

1. Good morning.
2. It's nice to meet you.
3. Thank you for inviting me today.
4. Thank you for giving me this opportunity.
5. I'm excited to be here.
6. I appreciate your time.
7. I had no trouble finding the office.
8. I'm looking forward to our conversation.
9. It's a pleasure to meet you.
10. Shall we begin?

Conversation

Interviewer: Good morning. Please have a seat.

Candidate: Thank you. It's a pleasure to meet you.

Interviewer: We're glad you could join us today.

Candidate: Thank you for inviting me.

Situation 2: Talking About Yourself

Daily Sentences

11. Let me introduce myself.
12. I recently graduated from university.
13. I have five years of work experience.
14. I enjoy solving problems.
15. I'm a quick learner.
16. I work well under pressure.
17. I'm a team player.
18. I'm always eager to learn new skills.
19. I'm passionate about my work.
20. I believe I'm a good fit for this position.

Conversation

Interviewer: Tell me about yourself.

Candidate: I have five years of experience in customer service and enjoy working with people.

Interviewer: What are your strengths?

Candidate: I'm organized, dependable, and enjoy learning new skills.

Situation 3: Answering Interview Questions

Daily Sentences

21. Why are you interested in this position?
22. I'm looking for new challenges.
23. I admire your company's values.
24. I enjoy working in a collaborative environment.
25. I always try to improve my skills.
26. I learn quickly.

- 27. I enjoy taking responsibility.
- 28. I stay calm under pressure.
- 29. I enjoy working with different people.
- 30. I'm ready to contribute to your team.

Conversation

Interviewer: Why do you want to work here?

Candidate: I've heard many positive things about your company, and I believe this role matches my skills and career goals.

Interviewer: That's good to hear.

Situation 4: Asking Questions

Daily Sentences

- 31. Could you tell me more about the role?
- 32. What does a typical day look like?
- 33. What are the team's main responsibilities?
- 34. Are there opportunities for professional development?
- 35. What qualities are you looking for?
- 36. How would you describe the company culture?
- 37. When can I expect to hear from you?
- 38. Thank you for answering my questions.
- 39. That sounds like a great opportunity.
- 40. I'm excited about the possibility of joining your team.

Conversation

Candidate: Could you tell me more about the team?

Interviewer: We have a collaborative environment where everyone supports each other.

Candidate: That sounds like a great place to work.

Situation 5: Ending the Interview

Daily Sentences

- 41. Thank you for your time.
- 42. I enjoyed speaking with you.

43. It was a pleasure meeting you.
44. I appreciate this opportunity.
45. I look forward to hearing from you.
46. Have a wonderful day.
47. Goodbye.
48. Thank you once again.
49. I hope to work with your team soon.
50. Take care.

Conversation

Interviewer: Thank you for coming today.

Candidate: Thank you for your time and consideration.

Interviewer: We'll contact you soon.

Candidate: I look forward to hearing from you.

Vocabulary Builder

Word	Meaning	Example
Interview	A meeting to evaluate a job applicant	I have a job interview tomorrow.
Candidate	A person applying for a job	The candidate answered confidently.
Resume (CV)	A document describing education and experience	Please bring a copy of your resume.
Experience	Previous work or knowledge	I have three years of experience.
Skill	An ability developed through learning or practice	Communication is an important skill.
Qualification	Education or training for a job	She has the right qualifications.
Strength	A positive personal quality	Organization is one of my strengths.
Responsibility	A duty or task	This role includes many responsibilities.
Teamwork	Working well with others	Teamwork is essential in this position.
Career	A person's professional life	I'm looking to grow my career.

Speak Like a Native

Instead of saying...

Myself John.

Say...

My name is John. It's nice to meet you.

Instead of saying...

I have experience five years.

Say...

I have five years of experience.

Instead of saying...

I work hard.

Say...

I'm dedicated and always give my best.

Instead of saying...

I want this job.

Say...

I'm excited about this opportunity.

Instead of saying...

Company good.

Say...

I admire your company's values and reputation.

Instead of saying...

Thank you.

Say...

Thank you for taking the time to meet with me today.

Instead of saying...

Bye.

Say...

I look forward to hearing from you.

Did You Know?

Many learners confuse **job**, **career**, and **profession**.

Job = The work you do to earn money.

She started a new job last month.

Career = Your long-term professional journey.

He's building a successful career in marketing.

Profession = A type of work that usually requires specialized education or training.

Teaching is a respected profession.

Common Mistakes

☐ Myself John.

☐ My name is John.

☐ I have five years experience.

☐ I have five years ofexperience.

☐ I am hardworking person.

☐ I'm a hardworking person.

☐ I am agree.

☐ I agree.

☐ I am waiting your reply.

☐ I look forward to hearing from you.

☐ I want this job because salary is good.

☐ I'm interested in this role because it matches my skills and career goals.

Conversation Builder

Complete the conversation.

Interviewer: Tell me about yourself.

You: _____

Interviewer: Why would you like to work with us?

You: _____

Interviewer: Do you have any questions for us?

You: _____

Interviewer: Thank you for coming today.

You: _____

Quick Response Practice

Respond naturally.

1. What are your strengths?

→ _____

2. Why are you interested in this position?

→ _____

3. How do you handle pressure?

→ _____

4. Where do you see yourself in five years?

→ _____

5. Do you have any questions for us?

→ _____

Speaking Practice

Read these expressions aloud.

- Thank you for inviting me today.
- Let me introduce myself.
- I have five years of experience.
- I'm a quick learner.
- I'm excited about this opportunity.
- Could you tell me more about the role?
- Thank you for your time.
- I look forward to hearing from you.

Longer Real-Life Conversation

Interviewer: Good morning, and welcome. Thank you for coming today.

Candidate: Good morning. Thank you for inviting me. It's a pleasure to be here.

Interviewer: Let's start with a simple question. Could you tell me about yourself?

Candidate: Certainly. I have five years of experience in customer service, where I developed strong communication and problem-solving skills. I enjoy working with people and continuously improving my abilities.

Interviewer: Why are you interested in joining our company?

Candidate: I've followed your company's growth for some time, and I admire your focus on innovation and customer satisfaction. I believe my experience and values align well with this role.

Interviewer: What would you say is your greatest strength?

Candidate: I stay calm under pressure, learn quickly, and enjoy working as part of a team.

Interviewer: That's great. Do you have any questions for us?

Candidate: Yes. Could you tell me what success looks like in this position during the first six months?

Interviewer: That's an excellent question. We'd like the successful candidate to become confident in the role, contribute to the team, and build strong relationships with clients.

Candidate: That sounds like an exciting opportunity. Thank you for explaining.

Interviewer: Thank you for your time today. We'll be in touch soon.

Candidate: Thank you. I appreciate the opportunity and look forward to hearing from you.

You'll Hear This Often

These are common expressions during job interviews:

- Tell me about yourself.
- Why are you interested in this position?
- What are your strengths?
- Can you give me an example?
- Do you have any questions for us?
- We'll be in touch soon.
- Thank you for coming today.
- We appreciate your interest in our company.

Public Signs & Notices

You may see these signs in an office building:

- **Reception**
- **Visitors Please Report to Reception**
- **Interview Room**
- **Meeting Room**
- **Human Resources**
- **Please Wait Here**
- **Authorized Personnel Only**
- **Emergency Exit**
- **Visitor Badge Required**
- **Quiet Zone**

Career Tip

Before attending an interview:

- Research the company and the role.
- Bring copies of your resume or CV.
- Dress professionally.
- Arrive 10–15 minutes early.
- Listen carefully before answering questions.
- End the interview by thanking the interviewer for their time.

Real-Life Challenge

Imagine you have a job interview tomorrow.

Practice these situations aloud:

- Introduce yourself confidently.
- Answer three common interview questions.
- Ask the interviewer two thoughtful questions.
- Thank the interviewer before leaving.

The more you practice these conversations, the more confident and professional you'll sound in real interviews.

Chapter 52

Office Meetings

Estimated Learning Time: 25–30 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Participate confidently in office meetings.
- Express your ideas politely.
- Agree and disagree professionally.
- Ask questions and clarify information.
- End a meeting naturally.

Introduction

Meetings are an important part of professional life. Whether you're attending a team meeting, a client discussion, or a project review, knowing the right English expressions will help you communicate clearly and confidently.

Situation 1: Beginning the Meeting

Daily Sentences

1. Good morning, everyone.
2. Thank you for joining today's meeting.
3. Shall we get started?
4. Let's begin.
5. Is everyone here?
6. Thanks for being on time.
7. Let's review today's agenda.
8. We have several topics to discuss.
9. Let's start with the first item.
10. I'm looking forward to a productive meeting.

Conversation

Manager: Good morning, everyone. Shall we get started?

Employee: Yes, everyone's here.

Manager: Great. Let's begin with today's agenda.

Employee: Sounds good.

Situation 2: Sharing Ideas

Daily Sentences

11. I'd like to share an idea.
12. I think we should try a different approach.
13. That's an interesting suggestion.
14. I completely agree.
15. I see your point.
16. I have a different opinion.
17. Could you explain that further?
18. That's a great idea.
19. Let's consider both options.
20. I think that would work well.

Conversation

Manager: Does anyone have any suggestions?

Employee: I'd like to share an idea.

Manager: Please go ahead.

Employee: I think we should simplify the process.

Situation 3: Asking Questions

Daily Sentences

21. Could you explain that again?
22. I have a question.
23. Could you clarify that point?
24. What do you mean by that?
25. Could you give an example?
26. I didn't quite understand.
27. Could you repeat the last part?

- 28. That makes sense now.
- 29. Thanks for explaining.
- 30. I understand now.

Conversation

Employee: Could you explain the new timeline again?

Manager: Certainly. The project will start next Monday.

Employee: Thank you. That makes sense.

Manager: You're welcome.

Situation 4: Discussing Plans

Daily Sentences

- 31. What's our next step?
- 32. Who will be responsible for this task?
- 33. Let's set a deadline.
- 34. We should finish this by Friday.
- 35. I'll take care of it.
- 36. I'll send the report this afternoon.
- 37. Let's stay in touch.
- 38. Please keep everyone updated.
- 39. I'll follow up tomorrow.
- 40. We're making good progress.

Conversation

Manager: Who would like to handle this project?

Employee: I can take responsibility for it.

Manager: Excellent. Please keep the team updated.

Employee: Certainly.

Situation 5: Ending the Meeting

Daily Sentences

41. I think we've covered everything.
42. Thank you for your valuable ideas.
43. It was a productive meeting.
44. Let's meet again next week.
45. I'll send the meeting notes.
46. Have a great day.
47. Thank you, everyone.
48. Goodbye.
49. See you at the next meeting.
50. Take care.

Conversation

Manager: Thank you, everyone. It was a productive meeting.

Employee: Thank you.

Manager: I'll send the meeting summary later today.

Employee: Great. Have a nice day.

Vocabulary Builder

Word	Meaning	Example
Agenda	A list of topics to discuss	Let's review today's agenda.
Meeting	A gathering to discuss work	We have a team meeting every Monday.
Discussion	A conversation about a topic	We had a productive discussion.
Suggestion	An idea or recommendation	That's a helpful suggestion.
Deadline	The date by which work must be completed	The deadline is Friday.
Project	A planned piece of work	I'm working on a new project.
Feedback	Comments to improve something	Thank you for your feedback.
Task	A piece of work to complete	I'll finish this task today.
Follow-up	Further action after a meeting	I'll send a follow-up email.
Summary	A short overview	I'll prepare the meeting summary.

Speak Like a Native

Instead of saying...

Let's start meeting.

Say...

Shall we get started?

Instead of saying...

I have one idea.

Say...

I'd like to share an idea.

Instead of saying...

Explain again.

Say...

Could you explain that again, please?

Instead of saying...

I don't agree.

Say...

I see it a little differently.

Instead of saying...

I'll do.

Say...

I'll take care of it.

Instead of saying...

Meeting finished.

Say...

I think we've covered everything.

Instead of saying...

Thank you.

Say...

Thank you for your valuable input.

Instead of saying...

Bye.

Say...

See you at the next meeting.

Did You Know?

Many learners confuse **meeting**, **conference**, and **presentation**.

Meeting = A discussion between two or more people.

We have a team meeting every Monday.

Conference = A larger professional event with many attendees.

She attended an international business conference.

Presentation = A talk given to explain information or ideas.

He gave a presentation on the new project.

Common Mistakes

- ☐ Discuss about the project.

☐ Discuss the project.

☐ I am having one doubt.

☐ I have a question.

☐ We will do one meeting.

☐ We'll have a meeting.

☐ Revert back to me.

☐ Get back to me.

or

☐ Reply to me.

☐ I didn't understood.

☐ I didn't understand.

☐ We are discussing since one hour.

☐ We've been discussing this for an hour.

Conversation Builder

Complete the conversation.

Manager: Good morning, everyone.

You: _____

Manager: Does anyone have any suggestions?

You: _____

Manager: Who can complete this task?

You: _____

Manager: Thank you for attending today's meeting.

You: _____

Quick Response Practice

Respond naturally.

1. Would anyone like to add something?

→ _____

2. Could you finish this by Friday?

→ _____

3. Do you have any questions?

→ _____

4. What do you think about this idea?

→ _____

5. Shall we move on to the next topic?

→ _____

Speaking Practice

Read these expressions aloud.

- Shall we get started?
- I'd like to share an idea.
- Could you explain that again?
- I completely agree.
- I see your point.
- I'll take care of it.
- It was a productive meeting.
- Thank you for your valuable input.

Longer Real-Life Conversation

Manager: Good morning, everyone. Thank you for joining today's meeting.

Employee 1: Good morning.

Manager: Let's begin by reviewing last week's progress. Sarah, could you give us a quick update?

Sarah: Certainly. We completed the first phase of the project on schedule, and the client was pleased with the results.

Manager: That's excellent news. What are our priorities for this week?

Sarah: We need to finalize the design, prepare the presentation, and send the proposal by Thursday.

Employee 2: I have a suggestion. We could divide the presentation among the team members so everyone contributes.

Manager: That's a great idea. Does everyone agree?

Employee 1: Yes, I think that would make the presentation more engaging.

Manager: Perfect. John, could you prepare the financial section?

John: Absolutely. I'll have it ready by Wednesday afternoon.

Manager: Great. If there are no more questions, let's wrap up.

Employee 2: Thank you. It was a very productive meeting.

Manager: Thanks, everyone. Have a great day!

You'll Hear This Often

These are common expressions during office meetings:

- **Let's get started.**
- **Let's move on to the next topic.**
- **Does anyone have any questions?**
- **That's a great point.**
- **Could you elaborate on that?**
- **Let's summarize what we've decided.**
- **I'll send the meeting minutes.**

- **Thank you all for your participation.**

Public Signs & Notices

You may see these signs in an office:

- **Meeting Room**
- **Conference Room**
- **Please Do Not Disturb**
- **Presentation in Progress**
- **Employees Only**
- **Reception**
- **Break Room**
- **Emergency Exit**
- **Visitor Sign-In**
- **Quiet Please**

Career Tip

To communicate professionally in meetings:

- Listen carefully before responding.
- Avoid interrupting others.
- Support your ideas with clear reasons.
- Take notes during important discussions.
- End your comments politely and professionally.

Real-Life Challenge

Imagine you're attending a team meeting at work.

Practice these situations aloud:

- Greet your colleagues.
- Share one idea confidently.
- Ask a question for clarification.
- Volunteer to complete a task.
- Thank everyone before leaving the meeting.

Participating actively in meetings will improve both your confidence and your professional English.

Chapter 53

Giving a Presentation

Estimated Learning Time: 25–30 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Start a presentation confidently.
- Introduce your topic clearly.
- Explain ideas effectively.
- Answer questions professionally.
- End a presentation with confidence.

Introduction

Giving presentations is a valuable skill in both academic and professional life. Whether you're presenting at school, college, or work, knowing the right English expressions will help you communicate your ideas clearly and confidently.

Situation 1: Starting the Presentation

Daily Sentences

1. Good morning, everyone.
2. Thank you all for being here.
3. It's a pleasure to be here today.
4. My name is Ashish Chowdhary.
5. Today, I'll be talking about...
6. The topic of today's presentation is...
7. Let's get started.
8. I hope you find this presentation useful.
9. Feel free to ask questions at the end.
10. Thank you for your attention.

Conversation

Presenter: Good morning, everyone. Thank you all for coming.

Audience: Good morning.

Presenter: Today, I'll be talking about customer satisfaction.

Audience: We're looking forward to it.

Situation 2: Explaining Your Ideas

Daily Sentences

11. Let's begin with the first point.
12. As you can see on the screen...
13. Here's an example.
14. Let me explain this in more detail.
15. This is an important point.
16. I'd like to highlight something.
17. Now let's move to the next topic.
18. There are three main reasons.
19. This brings us to the next slide.
20. Let's take a closer look.

Conversation

Presenter: As you can see on this chart, our sales increased by 20%.

Audience Member: That's impressive.

Presenter: Thank you. Let me explain what contributed to this growth.

Situation 3: Engaging the Audience

Daily Sentences

21. What do you think?
22. Has anyone experienced this before?
23. Please feel free to share your thoughts.
24. That's an excellent question.
25. Thank you for your comment.
26. I completely agree.
27. That's an interesting perspective.
28. Let's discuss that briefly.
29. I appreciate your participation.

30. Thank you for your feedback.

Conversation

Audience Member: Could you explain that point again?

Presenter: Certainly. Let me clarify.

Audience Member: Thank you.

Presenter: You're welcome.

Situation 4: Answering Questions

Daily Sentences

- 31. Thank you for your question.
- 32. That's a great question.
- 33. Let me think for a moment.
- 34. Based on my experience...
- 35. In my opinion...
- 36. That's beyond today's topic.
- 37. I'll be happy to discuss that later.
- 38. I hope that answers your question.
- 39. Does that make sense?
- 40. Thank you for asking.

Conversation

Audience Member: What challenges did you face?

Presenter: One of the biggest challenges was managing time effectively.

Audience Member: That makes sense.

Presenter: Thank you for your question.

Situation 5: Ending the Presentation

Daily Sentences

- 41. That brings us to the end of the presentation.
- 42. Thank you for listening.

43. Thank you for your time.
44. I hope you found this useful.
45. I'll be happy to answer any final questions.
46. It was a pleasure speaking with you.
47. Have a wonderful day.
48. Thank you once again.
49. I appreciate your attention.
50. Goodbye.

Conversation

Presenter: That concludes my presentation.

Audience: Thank you.

Presenter: Does anyone have any final questions?

Audience: No, thank you.

Vocabulary Builder

Word	Meaning	Example
Presentation	A talk given to an audience	She gave an excellent presentation.
Audience	The people listening	The audience asked several questions.
Slide	A page shown during a presentation	Let's move to the next slide.
Chart	A visual display of information	This chart shows our progress.
Graph	A diagram showing data	The graph illustrates sales growth.
Topic	The subject being discussed	Today's topic is teamwork.
Conclusion	The ending of a presentation	Let's move to the conclusion.
Feedback	Opinions or suggestions	Thank you for your feedback.
Speaker	The person giving the presentation	The speaker answered every question.
Visual Aid	An image or chart used to explain ideas	Visual aids make presentations more interesting.

Speak Like a Native

Instead of saying...

Today I tell about...

Say...

Today, I'll be talking about...

Instead of saying...

See this.

Say...

As you can see on the screen...

Instead of saying...

One more thing.

Say...

I'd like to add one more point.

Instead of saying...

Question?

Say...

Does anyone have any questions?

Instead of saying...

Finished.

Say...

That brings us to the end of the presentation.

Instead of saying...

Thank you.

Say...

Thank you all for your time and attention.

Instead of saying...

Bye.

Say...

Have a wonderful day.

Did You Know?

Many learners confuse **presentation**, **speech**, and **lecture**.

Presentation = A structured talk, often with slides or visual aids.

She gave a presentation on climate change.

Speech = A formal talk, often for a special occasion.

The CEO delivered an inspiring speech.

Lecture = An educational talk, usually in a classroom or university.

We attended a lecture on artificial intelligence.

Common Mistakes

☐ Today my topic is...

☐ Today's topic is...

☐ See this slide.

☐ Let's take a look at this slide.

☐ Any doubts?

☐ Does anyone have any questions?

☐ Explain me.

☐ Let me explain.

or

☐ Let me explain this to you.

☐ I finish here.

☐ That concludes my presentation.

☐ Thanks for listening me.

☐ Thank you for listening.

Conversation Builder

Complete the conversation.

Presenter: Good morning, everyone.

You: _____

Audience Member: Could you explain that point again?

You: _____

Audience Member: Thank you.

You: _____

Audience Member: Great presentation!

You: _____

Quick Response Practice

Respond naturally.

1. What's the topic of today's presentation?

→ _____

2. Could you explain that in more detail?

→ _____

3. Does anyone have any questions?

→ _____

4. What is your main conclusion?

→ _____

5. How would you summarize today's discussion?

→ _____

Speaking Practice

Read these expressions aloud.

- Today, I'll be talking about...
- Let's begin with the first point.
- As you can see on the screen...
- I'd like to highlight an important point.
- Thank you for your question.
- I hope that answers your question.
- That brings us to the end of the presentation.
- Thank you all for your attention.

Longer Real-Life Conversation

Presenter: Good morning, everyone. Thank you all for joining us today.

Audience: Good morning.

Presenter: Today, I'll be presenting our marketing strategy for the upcoming product launch.

Audience Member: That sounds interesting.

Presenter: Let's begin with our goals. Our primary objective is to increase brand awareness and attract new customers.

Audience Member: How do you plan to achieve that?

Presenter: We'll focus on social media campaigns, email marketing, and partnerships with content creators.

Audience Member: What makes this strategy different from previous campaigns?

Presenter: This time, we'll rely more on customer feedback and data to personalize our marketing efforts.

Audience Member: That seems like a smart approach.

Presenter: Thank you. We believe it will help us build stronger relationships with our customers.

Audience Member: When will the campaign begin?

Presenter: The launch is scheduled for next month, and we'll monitor the results closely.

Audience Member: Thank you for the informative presentation.

Presenter: You're welcome. I appreciate everyone's time and participation.

You'll Hear This Often

These are common expressions during presentations:

- **Let's get started.**
- **I'd like to begin with...**
- **As you can see on the screen...**
- **Let's move on to the next slide.**
- **That's an excellent question.**
- **We'll discuss that in a moment.**
- **To summarize...**
- **Thank you for your attention.**

Public Signs & Notices

You may see these signs at conferences or presentation venues:

- **Conference Hall**
- **Presentation Room**
- **Registration Desk**
- **Please Silence Your Mobile Phone**
- **Reserved Seating**
- **Speaker Ready Room**
- **Refreshments**
- **Exit**
- **Restrooms**
- **Information Desk**

Career Tip

To give an effective presentation:

- Practice your presentation several times.
- Speak slowly and clearly.
- Make eye contact with your audience.
- Use simple language whenever possible.
- Pause briefly after important points.
- Smile and stay confident, even if you feel nervous.

Real-Life Challenge

Imagine you're giving a presentation at work or college.

Practice these situations aloud:

- Introduce yourself and your topic.
- Explain three key points.
- Answer two audience questions.
- Summarize your presentation.
- Thank the audience before leaving.

The more presentations you practice, the more confident and persuasive you'll become when speaking English in professional or academic settings.

Chapter 54

Telephone Conversations

Estimated Learning Time: 25–30 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Answer and make phone calls confidently.
- Introduce yourself on the phone.
- Ask to speak with someone.
- Take and leave messages.
- End telephone conversations politely.

Introduction

Even in today's world of messaging apps and emails, phone calls remain an essential part of everyday and professional communication. Whether you're calling a customer, speaking to a colleague, contacting a business, or talking to a friend, using the right English expressions will help you sound confident and professional.

Situation 1: Answering the Phone

Daily Sentences

1. Hello, this is Raman speaking.
2. Good morning.
3. Thank you for calling.
4. How may I help you?
5. Who's calling, please?
6. May I know who's speaking?
7. One moment, please.
8. I'll connect you.
9. Please hold for a moment.
10. Thank you for waiting.

Conversation

Receptionist: Good morning. ABC Solutions. This is Lily speaking. How may I help you?

Caller: Good morning. I'd like to speak with Mr. Johnson.

Receptionist: Certainly. Please hold for a moment.

Caller: Thank you.

Situation 2: Making a Phone Call

Daily Sentences

11. I'd like to speak with Sarah, please.
12. Is Mr. Brown available?
13. May I speak to the manager?
14. Is this a good time to talk?
15. I'm calling about yesterday's meeting.
16. I'm calling regarding my order.
17. I have a quick question.
18. Could you help me with something?
19. Thank you for taking my call.
20. I appreciate your time.

Conversation

Caller: Hello. May I speak to Mr. Brown?

Employee: May I ask who's calling?

Caller: This is David Wilson.

Employee: One moment, please.

Situation 3: Taking and Leaving Messages

Daily Sentences

21. I'm afraid she's not available right now.
22. Would you like to leave a message?
23. Could you ask her to call me back?
24. I'll pass on your message.
25. Could I take your name and number?
26. I'll make sure she gets the message.
27. When would be a good time to call back?

- 28. Thank you. I'll let him know.
- 29. I appreciate your help.
- 30. Have a great day.

Conversation

Employee: I'm sorry. Mr. Brown is in a meeting.

Caller: That's okay. Could you ask him to call me back?

Employee: Certainly. May I have your phone number?

Caller: Yes. It's 555-2189.

Situation 4: Dealing with Problems on a Call

Daily Sentences

- 31. I can't hear you clearly.
- 32. Could you speak a little louder?
- 33. The line is breaking up.
- 34. Could you repeat that, please?
- 35. I think the call dropped.
- 36. Let me call you back.
- 37. We seem to have a poor connection.
- 38. Can you hear me now?
- 39. That's much better.
- 40. Thank you for your patience.

Conversation

Caller: I'm sorry. The line is breaking up.

Employee: I'll repeat that.

Caller: Thank you. I can hear you clearly now.

Employee: Great!

Situation 5: Ending the Call

Daily Sentences

41. Thank you for your help.
42. It was nice speaking with you.
43. I appreciate your time.
44. I'll follow up by email.
45. Talk to you soon.
46. Have a wonderful day.
47. Goodbye.
48. Take care.
49. Thanks again.
50. Bye for now.

Conversation

Caller: Thank you for your assistance.

Employee: You're welcome.

Caller: Have a wonderful day.

Employee: You too. Goodbye!

Vocabulary Builder

Word	Meaning	Example
Caller	The person making the phone call	The caller asked for the manager.
Receiver	The person answering the call	The receiver took a message.
Hold	To wait on the phone	Please hold for a moment.
Voicemail	A recorded voice message	Please leave a voicemail after the beep.
Callback	Returning a phone call	I'll give you a callback this afternoon.
Extension	An internal phone number	Dial extension 205.
Connection	The quality of the phone signal	The connection is poor today.
Line	The telephone connection	The line suddenly went dead.
Message	Information left for someone	I'll leave a message for her.
Conference Call	A call involving several people	We have a conference call at 3:00 p.m.

Speak Like a Native

Instead of saying...

Who are you?

Say...

May I know who's calling, please?

Instead of saying...

Wait.

Say...

Please hold for a moment.

Instead of saying...

She's busy.

Say...

I'm afraid she's unavailable at the moment.

Instead of saying...

Say again.

Say...

Could you repeat that, please?

Instead of saying...

Voice not coming.

Say...

I can't hear you clearly.

Instead of saying...

I'll email.

Say...

I'll follow up by email.

Instead of saying...

Thank you.

Say...

Thank you for taking the time to speak with me.

Instead of saying...

Bye.

Say...

It was nice speaking with you. Have a great day!

Did You Know?

Many learners confuse **call**, **ring**, and **dial**.

Call = To contact someone by phone.

I'll call you this evening.

Ring = The sound a phone makes, or to call someone (mainly British English).

My phone has been ringing all morning.

Dial = To enter a phone number.

Please dial the correct extension.

Common Mistakes

☐ Myself John speaking.

☐ This is John speaking.

☐ Hold the line.

(Correct, but less polite in many situations.)

☐ Could you please hold for a moment?

☐ Call me back only.

☐ Could you call me back, please?

☐ Voice is cutting.

☐ The line is breaking up.

or

☐ The connection is poor.

☐ I not hear you.

☐ I can't hear you clearly.

☐ Phone disconnected.

☐ The call got disconnected.

or

☐ The call dropped.

Conversation Builder

Complete the conversation.

Receptionist: Good afternoon. XYZ Company. How may I help you?

You: _____

Receptionist: I'm afraid she's unavailable at the moment.

You: _____

Receptionist: Certainly. I'll pass on your message.

You: _____

Receptionist: Have a great day!

You: _____

Quick Response Practice

Respond naturally.

1. Who's calling, please?

→ _____

2. Would you like to leave a message?

→ _____

3. Could you hold for a moment?

→ _____

4. Can you hear me clearly?

→ _____

5. Is there anything else I can help you with?

→ _____

Speaking Practice

Read these expressions aloud.

- This is Alex speaking.
- May I speak with the manager, please?
- Could you ask her to call me back?
- I can't hear you clearly.
- The line is breaking up.
- I'll follow up by email.
- It was nice speaking with you.
- Have a wonderful day.

Longer Real-Life Conversation

Receptionist: Good morning. Bright Solutions. This is Emma speaking. How may I help you?

Caller: Good morning, Emma. This is Michael Carter from GreenTech.

Receptionist: Good morning, Mr. Carter. How can I help you today?

Caller: I'd like to speak with Ms. Taylor regarding tomorrow's meeting.

Receptionist: I'm afraid she's in a meeting right now.

Caller: That's alright. Could you please ask her to call me back when she's available?

Receptionist: Certainly. May I have your phone number?

Caller: Yes. It's 555-7814.

Receptionist: Thank you. I'll make sure she receives your message.

Caller: I appreciate that. Also, could you let her know that I've already emailed the updated proposal?

Receptionist: Of course. I'll include that in the message.

Caller: Thank you very much for your help.

Receptionist: You're welcome. Have a wonderful day.

Caller: You too. Goodbye.

You'll Hear This Often

These are common expressions during phone calls:

- **Please hold for a moment.**
- **Who's calling, please?**
- **I'll transfer your call.**
- **I'm afraid she's unavailable right now.**
- **Would you like to leave a message?**
- **The line is breaking up.**
- **I'll call you back shortly.**
- **It was nice speaking with you.**

Public Signs & Notices

You may see these signs in offices:

- **Reception**
- **Information Desk**
- **Please Silence Your Mobile Phone**
- **Conference Room**
- **Customer Service**
- **Help Desk**
- **Private Call Area**
- **Visitors Welcome**
- **Emergency Telephone**
- **Staff Only**

Career Tip

When making professional phone calls:

- Introduce yourself clearly.
- Speak slowly and confidently.
- Keep a notebook ready to write down important information.
- Repeat important details like names, phone numbers, or meeting times.
- End the call politely by thanking the other person.

Real-Life Challenge

Imagine you're making an important business phone call.

Practice these situations aloud:

- Introduce yourself.
- Ask to speak with someone.

- Leave a clear message.
- Handle a poor phone connection.
- End the conversation professionally.

Strong telephone communication skills will help you sound confident in both your personal and professional life.

Chapter 55

Video Calls & Online Meetings

Estimated Learning Time: 25–30 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Join online meetings confidently.
- Introduce yourself during virtual meetings.
- Handle common technical issues.
- Participate professionally in discussions.
- End online meetings politely.

Introduction

Video calls have become an essential part of work, education, and daily life. Whether you're attending an online interview, a team meeting, a virtual class, or catching up with friends, knowing the right English expressions will help you communicate confidently and professionally.

Situation 1: Joining the Meeting

Daily Sentences

1. Good morning, everyone.
2. Can you hear me?
3. Can you see my screen?
4. Sorry, I'm a few minutes late.
5. Thank you for waiting.
6. It's great to see everyone.
7. Shall we begin?
8. I think everyone's here now.
9. Let's get started.
10. Thanks for joining.

Conversation

Host: Good morning, everyone. Can you hear me?

Participant: Yes, we can hear you clearly.

Host: Great! Let's get started.

Participant: Sounds good.

Situation 2: Dealing with Technical Issues

Daily Sentences

11. I think my microphone is muted.
12. I can't hear anyone.
13. Your voice is breaking up.
14. Your video is frozen.
15. Could you repeat that, please?
16. Let me reconnect.
17. My internet connection is unstable.
18. Can you see my screen now?
19. Everything is working now.
20. Thanks for your patience.

Conversation

Participant: I think your microphone is muted.

Host: Oh, thanks for letting me know.

Participant: We can hear you now.

Host: Perfect. Let's continue.

Situation 3: Participating in the Discussion

Daily Sentences

21. I'd like to add something.
22. I completely agree.
23. That's a good point.
24. May I share my screen?
25. I'd like to ask a question.
26. Could you explain that again?
27. I have a suggestion.

- 28. That's an interesting idea.
- 29. Let's discuss it further.
- 30. Thank you for your input.

Conversation

Host: Does anyone have any questions?

Participant: Yes. I'd like to ask something.

Host: Go ahead.

Participant: Could you explain the new schedule?

Situation 4: Presenting Online

Daily Sentences

- 31. I'll share my screen now.
- 32. Can everyone see the presentation?
- 33. Please let me know if you have any questions.
- 34. Let's move to the next slide.
- 35. I'll explain this step by step.
- 36. Here's an example.
- 37. I'll pause for questions.
- 38. Thank you for your attention.
- 39. Let's continue.
- 40. We're almost finished.

Conversation

Presenter: Can everyone see my screen?

Participants: Yes.

Presenter: Excellent. Let's begin today's presentation.

Participants: We're ready.

Situation 5: Ending the Meeting

Daily Sentences

41. Thank you, everyone.
42. It was great meeting with you.
43. I'll send the meeting notes.
44. I'll email the presentation.
45. Let's meet again next week.
46. Have a wonderful day.
47. Take care.
48. Goodbye.
49. See you at the next meeting.
50. Thanks again for your time.

Conversation

Host: Thank you, everyone. It was a productive meeting.

Participant: Thank you. It was very helpful.

Host: I'll send a summary by email.

Participant: Great. Have a wonderful day.

Vocabulary Builder

Word	Meaning	Example
Video Call	A conversation using video and audio	We have a video call every Monday.
Online Meeting	A meeting held over the internet	Today's online meeting starts at 10:00 a.m.
Microphone	A device used to speak during calls	Please unmute your microphone.
Webcam	A camera used for video calls	My webcam isn't working today.
Screen Share	Showing your computer screen to others	I'll share my screen now.
Mute	To turn off your microphone	Please mute yourself when you're not speaking.
Unmute	To turn your microphone back on	Could you unmute yourself?
Chat Box	A place to send text messages during meetings	Please post your questions in the chat box.
Connection	Internet quality	My connection is unstable today.
Participant	A person attending the meeting	All participants joined on time.

Speak Like a Native

Instead of saying...

Voice not coming.

Say...

I can't hear you.

Instead of saying...

Camera not working.

Say...

My camera doesn't seem to be working.

Instead of saying...

Show screen.

Say...

I'll share my screen.

Instead of saying...

Say again.

Say...

Could you repeat that, please?

Instead of saying...

Internet problem.

Say...

My internet connection is unstable.

Instead of saying...

Meeting finished.

Say...

That concludes today's meeting.

Instead of saying...

Thank you.

Say...

Thank you, everyone, for your participation.

Instead of saying...

Bye.

Say...

See you at the next meeting.

Did You Know?

Many learners confuse **mute**, **silent**, and **disconnect**.

Mute = Turn off the microphone.

Please mute your microphone.

Silent = No sound comes from a device.

My phone is on silent mode.

Disconnect = Lose the internet or phone connection.

I got disconnected during the meeting.

Common Mistakes

- ☐ My voice not coming.
- ☐ My microphone isn't working.
- ☐ Network gone.
- ☐ My internet connection is unstable.
- ☐ Open your mic.
- ☐ Could you unmute your microphone?
- ☐ I disconnected.
- ☐ I got disconnected.
- ☐ Share your screen only.
- ☐ Could you share your screen, please?
- ☐ Camera closed.
- ☐ My camera is turned off.

Conversation Builder

Complete the conversation.

Host: Good morning, everyone. Can you hear me?

You: _____

Host: I'd like to share my screen.

You: _____

Host: Does anyone have any questions?

You: _____

Host: Thank you for joining today's meeting.

You: _____

Quick Response Practice

Respond naturally.

1. Can everyone hear me clearly?

→ _____

2. Would you like to share your screen?

→ _____

3. Could you repeat the last point?

→ _____

4. Is your internet connection okay now?

→ _____

5. Do you have any questions before we finish?

→ _____

Speaking Practice

Read these expressions aloud.

- Can you hear me?
- Can everyone see my screen?
- I'd like to ask a question.
- My internet connection is unstable.
- I'll share my screen now.
- Could you repeat that, please?
- Thank you for your participation.
- See you at the next meeting.

Longer Real-Life Conversation

Host: Good morning, everyone! Welcome to today's online meeting.

Participant: Good morning! It's great to be here.

Host: Before we begin, can everyone hear and see me clearly?

Participant: Yes, everything is working perfectly.

Host: Excellent. I'll start by sharing my screen.

Participant: We can see your presentation.

Host: Great. Today we'll discuss the project timeline and our goals for the next quarter.

Participant: I have a question about the second phase of the project.

Host: Of course. Please go ahead.

Participant: Will we receive the updated schedule by email?

Host: Yes. I'll send it immediately after the meeting along with the presentation slides.

Participant: Perfect. Thank you for clarifying.

Host: You're welcome. Are there any other questions?

Participant: No, that's all from me.

Host: Wonderful. Thank you all for your participation. Have a great day!

Participant: Thank you. See you next week!

You'll Hear This Often

These are common expressions during video calls:

- **Can everyone hear me?**
- **You're on mute.**
- **Could you share your screen?**
- **I'll put the link in the chat.**
- **Let's wait for everyone to join.**
- **I'll record this meeting.**
- **Please keep your microphone muted when you're not speaking.**
- **Thanks for joining today.**

Public Signs & Notices

You may see these labels in meeting software:

- **Join Meeting**
- **Waiting Room**
- **Mute**
- **Unmute**
- **Camera On**
- **Camera Off**
- **Share Screen**
- **Chat**
- **Leave Meeting**
- **Recording in Progress**

Career Tip

To make a great impression during online meetings:

- Join the meeting a few minutes early.
- Test your microphone and camera beforehand.
- Keep your microphone muted when you're not speaking.
- Look at the camera when talking.
- Speak clearly and avoid interrupting others.

Real-Life Challenge

Imagine you're attending an online meeting with colleagues from different countries.

Practice these situations aloud:

- Join the meeting and greet everyone.
- Handle a technical problem politely.
- Ask a question during the discussion.
- Share your screen.
- Thank everyone before leaving the meeting.

Strong online communication skills will help you succeed in today's global workplace.

Chapter 56

Writing Professional Emails

Estimated Learning Time: 25–30 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Start a professional email politely.
- Write clear and effective email messages.
- Make requests professionally.
- Respond to emails confidently.
- End emails with the right closing expressions.

Introduction

Email is one of the most common forms of communication in the workplace. Whether you're writing to a manager, colleague, client, teacher, or customer, using professional English helps you create a positive impression and communicate effectively.

Situation 1: Starting an Email

Daily Sentences

1. Dear Mr. Smith,
2. Dear Ms. Johnson,
3. Dear Team,
4. Hello, everyone.
5. I hope you're doing well.
6. I hope you had a great weekend.
7. Thank you for your email.
8. Thank you for getting back to me.
9. I'm writing regarding...
10. I'd like to discuss...

Example Email Opening

Dear Ms. Johnson,

I hope you're doing well.

I'm writing regarding tomorrow's meeting.

Situation 2: Making Requests

Daily Sentences

11. Could you please send me the report?
12. I'd appreciate it if you could reply by Friday.
13. Could you confirm the meeting time?
14. Please let me know your availability.
15. Would you mind reviewing this document?
16. Could you provide more details?
17. Please let me know if you have any questions.
18. I'd appreciate your assistance.
19. Thank you in advance.
20. I look forward to your reply.

Example Email

Dear David,

Could you please send me the updated presentation before 4:00 p.m. today?

Thank you in advance.

Best regards,

Emma

Situation 3: Responding to Emails

Daily Sentences

21. Thank you for your quick response.
22. I've attached the requested document.
23. Please find the file attached.
24. I've reviewed the report.
25. Everything looks good.
26. I agree with your suggestions.
27. I'll make the necessary changes.

28. Let me know if anything else is needed.
29. Happy to help.
30. Thank you once again.

Example Email

Hello John,

Please find the updated proposal attached.

Let me know if you'd like any further changes.

Best regards,

Alex

Situation 4: Scheduling Meetings

Daily Sentences

31. Are you available tomorrow?
32. Could we schedule a meeting?
33. Does 2:00 p.m. work for you?
34. I'd like to reschedule our meeting.
35. Something unexpected came up.
36. Please accept my apologies.
37. Thank you for your understanding.
38. I look forward to meeting you.
39. See you tomorrow.
40. Have a great day.

Example Email

Dear Sarah,

Would you be available for a meeting tomorrow at 2:00 p.m.?

Please let me know if another time would be more convenient.

Kind regards,

Michael

Situation 5: Closing an Email

Daily Sentences

41. Thank you for your time.
42. I appreciate your support.
43. Looking forward to hearing from you.
44. Please don't hesitate to contact me.
45. Let me know if you need anything else.
46. Best regards,
47. Kind regards,
48. Sincerely,
49. Warm regards,
50. Have a wonderful day.

Example Email Closing

Thank you for your time and consideration.

I look forward to hearing from you.

Kind regards,

Emma Wilson

Vocabulary Builder

Word	Meaning	Example
Subject	The title of an email	Please write a clear subject line.
Attachment	A file sent with an email	I've attached the report.
Recipient	The person receiving the email	Double-check the recipient before sending.
Reply	A response to an email	Thank you for your reply.
Forward	To send someone an email you received	I'll forward the email to you.
Draft	A saved unfinished email	I saved the email as a draft.
Inbox	The folder where received emails appear	Check your inbox regularly.
Signature	Your name and contact details at the end of an email	Add a professional email signature.
Confirmation	Verification of information	Thank you for your confirmation.
Follow-up	Additional communication after an earlier message	I'll send a follow-up email tomorrow.

Speak Like a Native

Instead of saying...

Send report.

Say...

Could you please send me the report?

Instead of saying...

Reply fast.

Say...

I'd appreciate your reply at your earliest convenience.

Instead of saying...

See attachment.

Say...

Please find the attached document.

Instead of saying...

Meeting tomorrow?

Say...

Would you be available for a meeting tomorrow?

Instead of saying...

Thanks.

Say...

Thank you for your time and assistance.

Instead of saying...

Bye.

Say...

Kind regards.

or

Best regards.

Did You Know?

Many learners confuse **reply**, **reply to all**, and **forward**.

Reply = Respond only to the sender.

I'll reply this afternoon.

Reply All = Respond to everyone included in the email.

Be careful before clicking "Reply All."

Forward = Send the email to another person.

I'll forward the message to the marketing team.

Common Mistakes

☐ Revert back to me.

☐ Please get back to me.

or

☐ Please reply to me.

☐ Kindly do the needful.

(Very common in some countries but uncommon in international business.)

☐ Please let me know if you need anything else.

☐ Find the attachment.

☐ Please find the attached file.

☐ I am waiting for your reply.

☐ I look forward to hearing from you.

☐ Please revert soon.

☐ Please reply when convenient.

☐ Thanks in advance only.

☐ Thank you in advance for your assistance.

Conversation Builder

Complete the conversation.

Manager: Have you sent the email yet?

You: _____

Manager: Did you attach the report?

You: _____

Manager: Great. Please follow up tomorrow.

You: _____

Manager: Thank you.

You: _____

Quick Response Practice

Respond naturally.

1. Could you send me the updated report?

→ _____

2. When will you reply to the client?

→ _____

3. Did you attach the file?

→ _____

4. Would tomorrow afternoon work for a meeting?

→ _____

5. Is there anything else you'd like to add?

→ _____

Speaking Practice

Read these expressions aloud.

- I hope you're doing well.
- I'm writing regarding...
- Please find the attached document.
- Could you please confirm the meeting time?
- Thank you in advance.
- I look forward to hearing from you.
- Please don't hesitate to contact me.
- Best regards.

Longer Real-Life Conversation

Manager: Have you finished the email for our client?

Employee: Yes, I've written the first draft. Would you like to review it?

Manager: Certainly. What's the main purpose of the email?

Employee: I'm confirming tomorrow's meeting and attaching the updated proposal.

Manager: Excellent. Did you mention the meeting time?

Employee: Yes. I asked the client to confirm whether 2:00 p.m. works for them.

Manager: Great. Did you attach all the necessary documents?

Employee: Yes. The proposal and the project timeline are both attached.

Manager: Perfect. Don't forget to include a professional closing.

Employee: I ended the email with "Thank you for your time. I look forward to hearing from you. Best regards."

Manager: That sounds professional. Go ahead and send it.

Employee: Thank you. I'll send it right away.

You'll Hear This Often

These are common expressions related to emails:

- **I've sent you an email.**
- **Please check your inbox.**
- **I've attached the document.**
- **Could you confirm receipt?**
- **I'll get back to you soon.**
- **Please let me know if you have any questions.**
- **I look forward to your reply.**
- **Thank you for your time.**

Public Signs & Notices

You may see these labels in email applications:

- **Inbox**
- **Sent**
- **Drafts**
- **Spam**
- **Trash**
- **Compose**
- **Reply**

- **Reply All**
- **Forward**
- **Attachments**

Career Tip

To write professional emails:

- Use a clear and specific subject line.
- Keep your message short and organized.
- Be polite and respectful.
- Proofread before sending.
- Respond to important emails promptly.

Real-Life Challenge

Imagine you're writing an email to a client.

Practice these situations aloud:

- Greet the recipient professionally.
- Explain the purpose of your email.
- Request information politely.
- Mention an attached document.
- End the email with a professional closing.

Writing clear and professional emails is an essential skill that will help you succeed in both your career and everyday communication.

Chapter 57

Customer Service Conversations

Estimated Learning Time: 25–30 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Welcome customers professionally.
- Understand customer needs.
- Handle complaints politely.
- Offer solutions confidently.
- End customer interactions positively.

Introduction

Excellent customer service is about more than solving problems—it's about making customers feel valued and respected. Whether you work in a store, a bank, a hotel, a restaurant, or a call center, these English expressions will help you communicate professionally and build strong relationships with customers.

Situation 1: Greeting Customers

Daily Sentences

1. Good morning. Welcome!
2. How may I help you today?
3. It's nice to see you.
4. Please let me know if you need any assistance.
5. What can I do for you today?
6. How can I assist you?
7. Thank you for visiting us.
8. Please feel free to ask any questions.
9. I'm happy to help.
10. Let's see how I can help you.

Conversation

Employee: Good afternoon. Welcome! How may I help you today?

Customer: I'm looking for a laptop.

Employee: Certainly. I'll be happy to help you find one.

Customer: Thank you.

Situation 2: Understanding the Customer's Needs

Daily Sentences

11. Could you tell me more about what you're looking for?
12. What exactly do you need?
13. What will you be using it for?
14. Do you have a specific budget?
15. Let me show you a few options.
16. This is one of our best-selling products.
17. I think this would suit your needs.
18. Would you like to compare the features?
19. Take your time.
20. Let me know if you have any questions.

Conversation

Employee: What features are most important to you?

Customer: I need a lightweight laptop with a long battery life.

Employee: I have a few excellent options for you.

Customer: Great!

Situation 3: Handling Complaints

Daily Sentences

21. I'm sorry to hear that.
22. I apologize for the inconvenience.
23. Let me look into the issue.
24. Thank you for bringing this to our attention.

- 25. I'll do my best to resolve this.
- 26. Could you explain what happened?
- 27. I understand your concern.
- 28. We'll find a solution.
- 29. Thank you for your patience.
- 30. I appreciate your understanding.

Conversation

Customer: This product stopped working after two days.

Employee: I'm very sorry to hear that.

Customer: Can it be replaced?

Employee: Let me check what we can do.

Situation 4: Offering Solutions

Daily Sentences

- 31. We can replace the product.
- 32. We can offer you a refund.
- 33. We can repair it free of charge.
- 34. Let me check our policy.
- 35. I'll speak with my manager.
- 36. We appreciate your patience.
- 37. We've resolved the issue.
- 38. Is there anything else I can help you with?
- 39. I'm glad we could help.
- 40. Thank you for giving us the opportunity to make things right.

Conversation

Employee: We can replace the item today.

Customer: That would be wonderful.

Employee: I'll arrange it immediately.

Customer: Thank you very much.

Situation 5: Ending the Conversation

Daily Sentences

41. Thank you for choosing us.
42. We appreciate your business.
43. Have a wonderful day.
44. We hope to see you again soon.
45. Thank you for your patience today.
46. It was a pleasure helping you.
47. Goodbye.
48. Take care.
49. Safe travels.
50. We look forward to serving you again.

Conversation

Employee: Thank you for visiting us today.

Customer: Thank you for your excellent service.

Employee: It was my pleasure.

Customer: Have a great day!

Vocabulary Builder

Word	Meaning	Example
Customer	A person who buys goods or services	Every customer deserves excellent service.
Complaint	A statement that something is wrong	The manager handled the complaint professionally.
Refund	Money returned to the customer	You can request a full refund.
Exchange	Replacing one product with another	We offer exchanges within 30 days.
Warranty	A written guarantee for a product	The laptop comes with a two-year warranty.
Policy	A company's rules	Please review our return policy.
Representative	A person assisting customers	A customer service representative helped me.
Satisfaction	The feeling of being pleased	Customer satisfaction is our priority.
Solution	A way to solve a problem	We found a suitable solution.
Feedback	Comments about a product or service	We value your feedback.

Speak Like a Native

Instead of saying...

What's your problem?

Say...

How can I help you today?

Instead of saying...

Wait.

Say...

Thank you for your patience.

Instead of saying...

No refund.

Say...

Let me explain our refund policy.

Instead of saying...

It's company rule.

Say...

That's our company policy.

Instead of saying...

We'll see.

Say...

Let me look into this for you.

Instead of saying...

Problem solved.

Say...

I'm glad we were able to resolve the issue.

Instead of saying...

Thank you.

Say...

Thank you for choosing us today.

Instead of saying...

Bye.

Say...

We look forward to serving you again.

Did You Know?

Many learners confuse **refund**, **exchange**, and **return**.

Refund = You get your money back.

I'd like a refund, please.

Exchange = You replace one product with another.

Can I exchange this for a different size?

Return = You give the product back to the store.

I'd like to return this item.

Common Mistakes

- ☐ What's your problem?
- ☐ How can I help you today?
- ☐ Wait here.
- ☐ Could you please wait for a moment?
- ☐ No guarantee.
- ☐ This product isn't covered by the warranty.
- ☐ Company rule.
- ☐ That's our company policy.
- ☐ I check.
- ☐ Let me check that for you.
- ☐ Sorry for inconvenience.
- ☐ I apologize for the inconvenience.

Conversation Builder

Complete the conversation.

Employee: Good afternoon. How may I help you today?

You: _____

Employee: I'm sorry to hear that.

You: _____

Employee: We'll replace the product for you.

You: _____

Employee: Thank you for your patience.

You: _____

Quick Response Practice

Respond naturally.

1. How may I assist you today?

→ _____

2. Could you explain the problem?

→ _____

3. Would you prefer a refund or an exchange?

→ _____

4. Is there anything else I can help you with?

→ _____

5. How was your experience with us today?

→ _____

Speaking Practice

Read these expressions aloud.

- How may I help you today?
- Let me look into that for you.
- I apologize for the inconvenience.
- We can offer you a replacement.
- Thank you for your patience.
- I'm glad we could resolve the issue.

- We appreciate your business.
- Have a wonderful day.

Longer Real-Life Conversation

Employee: Good afternoon! Welcome to Tech World. How may I help you today?

Customer: Hello. I bought these wireless headphones here last week, but they're not charging.

Employee: I'm sorry to hear that. Do you have your receipt with you?

Customer: Yes, here it is.

Employee: Thank you. Let me check the purchase details.

Customer: Sure.

Employee: I can see that the headphones are still under warranty. We can either replace them or offer you a full refund.

Customer: I'd prefer a replacement, please.

Employee: Certainly. Let me bring you a new pair.

Customer: Thank you. I appreciate your help.

Employee: You're welcome. We've tested the new headphones, and they're working perfectly.

Customer: Excellent. Thank you for resolving the issue so quickly.

Employee: It's our pleasure. We appreciate your patience and hope you enjoy your new headphones.

Customer: I'm sure I will. Have a great day!

You'll Hear This Often

These are common expressions in customer service:

- **How may I help you today?**
- **I'm sorry for the inconvenience.**
- **Let me check that for you.**
- **Thank you for your patience.**

- **We appreciate your feedback.**
- **Is there anything else I can help you with?**
- **Have a wonderful day.**
- **Thank you for choosing us.**

Public Signs & Notices

You may see these signs in stores and service centers:

- **Customer Service**
- **Returns & Exchanges**
- **Information Desk**
- **Warranty Claims**
- **Billing Counter**
- **Help Desk**
- **Complaint Desk**
- **Please Take a Number**
- **Queue Here**
- **Thank You for Shopping With Us**

Career Tip

To provide outstanding customer service:

- Greet every customer with a smile.
- Listen carefully without interrupting.
- Stay calm, even if the customer is upset.
- Offer clear solutions instead of excuses.
- End every conversation on a positive note.

Real-Life Challenge

Imagine you're working at a customer service desk.

Practice these situations aloud:

- Welcome a customer.
- Understand their problem.
- Apologize professionally.
- Offer a solution.
- Thank the customer before they leave.

Excellent customer service creates trust, builds long-term relationships, and leaves customers with a positive impression.

Chapter 58

Making Appointments

Estimated Learning Time: 25–30 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Schedule appointments confidently.
- Confirm, reschedule, or cancel appointments.
- Ask about available time slots.
- Arrive and check in for appointments.
- End appointment conversations politely.

Introduction

Making appointments is a part of everyday life. Whether you're booking a doctor's visit, a business meeting, a salon appointment, or a consultation, knowing the right English expressions will help you communicate clearly and professionally.

Situation 1: Scheduling an Appointment

Daily Sentences

1. I'd like to make an appointment.
2. Are there any appointments available today?
3. I'd like to schedule a meeting.
4. What time is available?
5. Do you have anything in the afternoon?
6. Friday morning would be perfect.
7. I'd prefer an earlier appointment.
8. Could you book it for me?
9. That time works for me.
10. Thank you for your help.

Conversation

Receptionist: Good morning. How may I help you?

Customer: I'd like to make an appointment.

Receptionist: Certainly. What day would you prefer?

Customer: Friday morning, if possible.

Situation 2: Confirming an Appointment

Daily Sentences

11. I'd like to confirm my appointment.
12. My appointment is at 2:00 p.m.
13. It's under the name Sumit.
14. I'll be there on time.
15. Is there anything I should bring?
16. Thank you for the reminder.
17. I'll see you tomorrow.
18. Everything is confirmed.
19. I appreciate your assistance.
20. Have a great day.

Conversation

Customer: I'd like to confirm my appointment for tomorrow.

Receptionist: Certainly. It's scheduled for 2:00 p.m.

Customer: Perfect. Thank you.

Receptionist: You're welcome.

Situation 3: Rescheduling or Canceling

Daily Sentences

21. I'd like to reschedule my appointment.
22. Something unexpected came up.
23. I'm afraid I can't make it.
24. Could we move it to next week?
25. Is there another available time?
26. I'd like to cancel my appointment.
27. I apologize for the inconvenience.

- 28. Thank you for understanding.
- 29. Let's choose another date.
- 30. That works much better.

Conversation

Customer: I'm sorry, but I need to reschedule my appointment.

Receptionist: No problem. What day would work better for you?

Customer: Next Tuesday, please.

Receptionist: You're all set.

Situation 4: Arriving for the Appointment

Daily Sentences

- 31. Hello, I have an appointment.
- 32. I'm here for my appointment.
- 33. It's under the name Brown.
- 34. I arrived a few minutes early.
- 35. Should I wait here?
- 36. How long will the wait be?
- 37. Thank you for letting me know.
- 38. I'll take a seat.
- 39. Please let me know when it's my turn.
- 40. Thank you.

Conversation

Receptionist: Good afternoon. How may I help you?

Customer: Hello. I'm here for my 3:00 p.m. appointment.

Receptionist: Please have a seat. Someone will call you shortly.

Customer: Thank you.

Situation 5: Ending the Appointment

Daily Sentences

41. Thank you for your time.
42. It was nice meeting you.
43. I'll see you next month.
44. When should I schedule my next appointment?
45. Thank you for your advice.
46. Have a wonderful day.
47. Goodbye.
48. Take care.
49. Thanks again.
50. See you soon.

Conversation

Receptionist: Would you like to schedule your next appointment?

Customer: Yes, please.

Receptionist: How does next month sound?

Customer: That would be perfect.

Vocabulary Builder

Word	Meaning	Example
Appointment	A planned meeting	I have an appointment tomorrow.
Schedule	To arrange a date and time	I'd like to schedule an appointment.
Availability	Free time	Do you have any availability this week?
Confirm	To verify information	I'd like to confirm my appointment.
Reschedule	To change the date or time	I need to reschedule my appointment.
Cancel	To call off an appointment	I need to cancel today's appointment.
Receptionist	The person who greets visitors	The receptionist confirmed my booking.
Reminder	A notification before an appointment	I received a reminder by email.
Consultation	A meeting for professional advice	I have a consultation with my lawyer.
Waiting Room	A place where people wait	Please wait in the waiting room.

Speak Like a Native

Instead of saying...

Book appointment.

Say...

I'd like to make an appointment.

Instead of saying...

Tomorrow free?

Say...

Do you have any appointments available tomorrow?

Instead of saying...

Change appointment.

Say...

I'd like to reschedule my appointment.

Instead of saying...

I can't come.

Say...

I'm afraid I won't be able to make it.

Instead of saying...

I arrived.

Say...

I'm here for my appointment.

Instead of saying...

Thank you.

Say...

Thank you for your time and assistance.

Instead of saying...

Bye.

Say...

See you at my next appointment.

Did You Know?

Many learners confuse **appointment**, **meeting**, and **reservation**.

Appointment = A scheduled time to see a professional.

I have a dentist's appointment tomorrow.

Meeting = A discussion between people, often at work.

We have a team meeting at 10:00 a.m.

Reservation = A booking for a hotel, restaurant, or event.

I made a reservation for dinner.

Common Mistakes

- ☐ I want one appointment.
- ☐ I'd like to make an appointment.
- ☐ Change my appointment.
- ☐ I'd like to reschedule my appointment.
- ☐ I can't come tomorrow.

☐ I'm afraid I won't be able to make tomorrow's appointment.

☐ My appointment today only.

☐ My appointment is today.

☐ I'm waiting since 20 minutes.

☐ I've been waiting for 20 minutes.

☐ When next appointment?

☐ When should I schedule my next appointment?

Conversation Builder

Complete the conversation.

Receptionist: Good morning. How may I help you?

You: _____

Receptionist: Friday at 10:00 a.m. is available.

You: _____

Receptionist: Your appointment has been confirmed.

You: _____

Receptionist: Have a great day!

You: _____

Quick Response Practice

Respond naturally.

1. What day would you prefer?

→ _____

2. Would you like to confirm your appointment?

→ _____

3. Can you come at 3:00 p.m.?

→ _____

4. Would you like to reschedule?

→ _____

5. When would you like your next appointment?

→ _____

Speaking Practice

Read these expressions aloud.

- I'd like to make an appointment.
- Friday morning would be perfect.
- I'd like to confirm my appointment.
- I'm here for my appointment.
- I'd like to reschedule my appointment.
- Thank you for your assistance.
- When should I schedule my next appointment?
- Have a wonderful day.

Longer Real-Life Conversation

Receptionist: Good morning. Green Valley Clinic. How may I help you?

Customer: Good morning. I'd like to make an appointment with Dr. Wilson.

Receptionist: Certainly. Are you a new patient?

Customer: No, I've visited before.

Receptionist: Great. The doctor is available on Wednesday at 11:00 a.m. or Thursday at 3:30 p.m.

Customer: Thursday at 3:30 p.m. would be perfect.

Receptionist: I've booked your appointment. Could you please arrive 15 minutes early?

Customer: Of course. Is there anything I should bring?

Receptionist: Please bring your ID and insurance card.

Customer: No problem. Thank you for your help.

Receptionist: You're welcome. We'll see you on Thursday.

Customer: Thank you. Have a wonderful day!

You'll Hear This Often

These are common expressions when scheduling appointments:

- **How may I help you?**
- **What day works best for you?**
- **Let me check our schedule.**
- **Your appointment has been confirmed.**
- **Could you arrive 15 minutes early?**
- **Please let us know if you need to reschedule.**
- **We'll see you then.**
- **Have a great day.**

Public Signs & Notices

You may see these signs in offices or clinics:

- **Reception**
- **Appointments**
- **Waiting Room**
- **Please Check In**
- **Please Take a Seat**
- **Now Serving**
- **Consultation Room**
- **Information Desk**
- **Next Available Appointment**
- **Please Turn Off Your Mobile Phone**

Career Tip

When scheduling professional appointments:

- Keep your calendar updated.
- Arrive 10–15 minutes early.
- Inform the other person as soon as possible if you need to cancel or reschedule.
- Confirm important appointments a day in advance.
- Be respectful of other people's time.

Real-Life Challenge

Imagine you need to book an important appointment.

Practice these situations aloud:

- Call to schedule an appointment.
- Confirm the date and time.
- Reschedule if necessary.
- Check in when you arrive.
- Schedule your next appointment before leaving.

Being able to arrange appointments confidently is an important skill for both your personal and professional life.

Chapter 59

Networking & Professional Introductions

Estimated Learning Time: 25–30 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Introduce yourself professionally.
- Start conversations at networking events.
- Talk about your work and experience.
- Exchange contact information.
- Build professional relationships confidently.

Introduction

Networking helps you build valuable professional relationships. Whether you're attending a business conference, seminar, workshop, trade show, or company event, knowing how to introduce yourself and keep a conversation going can open new career and business opportunities.

Situation 1: Introducing Yourself

Daily Sentences

1. Hello, it's nice to meet you.
2. My name is Tom Sanders.
3. I work as a software engineer.
4. I work for ABC Technologies.
5. What do you do?
6. It's a pleasure to meet you.
7. I've heard a lot about your company.
8. This is my first networking event.
9. I'm glad we had the chance to meet.
10. Thanks for introducing yourself.

Conversation

Alex: Hello, it's nice to meet you.

Emma: Nice to meet you too. I'm Emma.

Alex: I'm Alex. I work for ABC Technologies.

Emma: That's great. What do you do there?

Situation 2: Talking About Work

Daily Sentences

11. I've been working in this field for five years.
12. I specialize in digital marketing.
13. I really enjoy what I do.
14. My work mainly involves project management.
15. I'm currently working on an exciting project.
16. Our company serves clients worldwide.
17. It's a challenging but rewarding job.
18. I'm always looking for new opportunities to learn.
19. I enjoy working with people from different backgrounds.
20. Every day is different.

Conversation

Emma: What kind of projects do you work on?

Alex: I manage international marketing campaigns.

Emma: That sounds interesting.

Alex: I really enjoy the work.

Situation 3: Building Connections

Daily Sentences

21. How did you get into this industry?
22. What inspired you to choose this career?
23. That's fascinating.
24. I'd love to learn more about your work.
25. We have a lot in common.
26. I think we could work together someday.
27. I'd love to stay in touch.

- 28. Here's my business card.
- 29. Could we connect on LinkedIn?
- 30. It was great talking with you.

Conversation

Emma: How did you get started in marketing?

Alex: I began my career in advertising and gradually moved into digital marketing.

Emma: That's an interesting journey.

Alex: Thank you. I'd love to hear more about your experience too.

Situation 4: Discussing Future Opportunities

Daily Sentences

- 31. I'd love to collaborate in the future.
- 32. Let's keep in touch.
- 33. Here's my email address.
- 34. Feel free to contact me anytime.
- 35. I'll send you a message later today.
- 36. Let's schedule a meeting next week.
- 37. I'd be happy to introduce you to my team.
- 38. I think there's a great opportunity for us to work together.
- 39. Thank you for sharing your insights.
- 40. I look forward to hearing from you.

Conversation

Alex: I think there are some exciting opportunities for us to collaborate.

Emma: I agree. Let's stay in touch.

Alex: I'll send you an email this afternoon.

Emma: Perfect. I look forward to it.

Situation 5: Ending the Conversation

Daily Sentences

41. It was a pleasure meeting you.
42. I really enjoyed our conversation.
43. Thank you for your time.
44. I hope we meet again soon.
45. Have a successful event.
46. Enjoy the rest of the conference.
47. Have a wonderful day.
48. Goodbye.
49. Take care.
50. I look forward to staying in touch.

Conversation

Emma: It was wonderful meeting you.

Alex: Likewise. I really enjoyed our conversation.

Emma: Let's keep in touch.

Alex: Absolutely. Have a great day!

Vocabulary Builder

Word	Meaning	Example
Networking	Building professional relationships	Networking can help you find new opportunities.
Conference	A professional event	I'm attending a business conference.
Seminar	An educational meeting	The seminar starts at 10:00 a.m.
Workshop	A hands-on learning session	I attended a leadership workshop.
Business Card	A card with your contact details	Here's my business card.
Collaboration	Working together	We discussed a possible collaboration.
Industry	A particular business sector	She has worked in the healthcare industry for years.
Opportunity	A favorable situation	This is a great opportunity to learn.
Contact	A professional connection	I made several valuable contacts today.
Partnership	A professional relationship between organizations or people	They formed a successful business partnership.

Speak Like a Native

Instead of saying...

Who are you?

Say...

Could you tell me a little about yourself?

Instead of saying...

What work you do?

Say...

What do you do?

or

What line of work are you in?

Instead of saying...

Give me your number.

Say...

Could we exchange contact information?

Instead of saying...

Let's work together.

Say...

I'd love to collaborate with you in the future.

Instead of saying...

Call me.

Say...

Feel free to contact me anytime.

Instead of saying...

Thank you.

Say...

Thank you for taking the time to speak with me.

Instead of saying...

Bye.

Say...

I look forward to staying in touch.

Did You Know?

Many learners confuse **job**, **position**, and **role**.

Job = The work you do to earn money.

She found a new job.

Position = A specific job within a company.

He's applying for a management position.

Role = Your responsibilities within a job or project.

My role involves managing client relationships.

Common Mistakes

☐ What is your good name?

☐ What's your name?

or

☐ May I know your name?

☐ Myself Alex.

☐ My name is Alex.

☐ I am working since five years.

☐ I've been working here for five years.

☐ Give your card.

☐ Could I have your business card?

☐ We will contact.

☐ We'll stay in touch.

☐ Nice meeting.

☐ It was nice meeting you.

Conversation Builder

Complete the conversation.

Professional: Hello, it's nice to meet you.

You: _____

Professional: What do you do?

You: _____

Professional: Here's my business card.

You: _____

Professional: I hope we can work together someday.

You: _____

Quick Response Practice

Respond naturally.

1. What do you do?

→ _____

2. What brought you to this event?

→ _____

3. Could we connect on LinkedIn?

→ _____

4. What industry do you work in?

→ _____

5. How can I reach you?

→ _____

Speaking Practice

Read these expressions aloud.

- It's a pleasure to meet you.
- What do you do?
- I specialize in digital marketing.
- I'd love to stay in touch.
- Here's my business card.
- Could we connect on LinkedIn?
- Thank you for your time.
- I look forward to staying in touch.

Longer Real-Life Conversation

Ravi: Hello! I don't think we've met before. My name is Ravi Malhotra.

Rosy: Hi, Ravi. I'm Rosy Fernandes. It's a pleasure to meet you.

Ravi: Likewise. Is this your first time attending this conference?

Rosy: Yes, it is. I'm really enjoying it so far.

Ravi: That's great. What do you do?

Rosy: I'm a project manager at a software company. How about you?

Ravi: I work as a digital marketing consultant. I help businesses improve their online presence.

Rosy: That sounds interesting. Our company is actually looking to expand our digital marketing efforts.

Ravi: I'd be happy to share some ideas. Perhaps we could schedule a meeting next week.

Rosy: I'd like that. Here's my business card.

Ravi: Thank you. Here's mine as well.

Rosy: I'll connect with you on LinkedIn later today.

Ravi: Perfect. I look forward to staying in touch.

Rosy: It was wonderful meeting you.

Ravi: Likewise. Enjoy the rest of the conference!

You'll Hear This Often

These are common expressions at networking events:

- **It's a pleasure to meet you.**
- **What brings you here today?**
- **What line of work are you in?**
- **Here's my business card.**
- **Let's stay in touch.**
- **Could we connect on LinkedIn?**
- **I enjoyed our conversation.**

- **I hope we can work together in the future.**

Public Signs & Notices

You may see these signs at business events:

- **Registration**
- **Conference Hall**
- **Networking Lounge**
- **Speaker Session**
- **Business Expo**
- **Refreshments**
- **Information Desk**
- **VIP Lounge**
- **Meeting Rooms**
- **Exit**

Career Tip

When networking professionally:

- Smile and introduce yourself confidently.
- Ask open-ended questions to keep the conversation going.
- Listen more than you speak.
- Exchange contact information before leaving.
- Follow up with a short email or LinkedIn message within a day or two.

Real-Life Challenge

Imagine you're attending an international business conference.

Practice these situations aloud:

- Introduce yourself to someone new.
- Talk about your job and experience.
- Ask about the other person's work.
- Exchange business cards or LinkedIn profiles.
- End the conversation professionally.

Strong networking skills can lead to valuable friendships, career opportunities, business partnerships, and lifelong professional connections.

Chapter 60

Business Negotiations

Estimated Learning Time: 25–30 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Start a business negotiation professionally.
- Discuss prices, terms, and conditions.
- Make offers and counteroffers.
- Reach agreements confidently.
- End negotiations on a positive note.

Introduction

Negotiation is an essential business skill. Whether you're discussing prices, contracts, deadlines, salaries, or partnerships, using polite and professional English helps build trust and achieve better results. The goal of a successful negotiation is to find a solution that benefits everyone involved.

Situation 1: Opening the Negotiation

Daily Sentences

1. Thank you for meeting with us today.
2. We appreciate your time.
3. We'd like to discuss a possible partnership.
4. Let's review the proposal together.
5. We'd like to understand your requirements.
6. We're excited about this opportunity.
7. We hope to reach a mutually beneficial agreement.
8. Shall we begin?
9. Thank you for considering our proposal.
10. Let's get started.

Conversation

Client: Thank you for meeting with us today.

Business Partner: It's our pleasure. We're looking forward to our discussion.

Client: We'd like to review your proposal.

Business Partner: Certainly. Let's begin.

Situation 2: Discussing Terms

Daily Sentences

11. Could you explain your pricing?
12. Is there any flexibility in the price?
13. We'd like to discuss the payment terms.
14. Could you offer a discount for a larger order?
15. That sounds reasonable.
16. We'd like to negotiate the delivery schedule.
17. Could you provide additional support?
18. We'd appreciate a longer warranty.
19. Let's explore other options.
20. We understand your concerns.

Conversation

Client: Is there any flexibility in the pricing?

Business Partner: We can offer a discount for larger orders.

Client: That sounds fair.

Business Partner: Let's discuss the details.

Situation 3: Making Offers and Counteroffers

Daily Sentences

21. We'd like to make an offer.
22. Here's our proposal.
23. Would you consider this option?
24. That's a fair offer.

25. We were hoping for a better price.
26. Let's find a middle ground.
27. That works for us.
28. We can agree to those terms.
29. I believe we've reached an agreement.
30. Thank you for your flexibility.

Conversation

Business Partner: Here's our revised proposal.

Client: Thank you. This looks much better.

Business Partner: Does this meet your expectations?

Client: Yes, I think we can move forward.

Situation 4: Finalizing the Agreement

Daily Sentences

31. Let's summarize what we've agreed on.
32. We'll prepare the contract.
33. We'll send the final documents today.
34. When would you like to begin?
35. We're looking forward to working with you.
36. We'll keep in close contact.
37. Thank you for your cooperation.
38. We appreciate your trust.
39. This is the beginning of a great partnership.
40. Congratulations on reaching an agreement.

Conversation

Client: When can we start the project?

Business Partner: We can begin next Monday.

Client: Perfect.

Business Partner: We'll send the contract this afternoon.

Situation 5: Ending the Negotiation

Daily Sentences

41. Thank you for today's discussion.
42. It was a productive meeting.
43. We appreciate your time and cooperation.
44. We're excited to work together.
45. We'll stay in touch.
46. Please don't hesitate to contact us.
47. Have a safe trip home.
48. Goodbye.
49. We look forward to a successful partnership.
50. Have a wonderful day.

Conversation

Client: Thank you for your time today.

Business Partner: Thank you as well. We look forward to working together.

Client: So do we.

Business Partner: Have a wonderful day.

Vocabulary Builder

Word	Meaning	Example
Negotiation	A discussion to reach an agreement	The negotiation lasted two hours.
Proposal	A suggested plan or offer	We reviewed the proposal carefully.
Contract	A legal agreement	Both companies signed the contract.
Agreement	A decision accepted by all sides	We reached an agreement yesterday.
Partnership	A business relationship	The partnership has been very successful.
Discount	A reduction in price	We received a 10% discount.
Terms	The conditions of an agreement	We accepted the payment terms.
Counteroffer	A new offer made in response to another offer	They accepted our counteroffer.
Deadline	The final date for completing something	The deadline is the end of the month.
Compromise	An agreement where both sides give up something	We reached a fair compromise.

Speak Like a Native

Instead of saying...

Price high.

Say...

Would there be any flexibility in the price?

Instead of saying...

Less price.

Say...

Could you offer a better price?

Instead of saying...

I don't agree.

Say...

I see your point, but I'd like to suggest another option.

Instead of saying...

Okay.

Say...

That sounds reasonable.

Instead of saying...

We'll think.

Say...

We'll review your proposal and get back to you.

Instead of saying...

Deal done.

Say...

I'm pleased that we've reached an agreement.

Instead of saying...

Thank you.

Say...

Thank you for your cooperation and flexibility.

Instead of saying...

Bye.

Say...

We look forward to working with you.

Did You Know?

Many learners confuse **agreement**, **contract**, and **deal**.

Agreement = A mutual understanding between two or more parties.

We finally reached an agreement.

Contract = A formal legal document.

Both companies signed the contract.

Deal = An informal word for a business agreement.

We closed an excellent deal today.

Common Mistakes

- ☐ Discuss about the price.
- ☐ Discuss the price.
- ☐ We need one agreement.
- ☐ We need an agreement.
- ☐ I am agree.
- ☐ I agree.
- ☐ We will finalize tomorrowonly.
- ☐ We'll finalize it tomorrow.
- ☐ Price is too much.
- ☐ The price is too high.
- ☐ We accept your conditions.
- ☐ We accept your terms.

Conversation Builder

Complete the conversation.

Client: Thank you for meeting with us today.

You: _____

Client: We'd like to discuss the pricing.

You: _____

Client: That sounds reasonable.

You: _____

Client: Thank you for your cooperation.

You: _____

Quick Response Practice

Respond naturally.

1. Could you offer a discount?

→ _____

2. What are your payment terms?

→ _____

3. When can you deliver the order?

→ _____

4. Are you satisfied with the proposal?

→ _____

5. Shall we move forward with the agreement?

→ _____

Speaking Practice

Read these expressions aloud.

- Thank you for meeting with us today.
- We'd like to discuss your proposal.
- Is there any flexibility in the price?
- Let's find a solution that works for both of us.
- We can agree to those terms.
- We'll prepare the contract.

- Thank you for your cooperation.
- We look forward to working with you.

Longer Real-Life Conversation

Client: Good morning. Thank you for meeting with us today.

Business Partner: Good morning. It's a pleasure to meet you. We appreciate the opportunity to discuss this project.

Client: We've reviewed your proposal, and overall we're impressed. However, we'd like to discuss the pricing and delivery schedule.

Business Partner: Of course. We'd be happy to answer any questions.

Client: Is there any flexibility in the price if we place a larger order?

Business Partner: Yes. For larger orders, we can offer a 12% discount and free technical support during the first year.

Client: That sounds encouraging. We'd also like the first shipment delivered two weeks earlier than originally planned.

Business Partner: Let me check with our production team. I believe we can adjust the schedule.

Client: Excellent. If that's possible, we're ready to move forward.

Business Partner: Wonderful. We'll update the proposal and prepare the contract today.

Client: Great. We appreciate your willingness to work with us.

Business Partner: Likewise. We believe this partnership will be beneficial for both companies.

Client: We look forward to working together.

Business Partner: So do we. Thank you for your trust.

You'll Hear This Often

These are common expressions during business negotiations:

- **Let's review the proposal together.**
- **Could you explain your pricing?**

- **Would you consider this option?**
- **Let's find a solution that works for both of us.**
- **That sounds reasonable.**
- **We've reached an agreement.**
- **We'll prepare the contract.**
- **We look forward to a successful partnership.**

Public Signs & Notices

You may see these signs in business offices:

- **Boardroom**
- **Conference Room**
- **Meeting in Progress**
- **Reception**
- **Visitors Please Check In**
- **Authorized Personnel Only**
- **Business Lounge**
- **Contract Signing Room**
- **Refreshments**
- **Exit**

Career Tip

Successful negotiators:

- Listen carefully before responding.
- Focus on solving problems rather than winning arguments.
- Stay calm and respectful.
- Be flexible when appropriate.
- Confirm the final agreement before ending the meeting.

Real-Life Challenge

Imagine you're negotiating a business contract with a new client.

Practice these situations aloud:

- Welcome the client professionally.
- Discuss pricing and payment terms.
- Make a counteroffer.
- Reach a mutually beneficial agreement.

- Thank the client before leaving.

Strong negotiation skills help build trust, strengthen business relationships, and create opportunities for long-term success.

Chapter 61

Solving Problems at Work

Estimated Learning Time: 25–30 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Report workplace problems clearly.
- Discuss challenges professionally.
- Suggest practical solutions.
- Ask for help when needed.
- Follow up until the issue is resolved.

Introduction

Problems are a normal part of every workplace. The key is knowing how to communicate professionally when something goes wrong. Whether you're facing a missed deadline, a technical issue, or a misunderstanding with a colleague, this chapter will help you discuss problems confidently and work toward effective solutions.

Situation 1: Reporting a Problem

Daily Sentences

1. I'd like to report a problem.
2. We've run into an issue.
3. Something isn't working properly.
4. There seems to be a mistake.
5. We need to address this immediately.
6. I noticed a problem this morning.
7. Could you take a look at this?
8. I'd appreciate your advice.
9. Let's solve this together.
10. Thank you for your support.

Conversation

Employee: I'd like to report a problem.

Manager: Of course. What's happened?

Employee: The software isn't working properly.

Manager: Let's look into it right away.

Situation 2: Explaining the Situation

Daily Sentences

11. Here's what happened.
12. We discovered the issue yesterday.
13. The project has been delayed.
14. We're waiting for the client's approval.
15. There was a misunderstanding.
16. The system stopped responding.
17. We've identified the cause.
18. I'll explain everything.
19. That's the current situation.
20. Do you have any suggestions?

Conversation

Manager: Can you explain the situation?

Employee: The client requested several last-minute changes, so the deadline had to be extended.

Manager: I understand.

Employee: We're working hard to get everything back on schedule.

Situation 3: Finding a Solution

Daily Sentences

21. Let's find a solution.
22. I have an idea.
23. We could try another approach.
24. That sounds like a good plan.
25. Let's divide the work.
26. I'll handle this part.

- 27. Could you take care of the rest?
- 28. I think this will solve the problem.
- 29. Let's put the plan into action.
- 30. Hopefully, everything will go smoothly.

Conversation

Manager: What do you suggest?

Employee: We could assign two more people to the project.

Manager: That's a practical solution.

Employee: I'll coordinate with the team.

Situation 4: Following Up

Daily Sentences

- 31. Has the issue been resolved?
- 32. Everything is working now.
- 33. We're making good progress.
- 34. The client has approved the changes.
- 35. The project is back on track.
- 36. Thank you for your quick response.
- 37. I appreciate everyone's effort.
- 38. Let's continue monitoring the situation.
- 39. I'll keep you updated.
- 40. Great job, everyone.

Conversation

Manager: Has everything been resolved?

Employee: Yes. The system is working again.

Manager: Excellent work.

Employee: Thank you.

Situation 5: Closing the Discussion

Daily Sentences

41. I'm glad we solved the problem.
42. Thank you for your cooperation.
43. We learned something valuable today.
44. Let's prevent this from happening again.
45. I'll document the solution.
46. Thank you for your patience.
47. It was a team effort.
48. Have a productive day.
49. Goodbye.
50. See you tomorrow.

Conversation

Manager: Thank you, everyone. We handled the situation well.

Employee: I'm glad we found a solution.

Manager: Let's continue the good work.

Employee: Absolutely.

Vocabulary Builder

Word	Meaning	Example
Issue	A problem that needs attention	We need to resolve this issue quickly.
Solution	A way to solve a problem	We found an effective solution.
Deadline	The final date for completing work	We met the project deadline.
Delay	A situation where something takes longer than planned	There was a delay due to bad weather.
Priority	Something that is more important than other tasks	Customer satisfaction is our top priority.
Task	A piece of work	I've completed my assigned tasks.
Progress	Forward movement toward a goal	We're making excellent progress.
Approval	Official permission or acceptance	We received the client's approval.
Responsibility	A duty or obligation	It's my responsibility to finish the report.
Teamwork	Working together effectively	Teamwork helped us finish the project early.

Speak Like a Native

Instead of saying...

There is problem.

Say...

We've run into an issue.

Instead of saying...

I don't know.

Say...

Let me look into it.

Instead of saying...

We'll fix.

Say...

We'll resolve the issue as soon as possible.

Instead of saying...

This is difficult.

Say...

This is a bit challenging, but we'll manage it.

Instead of saying...

Everything okay now.

Say...

Everything is back on track now.

Instead of saying...

Thank you.

Say...

Thank you for your cooperation and support.

Instead of saying...

Bye.

Say...

Have a productive day!

Did You Know?

Many learners confuse **problem**, **issue**, and **challenge**.

Problem = Something that needs to be solved.

We found a problem with the software.

Issue = A more formal word for a problem, commonly used in workplaces.

There's an issue with the client's order.

Challenge = A difficult situation that requires effort.

Learning a new skill can be a challenge.

Common Mistakes

☐ We have one problem.

☐ We have a problem.

☐ Problem is solved.

- ☐ The problem has been solved.
- ☐ We are discussing from morning.
- ☐ We've beendiscussing this since this morning.
- ☐ I will inform once done.
- ☐ I'll let you know once it's done.
- ☐ We are late because client.
- ☐ We're running late because we're waiting for the client's approval.
- ☐ Everything fine now only.
- ☐ Everything is fine now.

Conversation Builder

Complete the conversation.

Manager: Is everything going according to plan?

You: _____

Manager: What do you think we should do?

You: _____

Manager: That's a good solution.

You: _____

Manager: Thank you for handling the issue.

You: _____

Quick Response Practice

Respond naturally.

1. What seems to be the problem?

→ _____

2. Do you need any help?

→ _____

3. Have you found a solution?

→ _____

4. Is the project back on track?

→ _____

5. What did you learn from this experience?

→ _____

Speaking Practice

Read these expressions aloud.

- We'd like to report an issue.
- Here's what happened.
- Let's find a solution.
- I'll take care of it.
- The project is back on track.
- Thank you for your cooperation.
- We learned something valuable today.
- Have a productive day.

Longer Real-Life Conversation

Manager: Good morning. I heard there was an issue with yesterday's project. Could you update me?

Employee: Yes. We discovered that the client requested several changes after we'd completed the final draft.

Manager: I see. How did the team respond?

Employee: We held a quick meeting, divided the work, and completed the revisions by the end of the day.

Manager: That's impressive. Did the client approve the changes?

Employee: Yes. They were very pleased with the final version.

Manager: Excellent. Is everything back on schedule?

Employee: Yes. We're back on track and ready for the next phase of the project.

Manager: Great teamwork. Thank you for handling the situation so professionally.

Employee: Thank you. Everyone worked together to solve the problem quickly.

You'll Hear This Often

These are common expressions in the workplace:

- **Let's identify the root cause.**
- **What's the best solution?**
- **We'll work through it together.**
- **Let's keep everyone informed.**
- **The issue has been resolved.**
- **Thanks for your quick response.**
- **Excellent teamwork!**
- **Let's make sure this doesn't happen again.**

Public Signs & Notices

You may see these signs in an office:

- **Help Desk**
- **IT Support**
- **Maintenance Request**
- **Project Management Office**
- **Meeting in Progress**
- **Authorized Personnel Only**
- **Report an Issue**
- **Customer Support**
- **Emergency Contact**
- **Work in Progress**

Career Tip

When dealing with workplace problems:

- Stay calm and focus on facts.
- Explain the issue clearly.
- Suggest solutions instead of only pointing out problems.
- Keep everyone informed about progress.
- Learn from every challenge to avoid repeating the same mistake.

Real-Life Challenge

Imagine you're leading a team when an unexpected problem occurs.

Practice these situations aloud:

- Report the issue professionally.
- Explain what happened.
- Suggest a practical solution.
- Update your manager on the progress.
- Thank your team after the issue is resolved.

Strong problem-solving communication builds trust, improves teamwork, and helps you grow as a professional.

Chapter 62

Performance Reviews & Feedback

Estimated Learning Time: 25–30 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Discuss your work performance confidently.
- Receive and give feedback professionally.
- Talk about your achievements.
- Set future goals.
- Respond positively to constructive criticism.

Introduction

Performance reviews are an important part of professional growth. They give employees and managers an opportunity to discuss achievements, challenges, goals, and areas for improvement. Learning the right English expressions will help you communicate confidently during these conversations.

Situation 1: Starting the Review

Daily Sentences

1. Thank you for meeting with me today.
2. I'm looking forward to your feedback.
3. It's been a productive year.
4. I'd like to discuss my progress.
5. I'm happy to review my performance.
6. I've learned a lot this year.
7. I appreciate the opportunity.
8. I'm ready to begin.
9. Thank you for your guidance.
10. Let's get started.

Conversation

Manager: Thank you for meeting with me today.

Employee: Thank you for taking the time to meet with me.

Manager: Let's review your performance over the past year.

Employee: I'm looking forward to your feedback.

Situation 2: Discussing Achievements

Daily Sentences

11. I'm proud of what I've accomplished.
12. I successfully completed several projects.
13. I met all my deadlines.
14. I improved my communication skills.
15. I learned several new skills.
16. I took on additional responsibilities.
17. I enjoyed working with the team.
18. I received positive feedback from clients.
19. I'm grateful for these opportunities.
20. I hope to continue improving.

Conversation

Manager: What achievement are you most proud of?

Employee: I'm proud of leading the product launch successfully.

Manager: You handled that project very well.

Employee: Thank you. I learned a great deal from the experience.

Situation 3: Receiving Feedback

Daily Sentences

21. Thank you for your honest feedback.
22. I appreciate your suggestions.
23. I'll work on improving that.
24. That's valuable advice.
25. I understand your point.
26. I'll focus on that area.
27. Thank you for helping me grow.

- 28. I'll apply your recommendations.
- 29. I appreciate your support.
- 30. I'm committed to improving.

Conversation

Manager: One area for improvement is time management.

Employee: Thank you for pointing that out.

Manager: I know you'll improve quickly.

Employee: I'll definitely work on it.

Situation 4: Setting Future Goals

Daily Sentences

- 31. I'd like to take on more responsibility.
- 32. I want to improve my leadership skills.
- 33. I'm interested in learning new technologies.
- 34. I'd like to attend more training programs.
- 35. My goal is to become a team leader.
- 36. I'd like to mentor new employees.
- 37. I'm excited about future opportunities.
- 38. I'll continue developing my skills.
- 39. I'm ready for new challenges.
- 40. I'm motivated to do even better.

Conversation

Manager: What are your goals for next year?

Employee: I'd like to improve my leadership skills and take on more responsibility.

Manager: Those are excellent goals.

Employee: Thank you. I'll work hard to achieve them.

Situation 5: Ending the Review

Daily Sentences

41. Thank you for your encouragement.
42. I appreciate your feedback.
43. This discussion has been very helpful.
44. I'll work toward my goals.
45. Thank you for believing in me.
46. I look forward to another successful year.
47. Have a wonderful day.
48. Thank you once again.
49. Goodbye.
50. See you soon.

Conversation

Manager: Thank you for all your hard work this year.

Employee: Thank you. I appreciate your support.

Manager: Keep up the excellent work.

Employee: I certainly will.

Vocabulary Builder

Word	Meaning	Example
Performance Review	A meeting to evaluate work performance	My annual performance review is next week.
Feedback	Comments to help someone improve	I received positive feedback from my manager.
Achievement	Something accomplished successfully	Winning the award was a major achievement.
Goal	Something you want to achieve	My goal is to become a project manager.
Strength	A personal advantage or skill	Communication is one of my strengths.
Improvement	Becoming better	I've seen significant improvement this year.
Responsibility	A duty or task	She took on additional responsibilities.
Promotion	Moving to a higher position	He received a promotion last month.
Development	The process of improving skills	Professional development is important.
Evaluation	The process of assessing performance	The evaluation was fair and constructive.

Speak Like a Native

Instead of saying...

I worked good.

Say...

I believe I performed well this year.

Instead of saying...

Tell my mistakes.

Say...

I'd appreciate your feedback on areas where I can improve.

Instead of saying...

I want promotion.

Say...

I'd like to grow within the company.

Instead of saying...

I will improve.

Say...

I'm committed to improving my skills.

Instead of saying...

Thank you.

Say...

Thank you for your valuable feedback and support.

Instead of saying...

Bye.

Say...

I look forward to another successful year.

Did You Know?

Many learners confuse **feedback**, **criticism**, and **advice**.

Feedback = Helpful comments to improve performance.

My manager gave me useful feedback.

Criticism = Comments pointing out mistakes or weaknesses.

Constructive criticism helps you improve.

Advice = Suggestions about what you should do.

She gave me good advice about my career.

Common Mistakes

- ☐ I have many experience.
- ☐ I have a lot of experence.

- ☐ My performance was very good only.
- ☐ I believe my performance was very good.

- ☐ I am improving from last year.
- ☐ I've improved since last year.

- ☐ Thanks for your suggestion.
- ☐ Thank you for your suggestions.
- ☐ I want promotion.
- ☐ I'd like to be considered for a promotion.
- ☐ I am working here since 2023.
- ☐ I've been working here since 2023.

Conversation Builder

Complete the conversation.

Manager: How do you feel about your performance this year?

You: _____

Manager: What would you like to improve?

You: _____

Manager: Those are excellent goals.

You: _____

Manager: Thank you for your hard work.

You: _____

Quick Response Practice

Respond naturally.

1. What achievement are you most proud of?

→ _____

2. What would you like to improve?

→ _____

3. How do you handle feedback?

→ _____

4. What are your goals for next year?

→ _____

5. Are you ready for more responsibility?

→ _____

Speaking Practice

Read these expressions aloud.

- I'm looking forward to your feedback.
- I successfully completed several projects.
- Thank you for your honest feedback.
- I'd like to improve my leadership skills.
- I'm committed to continuous learning.
- I appreciate your guidance.
- Thank you for believing in me.
- I look forward to another successful year.

Longer Real-Life Conversation

Manager: Thanks for meeting with me today. Let's review your performance over the past year.

Employee: Thank you. I'm looking forward to hearing your feedback.

Manager: Overall, you've done an excellent job. You consistently met deadlines, handled clients professionally, and supported your teammates.

Employee: I appreciate that. I've worked hard to improve my communication and project management skills.

Manager: It shows. One area I'd like you to focus on is delegation. Sometimes you try to do everything yourself.

Employee: That's a fair point. I'll work on trusting my team more and delegating tasks effectively.

Manager: Excellent. What are your goals for next year?

Employee: I'd like to develop my leadership skills, mentor junior team members, and prepare for a management role.

Manager: Those are realistic goals. I believe you have strong potential.

Employee: Thank you for your encouragement and guidance.

Manager: Keep up the great work, and let's make next year even more successful.

Employee: Absolutely. I'm excited about the opportunities ahead.

You'll Hear This Often

These are common expressions during performance reviews:

- **You've done an excellent job.**
- **Let's review your progress.**
- **What are your strengths?**
- **Here's an area where you can improve.**
- **Keep up the good work.**
- **Let's set some goals for next year.**
- **I appreciate your dedication.**
- **Thank you for your hard work.**

Public Signs & Notices

You may see these signs in an office:

- **Human Resources**
- **Performance Review**
- **Meeting Room**
- **Manager's Office**
- **Training Room**
- **Employee Development**
- **Career Planning**
- **Conference Room**
- **Staff Only**

- **Reception**

Career Tip

To succeed during a performance review:

- Prepare examples of your achievements.
- Listen carefully to feedback without interrupting.
- Ask thoughtful questions.
- Set realistic goals for the future.
- Thank your manager for their guidance and support.

Real-Life Challenge

Imagine you're attending your annual performance review.

Practice these situations aloud:

- Talk about your achievements.
- Receive constructive feedback positively.
- Discuss your career goals.
- Ask for advice on improving your performance.
- End the meeting professionally.

Learning how to discuss your performance confidently will help you grow in your career and build stronger professional relationships.

Chapter 63

Working in a Team

Estimated Learning Time: 25–30 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Communicate effectively with teammates.
- Assign and accept responsibilities.
- Ask for and offer help.
- Resolve disagreements professionally.
- Work together to achieve common goals.

Introduction

Teamwork is an essential skill in every workplace. Whether you're working on a project, solving a problem, or meeting a deadline, good communication helps teams succeed. In this chapter, you'll learn the English expressions commonly used while working with colleagues.

Situation 1: Starting Teamwork

Daily Sentences

1. It's great to work with all of you.
2. Let's work together.
3. How should we divide the tasks?
4. Who would like to lead the project?
5. Let's discuss our plan.
6. We all have different strengths.
7. Let's support each other.
8. Communication is important.
9. Let's set clear goals.
10. I'm excited to be part of this team.

Conversation

Team Leader: Welcome, everyone. Let's discuss our project.

Employee: Sounds great. How should we divide the work?

Team Leader: We'll assign tasks based on everyone's strengths.

Employee: That's a good plan.

Situation 2: Assigning Responsibilities

Daily Sentences

11. I'll take care of the presentation.
12. Could you prepare the report?
13. I'll handle the client communication.
14. Would you mind reviewing my work?
15. Let's share the workload.
16. Who's responsible for this task?
17. I'll finish my part today.
18. Please keep everyone updated.
19. Let me know if you need any help.
20. We're making good progress.

Conversation

Team Leader: Who can prepare tomorrow's presentation?

Employee: I can do that.

Team Leader: Great. Could someone else prepare the report?

Employee: I'll take care of it.

Situation 3: Helping Each Other

Daily Sentences

21. Do you need any help?
22. I'd be happy to help.
23. Let me show you how to do it.
24. We can solve this together.
25. Don't worry. We'll figure it out.
26. Thanks for helping me.
27. I really appreciate your support.

- 28. We make a great team.
- 29. Thank you for your cooperation.
- 30. We accomplished this together.

Conversation

Employee: I'm having trouble with this spreadsheet.

Colleague: No problem. I'll help you.

Employee: Thank you. I appreciate it.

Colleague: Anytime.

Situation 4: Solving Disagreements

Daily Sentences

- 31. I understand your point.
- 32. I have a different opinion.
- 33. Let's listen to everyone's ideas.
- 34. We don't have to agree on everything.
- 35. Let's find a solution together.
- 36. That's a fair suggestion.
- 37. I respect your opinion.
- 38. Let's focus on our common goal.
- 39. I think we've reached a good solution.
- 40. Thanks for being open-minded.

Conversation

Employee 1: I think we should change our approach.

Employee 2: I see your point, but I have another idea.

Employee 1: Let's discuss both options.

Employee 2: That sounds fair.

Situation 5: Celebrating Success

Daily Sentences

41. We did an excellent job.
42. Congratulations, everyone!
43. We achieved our goal.
44. Thank you for your hard work.
45. It was a great team effort.
46. We should celebrate this success.
47. I'm proud of what we accomplished.
48. Let's keep up the good work.
49. See you at the next project meeting.
50. Have a wonderful day.

Conversation

Team Leader: Congratulations, everyone! We completed the project successfully.

Employee: Thank you. It was a fantastic team effort.

Team Leader: I appreciate everyone's contribution.

Employee: We couldn't have done it without teamwork.

Vocabulary Builder

Word	Meaning	Example
Team	A group of people working together	Our team completed the project early.
Collaboration	Working together toward a common goal	Collaboration leads to better results.
Responsibility	A duty or task	Everyone has their own responsibilities.
Contribution	Something you add to help achieve a goal	Thank you for your valuable contribution.
Deadline	The final date for completing work	We met the deadline successfully.
Cooperation	Working well with others	Thank you for your cooperation.
Goal	Something you want to achieve	Our goal is to satisfy the client.
Progress	Forward movement toward success	We're making excellent progress.
Support	Help given to someone	I appreciate your support.
Achievement	Something accomplished successfully	Finishing early was a great achievement.

Speak Like a Native

Instead of saying...

We work together.

Say...

Let's work together as a team.

Instead of saying...

You do this.

Say...

Could you take care of this task?

Instead of saying...

I help you.

Say...

I'd be happy to help you.

Instead of saying...

You are wrong.

Say...

I see it a little differently.

Instead of saying...

Good job.

Say...

Excellent work, everyone!

Instead of saying...

Thank you.

Say...

Thank you for your support and cooperation.

Instead of saying...

Bye.

Say...

See you at our next team meeting.

Did You Know?

Many learners confuse **team**, **group**, and **department**.

Team = People working together toward the same goal.

Our project team meets every Monday.

Group = Any collection of people.

A group of visitors arrived this morning.

Department = A division within an organization.

She works in the marketing department.

Common Mistakes

- ☐ We are five members.
- ☐ There are five members on our team.

- ☐ Everyone havefinished.
- ☐ Everyone has finished.

☐ We discussed about the project.

☐ We discussed the project.

☐ He gave me many supports.

☐ He gave me a lot of support.

☐ We completed successfully.

☐ We completed the project successfully.

☐ Team work is important.

☐ Teamwork is important.

Conversation Builder

Complete the conversation.

Team Leader: Who would like to lead this project?

You: _____

Team Leader: Could you prepare the presentation?

You: _____

Team Leader: Thank you for your hard work.

You: _____

Team Leader: We achieved our goal!

You: _____

Quick Response Practice

Respond naturally.

1. How can we divide the work?

→ _____

2. Do you need any help?

→ _____

3. What should we do if we disagree?

→ _____

4. Are we on schedule?

→ _____

5. What did you enjoy most about this project?

→ _____

Speaking Practice

Read these expressions aloud.

- Let's work together.
- I'll take care of this task.
- I'd be happy to help.
- We all have different strengths.
- Let's find a solution together.
- Thank you for your cooperation.
- We achieved our goal.
- It was a great team effort.

Longer Real-Life Conversation

Team Leader: Good morning, everyone. We have a new project that needs to be completed within three weeks.

Employee 1: Great! How should we divide the tasks?

Team Leader: Sarah, could you handle the client communication? John, I'd like you to prepare the financial report.

Sarah: Certainly. I'll contact the client this afternoon.

John: No problem. I'll have the first draft ready by Friday.

Employee 2: I'll prepare the presentation and coordinate with the design team.

Team Leader: Excellent. Let's keep each other updated throughout the week.

Sarah: If anyone needs help, please let me know.

John: Thanks. I appreciate that.

Team Leader: I'm confident we'll deliver an excellent result if we continue working together.

Everyone: Absolutely!

You'll Hear This Often

These are common expressions when working in teams:

- **Let's work together.**
- **Who's responsible for this task?**
- **I'll take care of it.**
- **Do you need any help?**
- **Let's stay on schedule.**
- **Thanks for your support.**
- **Excellent teamwork!**
- **We couldn't have done it without everyone's effort.**

Public Signs & Notices

You may see these signs in an office:

- **Team Meeting**
- **Project Room**
- **Collaboration Area**
- **Meeting in Progress**
- **Conference Room**
- **Break Room**
- **Employees Only**
- **Project Timeline**

- **Workstation**
- **Emergency Exit**

Career Tip

Strong team members:

- Communicate clearly.
- Listen to others respectfully.
- Offer help when needed.
- Accept responsibility for their tasks.
- Celebrate the team's success, not just their own.

Real-Life Challenge

Imagine you're working on an important team project.

Practice these situations aloud:

- Volunteer for a task.
- Ask a teammate for help.
- Share your ideas respectfully.
- Resolve a disagreement professionally.
- Celebrate the team's success together.

Great teamwork creates better results, stronger relationships, and a more enjoyable workplace.

Chapter 64

Giving and Receiving Instructions

Estimated Learning Time: 25–30 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Give clear instructions.
- Ask for clarification.
- Confirm that you understand instructions.
- Guide someone step by step.
- Respond professionally when receiving instructions.

Introduction

Whether you're at work, at school, or at home, giving and receiving instructions is an essential communication skill. Clear instructions help prevent mistakes, improve teamwork, and ensure tasks are completed correctly. This chapter will teach you the natural English expressions people use every day.

Situation 1: Giving Instructions

Daily Sentences

1. Please follow these steps.
2. First, open the file.
3. Then click on the "Save" button.
4. After that, send it to me.
5. Please complete this by the end of the day.
6. Make sure you double-check your work.
7. Don't forget to save your changes.
8. Let me know once you're finished.
9. Feel free to ask if you need help.
10. Thank you for your cooperation.

Conversation

Manager: Please prepare the report before 4:00 p.m.

Employee: Certainly.

Manager: After that, email it to the client.

Employee: I'll do that.

Situation 2: Asking for Clarification

Daily Sentences

11. Could you explain that again?
12. Could you go over the last step?
13. I didn't quite understand.
14. Could you speak a little slower?
15. What should I do next?
16. Could you give me an example?
17. Let me make sure I understood.
18. So, first I should...
19. Is that correct?
20. Thank you for explaining.

Conversation

Employee: Could you explain the second step again?

Manager: Of course. First, save the file, then upload it.

Employee: Got it. Thank you.

Manager: You're welcome.

Situation 3: Confirming Understanding

Daily Sentences

21. I understand.
22. Everything is clear.
23. I'll get started right away.
24. I'll follow your instructions.
25. I'll keep you updated.
26. I'll let you know when it's done.
27. I have everything I need.

- 28. Thanks for the clear instructions.
- 29. I'll take care of it.
- 30. Consider it done.

Conversation

Manager: Do you have any questions?

Employee: No. Everything is clear.

Manager: Great. Let me know if anything comes up.

Employee: I will.

Situation 4: Guiding Someone

Daily Sentences

- 31. Let me show you how to do it.
- 32. Watch carefully.
- 33. Follow me.
- 34. It's easier than it looks.
- 35. Take your time.
- 36. You're doing great.
- 37. Almost finished.
- 38. Excellent job.
- 39. You've got it.
- 40. Well done!

Conversation

Trainer: Let me show you how this machine works.

Employee: Okay.

Trainer: Watch carefully, then try it yourself.

Employee: I'll give it a try.

Situation 5: Completing the Task

Daily Sentences

41. I've finished the task.
42. Everything has been completed.
43. Here's the final version.
44. Could you review it?
45. Please let me know if any changes are needed.
46. Thank you for your guidance.
47. I learned something new today.
48. I appreciate your help.
49. Have a productive day.
50. Goodbye.

Conversation

Employee: I've completed the report.

Manager: Excellent. I'll review it now.

Employee: Please let me know if you'd like any changes.

Manager: Certainly.

Vocabulary Builder

Word	Meaning	Example
Instruction	Information explaining how to do something	Please follow the instructions carefully.
Direction	Guidance on what to do	The manager gave clear directions.
Procedure	The correct way to perform a task	Follow the standard procedure.
Step	One stage of a process	The first step is to log in.
Guidance	Advice or help	Thank you for your guidance.
Clarification	An explanation that makes something clearer	I need some clarification.
Demonstration	Showing how something works	The trainer gave a demonstration.
Checklist	A list of tasks to complete	Use the checklist before submitting your work.
Process	A series of steps	The process takes about ten minutes.
Task	A piece of work	I've completed the assigned task.

Speak Like a Native

Instead of saying...

Do like this.

Say...

Please follow these steps.

Instead of saying...

Again explain.

Say...

Could you explain that again, please?

Instead of saying...

I know.

Say...

I understand the instructions.

Instead of saying...

I'll do.

Say...

I'll take care of it right away.

Instead of saying...

Finished.

Say...

I've completed the task.

Instead of saying...

Thank you.

Say...

Thank you for the clear instructions.

Instead of saying...

Bye.

Say...

Have a productive day!

Did You Know?

Many learners confuse **instruction**, **direction**, and **guideline**.

Instruction = A specific order or explanation of how to do something.

Follow the instructions carefully.

Direction = Guidance about what to do or where to go.

The manager gave us clear directions.

Guideline = A general recommendation, not a strict rule.

These are the company's safety guidelines.

Common Mistakes

☐ Explain me.

☐ Explain it to me.

or

☐ Could you explain it to me?

- ☐ Tell once again.
- ☐ Could you repeat that, please?
- ☐ I understood completely.
- ☐ I understand.
- ☐ I completed successfully.
- ☐ I've completed the task successfully.
- ☐ I will inform after finish.
- ☐ I'll let you know once I've finished.
- ☐ Say clearly.
- ☐ Could you explain that more clearly?

Conversation Builder

Complete the conversation.

Manager: Please complete this task before noon.

You: _____

Manager: Do you understand the instructions?

You: _____

Manager: Let me know when you're finished.

You: _____

Manager: Thank you for your hard work.

You: _____

Quick Response Practice

Respond naturally.

1. Could you explain the first step?

→ _____

2. Do you understand what needs to be done?

→ _____

3. Have you completed the task?

→ _____

4. Do you need any help?

→ _____

5. Is everything clear?

→ _____

Speaking Practice

Read these expressions aloud.

- Please follow these steps.
- Could you explain that again?
- I understand the instructions.
- I'll get started right away.
- Let me show you how to do it.
- I've completed the task.
- Thank you for your guidance.
- Have a productive day.

Longer Real-Life Conversation

Manager: Good morning. I'd like you to prepare the monthly sales report today.

Employee: Certainly. Could you explain what should be included?

Manager: Of course. Include the sales figures, customer feedback, and a summary of this month's performance.

Employee: Should I use the same format as last month's report?

Manager: Yes, but please add a section for future recommendations.

Employee: Understood. When would you like it completed?

Manager: Please send it to me by 3:00 p.m.

Employee: No problem. I'll start working on it right away.

Manager: Great. Let me know if you need any assistance.

Employee: Thank you. I appreciate your guidance.

Manager: You're welcome. I'm sure you'll do an excellent job.

You'll Hear This Often

These are common expressions when giving instructions:

- **Please follow these instructions carefully.**
- **Let's go through it step by step.**
- **Could you repeat that?**
- **Take your time.**
- **Let me know if you have any questions.**
- **Everything looks good.**
- **Excellent work!**
- **Thanks for completing the task.**

Public Signs & Notices

You may see these signs in workplaces:

- **Instructions**
- **Please Follow Safety Procedures**
- **Authorized Personnel Only**
- **Training Room**
- **Step-by-Step Guide**
- **User Manual Available**
- **Workstation**

- **Information Desk**
- **Help Center**
- **Emergency Exit**

Career Tip

When giving or receiving instructions:

- Listen carefully before starting.
- Ask questions if anything is unclear.
- Repeat important details to confirm your understanding.
- Complete the task within the agreed deadline.
- Inform the other person once the task is finished.

Real-Life Challenge

Imagine your manager assigns you an important task.

Practice these situations aloud:

- Listen to the instructions carefully.
- Ask for clarification if needed.
- Confirm that you understand the task.
- Complete the work and report back.
- Thank your manager for their guidance.

Clear communication when giving and receiving instructions helps prevent mistakes, improves teamwork, and builds trust in the workplace.

Chapter 65

Leadership & Managing a Team

Estimated Learning Time: 25–30 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Lead a team confidently.
- Motivate team members.
- Delegate tasks effectively.
- Handle challenges professionally.
- Encourage and recognize good work.

Introduction

Leadership is more than giving instructions—it's about inspiring people, building trust, solving problems, and helping others succeed. Whether you're a manager, team leader, business owner, or project coordinator, these English expressions will help you lead with confidence and professionalism.

Situation 1: Starting the Day with Your Team

Daily Sentences

1. Good morning, everyone.
2. I hope you're all doing well.
3. Let's have a quick team meeting.
4. We have an exciting day ahead.
5. Let's review today's priorities.
6. Thank you for being here on time.
7. I appreciate everyone's effort.
8. Let's work together to achieve our goals.
9. Does anyone have any questions before we begin?
10. Let's have a productive day.

Conversation

Manager: Good morning, everyone.

Team: Good morning!

Manager: Let's review today's priorities before we get started.

Team: Sounds good.

Situation 2: Delegating Tasks

Daily Sentences

11. I'd like you to handle this project.
12. Could you take responsibility for this task?
13. I trust your judgment.
14. Let me know if you need any support.
15. Please keep me updated on your progress.
16. Let's divide the work fairly.
17. I know you can handle it.
18. Feel free to ask questions.
19. Thank you for taking ownership.
20. I appreciate your commitment.

Conversation

Manager: Sarah, could you lead the client presentation?

Sarah: Certainly. I'd be happy to.

Manager: Great. Let me know if you need any support.

Sarah: Thank you. I will.

Situation 3: Motivating the Team

Daily Sentences

21. You're doing a great job.
22. Keep up the excellent work.
23. I appreciate your hard work.
24. Your efforts make a difference.

- 25. I'm proud of this team.
- 26. Let's stay focused.
- 27. We can achieve this together.
- 28. Every contribution matters.
- 29. Don't give up.
- 30. I believe in all of you.

Conversation

Employee: This project has been challenging.

Manager: I know, but you've all done an amazing job so far.

Employee: Thank you. We'll keep pushing forward.

Manager: I have complete confidence in the team.

Situation 4: Solving Team Challenges

Daily Sentences

- 31. Let's discuss the issue openly.
- 32. I'd like to hear everyone's opinion.
- 33. Let's focus on finding a solution.
- 34. We all share the same goal.
- 35. Let's respect each other's ideas.
- 36. Mistakes help us learn.
- 37. We'll overcome this challenge together.
- 38. Thank you for your honesty.
- 39. I appreciate everyone's cooperation.
- 40. Let's move forward with confidence.

Conversation

Manager: We've encountered a challenge.

Employee: How would you like us to proceed?

Manager: Let's discuss our options and choose the best solution.

Employee: That sounds like a good plan.

Situation 5: Recognizing Success

Daily Sentences

41. Congratulations on a job well done.
42. Your hard work has paid off.
43. I'm grateful for your dedication.
44. We couldn't have achieved this without you.
45. Let's celebrate our success.
46. Thank you for your outstanding work.
47. You should be proud of yourselves.
48. I look forward to our next project.
49. Keep up the fantastic work.
50. Have a wonderful day.

Conversation

Manager: Congratulations, everyone! We exceeded our goals this month.

Employee: That's wonderful news!

Manager: Thank you all for your dedication.

Employee: We're happy to be part of such a great team.

Vocabulary Builder

Word	Meaning	Example
Leader	A person who guides others	She's an inspiring leader.
Leadership	The ability to guide and motivate people	Good leadership builds strong teams.
Delegate	To assign work to someone else	The manager delegated the task to me.
Motivation	The desire to achieve a goal	Recognition increases motivation.
Responsibility	A duty or obligation	Leadership comes with responsibility.
Decision	A choice made after careful thought	It was a difficult decision.
Achievement	A successful accomplishment	Winning the award was a major achievement.
Trust	Confidence in someone's abilities	I trust your judgment.
Vision	A clear idea of future goals	A strong leader has a clear vision.
Recognition	Praise for good work	She received recognition for her efforts.

Speak Like a Native

Instead of saying...

You do this work.

Say...

I'd like you to take responsibility for this task.

Instead of saying...

Work fast.

Say...

Let's stay focused and work efficiently.

Instead of saying...

Good work.

Say...

Excellent job! I really appreciate your effort.

Instead of saying...

Don't worry.

Say...

We'll work through this together.

Instead of saying...

You can do it.

Say...

I have confidence in your abilities.

Instead of saying...

Thank you.

Say...

Thank you for your dedication and hard work.

Instead of saying...

Bye.

Say...

Let's continue this great work tomorrow.

Did You Know?

Many learners confuse **leader**, **manager**, and **supervisor**.

Leader = Someone who inspires and guides people.

She's a natural leader.

Manager = Someone responsible for planning and organizing work.

My manager approves all project plans.

Supervisor = Someone who oversees daily work.

The supervisor checked our progress.

Common Mistakes

☐ He is my senior.

☐ He's my manager.

or

☐ He's my team leader.

- ☐ I gave order.
- ☐ I gave instructions.
- ☐ Everyone are ready.
- ☐ Everyone is ready.
- ☐ We achieved our target successfully.
- ☐ We achieved our target.
- ☐ I motivate my teamalways.
- ☐ I always motivate my team.
- ☐ Thanks for your supports.
- ☐ Thank you for your support.

Conversation Builder

Complete the conversation.

Manager: Good morning, everyone.

You: _____

Manager: Could you lead today's meeting?

You: _____

Manager: Excellent work on the project.

You: _____

Manager: Let's continue the great work.

You: _____

Quick Response Practice

Respond naturally.

1. How do you motivate your team?

→ _____

2. How do you handle challenges?

→ _____

3. What makes a good leader?

→ _____

4. How do you delegate tasks?

→ _____

5. How do you recognize good work?

→ _____

Speaking Practice

Read these expressions aloud.

- Let's review today's priorities.
- I trust your judgment.
- Keep up the excellent work.
- Let's focus on finding a solution.
- I appreciate everyone's effort.
- Congratulations on a job well done.
- We achieved our goals together.
- Thank you for your dedication.

Longer Real-Life Conversation

Manager: Good morning, everyone. Thank you for joining today's team meeting.

Team: Good morning!

Manager: First, I'd like to congratulate everyone on completing last week's project ahead of schedule.

Employee: Thank you. It was truly a team effort.

Manager: Absolutely. This week, we'll begin a new project for one of our biggest clients.

Employee: How would you like us to organize the work?

Manager: Sarah will lead the client communication, David will manage the budget, and Lisa will coordinate the design team.

Sarah: Sounds great. I'll keep everyone updated.

Manager: Excellent. If you face any challenges, don't hesitate to ask for help. Remember, we're here to support each other.

Employee: Thank you. We'll do our best.

Manager: I have complete confidence in this team. Let's make this another successful project.

Team: Let's do it!

You'll Hear This Often

These are common expressions used by leaders:

- **Let's work together.**
- **I trust your judgment.**
- **Keep up the great work.**
- **How can I support you?**
- **Let's focus on solutions.**
- **Thank you for your commitment.**
- **Excellent teamwork!**
- **I'm proud of what we've accomplished together.**

Public Signs & Notices

You may see these signs in workplaces:

- **Manager's Office**
- **Leadership Meeting**
- **Team Briefing**
- **Conference Room**
- **Project Management Office**
- **Staff Meeting**
- **Employees Only**
- **Training Center**
- **Meeting in Progress**
- **Reception**

Career Tip

Great leaders don't just assign work—they inspire people.

To become a better leader:

- Listen more than you speak.
- Recognize people's achievements.
- Give clear directions.
- Support your team during challenges.
- Lead by example.

People are more likely to follow leaders they trust and respect.

Real-Life Challenge

Imagine you're leading a team on an important project.

Practice these situations aloud:

- Welcome your team.
- Assign responsibilities.
- Encourage a team member who's facing difficulties.
- Resolve a disagreement professionally.
- Congratulate the team after achieving success.

Strong leadership communication helps create motivated teams, successful projects, and lasting professional relationships.

Chapter 66

Business Travel

Estimated Learning Time: 25–30 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Discuss business travel plans.
- Communicate confidently during work trips.
- Check into hotels for business.
- Attend meetings while traveling.
- Handle common travel situations professionally.

Introduction

Business travel often involves airports, hotels, taxis, meetings, conferences, and client visits. Whether you're traveling within your country or abroad, using professional English will help you communicate confidently and leave a positive impression.

Situation 1: Planning a Business Trip

Daily Sentences

1. I'll be traveling for work next week.
2. I've booked my flight.
3. My hotel reservation is confirmed.
4. I'll arrive on Monday morning.
5. I'm traveling to meet a client.
6. The conference starts tomorrow.
7. I have a busy schedule.
8. I'll send you my travel itinerary.
9. Please let me know if anything changes.
10. I'm looking forward to the trip.

Conversation

Manager: Have you booked your flight?

Employee: Yes. I'll arrive on Monday morning.

Manager: Excellent. The client meeting is at 2:00 p.m.

Employee: I'll be there on time.

Situation 2: Checking into a Hotel

Daily Sentences

11. I have a reservation.
12. It's under the name Alex Brown.
13. I'd like to check in.
14. Could I have a room on a higher floor?
15. Is breakfast included?
16. What time is check-out?
17. Could I have the Wi-Fi password?
18. I'd like a wake-up call at 6:30 a.m.
19. Thank you for your assistance.
20. Everything looks perfect.

Conversation

Receptionist: Welcome. How may I help you?

Guest: I'd like to check in. I have a reservation under the name Alex Brown.

Receptionist: Certainly. May I see your ID, please?

Guest: Of course.

Situation 3: Meeting Clients

Daily Sentences

21. It's a pleasure to meet you in person.
22. Thank you for taking the time to meet with me.
23. I hope you had a pleasant journey.
24. Shall we begin the meeting?
25. I'd like to discuss today's agenda.
26. We appreciate your hospitality.
27. Thank you for welcoming us.

- 28. It was a productive discussion.
- 29. I look forward to working together.
- 30. Let's stay in touch.

Conversation

Client: Welcome to our office.

Visitor: Thank you. It's great to finally meet you in person.

Client: Shall we begin?

Visitor: Absolutely.

Situation 4: Handling Travel Problems

Daily Sentences

- 31. My flight has been delayed.
- 32. My luggage hasn't arrived yet.
- 33. Could you help me?
- 34. I need to change my reservation.
- 35. Is there another flight available?
- 36. I'd like to report lost baggage.
- 37. Thank you for your patience.
- 38. I appreciate your assistance.
- 39. Everything has been sorted out.
- 40. Thank you for resolving the issue.

Conversation

Traveler: My flight has been canceled.

Airline Staff: I'm sorry for the inconvenience.

Traveler: Could you book me on the next available flight?

Airline Staff: Certainly.

Situation 5: Returning from the Trip

Daily Sentences

41. The trip was very successful.
42. We achieved our objectives.
43. The client was satisfied.
44. I'll prepare a travel report.
45. I'll share what we learned.
46. Thank you for your support.
47. It was a valuable experience.
48. I'm glad to be back.
49. Let's plan our next meeting.
50. Have a wonderful day.

Conversation

Manager: Welcome back! How was the trip?

Employee: It went very well. The client was happy with our proposal.

Manager: That's excellent news.

Employee: I'll prepare a summary this afternoon.

Vocabulary Builder

Word	Meaning	Example
Itinerary	A travel schedule	I'll email you my itinerary.
Reservation	A booking	My hotel reservation is confirmed.
Conference	A large professional meeting	I'm attending an international conference.
Client	A customer or business partner	We're meeting an important client tomorrow.
Boarding Pass	A document needed to board a flight	Don't forget your boarding pass.
Check-in	Registering at an airport or hotel	Hotel check-in begins at 2:00 p.m.
Departure	Leaving a place	My departure is scheduled for 9:00 a.m.
Arrival	Reaching a destination	Our arrival was delayed by an hour.
Business Trip	Travel for work	She's on a business trip this week.
Expense Report	A record of travel expenses	Submit your expense report after the trip.

Speak Like a Native

Instead of saying...

I go office trip.

Say...

I'm traveling on a business trip.

Instead of saying...

My flight late.

Say...

My flight has been delayed.

Instead of saying...

Book hotel.

Say...

I'd like to make a hotel reservation.

Instead of saying...

Meet client.

Say...

I'm meeting a client this afternoon.

Instead of saying...

Trip good.

Say...

The trip was very productive.

Instead of saying...

Thank you.

Say...

Thank you for your hospitality and support.

Instead of saying...

Bye.

Say...

I look forward to seeing you again soon.

Did You Know?

Many learners confuse **trip**, **travel**, and **journey**.

Trip = A visit from one place to another and back.

I had a successful business trip.

Travel = The activity of going from one place to another.

I travel frequently for work.

Journey = The experience of traveling from one place to another.

The journey took six hours.

Common Mistakes

☐ I am on business tour.

☐ I'm on a business trip.

☐ My flight is late only.

☐ My flight has been delayed.

- ☐ I reached hotel.
- ☐ I arrived at the hotel.
- ☐ I returned back yesterday.
- ☐ I returned yesterday.
- ☐ We discussed about the proposal.
- ☐ We discussed the proposal.
- ☐ Client was very impress.
- ☐ The client was very impressed.

Conversation Builder

Complete the conversation.

Manager: Have you confirmed your hotel reservation?

You: _____

Manager: What time does your flight arrive?

You: _____

Manager: How did the client meeting go?

You: _____

Manager: Welcome back!

You: _____

Quick Response Practice

Respond naturally.

1. When are you leaving for your business trip?

→ _____

2. Have you booked your hotel?

→ _____

3. How was your meeting with the client?

→ _____

4. Did everything go according to plan?

→ _____

5. What did you accomplish during the trip?

→ _____

Speaking Practice

Read these expressions aloud.

- I'll be traveling for work next week.
- I have a reservation.
- It's a pleasure to meet you in person.
- My flight has been delayed.
- We achieved our objectives.
- I'll prepare a travel report.
- Thank you for your hospitality.
- It was a productive trip.

Longer Real-Life Conversation

Manager: Good morning, Sarah. Are you ready for tomorrow's business trip?

Sarah: Yes. I've booked my flight and confirmed my hotel reservation.

Manager: Excellent. You'll be meeting our client shortly after you arrive.

Sarah: I've reviewed the meeting agenda and prepared the presentation.

Manager: That's great. Don't forget to collect all your travel receipts for the expense report.

Sarah: I won't. I've also shared my travel itinerary with the team.

Manager: Perfect. Let me know if you run into any travel issues.

Sarah: Of course. I'll keep you updated.

Manager: Good luck with the meeting.

Sarah: Thank you. I'll do my best to represent the company well.

You'll Hear This Often

These are common expressions during business travel:

- **Have a safe trip.**
- **Your flight is now boarding.**
- **I'd like to check in.**
- **Do you have a reservation?**
- **It's great to meet you in person.**
- **Thank you for your hospitality.**
- **Have a safe journey home.**
- **See you at the next meeting.**

Public Signs & Notices

You may see these signs during business travel:

- **Departures**
- **Arrivals**
- **Business Lounge**
- **Check-in Counter**
- **Gate**
- **Baggage Claim**
- **Hotel Reception**
- **Conference Center**
- **Taxi Stand**
- **Information Desk**

Career Tip

When traveling for business:

- Plan your itinerary in advance.
- Arrive early for flights and meetings.
- Keep important documents organized.
- Dress professionally.
- Follow up with clients after the trip.

Professional behavior during business travel strengthens relationships and creates new opportunities.

Real-Life Challenge

Imagine you're traveling abroad to meet an important client.

Practice these situations aloud:

- Talk about your travel plans.
- Check into your hotel.
- Introduce yourself to the client.
- Handle a travel problem calmly.
- Report the results of your trip to your manager.

Confident communication during business travel helps you represent yourself and your organization professionally wherever you go.

Chapter 67

Networking on Social Media

Estimated Learning Time: 25–30 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Build professional connections online.
- Introduce yourself through messages.
- Respond to networking requests.
- Share professional updates.
- Maintain long-term professional relationships.

Introduction

Professional networking is no longer limited to conferences and business meetings. Today, platforms like LinkedIn and other professional communities allow people to connect, exchange ideas, discover opportunities, and grow their careers. This chapter teaches you the English expressions commonly used when networking online.

Situation 1: Sending a Connection Request

Daily Sentences

1. I'd like to connect with you.
2. I came across your profile today.
3. I admire your work.
4. I've been following your posts.
5. Your experience is inspiring.
6. I'd love to learn from you.
7. Thank you for accepting my request.
8. It's great to connect with you.
9. I look forward to learning from you.
10. I hope we can stay in touch.

Conversation

Alex: Hello. I came across your profile and really admire your work.

Emma: Thank you! It's great to connect with you.

Alex: I look forward to learning from your posts.

Emma: Likewise!

Situation 2: Introducing Yourself Online

Daily Sentences

11. Let me introduce myself.
12. I work in digital marketing.
13. I specialize in content creation.
14. I've been working in this field for six years.
15. I'm passionate about helping businesses grow.
16. I enjoy connecting with professionals.
17. I'm always open to learning.
18. I'd love to hear about your experience.
19. Thank you for your time.
20. I hope we can collaborate someday.

Conversation

Emma: Tell me a little about yourself.

Alex: I work as a marketing consultant and help businesses improve their online presence.

Emma: That's impressive.

Alex: Thank you.

Situation 3: Starting a Professional Conversation

Daily Sentences

21. I enjoyed reading your recent post.
22. Your ideas really stood out.
23. That's an interesting perspective.
24. I completely agree with your point.

25. Thank you for sharing your experience.
26. I'd like to ask you a question.
27. Could you recommend any resources?
28. I'd appreciate your advice.
29. This has been very helpful.
30. Thank you for sharing your knowledge.

Conversation

Alex: I really enjoyed your article about leadership.

Emma: Thank you! I'm glad you found it useful.

Alex: It gave me several new ideas.

Emma: That's wonderful to hear.

Situation 4: Building Long-Term Relationships

Daily Sentences

31. Let's keep in touch.
32. Feel free to message me anytime.
33. I'd love to collaborate in the future.
34. Let's schedule a virtual meeting.
35. I'll send you an email.
36. Please let me know how I can help.
37. Thank you for your support.
38. I value our professional connection.
39. I hope we can work together someday.
40. Wishing you continued success.

Conversation

Emma: I'd love to continue this conversation.

Alex: Me too. Let's schedule a video call next week.

Emma: Sounds great.

Alex: I'll send you an invitation.

Situation 5: Ending the Conversation

Daily Sentences

41. It was great connecting with you.
42. Thank you for your time.
43. I enjoyed our conversation.
44. Let's stay connected.
45. I hope to hear from you soon.
46. Have a wonderful day.
47. Best wishes.
48. Take care.
49. Goodbye for now.
50. See you online.

Conversation

Emma: Thank you for the wonderful conversation.

Alex: The pleasure was mine.

Emma: Let's stay connected.

Alex: Absolutely. Have a wonderful day!

Vocabulary Builder

Word	Meaning	Example
Profile	Your online professional page	Your profile is very impressive.
Connection	A professional contact	I have over 500 professional connections.
Recommendation	A written endorsement	She gave me a recommendation.
Collaboration	Working together	We're discussing a possible collaboration.
Industry	A field of work	He works in the healthcare industry.
Opportunity	A chance for growth	Networking creates new opportunities.
Expertise	Special knowledge or skill	She has expertise in project management.
Community	A group of people with shared interests	I'm active in several professional communities.
Content	Articles, videos, or posts shared online	He creates educational content.

Word	Meaning	Example
Engagement	Interaction with online content	Her posts receive high engagement.

Speak Like a Native

Instead of saying...

Add me.

Say...

I'd like to connect with you.

Instead of saying...

Your profile good.

Say...

I was impressed by your profile.

Instead of saying...

Teach me.

Say...

I'd love to learn from your experience.

Instead of saying...

Message me.

Say...

Feel free to reach out anytime.

Instead of saying...

Good post.

Say...

I really enjoyed your recent post.

Instead of saying...

Thank you.

Say...

Thank you for sharing your insights.

Instead of saying...

Bye.

Say...

I look forward to staying connected.

Did You Know?

Many learners confuse **connection**, **contact**, and **follower**.

Connection = Someone you've mutually connected with professionally.

She's one of my LinkedIn connections.

Contact = Someone whose contact information you have.

I'll add you to my contacts.

Follower = Someone who follows your updates on social media.

She has thousands of followers online.

Common Mistakes

- ☐ Add me in LinkedIn.
- ☐ Please connect with me on LinkedIn.
- ☐ I saw your profile yesterday only.
- ☐ I came across your profile yesterday.
- ☐ Teach me marketing.
- ☐ I'd love to learn more about marketing from you.
- ☐ Give your contact.
- ☐ Could we exchange contact information?
- ☐ Your post was very useful for me.
- ☐ I found your post very useful.
- ☐ We will connect again.
- ☐ Let's stay in touch.

Conversation Builder

Complete the conversation.

Professional: Hello! Thanks for connecting.

You: _____

Professional: What inspired you to reach out?

You: _____

Professional: I'd be happy to stay in touch.

You: _____

Professional: Have a wonderful day!

You: _____

Quick Response Practice

Respond naturally.

1. Why did you send me a connection request?

→ _____

2. What do you do professionally?

→ _____

3. Would you like to collaborate in the future?

→ _____

4. How can we stay in touch?

→ _____

5. What did you enjoy about my recent post?

→ _____

Speaking Practice

Read these expressions aloud.

- I'd like to connect with you.
- I admire your work.
- I specialize in content creation.
- I'd appreciate your advice.
- Let's schedule a virtual meeting.
- Thank you for sharing your knowledge.
- It was great connecting with you.
- I look forward to staying connected.

Longer Real-Life Conversation

Alex: Hello, Emma. Thank you for accepting my connection request.

Emma: You're welcome, Alex. It's great to connect with you.

Alex: I came across your recent article on leadership, and I found it incredibly insightful.

Emma: Thank you! I'm glad it was helpful.

Alex: I work as a marketing consultant, and I'm always looking to learn from experienced professionals.

Emma: That's wonderful. What type of businesses do you usually work with?

Alex: Mostly small businesses and startups. I help them improve their online marketing strategies.

Emma: That sounds interesting. I'd love to hear more about your work sometime.

Alex: I'd be delighted. Perhaps we could schedule a short video call next week.

Emma: I'd like that. Please send me a few time options.

Alex: Certainly. Thank you again for your time.

Emma: My pleasure. I look forward to staying connected.

You'll Hear This Often

These are common expressions used in professional networking online:

- **Thanks for connecting.**
- **I came across your profile.**
- **I enjoyed your recent post.**
- **I'd love to learn more about your work.**
- **Let's stay in touch.**
- **Feel free to reach out anytime.**
- **I look forward to collaborating with you.**
- **Wishing you continued success.**

Public Signs & Notices

You may see these labels on professional networking platforms:

- **Connect**
- **Follow**
- **Message**
- **View Profile**
- **About**
- **Experience**
- **Skills**
- **Recommendations**
- **Send Invitation**
- **Accept Invitation**

Career Tip

Networking online is about building genuine relationships, not just collecting connections.

To grow your professional network:

- Personalize your connection requests.
- Engage thoughtfully with others' posts.
- Share valuable content regularly.
- Offer help before asking for favors.
- Stay in touch with your connections over time.

Consistent, meaningful networking can open doors to new opportunities, partnerships, and career growth.

Chapter 68

Working with International Clients

Estimated Learning Time: 25–30 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Communicate professionally with international clients.
- Build trust during business conversations.
- Discuss projects and expectations clearly.
- Handle cultural differences respectfully.
- Maintain long-term client relationships.

Introduction

In today's global workplace, it's common to work with clients from different countries and cultures. Clear communication, professionalism, and cultural awareness help build trust and create successful business relationships. This chapter will teach you the English expressions commonly used when working with international clients.

Situation 1: Meeting an International Client

Daily Sentences

1. It's a pleasure to meet you.
2. Welcome to our office.
3. Thank you for taking the time to meet with us.
4. We appreciate your interest in our company.
5. I hope you had a pleasant journey.
6. Let me introduce our team.
7. We're excited to work with you.
8. Please make yourself comfortable.
9. Shall we begin?
10. We're looking forward to today's discussion.

Conversation

Manager: Welcome! It's a pleasure to meet you.

Client: Thank you. I'm happy to be here.

Manager: I hope you had a comfortable journey.

Client: Yes, everything went smoothly.

Situation 2: Understanding Client Needs

Daily Sentences

11. We'd like to understand your requirements.
12. Could you tell us more about your goals?
13. What are your expectations?
14. We'd like to learn more about your business.
15. Could you explain your priorities?
16. We want to provide the best solution.
17. Let's discuss your challenges.
18. We'll customize our services to meet your needs.
19. Thank you for sharing that information.
20. We appreciate your openness.

Conversation

Manager: What are your main goals for this project?

Client: We'd like to increase our online sales.

Manager: Thank you. That gives us a clear direction.

Client: I'm glad to hear that.

Situation 3: Discussing the Project

Daily Sentences

21. Here's our proposed plan.
22. We'd like your feedback.
23. Let's review the timeline.
24. We'll keep you updated throughout the project.

25. We'll share regular progress reports.
26. Please let us know if you have any concerns.
27. We're committed to delivering high-quality work.
28. We value your feedback.
29. Communication is very important to us.
30. We'll work closely with your team.

Conversation

Manager: We'd like to review the project timeline.

Client: Everything looks reasonable.

Manager: Great. We'll provide weekly updates.

Client: That would be very helpful.

Situation 4: Handling Cultural Differences

Daily Sentences

31. We respect your way of doing business.
32. Thank you for explaining your expectations.
33. We appreciate your perspective.
34. Every culture has different business practices.
35. Let's find an approach that works for everyone.
36. We value diversity.
37. Open communication is important.
38. We want to build a long-term relationship.
39. Thank you for your understanding.
40. We appreciate your cooperation.

Conversation

Client: In our country, we usually make decisions as a team.

Manager: Thank you for sharing that. We'll make sure everyone is included in the discussions.

Client: We appreciate your understanding.

Manager: It's our pleasure.

Situation 5: Strengthening the Relationship

Daily Sentences

41. Thank you for your trust.
42. We appreciate the opportunity to work with you.
43. We're committed to your success.
44. Please don't hesitate to contact us.
45. We'll continue providing our best service.
46. We value our partnership.
47. We look forward to future projects.
48. Thank you once again.
49. Have a safe journey home.
50. We hope to see you again soon.

Conversation

Client: Thank you for all your support.

Manager: It has been a pleasure working with you.

Client: We look forward to our next project together.

Manager: So do we.

Vocabulary Builder

Word	Meaning	Example
Client	A person or company that buys services	The client approved the proposal.
Requirement	Something that is needed	Let's review your requirements.
Expectation	What someone hopes will happen	We exceeded the client's expectations.
Partnership	A professional relationship	We value our partnership.
Proposal	A suggested business plan	The proposal was accepted.
Timeline	A schedule of project activities	We discussed the project timeline.
Feedback	Helpful comments or suggestions	We appreciate your feedback.
Diversity	A variety of different people or cultures	Diversity strengthens organizations.
Collaboration	Working together	Successful collaboration requires communication.
Trust	Confidence in someone	Trust is the foundation of every partnership.

Speak Like a Native

Instead of saying...

Tell your requirement.

Say...

Could you tell us about your requirements?

Instead of saying...

We help you.

Say...

We're here to support you.

Instead of saying...

Any problem?

Say...

Do you have any concerns?

Instead of saying...

We'll do our best.

Say...

We're committed to delivering excellent results.

Instead of saying...

Good relationship.

Say...

We value our long-term partnership.

Instead of saying...

Thank you.

Say...

Thank you for your trust and confidence in us.

Instead of saying...

Bye.

Say...

We look forward to working with you again.

Did You Know?

Many learners confuse **client**, **customer**, and **consumer**.

Client = A person or business receiving professional services.

The client approved our marketing strategy.

Customer = Someone who buys products or services.

The customer purchased a new laptop.

Consumer = The end user of a product or service.

Consumer preferences change over time.

Common Mistakes

- ☐ We discuss about your project.
- ☐ We'll discussyour project.

- ☐ Tell your expectations.
- ☐ Could you tell us about your expectations?
- ☐ We will update you time to time.
- ☐ We'll keep you updated regularly.
- ☐ We are waiting your feedback.
- ☐ We're waiting for your feedback.
- ☐ Thank you for givingproject.
- ☐ Thank you for giving us this opportunity.
- ☐ We hope long relation.
- ☐ We hope to build a longterm relationship.

Conversation Builder

Complete the conversation.

Manager: Welcome. It's a pleasure to meet you.

You: _____

Manager: Could you tell us about your expectations?

You: _____

Manager: We'll keep you updated throughout the project.

You: _____

Manager: Thank you for your trust.

You: _____

Quick Response Practice

Respond naturally.

1. What are your main goals for this project?

→ _____

2. How would you like us to communicate?

→ _____

3. Do you have any questions about the proposal?

→ _____

4. How can we improve our service?

→ _____

5. Would you like to work together again in the future?

→ _____

Speaking Practice

Read these expressions aloud.

- It's a pleasure to meet you.
- We'd like to understand your requirements.
- We'll keep you updated throughout the project.
- We value your feedback.
- We respect your way of doing business.
- Thank you for your trust.
- We're committed to your success.
- We look forward to working with you again.

Longer Real-Life Conversation

Manager: Good morning. Welcome to our office. It's a pleasure to finally meet you in person.

Client: Thank you for the warm welcome. I've been looking forward to this meeting.

Manager: We'd like to begin by understanding your business goals. Could you tell us more about what you'd like to achieve?

Client: Certainly. Our main objective is to expand into new international markets over the next year.

Manager: That's an exciting goal. We'll develop a strategy that aligns with your objectives and timeline.

Client: Excellent. Communication is very important to us, especially since we're in different time zones.

Manager: We completely understand. We'll send weekly progress reports and schedule regular online meetings to keep you informed.

Client: That sounds perfect.

Manager: We truly value long-term partnerships and are committed to delivering excellent results.

Client: That's exactly what we're looking for.

Manager: Thank you for placing your trust in us. We look forward to building a successful partnership.

You'll Hear This Often

These are common expressions when working with international clients:

- **It's a pleasure to meet you.**
- **Could you tell us about your goals?**
- **We'll customize our solution to meet your needs.**
- **We'll keep you updated regularly.**
- **We appreciate your feedback.**
- **Thank you for your trust.**
- **We're committed to your success.**
- **We look forward to a long-term partnership.**

Public Signs & Notices

You may see these signs in international business settings:

- **International Visitors**

- **Reception**
- **Meeting Room**
- **Conference Hall**
- **Business Center**
- **Customer Relations**
- **Visitor Registration**
- **Information Desk**
- **Welcome**
- **Exit**

Career Tip

When working with international clients:

- Speak clearly and avoid slang or idioms.
- Respect cultural differences and business customs.
- Confirm important details in writing.
- Be punctual for meetings, especially across time zones.
- Build trust through consistent communication and reliable service.

Strong communication with international clients leads to lasting partnerships, repeat business, and global career opportunities.

Chapter 69

Public Speaking & Speaking with Confidence

Estimated Learning Time: 25–30 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Speak confidently in front of an audience.
- Begin and end a speech naturally.
- Engage your listeners.
- Handle nervousness professionally.
- Answer audience questions with confidence.

Introduction

Public speaking is one of the most valuable communication skills you can develop. Whether you're speaking in a classroom, giving a business presentation, leading a meeting, or addressing a large audience, confidence and clear communication make a lasting impression. This chapter will help you speak naturally and professionally.

Situation 1: Beginning Your Speech

Daily Sentences

1. Good morning, everyone.
2. Thank you all for being here.
3. It's an honor to speak with you today.
4. I'm delighted to be here.
5. Today, I'd like to talk about...
6. Let's begin.
7. I hope you find this session useful.
8. Thank you for taking the time to attend.
9. I'm excited to share this with you.
10. Let's get started.

Conversation

Speaker: Good morning, everyone. Thank you all for being here today.

Audience: Good morning.

Speaker: Today, I'd like to talk about the importance of effective communication.

Audience: We're looking forward to it.

Situation 2: Keeping the Audience Engaged

Daily Sentences

11. Let me ask you a question.
12. Have you ever experienced this?
13. Imagine this situation.
14. Here's a real-life example.
15. Let's think about it together.
16. I'd like to share a short story.
17. Isn't that interesting?
18. What do you think?
19. Thank you for your participation.
20. Let's move on to the next point.

Conversation

Speaker: Have you ever felt nervous before speaking in public?

Audience Member: Yes, many times.

Speaker: You're not alone. Most people feel that way.

Audience Member: That's reassuring.

Situation 3: Speaking with Confidence

Daily Sentences

21. Take a deep breath.
22. Speak slowly and clearly.
23. Make eye contact with your audience.
24. Smile naturally.

25. Pause when necessary.
26. Focus on your message.
27. Believe in yourself.
28. Confidence comes with practice.
29. Every speaker improves over time.
30. Enjoy the experience.

Conversation

Student: I always get nervous before speaking.

Teacher: That's completely normal. The more you practice, the more confident you'll become.

Student: I'll keep practicing.

Teacher: That's the right attitude.

Situation 4: Answering Questions

Daily Sentences

31. Thank you for your question.
32. That's an excellent question.
33. Let me explain.
34. In my experience...
35. That's an interesting perspective.
36. I completely understand your point.
37. I'd like to add something.
38. I hope that answers your question.
39. Thank you for asking.
40. Does anyone have another question?

Conversation

Audience Member: How can I become a better speaker?

Speaker: Practice regularly and speak whenever you have the opportunity.

Audience Member: Thank you.

Speaker: You're welcome.

Situation 5: Ending Your Speech

Daily Sentences

41. That brings us to the end of today's session.
42. Thank you for your attention.
43. I appreciate your time.
44. I hope you found this helpful.
45. Remember to keep practicing.
46. I wish you all the best.
47. Have a wonderful day.
48. Thank you once again.
49. Goodbye.
50. See you next time.

Conversation

Speaker: Thank you all for listening.

Audience: Thank you!

Speaker: I hope you found today's session useful.

Audience: We certainly did.

Vocabulary Builder

Word	Meaning	Example
Audience	The people listening to a speaker	The audience applauded loudly.
Speech	A formal talk	She delivered an inspiring speech.
Confidence	Belief in yourself	Confidence grows with practice.
Stage	The platform where people speak	He walked onto the stage confidently.
Microphone	A device that makes your voice louder	Please adjust the microphone.
Gesture	A movement of your hands or body	Natural gestures make speeches engaging.
Eye Contact	Looking at your audience while speaking	Eye contact builds trust.
Expression	The way you communicate thoughts or feelings	Her facial expressions were very natural.
Pause	A short break while speaking	A pause gives listeners time to think.
Message	The main idea you want to communicate	Your message should be clear and simple.

Speak Like a Native

Instead of saying...

I am nervous.

Say...

I'm a little nervous, but I'm excited to be here.

Instead of saying...

Listen carefully.

Say...

I'd like to share something important with you.

Instead of saying...

Any question?

Say...

Does anyone have any questions?

Instead of saying...

I don't know.

Say...

That's a great question. Let me think about it for a moment.

Instead of saying...

Finished.

Say...

That brings us to the end of today's session.

Instead of saying...

Thank you.

Say...

Thank you all for your attention and participation.

Instead of saying...

Bye.

Say...

I hope to see you again soon.

Did You Know?

Many learners confuse **speech**, **presentation**, and **talk**.

Speech = A formal address to an audience.

The president gave a speech.

Presentation = A structured explanation, often with slides.

She gave a presentation on climate change.

Talk = A less formal spoken session.

We attended a talk on personal development.

Common Mistakes

- ☐ I have stage fear.
- ☐ I get nervous when speaking in public.

- ☐ Speak loudly only.
- ☐ Speak clearly and confidently.

- ☐ Any doubts?
- ☐ Does anyone have any questions?

- ☐ I forget everything.
- ☐ I sometimes lose my train of thought.

- ☐ I am not confidence.
- ☐ I'm not very confident yet.

- ☐ Thanks for listening me.
- ☐ Thank you for listening.

Conversation Builder

Complete the conversation.

Host: Welcome! We're excited to have you here.

You: _____

Audience Member: Could you explain that point again?

You: _____

Audience Member: Thank you.

You: _____

Host: Great presentation!

You: _____

Quick Response Practice

Respond naturally.

1. How do you prepare for a speech?

→ _____

2. What should I do if I feel nervous?

→ _____

3. How can I keep the audience engaged?

→ _____

4. What should I do if I forget what to say?

→ _____

5. How do you end a speech professionally?

→ _____

Speaking Practice

Read these expressions aloud.

- Thank you all for being here.
- Today, I'd like to talk about...
- Let me ask you a question.
- Confidence comes with practice.
- That's an excellent question.
- I hope that answers your question.
- Thank you for your attention.
- Have a wonderful day.

Longer Real-Life Conversation

Host: Good afternoon, everyone. Please welcome today's guest speaker, Alex Brown.

Audience: *(Applause)*

Alex: Thank you for the warm welcome. It's an honor to be here today. I'd like to talk about the importance of effective communication in both our personal and professional lives.

Audience: *(Listening attentively)*

Alex: Before we begin, let me ask you a question. How many of you have ever felt nervous while speaking in front of a group?

(Many people raise their hands.)

Alex: That's perfectly normal. Even experienced speakers feel nervous sometimes. The secret is to prepare well and practice regularly.

Audience Member: What's the best way to become more confident?

Alex: Start by speaking in small groups, volunteer whenever you have the opportunity, and focus on your message instead of your fear.

Audience Member: Thank you. That's very encouraging.

Alex: You're welcome. Remember, confidence isn't something you're born with—it's something you build through practice.

Audience: *(Applause)*

Alex: Thank you all for your attention. I hope you found today's session helpful. Have a wonderful day!

You'll Hear This Often

These are common expressions during public speaking:

- **Thank you for being here today.**
- **Let's begin.**
- **I'd like to share a story.**
- **Let me explain.**
- **Does anyone have any questions?**
- **Thank you for your participation.**
- **That concludes my speech.**
- **Have a wonderful day.**

Public Signs & Notices

You may see these signs at speaking events:

- **Auditorium**
- **Conference Hall**
- **Speaker Ready Room**
- **Stage Entrance**
- **Registration**
- **Reserved Seating**
- **Please Silence Your Mobile Phone**
- **Exit**
- **Information Desk**
- **Refreshments**

Career Tip

Great public speakers are made through practice, not perfection.

To become a confident speaker:

- Practice aloud every day.
- Record yourself and listen for improvements.
- Speak slowly and clearly.
- Make eye contact with your audience.
- Focus on helping your listeners rather than trying to be perfect.

The more you speak, the more natural and confident you'll become.

Chapter 70

Becoming a Confident English Speaker

Estimated Learning Time: 25–30 Minutes

What You'll Learn

By the end of this chapter, you'll be able to:

- Build confidence while speaking English.
- Think in English instead of translating.
- Handle mistakes positively.
- Practice English every day.
- Continue improving long after finishing this book.

Introduction

Congratulations! You've reached the final chapter of this book. Learning English isn't about memorizing thousands of grammar rules—it's about using the language every day with confidence.

Remember, every fluent English speaker was once a beginner. The difference is that they practiced consistently, learned from their mistakes, and never gave up. This chapter will help you develop the mindset and habits needed to become a confident English speaker for life.

Situation 1: Building Confidence

Daily Sentences

1. I believe in myself.
2. I'm improving every day.
3. I don't need to be perfect.
4. Mistakes help me learn.
5. I'll keep practicing.
6. I enjoy speaking English.
7. Every conversation makes me better.
8. I'm becoming more confident.
9. I won't give up.

10. I can do this.

Conversation

Friend: You speak English much better now.

You: Thank you. I've been practicing every day.

Friend: Your confidence has really improved.

You: I'm happy to hear that.

Situation 2: Practicing Every Day

Daily Sentences

11. I practice English every morning.
12. I read English books regularly.
13. I watch English videos every day.
14. I listen to English podcasts.
15. I speak English whenever I can.
16. I learn something new every day.
17. I write in English daily.
18. Practice makes progress.
19. Small improvements add up.
20. Consistency is the key.

Conversation

Teacher: How often do you practice English?

Student: I practice for at least thirty minutes every day.

Teacher: That's an excellent habit.

Student: It has helped me a lot.

Situation 3: Thinking in English

Daily Sentences

21. I try to think in English.
22. I don't translate every sentence.

23. I describe what I see around me.
24. I talk to myself in English.
25. I use simple words first.
26. Fluency is more important than perfection.
27. I focus on communication.
28. I speak without fear.
29. I trust the learning process.
30. Every day gets easier.

Conversation

Friend: Do you still translate everything?

You: Not anymore. I try to think directly in English.

Friend: That's a big improvement.

You: It really helps me speak more naturally.

Situation 4: Handling Mistakes

Daily Sentences

31. Everyone makes mistakes.
32. Mistakes are part of learning.
33. I learn from my errors.
34. I ask for feedback.
35. I don't feel embarrassed anymore.
36. I keep trying.
37. Every mistake teaches me something.
38. Progress is more important than perfection.
39. I celebrate small victories.
40. I never stop learning.

Conversation

Student: I made several mistakes during my presentation.

Teacher: That's perfectly fine. You learned from them.

Student: I'll do even better next time.

Teacher: That's the right attitude.

Situation 5: Looking Ahead

Daily Sentences

41. I'll continue practicing every day.
42. I'll read more English books.
43. I'll speak English with confidence.
44. I'll keep expanding my vocabulary.
45. I'll challenge myself regularly.
46. I'll help others learn English.
47. This is only the beginning.
48. I'll never stop improving.
49. Thank you for joining me on this journey.
50. Best of luck with your English journey!

Conversation

Teacher: Congratulations on completing the course!

Student: Thank you. I've learned so much.

Teacher: Keep practicing, and you'll become even more fluent.

Student: I definitely will.

Vocabulary Builder

Word	Meaning	Example
Confidence	Belief in your abilities	Confidence comes with practice.
Fluency	The ability to speak smoothly	She's working on improving her fluency.
Consistency	Doing something regularly	Consistency is the secret to success.
Progress	Improvement over time	I'm happy with my progress.
Habit	Something you do regularly	Reading daily is a good habit.
Practice	Repeated effort to improve	Daily practice is essential.
Motivation	The desire to achieve something	My teacher gives me motivation.
Goal	Something you want to achieve	My goal is to speak English fluently.
Improvement	Becoming better	I can see a big improvement.
Journey	A process of learning or growth	Learning English is an exciting journey.

Speak Like a Native

Instead of saying...

My English is weak.

Say...

I'm improving my English every day.

Instead of saying...

I can't speak English.

Say...

I'm still learning, but I'm getting better every day.

Instead of saying...

I'm afraid of making mistakes.

Say...

Mistakes help me improve.

Instead of saying...

My vocabulary is less.

Say...

I'm working on expanding my vocabulary.

Instead of saying...

I forget everything.

Say...

I'm still learning, and every day I remember a little more.

Instead of saying...

Thank you.

Say...

Thank you for being part of my English-learning journey.

Instead of saying...

Bye.

Say...

Keep practicing, and I'll see you at the next level!

Did You Know?

Many learners confuse **fluency**, **accuracy**, and **confidence**.

Fluency = Speaking smoothly and naturally.

She's becoming more fluent every month.

Accuracy = Using correct grammar and vocabulary.

Accuracy improves with practice.

Confidence = Speaking without fear.

Confidence often grows faster than perfect grammar.

The best speakers focus on all three—but confidence helps you use what you already know.

Common Mistakes

- ☐ My English is poor.
- ☐ I'm working on improving my English.

- ☐ I can't speak fluently.
- ☐ I'm becoming more fluent every day.

- ☐ I always do mistakes.
- ☐ I always make mistakes.

- ☐ I have less confidence.
- ☐ I need to build my confidence.

- ☐ English is very difficult.
- ☐ English becomes easier with regular practice.

- ☐ I stopped practicing.
- ☐ I need to keep practicing consistently.

Conversation Builder

Complete the conversation.

Friend: Your English has improved a lot.

You: _____

Friend: How did you improve so much?

You: _____

Friend: What's your next goal?

You: _____

Friend: Good luck!

You: _____

Quick Response Practice

Respond naturally.

1. How often do you practice English?

→ _____

2. What helps you improve your English?

→ _____

3. How do you handle mistakes?

→ _____

4. What's your biggest English-learning goal?

→ _____

5. What advice would you give to a beginner?

→ _____

Speaking Practice

Read these expressions aloud.

- I believe in myself.
- I'm improving every day.
- Practice makes progress.
- I try to think in English.
- Mistakes help me learn.
- Confidence comes with practice.
- I'll never stop improving.
- Best of luck on your English journey!

Longer Real-Life Conversation

Teacher: Congratulations on completing this course! How do you feel?

Student: I feel much more confident than when I started.

Teacher: What do you think helped you the most?

Student: Practicing every day and speaking without worrying too much about mistakes.

Teacher: That's exactly the right approach. What are your plans now?

Student: I'm going to keep reading English books, watching English videos, and speaking with people whenever I get the chance.

Teacher: That's wonderful. Remember, fluency is a journey, not a destination.

Student: I understand. I'll keep learning and improving.

Teacher: I'm proud of your progress. Never stop believing in yourself.

Student: Thank you for all your guidance. This is just the beginning of my English-speaking journey.

You'll Hear This Often

These are common motivational expressions for English learners:

- **Practice makes progress.**
- **Don't be afraid of making mistakes.**
- **Speak as much as possible.**
- **Every day is a chance to improve.**
- **Believe in yourself.**
- **Confidence comes with practice.**
- **Keep learning.**
- **Never give up.**

Public Signs & Notices

You may see these signs in language schools and learning centers:

- **English Speaking Club**
- **Conversation Practice**
- **Language Lab**
- **Library**
- **Reading Room**
- **Speaking Test**
- **Classroom**
- **Registration**

- **Practice Zone**
- **Welcome!**

Success Tip

Fluent English speakers don't become fluent overnight.

They become fluent because they:

- Practice consistently.
- Speak without fearing mistakes.
- Read and listen every day.
- Learn from every conversation.
- Stay patient and enjoy the process.

Remember:

You don't need perfect English to start speaking.

You need to start speaking to develop perfect English.

Final Challenge

For the next **30 days**, challenge yourself to:

- Speak English for at least **15 minutes every day**.
- Learn **10 new words** daily.
- Read **one English article or story** every day.
- Watch **10–15 minutes of English videos** daily.
- Think in English whenever possible.
- Use the sentences from this book in real conversations.

One year from today, you'll be amazed by how far you've come.

Congratulations on completing this book!

Keep practicing. Keep improving. Keep speaking English with confidence. Your journey has only just begun!

Bonus 1

Essential English Collocations

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this bonus chapter, you'll be able to:

- Speak more naturally using common word combinations.
- Avoid awkward translations from your native language.
- Improve your fluency.
- Sound more like a native English speaker.

Introduction

A **collocation** is a group of words that naturally go together.

For example, native speakers say:

☐ **make a decision**

not

☐ **do a decision**

Learning collocations is one of the fastest ways to improve your English because you'll begin speaking in the same way native speakers do.

Daily Life Collocations

Natural English	Example Sentence
make a decision	I need to make a decision today.
make a mistake	Everyone makes mistakes.
make progress	You're making great progress.
make an effort	Please make an effort to improve.
make a phone call	I'll make a phone call after lunch.

Natural English	Example Sentence
take a break	Let's take a short break.
take a seat	Please take a seat.
take notes	Take notes during the meeting.
take responsibility	She took responsibility for the mistake.
take action	We need to take action immediately.

Work & Business Collocations

Natural English	Example Sentence
meet a deadline	We met the deadline successfully.
close a deal	They closed an important deal yesterday.
sign a contract	Both companies signed the contract.
launch a product	The company launched a new product.
build trust	Good communication builds trust.
solve a problem	Let's solve the problem together.
reach an agreement	We reached an agreement quickly.
provide support	Our team provides excellent support.
achieve success	Hard work leads to success.
earn respect	She earned everyone's respect.

Study Collocations

Natural English	Example Sentence
pass an exam	She passed the exam easily.
fail an exam	He failed the exam last year.
do homework	I need to do my homework.
take an exam	We're taking an exam tomorrow.
learn by heart	Learn these phrases by heart.
pay attention	Please pay attention.
ask a question	Don't hesitate to ask a question.
answer a question	She answered confidently.
gain knowledge	Reading helps you gain knowledge.
improve your skills	Practice improves your skills.

Health Collocations

Natural English	Example Sentence
catch a cold	I think I'm catching a cold.
get some rest	You should get some rest.

Natural English	Example Sentence
keep fit	Exercise helps you keep fit.
lose weight	He's trying to lose weight.
gain weight	She gained weight during the holidays.
recover quickly	I hope you recover quickly.
feel better	I'm feeling much better today.
stay healthy	Eat well to stay healthy.
make an appointment	I need to make a doctor's appointment.
follow advice	Always follow your doctor's advice.

Speak Like a Native

Instead of saying...

Do a decision

Say...

Make a decision

Instead of saying...

Do progress

Say...

Make progress

Instead of saying...

Take a mistake

Say...

Make a mistake

Instead of saying...

Give an exam

Say...

Take an exam

Instead of saying...

Do a phone call

Say...

Make a phone call

Quick Practice

Choose the correct collocation.

1. _____ a decision

a) do

b) make

Answer: **make a decision**

2. _____ a break

a) take

b) do

Answer: **take a break**

3. _____ a contract

a) sign

b) write

Answer: **sign a contract**

4. _____ attention

a) give

b) pay

Answer: **pay attention**

5. _____ a problem

a) solve

b) make

Answer: **solve a problem**

Speaking Practice

Read these collocations aloud.

- make a decision
- make progress
- take a break
- meet a deadline
- launch a product
- build trust
- catch a cold
- pay attention
- solve a problem
- reach an agreement

Learning Tip

Don't memorize individual words.

Instead, learn **chunks of English**.

For example, don't learn only the word **decision**.

Learn the complete expression:

☐ **make a decision**

When you learn English in chunks, your speaking becomes faster, more natural, and more fluent.

This bonus chapter is the first step toward mastering the expressions that native speakers use every day.

Bonus 2

Essential Phrasal Verbs

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this bonus chapter, you'll be able to:

- Understand common English phrasal verbs.
- Use them naturally in everyday conversations.
- Speak more like a native English speaker.
- Avoid common mistakes with phrasal verbs.

Introduction

A **phrasal verb** is a verb followed by one or more small words (such as *up*, *on*, *off*, *out*, or *in*) that together create a new meaning.

For example:

- **Wake up** = Stop sleeping
- **Give up** = Quit
- **Look after** = Take care of

Native speakers use phrasal verbs constantly. Learning them will make your English sound much more natural.

Daily Life Phrasal Verbs

Phrasal Verb	Meaning	Example Sentence
Wake up	Stop sleeping	I wake up at 6 a.m. every day.
Get up	Leave your bed	I usually get up after my alarm rings.
Turn on	Start a machine or device	Please turn on the lights.
Turn off	Stop a machine or device	Don't forget to turn off the fan.
Sit down	Take a seat	Please sit down.
Stand up	Rise to your feet	Everyone stood up when the teacher entered.

Phrasal Verb	Meaning	Example Sentence
Come in	Enter	Please come in.
Go out	Leave home or a place	We usually go out on weekends.
Hurry up	Move faster	Hurry up! We're getting late.
Slow down	Reduce speed	Please slow down while driving.

Work & Office Phrasal Verbs

Phrasal Verb	Meaning	Example Sentence
Carry out	Complete or perform	We carried out the plan successfully.
Deal with	Handle a situation	I'll deal with the customer complaint.
Follow up	Check on something later	I'll follow up with the client tomorrow.
Hand in	Submit	Please hand in your report by Friday.
Fill out	Complete a form	Fill out this application form.
Log in	Sign in to a computer or website	Log in using your email address.
Log out	Sign out	Always log out before leaving.
Take over	Assume control	She'll take over the project next week.
Set up	Arrange or install	We'll set up the meeting room.
Work on	Spend time improving something	I'm working on a new proposal.

Communication Phrasal Verbs

Phrasal Verb	Meaning	Example Sentence
Speak up	Speak louder	Could you speak up, please?
Call back	Return a phone call	I'll call you back later.
Hang up	End a phone call	Don't hang up yet.
Write down	Record something	Please write down the address.
Point out	Draw attention to something	She pointed out the mistake.
Bring up	Introduce a topic	He brought up an interesting idea.
Find out	Discover	I found out the truth yesterday.
Talk over	Discuss carefully	Let's talk it over before deciding.
Ask around	Ask many people	I'll ask around for recommendations.
Cut off	Disconnect	We were cut off during the call.

Travel Phrasal Verbs

Phrasal Verb	Meaning	Example Sentence
Check in	Register at a hotel or airport	We checked in two hours before the flight.
Check out	Leave a hotel	We checked out at noon.
Get on	Board a bus, train, or plane	We got on the train just in time.

Phrasal Verb	Meaning	Example Sentence
Get off	Leave a bus, train, or plane	Get off at the next station.
Pick up	Collect someone	I'll pick you up at the airport.
Drop off	Leave someone somewhere	She dropped me off at the station.
Take off	Leave the ground (plane)	The plane took off on time.
Set off	Begin a journey	We set off early in the morning.
Stop by	Visit briefly	I'll stop by your office tomorrow.
Head back	Return	We headed back after dinner.

Relationships & Social Life

Phrasal Verb	Meaning	Example Sentence
Get along	Have a good relationship	We get along very well.
Break up	End a relationship	They broke up last year.
Hang out	Spend time together	We hung out after work.
Come over	Visit someone's home	Why don't you come over tonight?
Run into	Meet unexpectedly	I ran into an old friend yesterday.
Look after	Take care of	Can you look after my dog?
Grow up	Become an adult	She grew up in Canada.
Cheer up	Become happier	Cheer up! Everything will be okay.
Calm down	Relax	Please calm down.
Catch up	Talk after a long time apart	Let's catch up this weekend.

Speak Like a Native

Instead of saying...

Increase the volume.

Say...

Turn up the volume.

Instead of saying...

Reduce the volume.

Say...

Turn down the volume.

Instead of saying...

Take care of my child.

Say...

Look after my child.

Instead of saying...

Discover the answer.

Say...

Find out the answer.

Instead of saying...

Enter the room.

Say...

Come in.

Quick Practice

Choose the correct phrasal verb.

1. Please _____ the lights before leaving.

a) turn on

b) turn off

☐ **Answer:** turn off

2. I'll _____ you at the airport.

a) pick up

b) wake up

☐ **Answer:** pick up

3. We need to _____ this problem immediately.

a) deal with

b) get on

☐ **Answer:** deal with

4. Could you _____ your name on this form?

a) fill out

b) stand up

☐ **Answer:** fill out

5. Let's _____ this weekend.

a) catch up

b) check in

☐ **Answer:** catch up

Speaking Practice

Read these phrasal verbs aloud.

- wake up
- get up
- turn on
- turn off
- carry out
- deal with
- follow up
- check in
- get along

- look after

Common Mistakes

☐ Discuss about the issue.

☐ Talk over the issue.

☐ Take care my brother.

☐ Look after my brother.

☐ Discover the answer.

☐ Find out the answer.

☐ Return my call.

☐ Call me back.

☐ Finish the form.

☐ Fill out the form.

Learning Tip

Don't try to memorize phrasal verbs alphabetically.

Instead, learn them **by situation**, just as you've done in this book:

- Home
- Office
- Travel
- Phone calls
- Relationships
- Shopping

- Health

This helps your brain remember them faster and makes it easier to use them naturally in real conversations.

Mastering phrasal verbs is one of the biggest steps toward sounding fluent and confident in English.

Bonus 3

Common Idioms & Expressions

Estimated Learning Time: 20–25 Minutes

What You'll Learn

By the end of this bonus chapter, you'll be able to:

- Understand the meaning of common English idioms.
- Use idioms naturally in conversations.
- Sound more fluent and expressive.
- Recognize idioms used by native speakers in movies, books, and daily conversations.

Introduction

An **idiom** is a phrase whose meaning is different from the literal meaning of the individual words.

For example:

"Break the ice"

does **not** mean to break actual ice.

It means **to start a friendly conversation and make people feel comfortable**.

Native speakers use idioms every day. Learning them will make your English sound more natural and engaging.

Everyday Life Idioms

Idiom	Meaning	Example Sentence
Break the ice	Start a friendly conversation	She told a joke to break the ice.
Piece of cake	Very easy	The exam was a piece of cake.
Once in a blue moon	Very rarely	We eat out once in a blue moon.
Better late than	It's better to do something late than	You finally joined us—better late

Idiom	Meaning	Example Sentence
never	not at all	than never!
Hit the nail on the head	Say exactly the right thing	You hit the nail on the head.
Under the weather	Feeling slightly sick	I'm feeling a bit under the weather today.
In hot water	In trouble	He's in hot water with his manager.
On cloud nine	Extremely happy	She was on cloud nine after getting the job.
Call it a day	Stop working	Let's call it a day.
Burn the midnight oil	Work late into the night	I burned the midnight oil before the exam.

Work & Business Idioms

Idiom	Meaning	Example Sentence
Learn the ropes	Learn how something works	It took me a week to learn the ropes.
Back to the drawing board	Start over	The proposal was rejected, so it's back to the drawing board.
Think outside the box	Think creatively	We need to think outside the box.
Get the ball rolling	Start something	Let's get the ball rolling.
Raise the bar	Increase the standard	The company has raised the bar.
Go the extra mile	Make extra effort	She always goes the extra mile for clients.
On the same page	Have the same understanding	Let's make sure we're on the same page.
Cut corners	Do something cheaply or carelessly	Never cut corners on quality.
In the loop	Well informed	Please keep me in the loop.
Pull your weight	Do your fair share of work	Everyone needs to pull their weight.

Success & Motivation Idioms

Idiom	Meaning	Example Sentence
The sky's the limit	There's no limit to success	Keep learning—the sky's the limit.
Keep your chin up	Stay positive	Keep your chin up during difficult times.
Every cloud has a silver lining	Every bad situation has something good	Losing that job led to a better opportunity. Every cloud has a silver lining.
Take the bull by the horns	Face a challenge bravely	She took the bull by the horns and solved the problem.
Hit the ground running	Start quickly and successfully	He hit the ground running in his new job.

Idiom	Meaning	Example Sentence
Bite the bullet	Do something difficult	I finally bit the bullet and visited the dentist.
Stay ahead of the game	Be more prepared than others	Continuous learning helps you stay ahead of the game.
Keep your eye on the prize	Stay focused on your goal	Keep your eye on the prize and don't give up.
Reach for the stars	Aim very high	Always reach for the stars.
The ball is in your court	It's your turn to decide	I've shared my proposal. The ball is in your court.

Money Idioms

Idiom	Meaning	Example Sentence
Cost an arm and a leg	Be very expensive	That watch costs an arm and a leg.
Save for a rainy day	Save money for the future	It's wise to save for a rainy day.
Make ends meet	Have enough money for expenses	It's becoming difficult to make ends meet.
Money doesn't grow on trees	Money is limited	Remember, money doesn't grow on trees.
Worth every penny	Excellent value	This course is worth every penny.
Tighten your belt	Spend less money	We need to tighten our belts this month.
Bring home the bacon	Earn money for the family	She works hard to bring home the bacon.
Pay through the nose	Pay too much	We paid through the nose for those tickets.
Cash cow	Something that generates steady income	That product has become a cash cow.
Strike it rich	Become very wealthy	He struck it rich with his business idea.

Relationships & Feelings Idioms

Idiom	Meaning	Example Sentence
See eye to eye	Agree completely	We see eye to eye on most issues.
Give someone the cold shoulder	Ignore someone intentionally	She gave him the cold shoulder.
Through thick and thin	During good and bad times	True friends stay together through thick and thin.
Bury the hatchet	End a disagreement	It's time to bury the hatchet.
Spill the beans	Reveal a secret	Who spilled the beans?
Get on someone's nerves	Annoy someone	That noise is getting on my nerves.

Idiom	Meaning	Example Sentence
Wear your heart on your sleeve	Show your emotions openly	He wears his heart on his sleeve.
A shoulder to cry on	Someone who offers emotional support	She was a shoulder to cry on during difficult times.
Have a heart of gold	Be very kind	My grandmother has a heart of gold.
Walk in someone's shoes	Understand another person's situation	Try to walk in their shoes before judging them.

Speak Like a Native

Instead of saying...

It is very easy.

Say...

It's a piece of cake.

Instead of saying...

Let's stop working.

Say...

Let's call it a day.

Instead of saying...

Work very hard.

Say...

Go the extra mile.

Instead of saying...

I agree completely.

Say...

We're on the same page.

Instead of saying...

Think creatively.

Say...

Think outside the box.

Instead of saying...

I'm very happy.

Say...

I'm on cloud nine.

Quick Practice

Choose the correct idiom.

1. The presentation was very easy.

- a) Piece of cake
- b) Spill the beans

☐ **Answer:** Piece of cake

2. We need to start the project.

- a) Get the ball rolling
- b) Cost an arm and a leg

☐ **Answer:** Get the ball rolling

3. Please don't tell anyone my secret.

a) Spill the beans

b) Burn the midnight oil

☐ **Answer:** Spill the beans

4. That new phone was extremely expensive.

a) Worth every penny

b) Cost an arm and a leg

☐ **Answer:** Cost an arm and a leg

5. Let's make sure everyone understands the plan.

a) We're on the same page.

b) We're under the weather.

☐ **Answer:** We're on the same page.

Speaking Practice

Read these idioms aloud.

- Break the ice
- Piece of cake
- Think outside the box
- Go the extra mile
- On the same page
- Cost an arm and a leg
- See eye to eye
- On cloud nine
- Call it a day
- Hit the nail on the head

Common Mistakes

☐ **The exam was very easy only.**

☐ **The exam was a piece of cake.**

☐ **Let's stop the work.**

☐ **Let's call it a day.**

☐ **Tell the secret.**

☐ **Don't spill the beans.**

☐ **We agree completely.**

☐ **We see eye to eye.**

☐ **Think differently.**

☐ **Think outside the box.**

Learning Tip

Don't try to memorize hundreds of idioms at once.

Instead:

- Learn **5–10 idioms a day**.
- Use each idiom in your own sentence.
- Practice them in conversations.
- Listen for them in movies, podcasts, and YouTube videos.
- Review them regularly.

The goal isn't just to **know** idioms—it's to **use** them naturally.

As your collection of idioms grows, your English will become more expressive, more engaging, and much closer to the way native speakers communicate.

Bonus 4

Powerful Vocabulary Words

Estimated Learning Time: 20–30 Minutes

What You'll Learn

By the end of this bonus chapter, you'll be able to:

- Build a stronger English vocabulary.
- Understand high-frequency words used in daily life.
- Use new words confidently in conversations.
- Improve your speaking, writing, reading, and listening skills.

Introduction

A strong vocabulary helps you express your ideas clearly and confidently. However, learning random words isn't the most effective approach.

In this bonus chapter, you'll learn **high-frequency vocabulary grouped by topic**, making it easier to remember and use the words naturally in real-life situations.

Personality & Character

Word	Meaning	Example Sentence
Confident	Sure of yourself	She's a confident speaker.
Honest	Truthful	He's always honest with everyone.
Kind	Caring and helpful	She's very kind to strangers.
Friendly	Pleasant and easy to talk to	Our neighbors are friendly.
Polite	Having good manners	Always be polite to others.
Patient	Able to stay calm	Good teachers are patient.
Curious	Wanting to learn	Curious people ask many questions.
Creative	Good at producing new ideas	She's a creative designer.
Responsible	Dependable and trustworthy	He's responsible for the project.
Reliable	Someone you can depend on	She's one of our most reliable employees.

Emotions & Feelings

Word	Meaning	Example Sentence
Happy	Feeling joy	I'm happy to see you.
Excited	Very enthusiastic	I'm excited about my new job.
Proud	Feeling pleased with achievements	Her parents are proud of her.
Calm	Relaxed and peaceful	Stay calm during emergencies.
Nervous	Feeling worried	I was nervous before my interview.
Confused	Unable to understand	I'm confused about the instructions.
Grateful	Thankful	I'm grateful for your help.
Disappointed	Feeling unhappy because expectations weren't met	We were disappointed by the result.
Hopeful	Feeling positive about the future	We're hopeful about the project.
Motivated	Ready and eager to work	The team is highly motivated.

Education & Learning

Word	Meaning	Example Sentence
Knowledge	Information and understanding	Reading increases your knowledge.
Skill	An ability developed through practice	Communication is an important skill.
Lesson	A period of learning	Today's lesson was interesting.
Practice	Repeated effort to improve	Practice leads to improvement.
Experience	Knowledge gained through doing	Experience is a great teacher.
Progress	Improvement over time	You're making excellent progress.
Goal	Something you want to achieve	My goal is to speak fluent English.
Achievement	Something accomplished successfully	Graduating was a big achievement.
Challenge	A difficult task	Learning English is an exciting challenge.
Success	Achieving your goals	Hard work leads to success.

Work & Business

Word	Meaning	Example Sentence
Career	Your professional life	She's building a successful career.
Employee	A person who works for a company	Every employee received training.
Employer	A company or person who hires workers	My employer supports learning.
Manager	A person who leads a team	The manager approved the proposal.

Word	Meaning	Example Sentence
Project	A planned piece of work	The project was completed on time.
Deadline	The final date to complete something	We met the deadline.
Opportunity	A chance to succeed	This job is a great opportunity.
Promotion	Moving to a higher position	She received a promotion.
Salary	Money earned for work	His salary increased this year.
Productivity	The ability to work efficiently	Better planning improves productivity.

Technology

Word	Meaning	Example Sentence
Device	A piece of electronic equipment	This device is easy to use.
Software	Computer programs	We installed new software.
Website	A collection of web pages	I visited your website yesterday.
Password	A secret code	Don't share your password.
Download	Transfer files to your device	Download the document.
Upload	Send files to the internet	Please upload the assignment.
Browser	Software used to access websites	I use Chrome as my browser.
Update	Install a newer version	Don't forget to update the app.
Security	Protection from danger	Online security is important.
Network	Connected computers or people	The office network is down.

Health & Fitness

Word	Meaning	Example Sentence
Healthy	In good physical condition	A balanced diet keeps you healthy.
Exercise	Physical activity	Exercise every day.
Energy	Strength to do work	I have plenty of energy today.
Nutrition	Healthy eating	Good nutrition improves health.
Medicine	A substance used to treat illness	Take your medicine on time.
Recovery	Getting better after illness	His recovery was quick.
Symptom	A sign of illness	Fever is a common symptom.
Treatment	Medical care	The treatment was successful.
Appointment	A scheduled meeting	I have a doctor's appointment tomorrow.
Wellness	Overall good health	Wellness includes both body and mind.

Speak Like a Native

Instead of saying...

He works very hard.

Say...

He's highly productive.

Instead of saying...

She knows many things.

Say...

She has a great deal of knowledge.

Instead of saying...

I got a chance.

Say...

I got a great opportunity.

Instead of saying...

I'm very thankful.

Say...

I'm truly grateful.

Instead of saying...

I became better.

Say...

I've made significant progress.

Quick Practice

Choose the correct word.

1. Someone you can trust is _____.

a) Reliable

b) Curious

☐ **Answer:** Reliable

2. Money you earn from your job is your _____.

a) Salary

b) Deadline

☐ **Answer:** Salary

3. A chance to achieve something is an _____.

a) Opportunity

b) Appointment

☐ **Answer:** Opportunity

4. Regular physical activity is called _____.

a) Exercise

b) Recovery

☐ **Answer:** Exercise

5. A secret code used to access an account is a _____.

a) Password

b) Browser

☐ **Answer:** Password

Speaking Practice

Read these words aloud.

- confident
- reliable
- grateful
- opportunity
- productivity
- software
- security
- exercise
- wellness
- success

Word Families

Learning related forms of a word helps you expand your vocabulary faster.

Base Word	Noun	Verb	Adjective	Adverb
Success	Success	succeed	successful	successfully
Confidence	Confidence	—	confident	confidently
Improve	improvement	improve	improved	—
Create	Creation	create	creative	creatively
Motivate	Motivation	motivate	motivated	motivationally*

*In everyday English, **motivational** is much more common than **motivationally**.

Common Mistakes

- ☐ He is very confidence.
- ☐ He is very confident.
- ☐ I have many knowledges.
- ☐ I have a lot of knowledge.

☐ **She got a big success.**

☐ **She achieved great success.**

☐ **I am very interesting in English.**

☐ **I am very interested in English.**

☐ **He is responsibility.**

☐ **He is responsible.**

Learning Tip

Don't try to memorize 1,000 words at once.

Instead:

- Learn **10–15 new words each day**.
- Use every word in your own sentence.
- Say the words aloud to improve pronunciation.
- Review old words every week.
- Focus on words you'll actually use in conversations.

Remember:

Knowing a word isn't enough.

To truly learn it, you should be able to:

- Understand it.
- Pronounce it correctly.
- Use it naturally in conversation.
- Recognize it when others use it.

That's how vocabulary becomes part of your everyday English.

Bonus 5

Powerful Sentence Starters

Estimated Learning Time: 20–30 Minutes

What You'll Learn

By the end of this bonus chapter, you'll be able to:

- Start conversations naturally.
- Express your opinions confidently.
- Answer questions more fluently.
- Sound more like a native English speaker.
- Avoid awkward pauses while speaking.

Introduction

Many English learners know enough vocabulary and grammar, but they struggle to **start a sentence**.

Native speakers don't create sentences word by word. They use ready-made sentence starters like:

- **To be honest...**
- **As far as I know...**
- **In my opinion...**
- **The truth is...**
- **From my experience...**

Learning these sentence starters will make your English smoother, more natural, and more confident.

Giving Your Opinion

Sentence Starter	Example
In my opinion...	In my opinion, regular practice is the key to fluency.
Personally, I think...	Personally, I think this is the best solution.
As far as I'm concerned...	As far as I'm concerned, honesty is essential.

Sentence Starter	Example
From my point of view...	From my point of view, the plan is practical.
If you ask me...	If you ask me, teamwork makes every project easier.
I honestly believe...	I honestly believe everyone can learn English.
I strongly feel that...	I strongly feel that reading improves vocabulary.
I would say...	I would say this is a great opportunity.
The way I see it...	The way I see it, communication solves many problems.
My personal opinion is...	My personal opinion is that consistency matters most.

Expressing Honesty

Sentence Starter	Example
To be honest...	To be honest, I was nervous at first.
Honestly speaking...	Honestly speaking, I didn't expect that result.
If I'm being honest...	If I'm being honest, I need more practice.
The truth is...	The truth is, success takes time.
To tell you the truth...	To tell you the truth, I forgot about the meeting.
Frankly speaking...	Frankly speaking, we need a better plan.
In all honesty...	In all honesty, I could have prepared better.
To be completely honest...	To be completely honest, I enjoyed the experience.
I'll be honest with you...	I'll be honest with you, I was surprised.
The fact is...	The fact is, learning never stops.

Sharing Information

Sentence Starter	Example
As far as I know...	As far as I know, the meeting starts at 10.
From what I know...	From what I know, she's already accepted the offer.
According to...	According to the report, sales have increased.
I've heard that...	I've heard that the course is excellent.
It seems that...	It seems that everyone has arrived.
It looks like...	It looks like it's going to rain.
Apparently...	Apparently, the flight has been delayed.
Based on my experience...	Based on my experience, preparation is everything.
From what I've seen...	From what I've seen, the team works well together.
As far as I can tell...	As far as I can tell, everything is going smoothly.

Giving Advice

Sentence Starter	Example
-------------------------	----------------

Sentence Starter	Example
I would recommend...	I would recommend practicing every day.
If I were you...	If I were you, I'd accept the offer.
My advice would be...	My advice would be to stay consistent.
You should consider...	You should consider improving your communication skills.
It might be a good idea to...	It might be a good idea to ask for feedback.
One thing I'd suggest is...	One thing I'd suggest is reading English books.
Why don't you...	Why don't you join an English-speaking club?
You may want to...	You may want to practice with a partner.
I'd encourage you to...	I'd encourage you to speak English every day.
The best thing to do is...	The best thing to do is start today.

Explaining Your Reasons

Sentence Starter	Example
That's because...	That's because I practiced every day.
The reason is...	The reason is simple.
One reason is...	One reason is that it's more efficient.
This happened because...	This happened because we weren't prepared.
That's why...	That's why I recommend planning ahead.
The main reason is...	The main reason is lack of communication.
Another reason is...	Another reason is the limited budget.
This is due to...	This is due to increased demand.
As a result...	As a result, productivity improved.
Therefore...	Therefore, we decided to change our strategy.

Starting a Story

Sentence Starter	Example
One day...	One day, I received an unexpected phone call.
A few years ago...	A few years ago, I moved to a new city.
I'll never forget...	I'll never forget my first interview.
Believe it or not...	Believe it or not, I used to be afraid of speaking English.
It all started when...	It all started when I joined an online course.
At first...	At first, everything seemed difficult.
Then something interesting happened...	Then something interesting happened.
Suddenly...	Suddenly, the lights went out.
To my surprise...	To my surprise, I won the competition.
In the end...	In the end, everything worked out well.

Speak Like a Native

Instead of saying...

I think...

Say...

In my opinion...

Instead of saying...

I know...

Say...

As far as I know...

Instead of saying...

Listen...

Say...

The truth is...

Instead of saying...

Do this...

Say...

If I were you...

Instead of saying...

Because...

Say...

The main reason is...

Quick Practice

Complete the sentence with a suitable sentence starter.

1. _____, regular practice is the key to success.

☐ Possible Answer: **In my opinion**

2. _____, I'd accept the job offer.

☐ Possible Answer: **If I were you**

3. _____, I forgot to reply to your message.

☐ Possible Answer: **To be honest**

4. _____, the meeting has been postponed.

☐ Possible Answer: **As far as I know**

5. _____, everything turned out better than expected.

☐ Possible Answer: **In the end**

Speaking Practice

Read these sentence starters aloud.

- In my opinion...
- To be honest...
- As far as I know...
- If I were you...
- The truth is...
- That's because...

- Believe it or not...
- One day...
- The main reason is...
- Personally, I think...

Common Mistakes

☐ **I think according to me...**

☐ **In my opinion...**

or

☐ **I think...**

☐ **As per me...**

☐ **In my opinion...**

☐ **According to me...**

☐ **In my opinion...**

("According to" is generally used when referring to another person or source, e.g., "According to the report...")

☐ **Because the reason is...**

☐ **The reason is...**

or

☐ **Because...**

☐ **If I am you...**

☐ **If I were you...**

Learning Tip

When you're speaking English, don't start every sentence with:

- **I think...**
- **I know...**
- **Because...**

Instead, build a variety of sentence starters into your speech.

This simple habit makes your English sound richer, more natural, and more confident.

The more sentence starters you know, the easier it becomes to express yourself without stopping to think about how to begin your next sentence.

Bonus 6

Conversation Fillers & Natural English Expressions

Estimated Learning Time: 20–30 Minutes

What You'll Learn

By the end of this bonus chapter, you'll be able to:

- Speak more naturally without awkward pauses.
- Gain time to think while speaking.
- Sound more like a native English speaker.
- Keep conversations flowing smoothly.
- Express yourself with greater confidence.

Introduction

Have you noticed that native English speakers rarely answer a question immediately?

Instead, they often begin with expressions like:

- **Well...**
- **Actually...**
- **You know...**
- **Let me think...**
- **That's a good question...**

These are called **conversation fillers** or **discourse markers**. They don't usually add much meaning, but they make your speech sound smoother, more natural, and more confident.

Buying Time to Think

Expression	Example
Well...	Well, I think that's a great idea.
Let me think...	Let me think... I believe it was last Friday.
Give me a second...	Give me a second while I check.

Expression	Example
That's a good question.	That's a good question. I've never thought about it before.
Let me see...	Let me see if I can remember.
Hmm...	Hmm... that's interesting.
One moment...	One moment, please.
Let me check...	Let me check my calendar.
I'll have to think about that.	I'll have to think about that before answering.
That's worth thinking about.	That's worth thinking about.

Starting a Conversation Naturally

Expression	Example
By the way...	By the way, how was your vacation?
Speaking of that...	Speaking of that, did you finish the report?
You know...	You know, I've always wanted to visit Japan.
Guess what?	Guess what? I got the job!
By the way, I wanted to ask...	By the way, I wanted to ask you something.
That reminds me...	That reminds me, I need to call Siya.
Before I forget...	Before I forget, here's your book.
While we're talking about it...	While we're talking about it, I have another idea.
Oh, by the way...	Oh, by the way, congratulations!
Since we're discussing this...	Since we're discussing this, I'd like to share something.

Showing Interest

Expression	Example
Really?	Really? That's amazing!
Oh, wow!	Oh, wow! I didn't know that.
That's interesting.	That's interesting. Tell me more.
No way!	No way! That's incredible.
Seriously?	Seriously? What happened next?
I see.	I see. That makes sense.
Right.	Right. I understand.
Exactly!	Exactly! That's what I was thinking.
You're absolutely right.	You're absolutely right about that.
I know what you mean.	I know what you mean. I've experienced the same thing.

Changing the Topic

Expression	Example
------------	---------

Expression	Example
Anyway...	Anyway, let's get back to work.
Moving on...	Moving on to our next topic...
On another note...	On another note, how's your family?
That reminds me...	That reminds me, I need your advice.
Before we move on...	Before we move on, I have one question.
Speaking of which...	Speaking of which, have you booked your tickets?
While we're on the subject...	While we're on the subject, I'd like your opinion.
Let's switch gears...	Let's switch gears and discuss the budget.
Now, getting back to...	Now, getting back to our discussion...
In any case...	In any case, we'll find a solution.

Ending a Conversation Politely

Expression	Example
Anyway, I'd better get going.	Anyway, I'd better get going now.
It was great talking to you.	It was great talking to you.
I'd better let you go.	I'd better let you get back to work.
I won't keep you any longer.	I won't keep you any longer.
Let's catch up again soon.	Let's catch up again next week.
Thanks for your time.	Thanks for your time.
Have a great day!	Have a great day!
Take care!	Take care!
See you around!	See you around!
Talk to you soon!	Talk to you soon!

Agreeing Politely

Expression	Example
I couldn't agree more.	I couldn't agree more.
Absolutely.	Absolutely! That's the best approach.
Definitely.	Definitely. I'll support the idea.
That's true.	That's true. Experience matters.
I think so too.	I think so too.
Exactly.	Exactly! That's my point.
You're right.	You're right about that.
That makes sense.	That makes sense to me.
I completely agree.	I completely agree with your suggestion.
Without a doubt.	Without a doubt, it's worth trying.

Speak Like a Native

Instead of saying...

Wait...

Say...

Give me a second...

Instead of saying...

I don't know.

Say...

That's a good question. Let me think...

Instead of saying...

Next topic...

Say...

Moving on...

Instead of saying...

Okay, bye.

Say...

Anyway, I'd better get going. It was great talking to you!

Instead of saying...

Yes.

Say...

Absolutely!

or

Definitely!

Quick Practice

Choose the best expression.

1. You need a moment to think.

☐ **Answer:** *Let me think...*

2. You want to change the topic.

☐ **Answer:** *Moving on...*

3. You strongly agree with someone.

☐ **Answer:** *I couldn't agree more.*

4. You're ending a conversation politely.

☐ **Answer:** *I'd better get going.*

5. Someone tells you exciting news.

☐ **Answer:** *Oh, wow!*

Speaking Practice

Read these expressions aloud.

- Well...
- Actually...
- Let me think...
- By the way...

- Guess what?
- Really?
- Anyway...
- Absolutely!
- I'd better get going.
- Talk to you soon!

Mini Conversations

Conversation 1

A: How was your interview?

B: Well... I was a little nervous at first, but I think it went well.

Conversation 2

A: Did you finish the project?

B: Actually, I'm almost done. I'll send it this afternoon.

Conversation 3

A: Guess what?

B: What happened?

A: I got promoted!

B: Oh, wow! Congratulations!

Conversation 4

A: What do you think about working from home?

B: That's a good question. Personally, I think it has many advantages.

Conversation 5

A: Anyway, I'd better get going.

B: Sure. It was great talking to you.

A: Talk to you soon!

B: Take care!

Common Mistakes

☐ **Wait, I think...**

☐ **Well... Let me think...**

☐ **Yes, yes.**

☐ **Absolutely!**

or

☐ **Definitely!**

☐ **I go now.**

☐ **I'd better get going.**

☐ **Next topic.**

☐ **Moving on...**

☐ **Okay, bye.**

☐ **It was great talking to you. Take care!**

Learning Tip

Conversation fillers aren't meaningless words—they help conversations sound natural.

Use them to:

- Give yourself time to think.
- Connect ideas smoothly.
- Sound more relaxed.
- Avoid long, awkward pauses.

Just remember: **use them naturally, not excessively**. A few well-placed fillers can make your English sound much more fluent without distracting your listener.

The more you listen to native speakers, the more naturally you'll begin using these expressions yourself.

Bonus 7

Common Questions & Natural Answers

Estimated Learning Time: 25–30 Minutes

What You'll Learn

By the end of this bonus chapter, you'll be able to:

- Answer common English questions naturally.
- Respond confidently in everyday conversations.
- Avoid one-word or awkward replies.
- Speak more like a native English speaker.

Introduction

One of the fastest ways to improve your English speaking is to practice **complete answers**, not just individual words.

For example:

☐ **Where do you live?**

Lucknow.

☐ **I live in Lucknow, and I've been living there for several years.**

Longer, natural answers help you sound fluent and keep conversations going.

Personal Questions

1. What's your name?

Natural Answers

- My name is Harsh.
- I'm Harsh Mehta.
- You can call me Harsh.

2. Where are you from?

Natural Answers

- I'm from India.
- I was born and raised in Delhi.
- I come from a small town in northern India.

3. Where do you live?

Natural Answers

- I live in Mumbai.
- I currently live in Bengaluru.
- I've been living here for about five years.

4. What do you do?

Natural Answers

- I'm a software engineer.
- I work as a teacher.
- I run my own business.
- I'm currently a university student.

5. How old are you?

Natural Answers

- I'm twenty-eight years old.
- I'd rather not say.
- I'm in my late twenties.

6. Are you married?

Natural Answers

- Yes, I am.
- No, I'm not.

- I'd prefer to keep my personal life private.

7. What are your hobbies?

Natural Answers

- I enjoy reading and traveling.
- I like watching movies and learning new skills.
- I spend most of my free time exercising and listening to podcasts.

8. What do you usually do on weekends?

Natural Answers

- I usually spend time with my family.
- I like relaxing at home and reading.
- I often go out with friends.

9. What's your favorite food?

Natural Answers

- I love Italian food.
- My favorite food is biryani.
- I enjoy trying different cuisines.

10. Why are you learning English?

Natural Answers

- I want to improve my career opportunities.
- I enjoy learning languages.
- I want to communicate confidently with people around the world.

Daily Conversation Questions

11. How are you?

Natural Answers

- I'm doing great. Thanks for asking.
- I'm pretty good. How about you?
- I'm doing well. What about you?

12. How's your day going?

Natural Answers

- It's going well so far.
- It's been a busy day, but everything's fine.
- I'm having a great day.

13. What have you been up to?

Natural Answers

- I've been busy with work.
- I've been learning English.
- I've been spending time with my family.

14. What are your plans for today?

Natural Answers

- I have a few meetings this afternoon.
- I'm planning to study English.
- I'm going to relax after work.

15. What's new?

Natural Answers

- Not much. Everything's going well.
- I recently started a new job.
- I've been working on an exciting project.

Work & Career Questions

16. What do you like about your job?

Natural Answers

- I enjoy solving problems.
- I like working with my team.
- Every day brings a new challenge.

17. What's the biggest challenge in your job?

Natural Answers

- Managing deadlines can be challenging.
- Balancing multiple projects isn't always easy.
- Keeping up with new technology takes effort.

18. Why did you choose this career?

Natural Answers

- I've always been interested in this field.
- I enjoy helping people.
- It matches my skills and interests.

19. What are your career goals?

Natural Answers

- I'd like to become a manager.
- I want to start my own company someday.
- I hope to continue learning and growing professionally.

20. What skills would you like to improve?

Natural Answers

- I'd like to improve my communication skills.
- I'm working on becoming a better leader.
- I want to improve my public speaking.

Travel Questions

21. Have you traveled abroad?

Natural Answers

- Yes, I've visited several countries.
- Not yet, but I'd love to.
- I've only traveled within my country so far.

22. What's your dream destination?

Natural Answers

- I'd love to visit Japan.
- Switzerland has always been my dream destination.
- I'd really like to explore New Zealand.

23. Do you enjoy traveling?

Natural Answers

- Yes, I love exploring new places.
- Absolutely! Traveling helps me relax.
- I enjoy learning about different cultures.

24. What do you usually pack?

Natural Answers

- I pack light.
- I always carry a power bank and a travel adapter.
- I make a checklist before every trip.

25. What's your favorite way to travel?

Natural Answers

- I prefer traveling by plane.
- I enjoy road trips.
- Train journeys are my favorite.

Speak Like a Native

Instead of answering...

Good.

Say...

I'm doing great, thanks for asking.

Instead of saying...

Teacher.

Say...

I work as a teacher.

Instead of saying...

Japan.

Say...

I'd love to visit Japan someday.

Instead of saying...

Reading.

Say...

I enjoy reading in my free time.

Instead of saying...

No.

Say...

Not yet, but I'd love to in the future.

Quick Practice

Answer these questions naturally.

1. What do you do?

→ _____

2. Why are you learning English?

→ _____

3. What's your favorite hobby?

→ _____

4. What are your career goals?

→ _____

5. Where would you like to travel?

→ _____

Speaking Practice

Practice answering these questions aloud.

- What's your name?
- Where are you from?
- What do you do?
- What do you enjoy doing in your free time?
- Why are you learning English?
- What's your biggest dream?
- Where would you like to travel?
- What are your plans for the future?

Try to answer each question in **2–3 complete sentences**.

Mini Conversations

Conversation 1

A: What do you do?

B: I work as a graphic designer. I've been in this field for four years, and I really enjoy creating visual content.

Conversation 2

A: Why are you learning English?

B: I'm learning English to improve my career opportunities and communicate confidently with people from different countries.

Conversation 3

A: What do you like to do on weekends?

B: I usually spend time with my family, watch movies, and read books. Sometimes I also go hiking with friends.

Conversation 4

A: Have you ever traveled abroad?

B: Not yet, but it's one of my biggest goals. I'd love to visit Japan and Italy someday.

Conversation 5

A: What's your biggest strength?

B: I think my biggest strength is that I'm patient and willing to learn. I always try to improve myself.

Common Mistakes

☐ **My hobby is read books.**

☐ **My hobby is reading books.**

or

☐ **I enjoy reading books.**

☐ **I'm living here since five years.**

☐ **I've been living here for five years.**

☐ **I am working in a company.**

☐ **I work for a company.**

or

☐ **I work at a company.**

☐ **I like very much traveling.**

☐ **I like traveling very much.**

☐ **I want improve English.**

☐ **I want to improve my English.**

Learning Tip

When practicing English speaking, don't memorize only the **questions**.

Practice the **answers** too.

For every common question:

- Prepare **2–3 natural answers**.
- Say them aloud several times.
- Personalize them using your own information.
- Try answering without looking after a few days.

The better your answers become, the more confident you'll feel in real conversations. Soon, responding in English will become automatic rather than something you have to translate in your head.

Bonus 8

Daily Conversation Mini Dialogues

Estimated Learning Time: 25–30 Minutes

What You'll Learn

By the end of this bonus chapter, you'll be able to:

- Speak naturally in everyday situations.
- Improve your conversational fluency.
- Learn common sentence patterns.
- Build confidence through real-life dialogues.

Introduction

One of the best ways to become fluent in English is to practice **short conversations** instead of memorizing isolated sentences.

These mini dialogues are based on real-life situations you'll experience at home, work, school, while traveling, shopping, and socializing.

Practice each dialogue aloud. If possible, practice with a partner or record yourself playing both roles.

Dialogue 1 – Greeting a Friend

A: Hi! How have you been?

B: I've been doing great. How about you?

A: I've been pretty busy with work.

B: I understand. It's been a busy month for me too.

A: Hopefully, things will slow down soon.

B: I hope so!

Dialogue 2 – Meeting Someone for the First Time

A: Hello! I'm David.

B: Nice to meet you, David. I'm Sarah.

A: What do you do?

B: I work as a marketing manager. How about you?

A: I'm a software engineer.

B: That's great!

Dialogue 3 – At a Coffee Shop

Customer: Good morning. I'd like a cappuccino, please.

Barista: Certainly. Would you like a small or a large?

Customer: A medium, please.

Barista: Anything else?

Customer: That's all. Thank you.

Dialogue 4 – Asking for Directions

Tourist: Excuse me. Could you tell me how to get to the train station?

Local: Sure. Walk straight for two blocks, then turn left.

Tourist: Is it far?

Local: No, it's about a five-minute walk.

Tourist: Thank you very much.

Local: You're welcome.

Dialogue 5 – At the Supermarket

Customer: Excuse me. Where can I find the rice?

Employee: It's in aisle five.

Customer: Thank you.

Employee: You're welcome. Let me know if you need anything else.

Dialogue 6 – At Work

Manager: Could you finish this report by this afternoon?

Employee: Certainly. I'll have it ready before 3:00 p.m.

Manager: Thank you.

Employee: My pleasure.

Dialogue 7 – On the Phone

A: Hello. May I speak to Emma, please?

B: Speaking.

A: Hi, Emma. This is Alex.

B: Hi, Alex! How are you?

A: I'm doing well. I just wanted to check in.

B: I'm glad you called.

Dialogue 8 – Making Plans

A: Are you free this Saturday?

B: I think so. Why?

A: Would you like to watch a movie together?

B: That sounds like a great idea!

A: Perfect. I'll book the tickets.

Dialogue 9 – At the Doctor's Clinic

Doctor: What seems to be the problem?

Patient: I've had a headache since yesterday.

Doctor: Have you taken any medicine?

Patient: Yes, but it didn't help much.

Doctor: I'll prescribe something stronger.

Dialogue 10 – At the Airport

Passenger: Excuse me. Where is Gate 18?

Airport Staff: Go straight ahead and turn right.

Passenger: Thank you.

Airport Staff: Have a pleasant flight.

Dialogue 11 – During an Online Meeting

Host: Can everyone hear me?

Participant: Yes, loud and clear.

Host: Great. Let's begin the meeting.

Participant: I'm ready.

Dialogue 12 – At a Restaurant

Server: Are you ready to order?

Customer: Yes. I'll have the grilled chicken, please.

Server: Would you like something to drink?

Customer: Just water, please.

Dialogue 13 – Borrowing Something

A: Could I borrow your charger for a few minutes?

B: Of course.

A: Thank you. I'll return it shortly.

B: No problem.

Dialogue 14 – Asking for Help

A: Excuse me. Could you help me carry this box?

B: Certainly.

A: Thank you so much.

B: You're welcome.

Dialogue 15 – Saying Goodbye

A: It was great seeing you.

B: Likewise.

A: Let's meet again soon.

B: Definitely. Take care!

Speak Like a Native

Instead of saying...

Where station?

Say...

Could you tell me how to get to the train station?

Instead of saying...

Give me one coffee.

Say...

I'd like a coffee, please.

Instead of saying...

Can I take your charger?

Say...

Could I borrow your charger for a few minutes?

Instead of saying...

Bye.

Say...

It was great seeing you. Take care!

Instead of saying...

Help me.

Say...

Could you help me, please?

Quick Practice

Complete the dialogue.

1

A: Hi! How are you?

B: _____

2

Server: Would you like something to drink?

You: _____

3

Manager: Could you finish this today?

You: _____

4

Friend: Are you free tomorrow?

You: _____

5

Doctor: How are you feeling today?

You: _____

Speaking Practice

Read these dialogues aloud with a partner or by yourself.

Focus on:

- Natural pronunciation
- Correct intonation

- Speaking smoothly
- Using appropriate emotions

Repeat each dialogue at least **three times**.

Common Mistakes

- ☐ Give me coffee.
- ☐ I'd like a coffee, please.
- ☐ Where gate?
- ☐ Where is Gate 18, please?
- ☐ I want help.
- ☐ Could you help me, please?
- ☐ I return soon.
- ☐ I'll return it shortly.
- ☐ Meeting start.
- ☐ Let's begin the meeting.

Learning Tip

Mini dialogues are one of the fastest ways to improve your speaking skills because they teach you:

- How conversations naturally begin.
- How people respond in real situations.
- How conversations end politely.
- Common sentence patterns used every day.

Don't just read these dialogues.

Act them out.

Change the names, places, and situations to match your own life. The more personal your practice becomes, the easier it will be to use these expressions naturally in real conversations.

Small conversations practiced consistently lead to big improvements in fluency.

Bonus 9

Common English Mistakes & How to Avoid Them

Estimated Learning Time: 25–30 Minutes

What You'll Learn

By the end of this bonus chapter, you'll be able to:

- Identify common English mistakes.
- Correct your grammar naturally.
- Speak more accurately and confidently.
- Avoid errors that many English learners make.
- Sound more fluent in everyday conversations.

Introduction

Making mistakes is a natural part of learning English. In fact, every fluent English speaker has made countless mistakes while learning.

The key is not to avoid mistakes—it's to **recognize them, correct them, and learn from them.**

In this bonus chapter, you'll learn some of the **most common English mistakes** along with the correct, natural alternatives.

Mistakes with Daily Conversations

1

- ☐ How is you?
- ☐ How are you?

2

- ☐ I am fine. And you?
- ☐ I'm fine. How about you?

3

- ☐ MyselfJohn.
- ☐ My name is John.

or

- ☐ I'm John.

4

- ☐ What is your good name?
- ☐ What's your name?

5

- ☐ Where you are going?
- ☐ Where are you going?

6

- ☐ I didn't understood.
- ☐ I didn't understand.

7

- ☐ I am agree.
- ☐ I agree.

8

- ☐ I am not understand.
- ☐ I don'tunderstand.

9

- ☐ Open the TV.
- ☐ Turn on the TV.

10

- ☐ Close the TV.
- ☐ Turn off the TV.

Mistakes with Grammar

11

- ☐ She don't know.
- ☐ She doesn't know.

12

- ☐ He have two brothers.
- ☐ He has two brothers.

13

- ☐ There is many people.
- ☐ There are many people.

14

- ☐ She go to work every day.
- ☐ She goes to work every day.

15

- ☐ They was happy.
- ☐ They were happy.

16

- ☐ I have seen him yesterday.
- ☐ I saw him yesterday.

17

- ☐ I am living here since 2020.
- ☐ I have been living here since 2020.

18

- ☐ I am having twosisters.
- ☐ I have two sisters.

19

- ☐ He is knowing the answer.
- ☐ He knows the answer.

20

- ☐ She is resembling her mother.
- ☐ She resembles her mother.

Mistakes with Prepositions

21

- ☐ Discuss about the problem.
- ☐ Discuss the problem.

22

- ☐ Order for apizza.
- ☐ Order a pizza.

23

- ☐ Married with her.
- ☐ Married to her.

24

- ☐ Different than me.
- ☐ Different from me.

25

- ☐ Good in English.
- ☐ Good at English.

26

- ☐ Interested for this job.
- ☐ Interested in this job.

27

- ☐ Listen music.
- ☐ Listen to music.

28

- ☐ Explain me.
- ☐ Explain it to me.

29

- ☐ Enter into the room.
- ☐ Enter the room.

30

- ☐ Return back.
- ☐ Return.

Mistakes with Vocabulary

31

- ☐ Do a mistake.
- ☐ Make a mistake.

32

- ☐ Give an exam.
- ☐ Take an exam.

33

- ☐ Pass out the exam.
- ☐ Pass the exam.

34

- ☐ Give interview.
- ☐ Attend an interview.

35

- ☐ Discuss about.
- ☐ Discuss.

36

- ☐ Today morning.
- ☐ This morning.

37

- ☐ Yesterday night.
- ☐ Last night.

38

☐ More better.

☐ Better.

39

☐ Very unique.

☐ Unique.

40

☐ Repeat again.

☐ Repeat.

Mistakes with Questions

41

☐ What you are doing?

☐ What are you doing?

42

☐ Where you live?

☐ Where do you live?

43

☐ Why you came late?

☐ Why did you come late?

44

☐ When you will arrive?

☐ When will you arrive?

45

☐ Who did call you?

☐ Who called you?

46

☐ Did you went there?

☐ Did you go there?

47

☐ Have you ever saw him?

☐ Have you ever seen him?

48

☐ Can able to help?

☐ Can you help?

or

☐ Are you able to help?

49

☐ Isn't it?

☐ Isn't it? *(Only when grammatically appropriate.)*

Example:

☐ It's raining, isn't it?

50

☐ No?

☐ Right?

or

☐ Isn't it?

(depending on the sentence)

Speak Like a Native

Instead of saying...

Myself Rini.

Say...

I'm Rini.

or

My name is Rini.

Instead of saying...

I am agree.

Say...

I agree.

Instead of saying...

Explain me.

Say...

Could you explain it to me?

Instead of saying...

Discuss about it.

Say...

Let's discuss it.

Instead of saying...

Return back soon.

Say...

Come back soon.

or

Return soon.

Quick Practice

Choose the correct sentence.

1.

a) She don't like coffee.

b) She doesn't like coffee.

☐ **Answer:** She doesn't like coffee.

2.

a) I have been living here since 2022.

b) I am living here since 2022.

☐ **Answer:** I have been living here since 2022.

3.

a) Explain me.

b) Explain it to me.

☐ **Answer:** Explain it to me.

4.

a) I agree.

b) I am agree.

☐ **Answer:** I agree.

5.

a) What are you doing?

b) What you are doing?

☐ **Answer:** What are you doing?

Speaking Practice

Read these correct sentences aloud.

- I agree with you.
- She doesn't know the answer.
- I've been living here for five years.
- Could you explain it to me?
- Let's discuss the problem.
- I made a mistake.
- What are you doing?
- I turned off the TV.

Commonly Confused Words

Incorrect	Correct	Example
Advices	Advice	Thank you for your advice.
Informations	Information	I need more information.
Luggages	Luggage	My luggage is heavy.
Furnitures	Furniture	We bought new furniture.
Homeworks	Homework	I finished my homework.
Equipments	Equipment	The equipment is expensive.
Sceneries	Scenery	The scenery is beautiful.
Staffs	Staff	The staff is very helpful.
Childrens	Children	The children are playing.
Peoples	People	There were many people there.

Learning Tip

Don't feel discouraged when you make mistakes.

Instead, create a "**Mistake Notebook.**"

Every time you notice an error:

1. Write the incorrect sentence.
2. Write the correct version.
3. Create your own example.
4. Review it every week.

Most learners repeat the same mistakes because they **forget to review them.**

Correcting your own mistakes is one of the fastest ways to become a confident and accurate English speaker.

Remember:

Every mistake is a lesson. Every correction is progress.

Bonus 10

Business English Expressions

Estimated Learning Time: 25–30 Minutes

What You'll Learn

By the end of this bonus chapter, you'll be able to:

- Communicate professionally in the workplace.
- Participate confidently in meetings.
- Speak naturally with colleagues and clients.
- Use common business expressions in everyday work situations.
- Sound more professional in English.

Introduction

Business English is different from everyday English. In professional settings, people use polite, clear, and concise expressions to communicate effectively.

Whether you're attending meetings, talking to clients, giving presentations, or working with colleagues, these expressions will help you sound confident and professional.

Greetings & Professional Introductions

Expression	Example
Good morning, everyone.	Good morning, everyone. Let's get started.
It's a pleasure to meet you.	It's a pleasure to meet you in person.
Thank you for joining us today.	Thank you for joining us today.
Let me introduce myself.	Let me introduce myself. I'm the project manager.
Let me introduce my colleague.	Let me introduce my colleague, Sarah.
Thank you for your time.	Thank you for your time today.
Welcome to our office.	Welcome to our office.
It's great to have you here.	It's great to have you here today.
I appreciate your time.	I appreciate your time and support.
Shall we begin?	Shall we begin the meeting?

Meetings

Expression	Example
Let's get started.	Let's get started with today's agenda.
Let's begin with...	Let's begin with the sales report.
Let's move on to...	Let's move on to the next topic.
I'd like to hear your thoughts.	I'd like to hear your thoughts on this proposal.
Does anyone have any questions?	Does anyone have any questions before we continue?
That's a good point.	That's a good point.
I completely agree.	I completely agree with your suggestion.
I see your point.	I see your point, but I'd like to add something.
Let's summarize.	Let's summarize what we've discussed.
Thank you, everyone.	Thank you, everyone, for your valuable input.

Emails & Communication

Expression	Example
I'm writing regarding...	I'm writing regarding our upcoming meeting.
Please find attached...	Please find the report attached.
Thank you for your email.	Thank you for your email.
I'll get back to you shortly.	I'll get back to you by tomorrow.
Please let me know if...	Please let me know if you have any questions.
Feel free to contact me.	Feel free to contact me anytime.
I appreciate your prompt response.	I appreciate your prompt response.
Looking forward to hearing from you.	Looking forward to hearing from you soon.
Thank you for your cooperation.	Thank you for your cooperation.
Have a great day.	Have a great day!

Project Management

Expression	Example
We're on schedule.	We're on schedule to finish this week.
We're running behind schedule.	We're running behind schedule because of delays.
Let's meet the deadline.	Let's meet the deadline without compromising quality.
I'll keep you updated.	I'll keep you updated on our progress.
We're making good progress.	The team is making good progress.
Let's prioritize this task.	Let's prioritize this task first.
Could you handle this?	Could you handle this client request?
I'll take care of it.	I'll take care of it immediately.

Expression	Example
Let's review the results.	Let's review the results together.
Great job, everyone!	Great job, everyone!

Working with Clients

Expression	Example
Thank you for your trust.	Thank you for your trust in our company.
We appreciate your business.	We appreciate your business.
How can we help you?	How can we help you today?
We'd be happy to assist you.	We'd be happy to assist you.
We'll find the best solution.	We'll find the best solution for your needs.
We'll keep you informed.	We'll keep you informed throughout the project.
Thank you for your patience.	Thank you for your patience.
We value your feedback.	We value your feedback.
We look forward to working with you.	We look forward to working with you again.
Please don't hesitate to contact us.	Please don't hesitate to contact us if you need anything.

Negotiation & Decision-Making

Expression	Example
Let's discuss our options.	Let's discuss our options carefully.
We'd like to propose...	We'd like to propose a new strategy.
What are your thoughts?	What are your thoughts on this idea?
That sounds reasonable.	That sounds reasonable to me.
Let's find a solution.	Let's find a solution together.
We're open to suggestions.	We're open to suggestions.
We can make some adjustments.	We can make some adjustments if needed.
Let's reach an agreement.	Let's reach an agreement today.
That works for us.	That works for us.
It's a win-win situation.	This solution is a win-win situation.

Speak Like a Native

Instead of saying...

Start meeting.

Say...

Let's get started.

Instead of saying...

Send me report.

Say...

Could you please send me the report?

Instead of saying...

Wait.

Say...

I'll get back to you shortly.

Instead of saying...

Good idea.

Say...

That's an excellent suggestion.

Instead of saying...

We agree.

Say...

That works for us.

Quick Practice

Choose the best expression.

1. You want to begin a meeting.

☐ **Answer:** *Let's get started.*

2. You want to ask for someone's opinion.

☐ **Answer:** *What are your thoughts?*

3. You want to tell a client you'll reply soon.

☐ **Answer:** *I'll get back to you shortly.*

4. You want to thank a client.

☐ **Answer:** *We appreciate your business.*

5. You want to finish a meeting.

☐ **Answer:** *Let's summarize today's discussion.*

Speaking Practice

Read these expressions aloud.

- Thank you for joining us today.
- Shall we begin?
- I'd like to hear your thoughts.
- I'll keep you updated.
- We're making good progress.
- We value your feedback.
- Let's reach an agreement.
- That works for us.
- Thank you for your cooperation.
- We look forward to working with you again.

Mini Conversations

Conversation 1 – Team Meeting

Manager: Good morning, everyone. Shall we begin?

Team: Yes, let's get started.

Manager: First, let's review last week's progress.

Conversation 2 – Client Call

Client: Could you give us an update on the project?

Manager: Certainly. We're making good progress and expect to complete the project on schedule.

Conversation 3 – Asking for Feedback

Manager: What are your thoughts on the new proposal?

Employee: I think it's a strong plan, but we could improve the timeline.

Conversation 4 – Email Follow-up

Client: Have you reviewed our request?

Representative: Yes. I'll get back to you with a detailed response by tomorrow.

Conversation 5 – Closing a Meeting

Manager: Does anyone have any final questions?

Team: No.

Manager: Great. Thank you all for your valuable contributions.

Common Mistakes

☐ **Discuss about the proposal.**

☐ **Discuss the proposal.**

☐ **Revert back to me.**

☐ **Get back to me.**

or

☐ **Reply to me.**

☐ **Do one thing...**

☐ **Here's what I'd suggest...**

or

☐ **Could you please...**

☐ **Kindly do the needful.**

☐ **Could you please take care of this?**

☐ **Myself the manager.**

☐ **I'm the manager.**

Learning Tip

Professional English isn't about using difficult words—it's about using **clear, polite, and effective language**.

In business communication:

- Be respectful.
- Be concise.
- Be specific.
- Confirm important details.
- End conversations professionally.

Using these expressions regularly will help you communicate with confidence in meetings, emails, interviews, presentations, and client interactions anywhere in the world.

Bonus 11

Travel English Expressions

Estimated Learning Time: 25–30 Minutes

What You'll Learn

By the end of this bonus chapter, you'll be able to:

- Communicate confidently while traveling.
- Handle common situations at airports, hotels, and restaurants.
- Ask for directions and transportation.
- Deal with travel emergencies.
- Enjoy smoother conversations wherever you go.

Introduction

Traveling becomes much easier when you can communicate confidently in English.

Whether you're checking in at the airport, booking a hotel, ordering food, asking for directions, or dealing with unexpected situations, these expressions will help you travel with confidence.

Airport Expressions

Expression	Example
Where is the check-in counter?	Excuse me, where is the check-in counter?
I'd like to check in.	I'd like to check in for Flight 302.
Here's my passport.	Here's my passport and boarding pass.
Is my flight on time?	Is my flight on time?
Where is Gate 12?	Could you tell me where Gate 12 is?
How much luggage can I check in?	How much luggage can I check in?
Is this the boarding line?	Is this the correct boarding line?
My luggage hasn't arrived.	My luggage hasn't arrived yet.
I'd like to report lost baggage.	I'd like to report lost baggage.
Thank you for your assistance.	Thank you for your assistance.

Hotel Expressions

Expression	Example
I have a reservation.	I have a reservation under the name Rohit Mehra.
I'd like to check in.	I'd like to check in, please.
Is breakfast included?	Is breakfast included in the room rate?
Could I have the Wi-Fi password?	Could I have the Wi-Fi password, please?
What time is check-out?	What time is check-out tomorrow?
Could I have an extra towel?	Could I have an extra towel, please?
The air conditioner isn't working.	The air conditioner isn't working properly.
I'd like to extend my stay.	I'd like to extend my stay by one night.
Could you call a taxi for me?	Could you call a taxi for me, please?
Thank you for your hospitality.	Thank you for your hospitality.

Asking for Directions

Expression	Example
Excuse me, could you help me?	Excuse me, could you help me?
How do I get to the museum?	How do I get to the museum from here?
Is it within walking distance?	Is it within walking distance?
Which bus should I take?	Which bus should I take to the city center?
Could you show me on the map?	Could you show me on the map?
Is there a subway station nearby?	Is there a subway station nearby?
Should I turn left or right?	Should I turn left or right at the traffic light?
How long does it take?	How long does it take to get there?
Thank you for your help.	Thank you for your help.
Have a nice day!	Have a nice day!

Transportation

Expression	Example
I'd like to buy a ticket.	I'd like to buy a ticket to Boston.
Is this seat available?	Is this seat available?
How much is the fare?	How much is the fare?
Could you let me know when we arrive?	Could you let me know when we arrive?
I'd like to get off here.	I'd like to get off here, please.
Could you call a taxi?	Could you call a taxi for me?
Please take me to this address.	Please take me to this address.
Could you use the meter, please?	Could you use the meter, please?

Expression	Example
Is there much traffic?	Is there much traffic today?
Keep the change.	Keep the change.

Restaurants & Cafés

Expression	Example
I'd like a table for two.	I'd like a table for two, please.
May I see the menu?	May I see the menu?
What do you recommend?	What do you recommend today?
I'd like to order.	I'd like to order now.
Could I have this without onions?	Could I have this without onions?
Could I have some water, please?	Could I have some water, please?
Everything was delicious.	Everything was delicious.
Could I have the bill, please?	Could I have the bill, please?
Do you accept credit cards?	Do you accept credit cards?
Thank you. The service was excellent.	Thank you. The service was excellent.

Travel Emergencies

Expression	Example
I need help.	I need help, please.
I've lost my passport.	I've lost my passport.
My wallet has been stolen.	My wallet has been stolen.
I need a doctor.	I need a doctor as soon as possible.
Could you call the police?	Could you call the police, please?
Where is the nearest hospital?	Where is the nearest hospital?
I don't feel well.	I don't feel well.
I need a pharmacy.	Is there a pharmacy nearby?
Can you help me?	Can you help me, please?
Thank you for your kindness.	Thank you for your kindness.

Speak Like a Native

Instead of saying...

Where airport?

Say...

Could you tell me how to get to the airport?

Instead of saying...

One room.

Say...

I'd like to book a room, please.

Instead of saying...

Give menu.

Say...

May I see the menu, please?

Instead of saying...

Taxi here.

Say...

Could you call a taxi for me, please?

Instead of saying...

Help me.

Say...

Could you please help me?

Quick Practice

Choose the best expression.

1. You want to check into a hotel.

☐ **Answer:** *I'd like to check in.*

2. You need directions to the museum.

☐ **Answer:** *How do I get to the museum?*

3. You want to order food.

☐ **Answer:** *I'd like to order.*

4. Your luggage is missing.

☐ **Answer:** *My luggage hasn't arrived.*

5. You need medical assistance.

☐ **Answer:** *I need a doctor.*

Speaking Practice

Read these expressions aloud.

- I'd like to check in.
- Is my flight on time?
- Could you show me on the map?
- Please take me to this address.
- What do you recommend?
- Could I have the bill, please?
- I've lost my passport.
- Where is the nearest hospital?
- Thank you for your assistance.
- Have a safe trip!

Mini Conversations

Conversation 1 – Airport

Passenger: Excuse me. Where is the check-in counter?

Airport Staff: It's just around the corner on your left.

Passenger: Thank you very much.

Conversation 2 – Hotel

Guest: Good evening. I'd like to check in.

Receptionist: Certainly. May I have your name, please?

Guest: It's under Ronit Sharma.

Conversation 3 – Restaurant

Server: Are you ready to order?

Customer: Yes. I'd like the grilled salmon and a glass of water, please.

Conversation 4 – Taxi

Passenger: Please take me to this address.

Driver: Certainly. It should take about twenty minutes.

Conversation 5 – Asking for Directions

Tourist: Excuse me. Is there a subway station nearby?

Local: Yes. Walk straight for two blocks, and you'll see it on your right.

Tourist: Thank you!

Common Mistakes

☐ **Where is airport?**

☐ **Where is the airport?**

or

☐ **How do I get to the airport?**

☐ **One ticket.**

☐ **I'd like one ticket, please.**

☐ **Give bill.**

☐ **Could I have the bill, please?**

☐ **Taxi call.**

☐ **Could you call a taxi for me, please?**

☐ **I lost passport.**

☐ **I've lost my passport.**

Travel Tip

When traveling, remember these five habits:

1. Speak slowly and clearly.
2. Use polite expressions like **please** and **thank you**.
3. Don't be afraid to ask someone to repeat or speak more slowly.
4. Learn a few essential travel phrases before your trip.
5. Stay calm if something goes wrong—clear communication often solves problems quickly.

Travel English isn't about using difficult vocabulary. It's about communicating clearly, politely, and confidently wherever your journey takes you.

Bonus 12

Pronunciation Guide: Speak Clearly & Sound More Natural

Estimated Learning Time: 30–40 Minutes

What You'll Learn

By the end of this bonus chapter, you'll be able to:

- Pronounce common English sounds more accurately.
- Recognize and pronounce silent letters.
- Understand word stress and sentence stress.
- Avoid common pronunciation mistakes.
- Speak more clearly and confidently.

Introduction

Good pronunciation doesn't mean having an American, British, or Australian accent.

It means **speaking clearly enough that people can understand you easily.**

Many English learners worry too much about sounding like a native speaker. Instead, focus on speaking **clearly, naturally, and confidently.**

This guide covers the pronunciation features you'll hear every day.

Part 1: Silent Letters

Many English words contain letters that are **written but not pronounced.**

Silent B

Word Pronunciation

climb Clime

thumb Thum

Word Pronunciation

comb Cohm

lamb Lam

debt Det

Silent K**Word Pronunciation**

know Noh

knife Nife

knee Nee

knock Nok

knot Not

Silent W**Word Pronunciation**

write Rite

wrong Rong

wrist Rist

wrap Rap

answer an-ser

Silent L**Word Pronunciation**

walk Wok

talk Tok

calm Kahm

could Cud

should Shud

Silent G**Word Pronunciation**

sign Sine

foreign for-in

design de-zine

Word Pronunciation

campaign cam-pain

gnaw Naw

Part 2: Difficult Sounds

/th/

Examples:

- think
- thank
- three
- Thursday
- birthday

Tip:

Place the tip of your tongue gently between your teeth and let the air flow out.

/v/ vs /w/

/v/

- very
- visit
- voice
- victory

Your upper teeth lightly touch your lower lip.

/w/

- water
- window
- world
- welcome

Round your lips without touching your teeth.

/r/ vs /l/

/r/

- right
- road
- ready
- arrive

/l/

- light
- long
- learn
- like

Practice these pairs:

- right / light
- road / load
- glass / grass
- collect / correct

Part 3: Word Stress

Every English word has **one stressed syllable**.

Correct stress makes your English much easier to understand.

Word	Correct Stress
Table	First syllable
HAPpy	First syllable
COMputer	Second syllable
toMORrow	Second syllable
inforMAtion	Third syllable
responSibility	Fourth syllable
eduCAtion	Third syllable
exPERience	Second syllable
preSENTation	Third syllable
opporTUunity	Fourth syllable

Part 4: Sentence Stress

English speakers stress **important words**, not every word.

Example:

□ **I WENT TO THE STORE TO BUY SOME MILK.**

(Natural speech doesn't stress every word.)

□ I went to the**STORE** to buy some **MILK**.

Focus on:

- Nouns
- Main verbs
- Adjectives
- Adverbs

Less important words (such as **the, to, of, a, an**) are usually unstressed.

Part 5: Commonly Mispronounced Words

Word	Correct Pronunciation
Comfortable	KUMF-ter-bul
Vegetable	VEJ-tuh-bul
Wednesday	WENZ-day
February	FEB-roo-er-ee
Often	OFF-en (<i>the t is often silent in many accents</i>)
Business	BIZ-ness
Interesting	IN-truh-sting (<i>or IN-trest-ing in fast speech</i>)
Chocolate	CHOK-lit
Clothes	KLOTHZ
Restaurant	RES-tuh-rant

Part 6: Linking Words

Native speakers often connect words together.

Instead of:

Pick / it / up

You often hear:

Pickitup

Instead of:

What are you doing?

You often hear:

Whaddaya doing? (*very informal speech*)

Instead of:

Want to

You often hear:

Wanna (*informal*)

Instead of:

Going to

You often hear:

Gonna (*informal*)

Instead of:

Got to

You often hear:

Gotta (*informal*)

Note: Use **wanna**, **gonna**, and **gotta** mainly in casual conversation. In formal speaking and writing, use the full forms.

Speak Like a Native

Instead of pronouncing...

Wed-nes-day

Say...

WENZ-day

Instead of saying...

Ve-ge-ta-ble

Say...

VEJ-tuh-bul

Instead of saying...

Com-for-ta-ble

Say...

KUMF-ter-bul

Instead of saying...

Bus-i-ness

Say...

BIZ-ness

Instead of saying every word separately...

Pick / it / up

Say...

Pickitup

Quick Practice

Read these aloud.

Silent Letters

- know
- knife
- walk
- climb
- answer

Difficult Sounds

- think
- thank
- very
- welcome
- right
- light

Word Stress

- information
- education
- responsibility
- computer
- opportunity

Linking

- Pick it up.
- I want to go.
- What are you doing?
- I'm going to call her.
- I've got to leave.

Pronunciation Challenge

Practice these sentences five times.

1. Thirty-three thoughtful thinkers thanked their teacher.
2. Very few visitors viewed the village.
3. Laura really likes reading long novels.
4. I bought comfortable clothes on Wednesday.

5. We're going to pick it up after work.

Speak slowly first, then gradually increase your speed while maintaining clear pronunciation.

Common Pronunciation Mistakes

- ☐ **Wed-nes-day**
- ☐ **WENZ-day**

- ☐ **Bus-i-ness**
- ☐ **BIZ-ness**

- ☐ **Com-for-ta-ble**
- ☐ **KUMF-ter-bul**

- ☐ Stressing every word equally.
- ☐ Stress only the important words.

- ☐ Speaking too fast.
- ☐ Speak clearly first. Speed comes naturally with practice.

Daily Pronunciation Routine (10 Minutes)

Spend just **10 minutes every day**:

2 minutes

- Read aloud from a book or article.

2 minutes

- Practice difficult sounds like /**th**/, /**v**/, and /**w**/.

2 minutes

- Repeat common words with silent letters.

2 minutes

- Practice linking words naturally.

2 minutes

- Record yourself speaking and compare your pronunciation with a native speaker from a reliable source.

Learning Tip

The fastest way to improve pronunciation is to **listen and imitate**.

Choose a native or highly proficient speaker you enjoy listening to.

Then:

- Listen to one sentence.
- Pause the audio.
- Repeat it aloud.
- Match the speaker's pronunciation, rhythm, stress, and intonation.
- Repeat the same sentence several times before moving on.

This technique, often called **shadowing**, helps you develop clearer pronunciation, better rhythm, and more natural speech over time.

Remember:

Clear pronunciation is more important than having a particular accent. If people understand you easily, you're communicating successfully.

Bonus 13

Think in English: Stop Translating & Start Speaking Naturally

Estimated Learning Time: 30–40 Minutes

What You'll Learn

By the end of this bonus chapter, you'll be able to:

- Think directly in English instead of translating.
- Speak faster and more naturally.
- Build confidence in everyday conversations.
- Develop English as a daily habit.
- Reduce hesitation while speaking.

Introduction

One of the biggest challenges English learners face is this:

They think in their native language first and then translate into English.

This process takes time and often leads to unnatural sentences.

Fluent English speakers don't translate—they think directly in English.

The good news is that **thinking in English is a skill**, and like any skill, it improves with regular practice.

This bonus will help you develop that habit step by step.

Exercise 1: Name What You See

Look around you and name everything in English.

For example:

- chair

- table
- window
- laptop
- phone
- bottle
- notebook
- fan
- light
- backpack

Now make simple sentences.

- The chair is comfortable.
- My laptop is on the desk.
- The window is open.
- I need my notebook.

Practice for **5 minutes every day**.

Exercise 2: Describe Your Actions

As you go through your day, describe what you're doing in English.

Examples:

- I'm brushing my teeth.
- I'm making breakfast.
- I'm drinking coffee.
- I'm getting ready for work.
- I'm checking my emails.
- I'm walking to the bus stop.
- I'm waiting for the elevator.
- I'm having lunch.
- I'm reading a book.
- I'm going to bed.

This simple habit trains your brain to think directly in English.

Exercise 3: Describe People

When you're in a public place, silently describe people around you.

Examples:

- He's wearing a blue shirt.

- She's talking on the phone.
- They're waiting for the bus.
- The child is smiling.
- That man looks tired.
- The woman is carrying a shopping bag.
- They seem happy.
- He's reading a newspaper.
- She's walking quickly.
- They're enjoying their conversation.

Avoid making personal judgments. Simply practice objective descriptions.

Exercise 4: Describe Your Surroundings

Practice describing where you are.

Example: At a café

- The café is crowded.
- The coffee smells wonderful.
- People are chatting quietly.
- Soft music is playing.
- The service is fast.
- The atmosphere is relaxing.

Example: At a park

- The weather is pleasant.
- Children are playing.
- Birds are singing.
- The trees are beautiful.
- Many people are exercising.

Exercise 5: Ask Yourself Questions

Create small conversations in your mind.

Question:

What should I eat today?

Answer:

I think I'll have something healthy.

Question:

What time should I leave?

Answer:

I'd better leave by 8:30.

Question:

What should I do this evening?

Answer:

I'll finish my work and then watch a movie.

Question:

How was my day?

Answer:

It was busy but productive.

Question:

What am I grateful for today?

Answer:

I'm grateful for my family and good health.

Exercise 6: Replace Translation with Pictures

Instead of translating words, imagine the object or action.

When you hear:

Apple

Don't think of the word in your native language.

Think of the picture of an apple.

When you hear:

Run

Imagine someone running.

When you hear:

Happy

Imagine a smiling person.

This helps your brain connect English directly with ideas instead of translations.

Exercise 7: Daily Self-Talk

Spend five minutes talking to yourself in English.

Example:

Good morning!

Today I'm going to finish my work early.

After that, I'll go for a walk.

I also want to practice English for thirty minutes.

I hope today will be productive.

This may feel unusual at first, but it's one of the most effective ways to improve fluency.

Exercise 8: Tell the Story of Your Day

Every evening, summarize your day in English.

For example:

I woke up at six o'clock.

I exercised for twenty minutes.

Then I had breakfast and started work.

In the afternoon, I attended two meetings.

In the evening, I watched an English video and practiced speaking.

Today was a productive day.

Try to speak for **2–3 minutes without stopping**.

Exercise 9: Think Before You Speak

Instead of translating an entire sentence, build it directly in English.

Instead of:

Native language → English

Think:

Subject → Verb → Object

Example:

I → need → some water.

She → finished → the report.

We → are → ready.

This simple pattern helps you respond more quickly.

Exercise 10: One English Hour

Choose one hour every day during which you use only English in your mind.

During that hour:

- Think only in English.
- Read only English.
- Listen to English.
- Write notes in English.
- Speak English whenever possible.

Gradually increase from one hour to two, then three.

Speak Like a Native

Instead of thinking...

How do I translate this?

Think...

How would I say this in simple English?

Instead of trying to use difficult vocabulary...

Use words you already know.

Simple English is better than perfect English.

Instead of stopping because you don't know one word...

Describe it.

Example:

"I don't know the word for it, but it's something you use to open a bottle."

Communication is more important than perfection.

Daily Thinking Challenge

Think in English about these topics for one minute each.

- My morning routine
- My family
- My job or studies
- My favorite food
- My hobbies
- My dream vacation
- My best friend
- My future goals

- My hometown
- My weekend plans

Don't worry about mistakes.

Just keep thinking.

Speaking Challenge

Speak continuously for **60 seconds** about:

- Your favorite movie.
- Your dream job.
- A memorable trip.
- A person you admire.
- A recent achievement.

Don't stop.

Don't translate.

Keep talking.

Common Mistakes

- ☐ Trying to translate every sentence.
- ☐ Think in simple English.
- ☐ Waiting until your sentence is perfect.
- ☐ Speak first, improve later.
- ☐ Using difficult vocabulary you don't remember.
- ☐ Use simple words confidently.
- ☐ Stopping after every mistake.

- ☐ Keep speaking.
- ☐ Comparing yourself with fluent speakers.
- ☐ Compare yourself with who you were yesterday.

30-Day Think in English Challenge

For the next **30 days**, try to:

- Think in English for at least **15 minutes daily**.
- Describe your surroundings every day.
- Talk to yourself for **5 minutes**.
- Read one English article aloud.
- Learn **10 new words**.
- Use at least **5 new expressions** in conversation.
- Watch an English video without subtitles for a few minutes.
- Record yourself speaking for **2 minutes**.

At the end of 30 days, you'll notice that you're translating less, speaking faster, and expressing yourself more naturally.

Learning Tip

Fluency begins in your mind—not in your mouth.

The moment you stop translating and start **thinking directly in English**, speaking becomes easier, faster, and more natural.

Don't wait until your English is perfect before you start thinking in English.

Start thinking in English today, and your speaking will improve every single day.

Bonus 14

Daily English Speaking Challenges

Estimated Learning Time: One Challenge Per Day

What You'll Learn

By completing these daily speaking challenges, you'll:

- Build a daily English-speaking habit.
- Improve your fluency and confidence.
- Learn to think quickly in English.
- Expand your vocabulary naturally.
- Become comfortable speaking on any topic.

Introduction

The secret to speaking fluent English isn't studying for hours once a week.

It's **speaking every single day**.

That's why this bonus gives you **daily speaking challenges**—one for each day of the year.

Each challenge takes only **5–10 minutes**, but completing them consistently will dramatically improve your confidence and fluency.

Tip: Record yourself whenever possible. Listening to your recordings is one of the fastest ways to notice your progress.

Week 1 – Introducing Yourself

Day 1

Introduce yourself.

Speak for **1 minute**.

Include:

- Your name
- Where you're from
- What you do
- Your hobbies

Day 2

Describe your family.

Speak for **2 minutes**.

Day 3

Describe your hometown.

What do you like about it?

Day 4

Talk about your daily routine.

Speak without reading any notes.

Day 5

Describe your bedroom or workspace.

Mention at least **10 objects**.

Day 6

Talk about your favorite meal.

Explain why you like it.

Day 7

Describe your best friend.

Week 2 – Everyday Life

Day 8

Describe your morning routine.

Day 9

Talk about your favorite movie.

Day 10

Describe your favorite book.

Day 11

Explain your favorite hobby.

Day 12

Describe your dream vacation.

Day 13

Talk about your favorite season.

Day 14

Describe a memorable day in your life.

Week 3 – Opinions

Day 15

Should everyone learn English?

Why?

Day 16

Is online learning better than classroom learning?

Explain your opinion.

Day 17

Describe the advantages of exercise.

Day 18

Talk about healthy eating.

Day 19

Should children use mobile phones?

Day 20

Is social media helpful?

Day 21

Describe your dream career.

Week 4 – Storytelling

Day 22

Describe your last vacation.

Day 23

Talk about your first day at school.

Day 24

Describe a mistake you learned from.

Day 25

Tell a funny story.

Day 26

Describe a difficult challenge.

Day 27

Talk about someone who inspires you.

Day 28

Describe your happiest memory.

Week 5 – Problem Solving

Day 29

What would you do if you lost your wallet?

Day 30

How would you prepare for a job interview?

Day 31

How would you welcome an international guest?

Day 32

What would you do if you missed your flight?

Day 33

How would you spend one million dollars?

Day 34

What would you do if you could travel anywhere?

Day 35

Describe your perfect weekend.

Weekly Challenge

At the end of every week:

Choose your favorite topic from that week and speak about it for **5 minutes** without stopping.

Don't worry about mistakes.

Your goal is to **keep talking**.

Monthly Fluency Challenge

At the end of every month:

Speak for **10 minutes** on any topic.

Possible topics:

- My future
- Technology
- Education
- Success
- Family
- Travel
- Business
- Health
- Happiness
- Personal growth

Record yourself and compare it with the previous month's recording.

You'll clearly hear your improvement.

Speaking Rules

During every challenge:

- ☐ Speak only in English.
- ☐ Don't translate.
- ☐ Don't memorize.
- ☐ Don't stop after mistakes.
- ☐ Keep talking.

Fluency Formula

Every day:

5 minutes

- Speak freely.

5 minutes

- Read aloud.

5 minutes

- Listen and repeat.

5 minutes

- Learn five new expressions.

Total:

20 minutes a day.

Self-Evaluation Checklist

After every speaking session, ask yourself:

- ☐ Did I speak for the full time?
- ☐ Did I avoid translating?
- ☐ Did I use complete sentences?
- ☐ Did I speak clearly?
- ☐ Did I learn a new word today?
- ☐ Did I enjoy speaking?

Keep a notebook and write your score each day.

Motivation Tracker

Every week, write down:

- One thing you improved.
- One new expression you learned.
- One pronunciation mistake you corrected.
- One speaking success you're proud of.
- One goal for next week.

Small improvements every week create remarkable progress over time.

Common Mistakes

- ☐ Waiting until your English is perfect.
- ☐ Speak with the English you already know.
- ☐ Studying without speaking.
- ☐ Practice speaking every day.
- ☐ Memorizing speeches.
- ☐ Speak naturally.
- ☐ Being afraid of mistakes.
- ☐ Make mistakes, learn, and continue.
- ☐ Comparing yourself with others.
- ☐ Compare yourself with yesterday's version of yourself.

Your Promise

Say this aloud every morning:

I will practice English today.

I will not be afraid of making mistakes.

Every conversation will make me better.

Every day, I will become more confident.

I am building fluency one sentence at a time.

I believe in myself.

Final Challenge

Imagine it's **one year from today**.

You meet someone who speaks only English.

Without fear...

Without translating...

Without hesitation...

You introduce yourself, ask questions, share your experiences, tell stories, express your opinions, and enjoy the conversation.

That future version of you isn't created overnight.

It's created by showing up every day and completing one small speaking challenge at a time.

One day. One conversation. One improvement.

Keep practicing.

Keep speaking.

And remember:

Fluency isn't a destination—it's a habit you build every single day.

Bonus 15

Most Useful English Words in Real-Life Conversations

Estimated Learning Time: 25–30 Minutes

What You'll Learn

By the end of this bonus chapter, you'll be able to:

- Understand the most frequently used English words.
- Use them confidently in everyday conversations.
- Expand your vocabulary with practical, high-frequency words.
- Speak more naturally and fluently.

Introduction

Did you know that native English speakers use the same common words repeatedly in daily conversations?

Learning these **high-frequency words** gives you the biggest improvement in the shortest time.

Rather than memorizing rare or difficult vocabulary, focus on words you'll hear and use every day.

Everyday Verbs

Word	Meaning	Example Sentence
be	Exist	I want to be successful.
have	possess	I have two brothers.
do	perform	What do you do?
make	Create	Let's make a plan.
get	receive, become	I got a new job.
go	Move	We go to work every day.
come	move toward	Please come inside.

Word	Meaning	Example Sentence
take	carry or receive	Take your umbrella.
give	hand to someone	She gave me good advice.
keep	continue to have	Keep practicing every day.
put	Place	Put the book on the table.
bring	carry toward	Please bring your laptop.
leave	go away	I need to leave now.
find	discover	I finally found my keys.
think	use your mind	I think you're right.
know	understand	I know the answer.
understand	comprehend	I understand your concern.
believe	accept as true	I believe in hard work.
remember	keep in your memory	Remember to call me.
forget	fail to remember	Don't forget your passport.

Everyday Nouns

Word	Meaning	Example Sentence
time	measurable period	Time flies quickly.
day	24-hour period	Have a wonderful day.
week	seven days	I'll see you next week.
month	about four weeks	Next month will be busy.
year	twelve months	It's been a great year.
family	close relatives	My family is very supportive.
friend	someone you like	She's my best friend.
home	place where you live	I'm going home now.
job	Work	I enjoy my job.
money	Currency	Saving money is important.
problem	Difficulty	We solved the problem.
idea	Thought	That's a brilliant idea.
question	something you ask	I have a question.
answer	Response	That's the correct answer.
story	account of events	She told an interesting story.
place	Location	This is a beautiful place.
world	the Earth	The world is changing rapidly.
life	Existence	Life is full of opportunities.
reason	Cause	What's the reason?
opportunity	Chance	This is a great opportunity.

Everyday Adjectives

Word	Meaning	Example Sentence
good	Positive	It's a good idea.
bad	Negative	That's bad news.
big	Large	They bought a big house.
small	Little	It's a small café.
easy	not difficult	This lesson is easy.
difficult	Hard	The test was difficult.
important	Significant	Practice is important.
interesting	Engaging	That's an interesting book.
happy	Joyful	She looks happy today.
busy	Occupied	I've been very busy.
ready	Prepared	I'm ready to begin.
early	before expected time	We arrived early.
late	after expected time	Sorry I'm late.
different	not the same	Everyone is different.
possible	able to happen	Everything is possible.
available	ready to use	Is this seat available?
careful	cautious	Please be careful.
successful	achieving goals	She's a successful entrepreneur.
confident	self-assured	He sounds confident.
useful	helpful	This guide is very useful.

Everyday Adverbs

Word	Meaning	Example Sentence
always	every time	I always arrive early.
usually	most of the time	I usually work from home.
often	frequently	We often eat together.
sometimes	occasionally	I sometimes work late.
rarely	not often	We rarely watch television.
never	at no time	I never forget birthdays.
already	before now	I've already finished.
still	continuing	I'm still learning.
soon	in a short time	I'll call you soon.
again	one more time	Please say that again.
almost	Nearly	I'm almost ready.
probably	Likely	It'll probably rain today.
really	Truly	I really enjoyed the movie.
definitely	certainly	I'll definitely be there.
finally	at last	We finally arrived.
together	with each other	Let's work together.

Word	Meaning	Example Sentence
carefully	with care	Read the instructions carefully.
quickly	Fast	She finished quickly.
slowly	at a low speed	Please speak slowly.
easily	without difficulty	You'll learn it easily.

Everyday Connectors

Word	Meaning	Example Sentence
and	joins ideas	Tea and coffee are available.
but	shows contrast	I wanted to go, but I was busy.
because	gives a reason	I stayed home because it was raining.
so	shows a result	I was tired, so I went to bed.
if	introduces a condition	If you need help, let me know.
although	introduces contrast	Although it was late, we continued working.
while	during the same time	I listened to music while cooking.
before	earlier than	Wash your hands before eating.
after	later than	We'll talk after lunch.
until	up to a time	Wait until I arrive.

Speak Like a Native

Instead of saying...

I think this is okay.

Say...

I think this is a good idea.

Instead of saying...

I got success.

Say...

I became successful.

or

I achieved success.

Instead of saying...

I am still trying only.

Say...

I'm still learning.

Instead of saying...

Come fast.

Say...

Come quickly.

Instead of saying...

Talk slow.

Say...

Please speak slowly.

Quick Practice

Choose the correct word.

1. We should work ____.

a) together

b) rarely

☐ **Answer:** together

2. I _____ forget my homework.

a) never

b) difficult

☐ **Answer:** never

3. This is a great _____ to learn something new.

a) opportunity

b) answer

☐ **Answer:** opportunity

4. Please read the instructions _____.

a) carefully

b) available

☐ **Answer:** carefully

5. I was tired, _____ I went to bed early.

a) so

b) although

☐ **Answer:** so

Speaking Practice

Read these words aloud.

- opportunity
- successful
- together
- carefully
- probably
- remember
- understand
- available
- important

- confident

High-Frequency Word Challenge

Choose **10 words** from this chapter every day.

For each word:

1. Say it aloud.
2. Explain its meaning in your own words.
3. Use it in **three different sentences**.
4. Try to use it in a real conversation that day.

This simple exercise helps move words from your memory into your everyday speech.

Common Mistakes

☐ I have many informations.

☐ I have a lot of information.

☐ She gave me an advice.

☐ She gave me some advice.

or

☐ She gave me a piece of advice.

☐ I'm knowing the answer.

☐ I know the answer.

☐ I explained him.

☐ I explained it to him.

☐ **I'm doing a decision.**

☐ **I'm making a decision.**

Final Learning Tip

Don't try to learn all **the words** in one week.

Instead:

- Learn **10–15 words each day**.
- Read them aloud.
- Use each word in conversation.
- Review them regularly.
- Focus on **using** the words, not just memorizing them.

Remember:

Fluent speakers don't know every English word—they know how to use the most useful words naturally and confidently.

Congratulations on completing this book!

You've built a strong foundation in English through practical chapters, real-life conversations, and premium bonus resources. Now the most important step is simple:

Keep practicing. Keep speaking. Keep growing. Every conversation brings you one step closer to fluency.