

R 1 : Manual for Elders:

Elders learning English for Europe



Czestochowa, 2023



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L J U D S K A
U N I V E R Z A
R O G A Ń S K A
S L A T I N A



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Introduction

Start Your Travel English Journey!

Welcome to our comprehensive travel English textbook specifically designed for older adults who are eager to explore the world with confidence and linguistic competence. This engaging and user-friendly material set has been crafted to help you master the English language skills necessary for communication during your travel adventures.

Why Use This Book?

Traveling is an enriching experience that opens up new horizons and creates lasting memories. However, language barriers can sometimes hinder our ability to fully immerse ourselves in different cultures and communicate effectively. The unique needs and aspirations of older adults who are ready to embark on exciting journeys are important, so this material set has been tailored to meet those needs.

How to Use This Book?

The textbook consists of 30 units that cover a wide range of travel-related topics, ensuring that you develop practical language skills that are immediately applicable. Each unit is carefully structured to provide you with relevant vocabulary, essential phrases, practical dialogues, and cultural insights. The content is presented in a clear and concise manner, enabling you to grasp the language quickly and apply it confidently in real-world scenarios. The units include various situations to be experienced by traveling individuals; some of the examples of the units are at the airport, on the plane, passport control, going through customs, baggage reclaim, at the hotel, taxi, at the museum, at a restaurant, at the train station, at the coffee shop, in the city, on the bus, at the clothes shop, at the pharmacy, at the doctor, underground, shopping, at the bank, renting a car, taking a cruise, hop on-hop off, booking a tour, at the police station, giving directions, unexpected situation: getting lost, unexpected situation: traffic, useful expressions, introduce yourself.

To enhance your learning experience, we have integrated a variety of interactive tools. Our online platform offers supplementary resources, including audio recordings, interactive exercises, and quizzes, providing you with ample opportunities to practice and reinforce your language skills. While the interactive PDF version allows you to study different devices to conveniently access additional materials, the accompanying app enables you to learn on the go, even when you're exploring new destinations. We have also included engaging videos that bring the language to life, immersing you in authentic travel situations.

Get ready to embark on a transformative language learning journey that will empower you to communicate confidently, connect with locals, and make your travel experiences treasured. Whether you're visiting bustling cities, serene beaches, or charming villages, our travel English textbook is your trusted companion.

Let the adventures begin! Happy travels and enjoyable language learning!"

UNITS



AT THE AIRPORT



ON THE PLANE



PASSPORT CONTROL



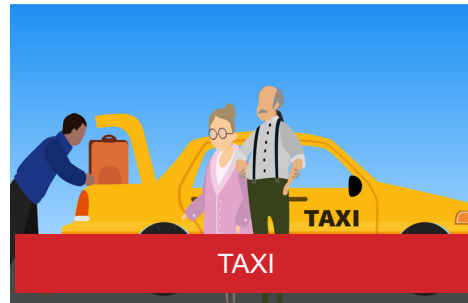
GOING THROUGH CUSTOMS



BAGGAGE RECLAIM



AT THE HOTEL



TAXI



AT THE MUSEUM



AT A RESTAURANT



AT THE TRAIN STATION



AT THE COFFEE SHOP



IN THE CITY



ON THE BUS



AT THE CLOTHES SHOP



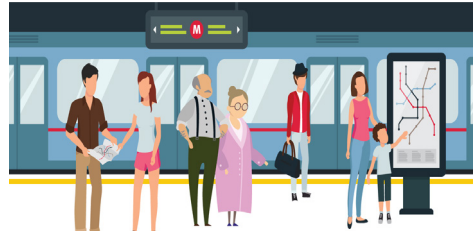
AT THE PHARMACY



UNITS



AT THE DOCTOR



UNDERGROUND



SHOPPING



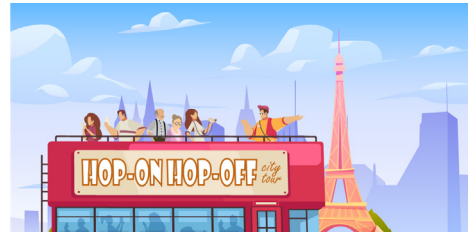
AT THE BANK



RENTING A CAR



TAKING A CRUISE



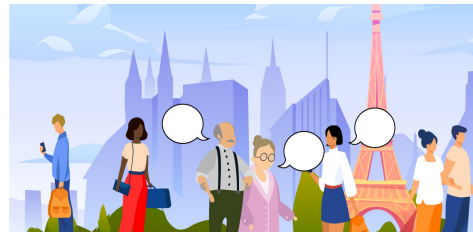
HOP ON-HOP OFF



BOOKING A TOUR



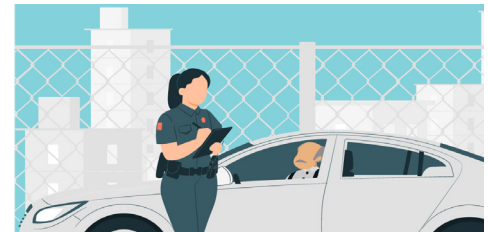
AT THE POLICE STATION



GIVING DIRECTIONS



UNEXPECTED SITUATION:
GETTING LOST



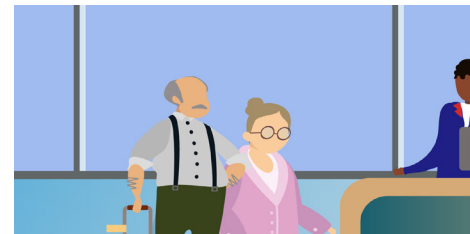
UNEXPECTED SITUATION:
TRAFFIC



USEFUL EXPRESSIONS 1



USEFUL EXPRESSIONS 2



INTRODUCE YOURSELF

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WELCOME TO THE ELENE ENGLISH TEXTBOOK

The ELENE English Textbook is designed to help older adults enhance their English language skills for travel purposes. This innovative learning tool combines the principles of situated learning with engaging content tailored specifically for your needs. In this introduction, we will provide you with an overview of the sections in each unit, explaining how they can assist you in mastering essential travel English.

Section A: Key Vocabulary

Each unit focuses on a specific travel-related topic and introduces important words and phrases related to that theme. To make the vocabulary more accessible and memorable, we have included visual aids such as pictures. By associating the words with visual cues, we aim to enhance your understanding and retention of the vocabulary presented.

Section B: What You Might Hear and See

This section immerses you in realistic situations that you may encounter while traveling. It offers exercises and activities featuring new vocabulary, expressions, and idiomatic phrases commonly heard in the context of the unit. Additionally, you will find signs, warnings, and directions relevant to the specific situations, enabling you to familiarize yourself with their meanings and usage.

Section C: What You Might Need to SAY or ASK

Communication is key when traveling, and this section equips you with expressions, idioms, and phrases that are frequently used in relevant contexts. By incorporating current expressions and idioms of the English language, we provide you with practical tools to engage in meaningful conversations during your travels. You will feel more confident in expressing yourself and understanding others in various situations.

Section D: Basic Dialogues at the Chosen Situation

To further enhance your language skills, we have included suggested dialogues that occur in everyday scenarios related to the unit's topic. These dialogues serve as models for authentic conversations, helping you understand how vocabulary and expressions are used in real communication. By practicing these dialogues, you will develop fluency and gain confidence in using English in your daily interactions.

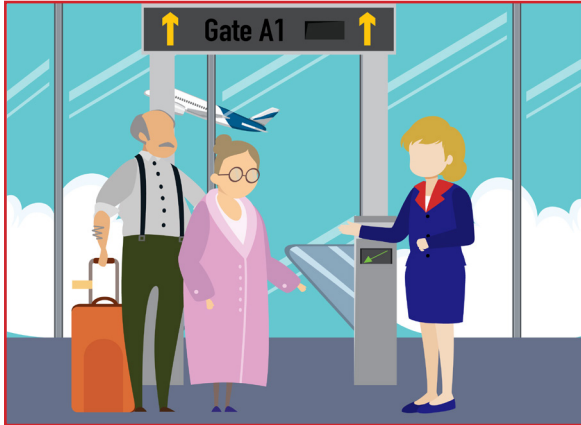
Final Steps: Interaction and Exchange of Opinions

This section allows you to put your newly acquired knowledge into practice. You will have the opportunity to engage in interactive exercises, recall the key vocabulary using visual prompts, and apply what you have learned. Additionally, we encourage you to share your opinions and experiences related to the unit's topic, fostering an interactive and engaging learning environment.

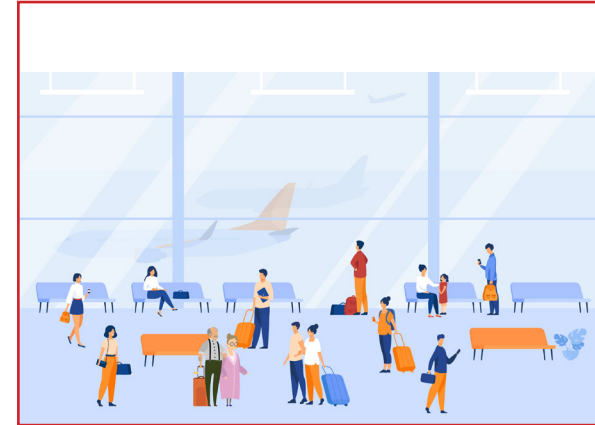
Throughout this interactive PDF, our goal is to empower you to use English effectively while traveling. By utilizing the principles of situated learning, we provide you with a dynamic and immersive experience that simulates real-life situations. We hope that this learning resource will help you gain confidence, enhance your communication skills, and make your travel experiences more enjoyable and rewarding.

Get ready to embark on an exciting journey of learning as we explore various travel English topics together!

UNIT 1: AT THE AIRPORT



ELENE



SITUATED ENGLISH **STUDY & LEARN**

2021-1-PL01-KA220-ADU-000033465

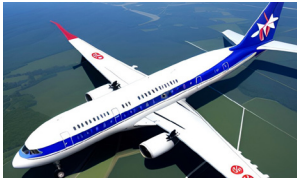


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SECTION A

KEY VOCABULARY



Airplane



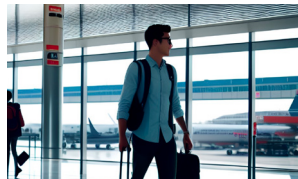
Land



Take off



Airport



Passenger



Travel



Check-in desk attendant



Suitcase



Hand luggage/
Carry-on bag



Baggage/Luggage



Baggage carousel



Overhead bin



Aisle seat



Window Seat



Boarding pass/
Boarding card



Flight information
screenbag



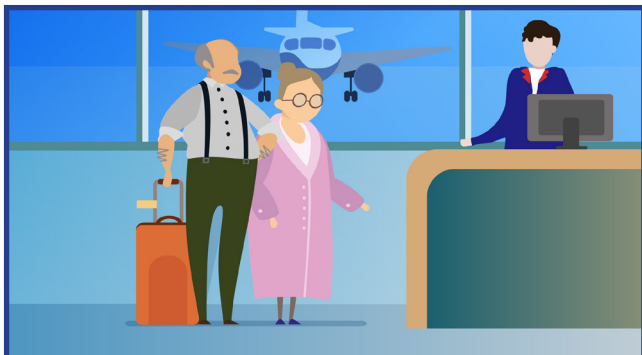
Passport



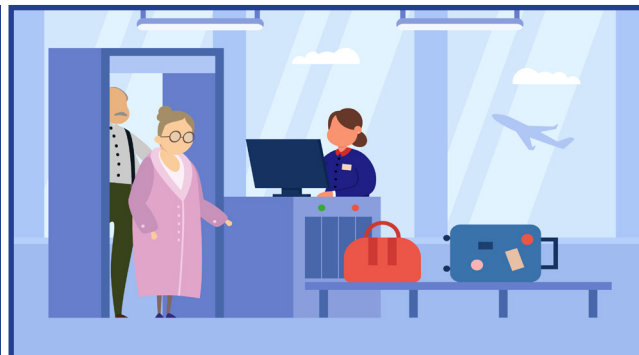
Taxi

SECTION B

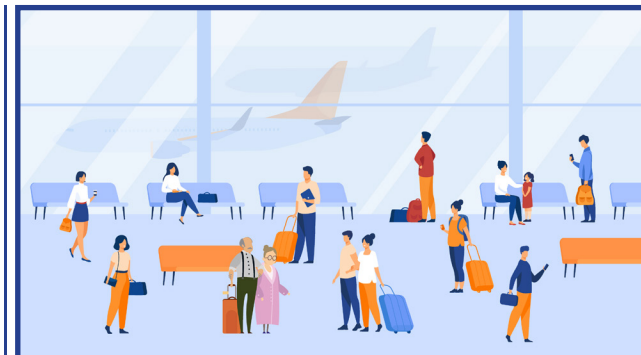
What you might hear and see



- Can I have your ticket, please?
- May I see your passport, please?
- Do you have any baggage?
- Please place your bag on the scale.
- What is your final destination?
- Would you like a window or an aisle seat?



- Lay your bags flat on the conveyor belt, and use the bins for small objects.
- Please remove your shoes and belts.
- Put your phone in the bin.
- Please step through the scanner.
- Please step to the side.
- Do you have any coins in your pocket?



- Flight IBE3021 is now boarding.
- Flight TP1693 has been cancelled.
- Flight LO407 has been delayed.
- There has been a gate change.
- This is the final boarding call for Turkish Airlines flight 1265 to Warsaw.
- Please do not leave any bags unattended.



- Turkish Airlines flight 1776 to Istanbul is now boarding.
- Please have your boarding pass and identification ready for boarding.
- Passenger Elene, please proceed to the Turkish Airlines desk at gate 12.



SECTION C

What you might need to SAY or ASK in this place

<i>Greetings</i>	Good Morning Hello! Good afternoon
<i>Thanking</i>	Thank you! Thanks a lot! Thank you very much
<i>Asking a question</i>	Can I ask a question? May I ask something?
<i>Asking questions about your flight</i>	Excuse me, where is the Turkish Airlines check-in desk? Is the flight on time? Is there a delay for my flight? Where is gate 2B?
<i>Asking questions at the check-in desk</i>	How many bags can I check? Will my luggage go straight through, or do I need to pick it up in Istanbul? How much is extra baggage cost? Please mark this bag as fragile.
<i>Leave-taking expressions</i>	Have a good day. Thank you. Have a nice day.

SECTION D

Basic Dialogues at Passport

Check-in Desk

Service agent: Good morning. Can I have your ticket, please?

Passenger: Good morning. Here you are.

Service agent: Would you like a window or an aisle seat?

Passenger: An aisle seat, please.

Service agent: Do you have any baggage?

Passenger: Yes, this suitcase and this carry-on bag.

Service agent: Here's your boarding pass. Have a nice flight.

Passenger: Thank you.

Agent: Good afternoon! Where are you flying to today?

Passenger: Istanbul.

Agent: May I have your passport, please?

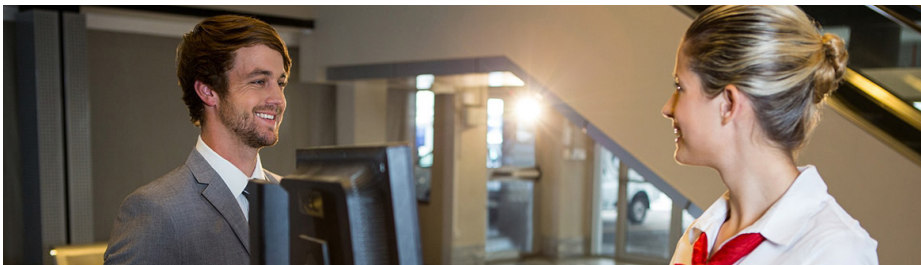
Passenger: Here you go.

Agent: Are you checking any bags?

Passenger: Just this one.

Agent: Okay, please place your bag on the scale.

Passenger: I have a stopover in Istanbul – do I need to pick up my luggage there?



Security



Security officer: Next!

Passenger: Here's my ticket.

Security officer: Please step through the scanner.

Passenger: (beep, beep, beep) What's wrong?

Security officer: Please step to the side.

Passenger: Certainly.

Security officer: Do you have any coins in your pocket?

Passenger: No, but I have some keys.

Security officer: Ah, that's the problem. Put your keys in this bin and walk through the scanner again please.

Passenger: Okay.

Security officer: Excellent. No problem. Remember to unload your pockets before you go through security next time.

Passenger: I'll do that. Thank you.

Security officer: Have a nice day.

SECTION D

Basic Dialogues at Passport

Departure

Customs official: Good morning. Do you have anything to declare?

Passenger: I'm not sure. I have two bottles of whiskey. Do I need to declare that?

Customs official: No, you can have up to 2 quarts.

Passenger: Great.

Customs official: Have you brought any food into the country?
Passenger: Just some cheese I bought in France.

Customs official: I'm afraid I'll have to take that.

Passenger: Why? It's just some cheese.

Customs official: Unfortunately, you are not allowed to bring cheese into the country. I'm sorry.

Passenger: Okay. Here you are.

Customs official: Thank you. Anything else?

Passenger: I bought a T-shirt for my daughter.

Customs official: That's fine. Have a nice day.

Passenger: You, too.



Arrival



Passport official: Good morning. Can I see your passport?

Passenger: Here you are.

Passport official: Thank you very much. Are you a tourist here or are you here on business?

Passenger: I'm a tourist.

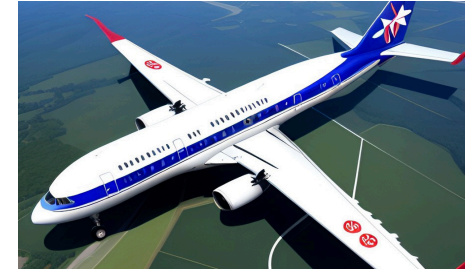
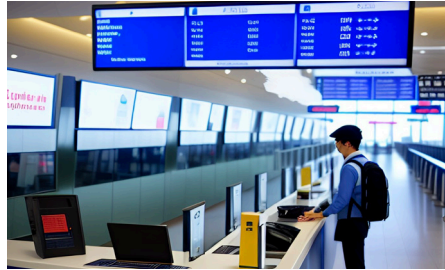
Passport official: That's fine. Have a pleasant stay.

Passenger: Thank you.

FINAL STEP

Exercises

Write down the words used for the pictures below.



.....

.....

.....

.....

Fill in the Dialogue below.

Service agent: Good morning. Can I have your ticket, please?

Passenger:

Service agent: Would you like a window or an aisle seat?

Passenger:

Put a tick next to the statements you say or hear at the security or check-in

- Please step through the scanner.
- Would you like tea or coffee?
- I would like to have a window seat, please.
- Can I have the bill, please?
- Put your keys in this bin and walk through the scanner again.

FINAL STEP

Exercises

Dialogue at the airport: Elene and Erasmus are at the airport check-in desk. Erasmus is talking to the check-in desk attendant.



Fill in the blanks with the most appropriate option.

- a) Are you checking any bags?
- b) Ticket
- c) Passport
- d) Boarding passes
- e) Do you want a window or an aisle seat?
- f) Where are you flying to?

Service agent: Good morning. Can I have your..... to Istanbul, please?

Erasmus: Sure, here you are.

Service agent:?

Erasmus: An aisle seat, please.

Service agent: Do you have any baggage?

Erasmus: Yes, this suitcase and this carry-on bag.

Service agent: Here's your boarding pass. Have a nice flight.

Erasmus: Thank you.

Agent: Good afternoon! today?

Erasmus: Istanbul.

Agent: May I have your please?

Erasmus: Here you go.

Agent:?

Erasmus: Just this bag.

Agent: Okay, please place your bag on the scale.

Erasmus: I have a stopover in Madrid – do I need to pick up my luggage there?

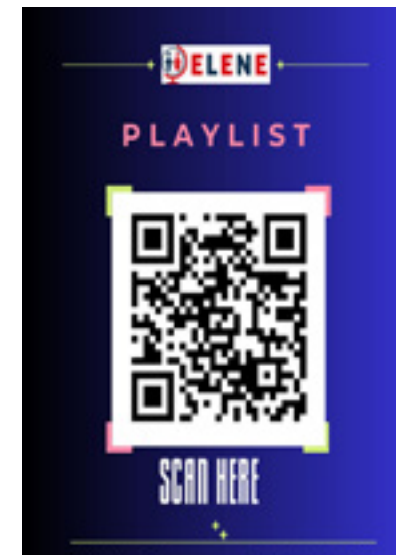
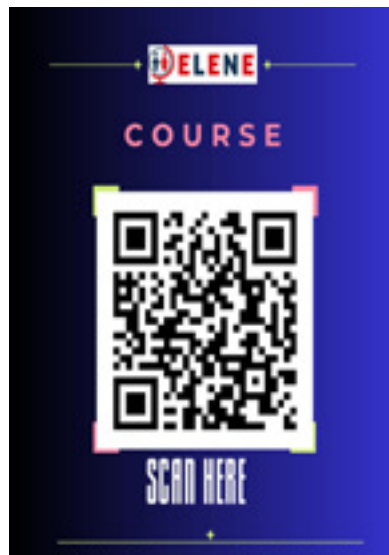
Agent: No, it'll go straight through to Istanbul. Here are your , – your flight leaves from gate 10B and it'll begin boarding at 8:35. Your seat number is 11A.

Erasmus: Thanks

VIDEOS

External Video Links

- <https://www.youtube.com/watch?v=1Wo2mLEmdz8>
- <https://www.youtube.com/watch?v=KbMBGd97EC4>
- <https://www.youtube.com/watch?v=xyJhyoD2Qz4>
- <https://www.youtube.com/watch?v=SYpPoL5RZHA>
- <https://www.youtube.com/watch?v=2InnDJagwT0>



UNIT 2: ON THE PLANE



ELENE

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SECTION A

KEY VOCABULARY



Airline



Aircraft



Pilot



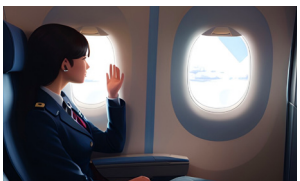
Flight attendants



Cabin



Seat



Window seat



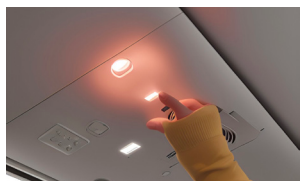
Aisle seat



Aisle



Overhead locker



Call light



Window blind



Hand baggage



Life vest



Oxygen mask



Seatbelt



Blanket



Emergency exit

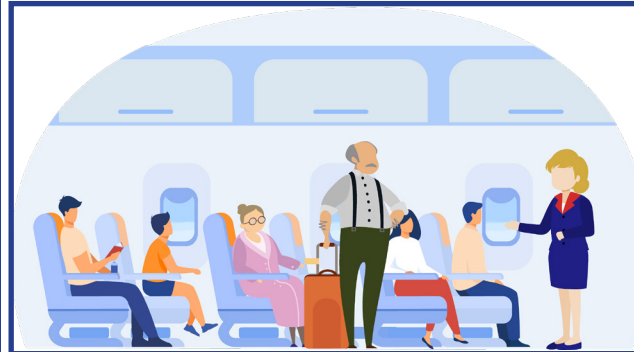


SECTION B

What you might hear and see



- Good morning, ladies and gentlemen and dear children.
- Welcome on board.
- Can I see your boarding pass, please?



- Please secure all baggage underneath your seat or in the overhead locker.
- Please stow your hand luggage carefully in the overhead locker.



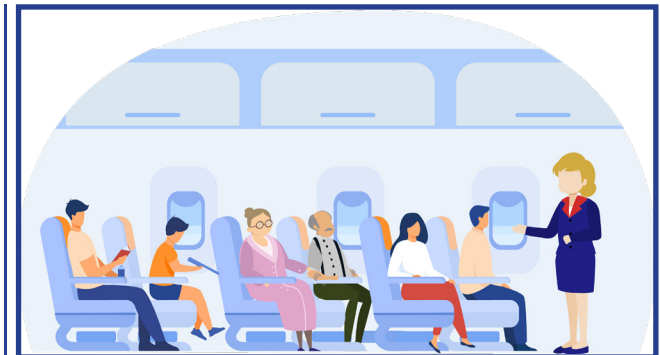
- Please take your seat and fasten your seat belt.
- Please make sure your seat belts are fastened.



- Please switch your mobile phones and all other electronic devices to flight mode.
- Turn off all personal electronic devices, please.



- We remind you that this is a non-smoking flight.
- Smoking is prohibited on the entire aircraft, including the lavatories.



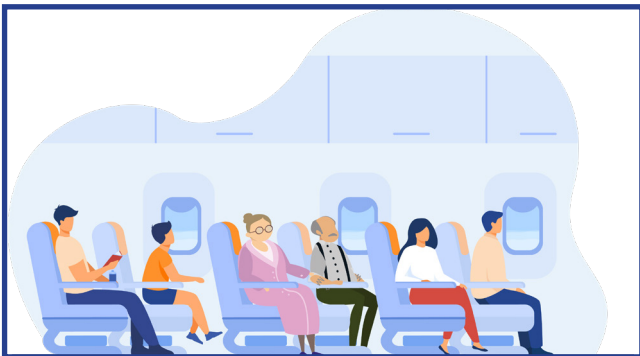
- Ladies and Gentlemen, as we start our descent, please make sure your seat backs and tray tables are in their full, upright position.

SECTION B

What you might hear and see



- Good afternoon, dear passengers.
- This is your captain speaking.
- There might be a little turbulence.
- We wish you a pleasant flight.



- Ladies and Gentlemen welcome on board Turkish Airlines, flying from Istanbul to Warsaw.
- We are now crossing a zone of turbulence.
- Please return your seats and keep your seat belts fastened.
- We hope you enjoyed your flight.
- Thank you for choosing Turkish Airlines.



SECTION C

What you might need to SAY or ASK in this place

<i>Greetings</i>	Hello Good morning Good afternoon Good evening
<i>Thanking</i>	Thank you Thanks a lot Thank you very much
<i>Asking for something</i>	Can I have a blanket, please? Can I have a pair of headphones/earbuds? Could I have some water? Could I have some extra napkins? Could I pay in euros? May I change my seat? Could you help me put this bag in the overhead locker, please? Can you show my seat, please?
<i>Leave-taking expressions</i>	Have a good day. Thank you. Have a nice day.

SECTION D

Basic Dialogues on the Plane

Food and drink services

Flight Attendant: Good evening! Would you like to eat chicken or pasta?

Passenger: Chicken please, thank you.

Flight Attendant: Would you like to drink something?

Passenger: Yes, please.

Flight Attendant: What would you like to drink?

Passenger: Coffee please.

Flight attendant: Would you like anything in your coffee? Cream or sugar?

Passenger: Just cream, thank you.

Flight attendant: Chicken or pasta?

Passenger: Sorry?

Flight attendant: Would you like to have chicken or pasta?

Passenger: I'll have the chicken.

Flight attendant: Anything to drink?

Passenger: What kind of drinks do you have?

Flight attendant: We have cold and hot drinks.

Passenger: Mineral water, no ice, please.

Flight attendant: Here you go.

On board



Flight Attendant: Good morning. Welcome on board.

Passenger: Good morning. Thank you.

Where is my seat, please?

Flight Attendant: Please check the number on your boarding pass. You can see it here.

Passenger: Oh, thank you.

Flight Attendant: Have a nice flight.



Flight attendant: We have cold and hot drinks.

Passenger: Mineral water, no ice, please.

Flight attendant: Here you go.

Passenger: Thanks.

SECTION D

Basic Dialogues at the Airport

Departure



Flight attendant: Excuse me, sir. Can you please put all phones and mobile devices away? We are preparing for take off.

Passenger: Yes, sure. I'm sorry.

Flight attendant: Can you also fasten your seatbelt, please?

Passenger: Okay.

Flight attendant: Please put your bag under your seat.

Passenger: Oh, okay.

Flight attendant: Please open your window blind.

Passenger: Sure.

Flight attendant: Please close your tray table.

Passenger: Okay.

Anxiety



Flight attendant: You pressed the call light ma'am, is everything okay?

Passenger: I do not feel well.

Flight attendant: What is the problem?

Passenger: I feel very nervous, and I am scared.

Flight attendant: I understand, it is quite normal for some people.

Passenger: I feel like there is something wrong.

Flight attendant: Please do not worry, ma'am. So far, everything has gone as it should.

Passenger: Do you expect any turbulence?

Flight attendant: There may be a little turbulence, but nothing serious.

Would you like something to drink to help you feel better?

Passenger: Thank you, some water would help.

Flight attendant: Sure, I'll come back in a minute.

SECTION D

Basic Dialogues at the Airport

Asking for something

Passenger: Excuse me, would it be possible to change seats with someone?

My wife and I would like to sit together.

Flight attendant: Certainly, sir. For now, please take your seat, and once the plane takes off, I'll help you with that.

Passenger: Thank you. Could you help me put this bag in the overhead locker?

Flight attendant: Sure... there you go.



Finding your seat



Passenger 1: I'm sorry, I think you're sitting in the wrong seat.

Passenger 2: Oh, let me check my boarding pass.

Yes, I'm sorry, my mistake.

Passenger 1: No problem. I'm going to move anyway. My husband and I would like to sit together.

Passenger 2: Oh, well, I can switch places with your husband. That way you two can sit together.

Passenger 1: That would be great! Thanks a lot.

FINAL STEP

Exercises

Write down the words used for the pictures below.



.....



.....



.....



.....

Fill in the Dialogue below.

Service agent: Welcome on board. What would you like to drink?

Passenger:

Service agent: Would you like chicken or pasta?

Passenger:

Put a tick next to the statements you hear on the plane.

- Please close your tray tables.
- Can I see your passport?
- Open your window blinds.
- Fasten your seatbelts.
- Remove the coins from your pocket.

FINAL STEP

Exercises

Dialogue on the plane: Elene and Erasmus are on the plane.



Fill in the blanks with the most appropriate option.

- a) I want a diet coke.
- b) Here you are.
- c) Thank you so much.
- d) Yes please, can I have an extra napkin?
- e) I'll have the chicken.

Flight attendant: Would you like chicken or pasta?

Erasmus:

Flight attendant: Anything to drink?

Erasmus: What kind of soda do you have?

Flight attendant: Coke, Diet Coke, Sprite and Orange.

Erasmus:

Flight attendant: With ice or without ice?

Erasmus: Without ice, please.

Flight attendant:

Erasmus: Thanks.

Flight attendant: Would you like to have anything else, sir?

Erasmus:.....

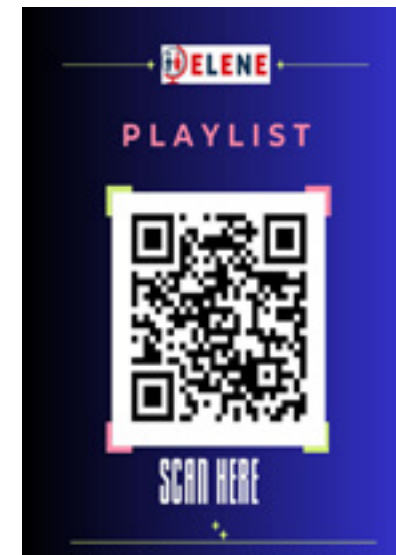
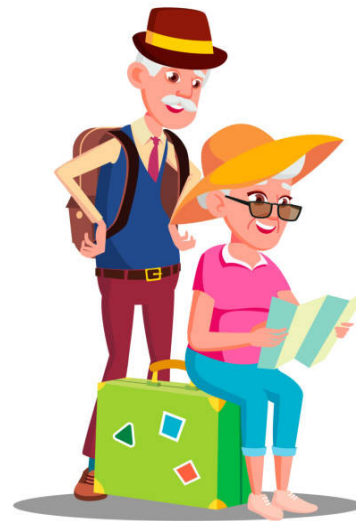
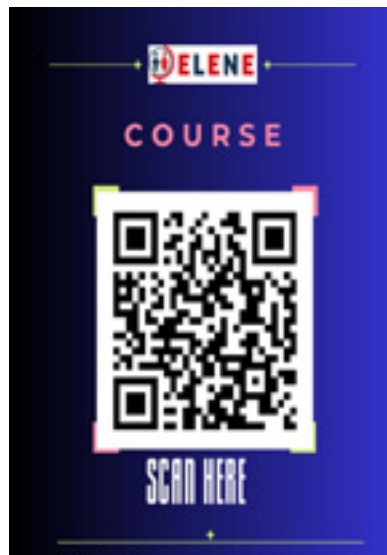
Flight attendant: Of course, sir.

Erasmus:

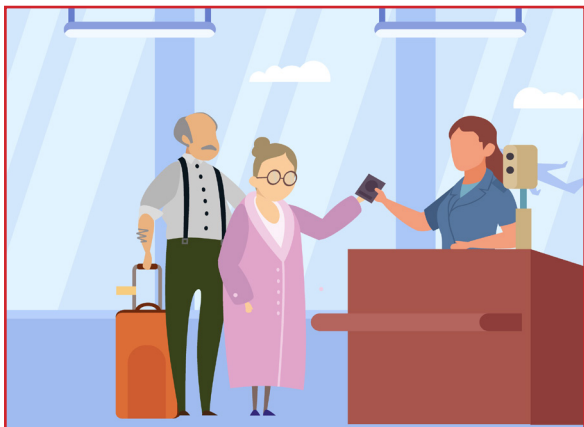
VIDEOS

External Video Links

- <https://youtu.be/shGha68qLvY>
- <https://www.youtube.com/watch?v=GzF9ed1Cftg>
- <https://www.youtube.com/watch?v=VTU8hdMb8hE>



UNIT 3: PASSPORT CONTROL



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SECTION A

KEY VOCABULARY



Officer



EU citizens/Non-EU citizens



Holiday



Accommodation



Family visit



Camera



Visa



Stamp



Return ticket



Tourist



Passport



INVITATION LETTER

To Whom It May Concern:
I am writing to confirm that I wish to invite my relationship to you, father or friend including their full name - e.g. my father, John Michael Smith, date of birth (e.g. 01/01/1980), ...

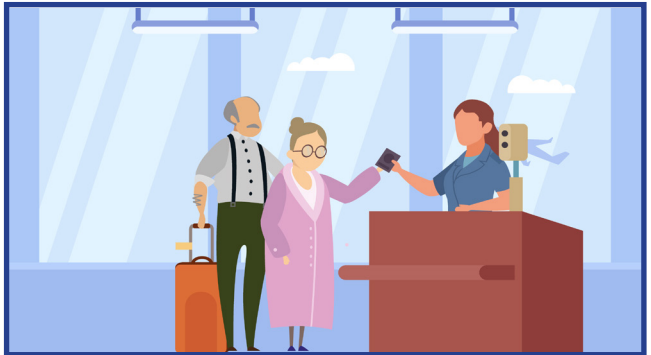
Invitation letter



Business trip

SECTION B

What you might hear and see



- Look at the camera please.
- What is the purpose of your visit?
- How long are you going to stay here?
- Are you alone or with your family?
- Are you here for business?
- Where are you going to stay?
- When are you planning to return?



SECTION C

What you might need to SAY or ASK in this place

<i>Greetings</i>	Hello Good morning Good afternoon
<i>Thanking</i>	Thank you Thanks a lot Thank you very much
<i>Asking for clarification</i>	Excuse me, can you speak slowly please? Can you repeat please?
<i>Answering the officer's questions</i>	Hello, I am here for holiday. I will return next week on Wednesday. I am travelling with my family. I am here for business.
<i>Questions for the passport officer</i>	What documents do I need to show? Do you need to see the invitation letter? Can I go now?
<i>Leave-taking expressions</i>	Good bye Have a good day

SECTION D

Basic Dialogues at Passport Control

Passport control



Passport officer: Good morning, sir.

Passenger: Good morning.

Passport officer: Can I see your passport, please?

Passenger: Sure, here you are.

Passport officer: Please look at the camera.

Purpose of visit

Passport officer: What is the purpose of your visit?

Passenger: I am here for a holiday.

Passport officer: So, you are here as a tourist?

Passenger: Yes.

Passport officer: How long are you planning to stay?

Passenger: Just one week.

Passport officer: Okay, when is your flight back home?

Passenger: It's on Wednesday.

Passport officer: Can I see your return tickets?

Passenger: Yes, here you are.

Passport officer: Okay, thank you. Enjoy your stay.

Passenger: Thank you very much!



Passport officer: What is the purpose of your visit to our country?

Passenger: I am here for business.

Passport officer: Where exactly are you planning to visit?

Passenger: I am here to attend the science fair that is happening in Paris.

Passport officer: Can I see your invitation letter?

Passenger: Excuse me, can you please repeat that?

Passport officer: Have you got an invitation letter?

Passenger: Yes, just a minute please. Here you are.

Passport officer: Is this your first time in this country?

Passenger: Yes sir.

Passport officer: How long are you going to stay?

Passenger: Only four days.

FINAL STEP

Exercises

Write down the words used for the pictures below.



INVITATION LETTER

To Whom It May Concern:

I am writing confirm that I wish to invite my (relationship to you, father or friend including their full name -e.g. my father, John Michael Smith), date of birth [e.g. 01/01/1980], nationality (e.g. British) to visit me in Salford/Manchester from [e.g. 05/06/2015] until [e.g. 10/06/2015]. The purpose of their visit is (to attend my graduation ceremony/specify other reason). I am currently studying/have just finished my course at The University of Salford and I have attached a letter confirmed my registration.



Fill in the Dialogue below.

Passport officer:

Passenger: Here you are.

Passport officer:

Passenger: I am here on business.

Passport officer:

Passenger: Just four days.

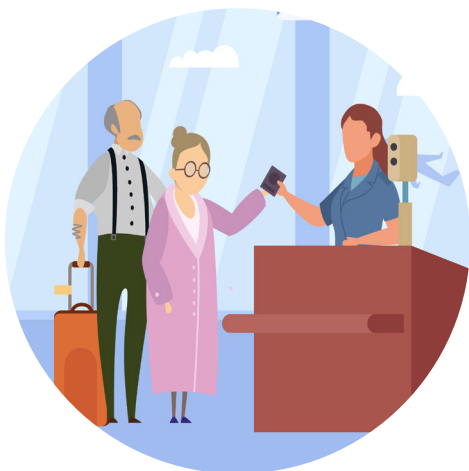
Put a tick next to the statements you hear at passport control.

- Please close your tray table.
- Passport please.
- This is your captain speaking.
- What is the purpose of your visit?
- When are you planning to return?
- Open your window blinds.
- I would like to buy a ticket to the Waterloo station.
- How long are you planning to stay?
- May I see your passport please?
- You need to go to Platform 3.
- Where are you going to stay?

FINAL STEP

Exercises

Dialogue at passport control: Elene and Erasmus are at passport control.



Read the dialogue below and fill in the blanks with the most appropriate option.

- a) We are here as tourists.
- b) Sure. Here you are.
- c) At the Sun Hotel. Here is the address.
- d) We are here for one week.

Passport officer: Good morning! Can I see your passports please?

Erasmus:

Passport officer: What is the purpose of your visit?

Erasmus:

Passport officer: Okay, how long are you planning to stay?

Erasmus:

Passport officer: And where are you going to stay?

Erasmus:

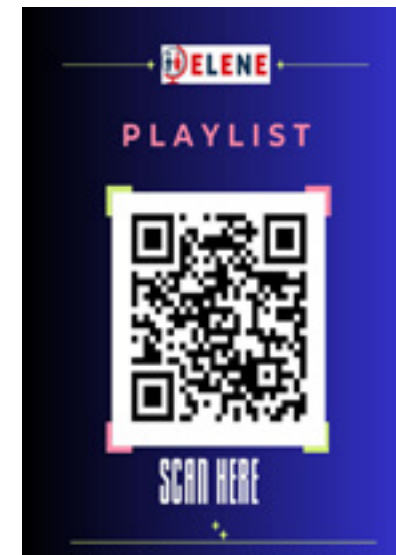
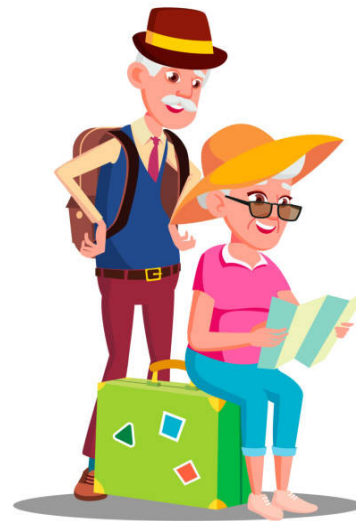
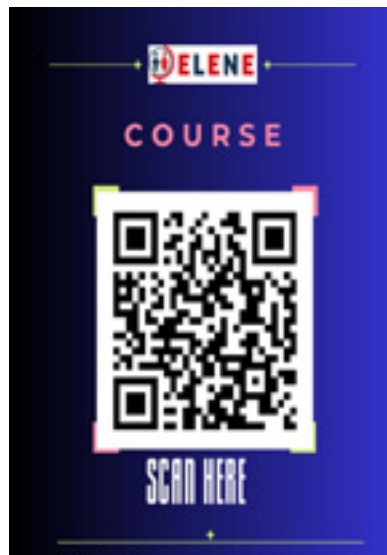
Passport officer: Thank you. Enjoy your stay!

Erasmus: Thank you. Good bye.

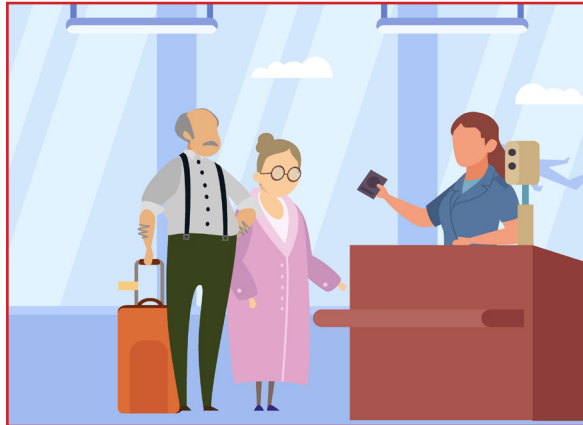
VIDEOS

External Video Links

- https://www.youtube.com/watch?v=e_utZiEsQd4
- <https://www.youtube.com/watch?v=sxXvQaPS3F8>
- <https://www.youtube.com/watch?v=3ZxuzipXEMw>



UNIT 4: GOING THROUGH CUSTOMS



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SECTION A

KEY VOCABULARY



Currency



Handbag/Hand luggage



Firearm



ID card



Alcoholic drinks



Metal detector



Tobacco products



Illegal items



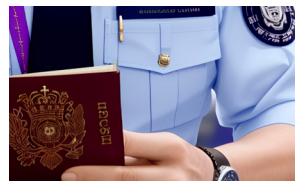
Body scanner



Passport



Suitcase



Customs officer

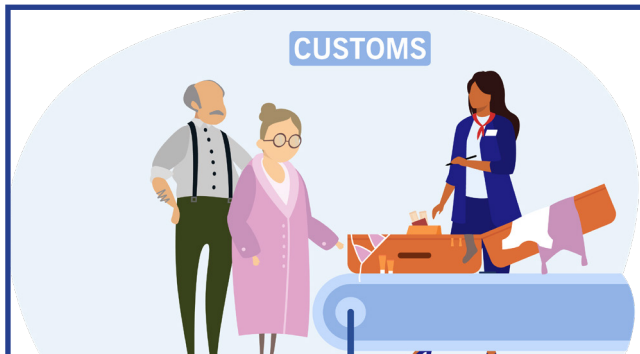


SECTION B

What you might hear and see



- What is the purpose of your visit?
- How long do you intend to stay here?
- What is your occupation?
- Do you have any relatives or family members here?
- How much money do you have available for this trip?
- Are you travelling alone?
- Where are you going to stay?
- What is your final destination?
- Are you carrying any illegal items?
- Do you have anything to declare?
- Do you have any valuables or alcohol to declare?
- You can go ahead.



- Could you put your handbag on the table, please?
- Please open your bag.
- What do you have in your luggage?
- Is this your first time visiting this country?
- Put your bags on the counter and open them.
- You may zip up your bag now.
- Who packed your bags?



SECTION C

What you might need to SAY or ASK in this place

<i>Greetings</i>	Hello Good afternoon Good evening
<i>Thanking</i>	Thank you Thanks a lot
<i>Responding to a customs officer's questions.</i>	I am sorry. Can you say that again, please? Excuse me, I don't understand. I am travelling with my friend. I am visiting my relatives. I have nothing to declare. I will stay at a hotel. I am retired. This is my first visit. I only have my personal belongings. That is medicine for my stomach. It is a gift for my friend.
<i>Leave-taking expressions</i>	Have a nice day. Good bye.

SECTION D

Basic Dialogues for Going Through Customs

At customs



Customs officer: May I see your passport and customs declaration form, ma'am?

Passenger: Certainly. Here you are.

Customs officer: Do you have anything to declare?

Passenger: No, nothing at all.

Customs officer: What do you have in this suitcase?

Passenger: Only my personal belongings.

Customs officer: How much currency are you carrying with you?

Passenger: I have four thousand euros and seven hundred US dollars.

Customs officer: That's fine, thank you. You can proceed. Have a nice stay.

Passenger: Thank you, ma'am. Have a good day.

FINAL STEP

Exercises

Write down the words used for the pictures below.



.....



.....



.....



.....

Fill in the Dialogue below.

Customs officer:

Passenger: I packed all my bags.

Customs officer:

Passenger: I have nothing to declare.

Put a tick next to the statements you hear at the customs.

- Welcome on board.
- Do you have anything to declare?
- I'd like a window seat, please.
- Are you carrying any illegal items?
- Can I have a blanket?
- Please open your bag.
- I'd like water, please.

FINAL STEP

Exercises

Dialogue at the customs : Elene and Erasmus are going through customs.



Read the dialogue below and fill in the blanks with the most appropriate option.

- a) We are here for holiday.
- b) Enjoy your stay.
- c) Here's the receipt.
- d) Do you intend to stay?
- e) What is your final destination?
- f) Are you bringing in any restricted items?

Customs officer: Your passports, please:
..... ?

Erasmus: Here you are. Our final destination is Athens.

Customs officer: How long..... ?

Erasmus: We'll be there for ten days.

Customs officer: What is the purpose of your trip?

Erasmus:

Customs officer: Who are you traveling with?

Erasmus: With my wife, and this is my wife Elene.

Customs officer:?

Erasmus: No, nothing at all.

Customs officer: Do you have anything to declare?

Erasmus: We bought some duty-free items in the airport.

.....

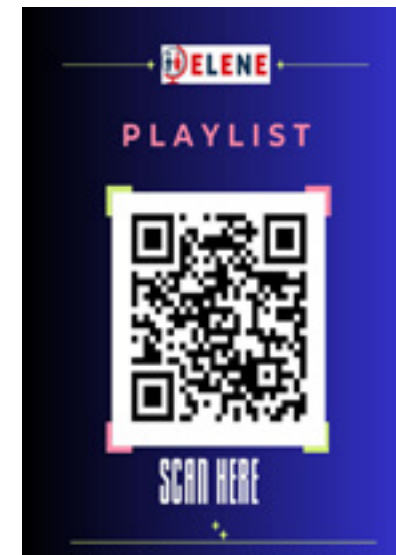
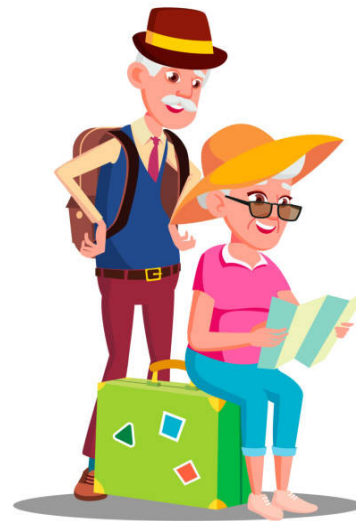
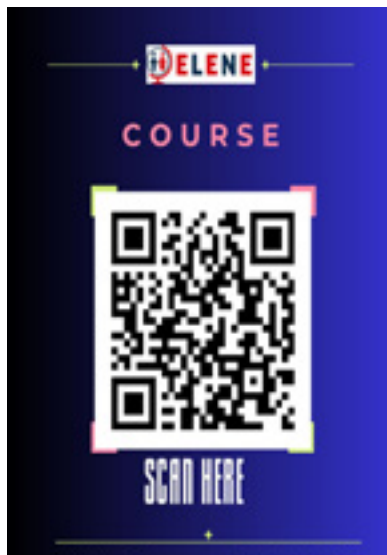
Customs officer: That's fine.

.....

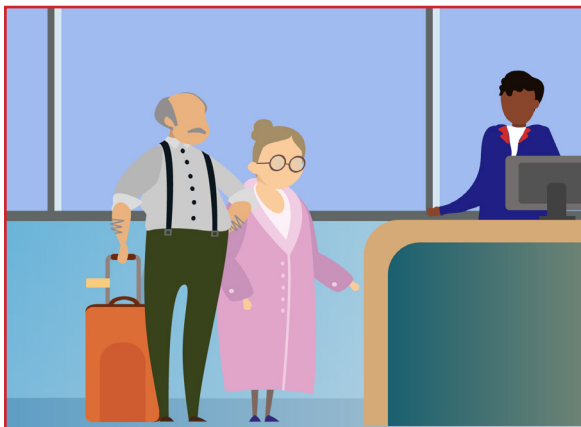
VIDEOS

External Video Links

- <https://www.youtube.com/watch?v=RFV0hZpmmr4&t=45s>
- <https://www.youtube.com/watch?v=JxgFPHiMKs8&t=61s>



UNIT 5: BAGGAGE RECLAIM



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SECTION A

KEY VOCABULARY



Baggage reclaim information board



Baggage carousel



Baggage reclaim area



Baggage reclaim tag



Porter



Suitcase



Plane ticket



Baggage reclaim sign



Lost baggage counter



Luggage/baggage carrier



Skycap



Customer service



SECTION B

What you might hear and see



- How can I help you?
- What was your flight number?
- Your suitcase will be arriving at Carousel 9.
- Please show me your plane ticket and luggage sticker.
- Please fill out this lost luggage form.
- How many bags are you missing?
- Can you describe your suitcase for me, please?
- What size is it?
- What do you have in your suitcase?
- Can you tell me your phone number and address, please?
- Can you sign this form, please?
- If we locate it, we will send it to you right away.
- You can request delivery to your home or accommodation.



SECTION C

What you might need to SAY or ASK in this place

<i>Greetings</i>	Hello Good morning Good afternoon Good evening Good night
<i>Thanking</i>	Thank you Thanks a lot Thank you so much
<i>Asking questions at baggage claim area</i>	Where is the baggage claim area? Can you tell me where I pick up my suitcase? Is this all the luggage from this flight? Where do they come from?
<i>Reporting lost luggage</i>	I need to report lost luggage. I can't find my luggage. My suitcase hasn't arrived. What do I need to do? It is made of hard plastic. It is black and medium size. I am staying at a hotel in the city center. Will you contact me as soon as you find it?
<i>Leave-taking expressions</i>	Have a nice day. Good bye.

SECTION D

Basic Dialogues at Baggage Reclaim

Reporting lost luggage



Airport clerk: How can I help you?

Passenger: I just arrived from Lisbon, but I can't find my suitcase.

Airport clerk: What flight were you on?

Passenger: TAP1325, I arrived 50 minutes ago.

Airport clerk: Are you sure you were at the right carousel? TAP1325 was at carousel 5.

Passenger: Yes, I waited at carousel 5 the whole time. But I couldn't see my suitcase.

Airport clerk: Okay, it's probably just delayed. Most suitcases show up between 12 and 24 hours later.

Passenger: But I don't have anything with me now and I'm here on vacation.

Airport clerk: You can buy any essential items and file a claim if we can't locate it.

Passenger: And how will I get my suitcase then?

Airport clerk: We will notify you when we locate it. It will be delivered to your hotel. Please, fill out this form.

Passenger: Thank you for your assistance.

Finding the baggage carousel



Passenger: Excuse me. Could you please tell me where to get my suitcase? I checked in a suitcase for my flight here.

Airport clerk: Okay, and what was your flight number?

Passenger: I was on flight TK1479.

Airport clerk: Your suitcase will be arriving at Carousel 6.

Passenger: Okay, and how do I get there?

Airport clerk: Please go downstairs and it's just on the right. You'll see the number 6 on top. Your suitcase should be arriving soon.

Passenger: Perfect! Thank you.

Airport clerk: You're welcome.

FINAL STEP

Exercises

Write down the words used for the pictures below.



Fill in the Dialogue below.

Passenger:

Airport clerk: What was your flight number?

Passenger:

Airport clerk: It's on conveyor number 2. Over there, on your left.

Put a tick next to the statements you hear at baggage reclaim area.

- Request delivery to your home or accommodation.
- It's £12 for adults, £6 for senior citizens.
- If we locate it, we will send it to you right away.
- Do you have your claim tag?
- Where would you like to go?
- I'm sorry, but we are closed today.
- Which class do you want?
- Show me your plane ticket and luggage tag, please.
- Can you describe your suitcase, please?

FINAL STEP

Exercises

Dialogue at baggage reclaim: Elene and Erasmus are at baggage reclaim area. Erasmus's luggage is lost and an airport clerk helps him report his missing luggage.



Read the dialogue below and fill in the blanks with the most appropriate option.

- a) Just one, a suitcase.
- b) My personal belongings.
- c) Which flight were you on?
- d) I am here for a week.
- e) Can you sign this form, please?
- f) It's blue. It's made of hard plastic.

Erasmus: Excuse me ma'am! My suitcase hasn't arrived. What should I do?

Airport clerk:

Erasmus: TK1974 from London.

Airport clerk: I'll take your details and I can issue you a reference number. Can I have your name, please?

Erasmus: My name is Erasmus.

Airport clerk: How long are you staying for?

Erasmus:

Airport clerk: Okay, how many bags are you missing?

Erasmus:

Airport clerk: Can you describe it for me, please?

Erasmus:

Airport clerk: What size is it?

Erasmus: It is big sized.

Airport clerk: And what was in the suitcase?

Erasmus:

Airport clerk: Can I have your address in Venice and your contact number, please?

Erasmus: Oh, just a minute, please. It's Vinci street and my contact number is 0094 57895544

Airport clerk: Thank you! And

Erasmus: Yes, sure.

Airport clerk: Here is your reference number.

Erasmus: Thank you.

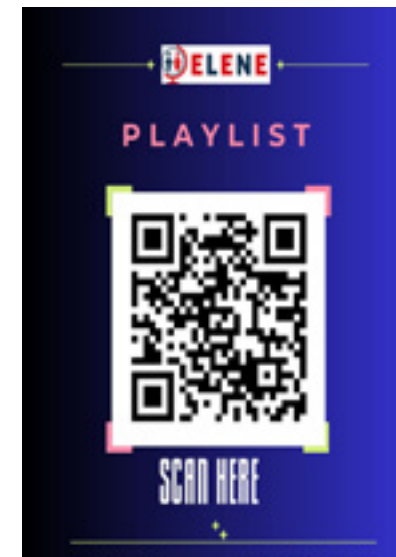
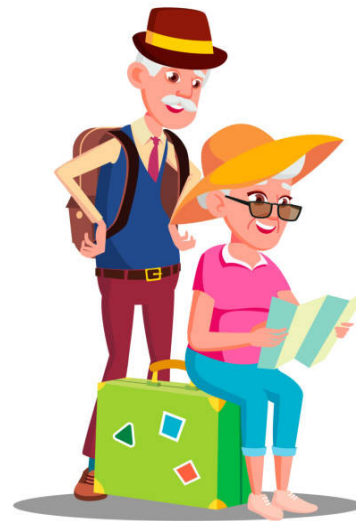
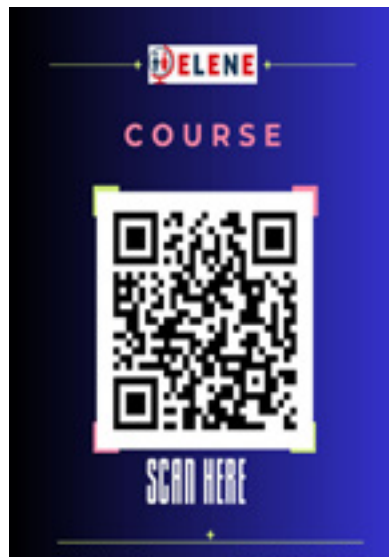
Airport clerk: We hope to get it back to you within 24 hours.

Erasmus: It will be great, thank you!

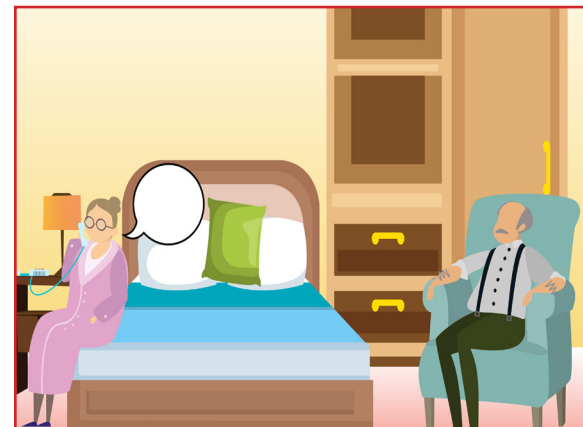
VIDEOS

External Video Links

- https://www.youtube.com/watch?v=BPTBUw_Ss8I&t=3s
- https://www.youtube.com/watch?v=jjBHZ_rqHB8



UNIT 6: AT THE HOTEL



ELENE

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SECTION A

KEY VOCABULARY



Key



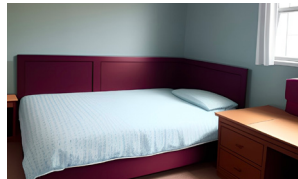
Double room



Lift/elevator



Lobby



Single room



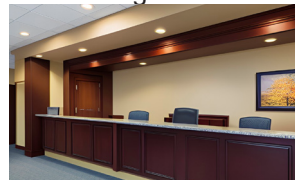
Double room with a single bed



Breakfast room



Blanket



Reception/Front desk



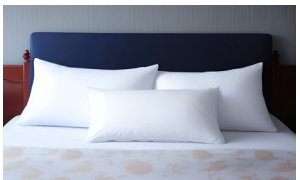
Locker / Safe



Key card



Check in- Check out



Pillow



Booking a hotel



Reservation



Heating-air conditioner



Room Service



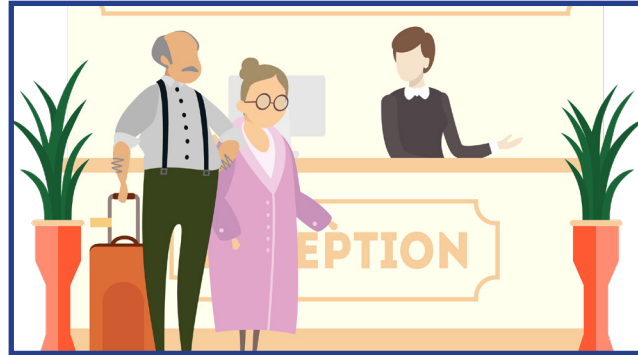
Restaurant

SECTION B

What you might hear and see



- Welcome, ma'am.
- How can I help you?
- May I help you, please?



- Do you have a reservation?
- Can I have your passport please?
- What name did you put the reservation under?
- Do you want a single room with two beds or a single bed?
- Would you like help with your luggage?



- You can use this key card to enter your room.
- Your room is on the 4th floor.
- The lift is on the left.
- Check-out is at 12 o'clock.
- Breakfast is between at 7 a.m and 10 a.m.
- Smoking is forbidden inside the rooms.
- The restaurant is open between 8 a.m. and 11 p.m.



SECTION C

What you might need to SAY or ASK in this place

<i>Greetings</i>	Hello Good morning Good afternoon Good evening Good night
<i>Thanking</i>	Thank you. Thanks a lot. Thank you very much.
<i>Reporting a problem</i>	The air conditioner is not working. Can you check it please? I think there is a problem with the TV cable. The key card does not open the door.
<i>Requesting something</i>	Can I have an extra blanket, please? Can I have some clean towels, please?
<i>Leave-taking expressions</i>	Good bye Have a good day.

SECTION D

Basic Dialogues for a Hotel

Asking for reservation



Visitor: Hello.

Receptionist: Hello. Can I help you?

Visitor: Yes, we have a reservation for today and tomorrow.

Receptionist: Okay, what is your name, please?

Visitor: Arthur Smith.

Receptionist: Yes, I see your reservation for two days. Can I have your passports?

Visitor: Here you are.

Receptionist: Just a minute please.

Visitor: Okay.

Reporting a problem



Visitor: Hello.

Receptionist: Hi, how can I help you?

Visitor: The air conditioner in my room is not working.

Receptionist: What exactly is the problem?

Visitor: It is on but it does not heat the room.

Receptionist: What temperature do you see on the screen?

Visitor: It is showing 27, but there is no heat.

Receptionist: I will ask someone to check it, we will let you know soon.

Visitor: Thank you.

SECTION D

Basic Dialogues for a Hotel

Receptionist giving information about the hotel



Receptionist: Your room number is 309. It is on the 3rd floor, and the elevator is on the right.

Visitor: Thank you, can we smoke in the room?

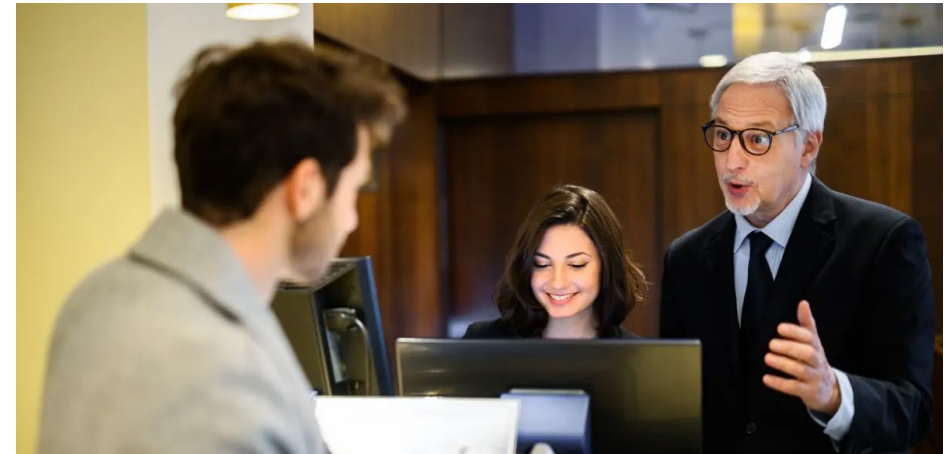
Receptionist: No sir, it is forbidden.

Visitor: Okay, and what is the WIFI password?

Receptionist: It is written on the card. Here you are.

Visitor: Okay, great. Thank you.

Asking for something



Visitor: Hello. Can I ask you for something?

Receptionist: Yes, sir. How can I help you?

Visitor: Can we have extra blankets?

Receptionist: Sure, how many do you want?

Visitor: Two please, thank you.

FINAL STEP

Exercises

Write down the words used for the pictures below.



.....



.....



.....



.....

Fill in the Dialogue below.

Receptionist: Welcome sir

.....?

Visitor: Yes, we have a reservation for today and tomorrow.

Receptionist:

Visitor: Andrew and Helen Williams.

Receptionist: Can I see your passports, please?

Put a tick next to the statements you hear a receptionist or a visitor at the hotel say.

- What time is breakfast?
- I would like to rent a car.
- May I see your passport please?
- You need to go to Platform 3.
- Smoking is forbidden in the rooms.
- Switch your mobile phone off.

FINAL STEP

Exercises

Dialogue at the hotel: Elene and Erasmus have just arrived at the hotel and they are ready for check-in.



Read the dialogue below and fill in the blanks with the most appropriate option.

- a) Do you need help with your luggage?
- b) Here you are.
- c) We have a reservation for today and tomorrow.
- d) Can I see your passports please?

Erasmus: Hello.

Receptionist: Hello. Can I help you?

Erasmus: Yes,

Receptionist: Okay, what name did you put your reservation under?

Erasmus: Erasmus and Elene Acomi.

Receptionist: Yes, I see your reservation for two days.

Erasmus: Okay, good.

Receptionist:

Erasmus: Yes, please. That would be great.

Receptionist:?

Erasmus: Sure,

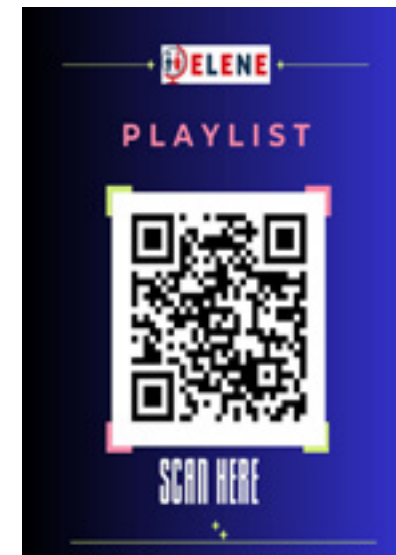
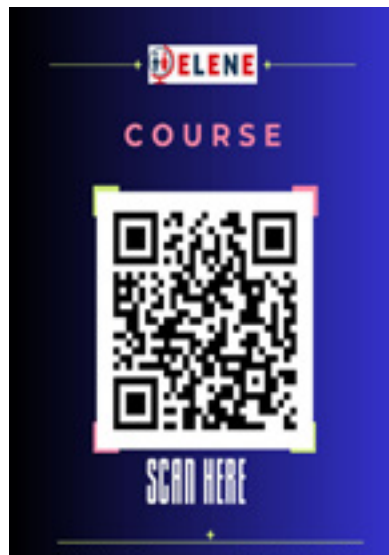
Receptionist: Your room number is 208. Enjoy your stay.

Erasmus: Thank you.

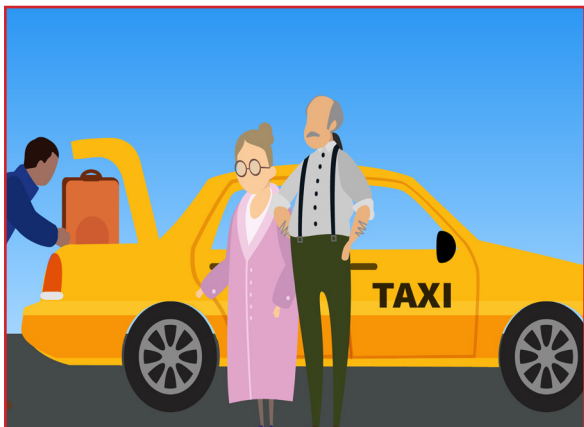
VIDEOS

External Video Links

- <https://www.youtube.com/watch?v=wyqfYJX23lg>
- <https://www.youtube.com/watch?v=684W6lo8JTw>



UNIT 7: TAXI



ELENE



SITUATED ENGLISH **STUDY & LEARN**

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SECTION A

KEY VOCABULARY



Address



Passenger seat



Taxi



Navigation



Driver



Fast-slow



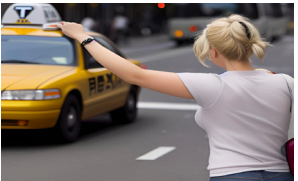
Taxi meter



Traffic light



Taxi rank



Take a taxi



Traffic jam



Taxi fare

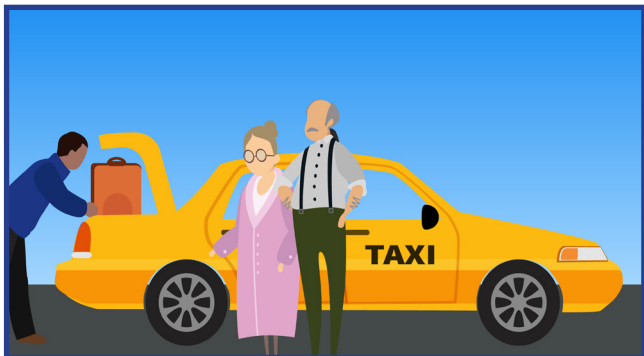


Back seat



SECTION B

What you might hear and see



- Where do you want to go?
- Have you got an address?
- Shall I put your bag in the trunk?
- It costs 15 euros to get there from here.



- What time do you need to be there?
- Are you in a hurry?
- What time is your flight?
- What time is your train leaving?
- Fasten your seat belt please.
- Where are you going?
- Where is your meeting?



SECTION C

What you might need to SAY or ASK in this place

<i>Greetings</i>	Hello Good morning Good afternoon
<i>Thanking</i>	Thank you Thanks a lot
<i>Answering the taxi driver's questions</i>	Hello, I need to go to the Sun Hotel. What time will we arrive at the airport? I am in a hurry.
<i>Asking questions to the taxi driver</i>	How long does it take to get to the train station? How much is it?
<i>Leave-taking expressions</i>	Have a good day Have a nice day Good bye

SECTION D

Basic Dialogues on the Taxi

Taking a taxi



Taxi Driver: Hello!

Passenger: Hi.

Taxi Driver: Where are you going?

Passenger: To the train station!

Taxi Driver: I can take you there, what time is your train leaving?

Passenger: In about half an hour.

Taxi Driver: The train station is only ten minutes away from here

Taxi Driver: Hello!

Passenger: Hi. I need to go to the airport please.

Taxi Driver: Yes sir.

Passenger: I am in a hurry. Can you go a bit faster?

Taxi Driver: Okay. What time is your flight leaving?

Passenger: At 4. Do you think we can get there on time?

Taxi Driver: I think so.

Taxi Driver: Hello, where are you going?

Passenger: We want to go to the Sun Hotel.

Taxi Driver: Okay, do you have an address?

Passenger: Yes, here you can see the address on this document.

Taxi Driver: I am not sure where it is. I need to use the navigation.

Passenger: Okay. Do you think it is very far away from here?

Taxi Driver: No, it is not very far.

Passenger: Excuse me, I need a taxi.

Taxi Driver: Yes ma'am, where can I take you?

Passenger: I need to go to the Conference Hall of the Sun Hotel.

Taxi Driver: We can be there in 20 minutes.

Passenger: Okay thank you, let's go.

Taxi Driver: Okay.

Passenger: How much is it?

Taxi Driver: It's 18 euros please.

Passenger: Here you are, please keep the change.

Taxi Driver: Thank you. Have a nice day.

FINAL STEP

Exercises

Write down the words used for the pictures below.



.....

.....

.....

.....

Fill in the Dialogue below.

Taxi Driver: Where are you going, ma'am?

Passenger:

Taxi Driver: What time is your train leaving?

Passenger:.....

Put a tick next to the statements you hear a taxi driver say.

- Passports please.
- What time is your plane?
- Do you have anything to declare?
- Put on your seatbelt please.
- When are you planning to return?
- Which hotel are you going to?
- Please sign this form.

FINAL STEP

Exercises

Dialogue on the taxi: Elene and Erasmus have just left the hotel and they are taking a taxi to go to the museum.



Read the dialogue below and fill in the blanks with the most appropriate option.

- a) How much is it?
- b) Where do you want to go?
- c) Here is the address.
- d) How long does it take to get there from here?

Taxi Driver: Good morning!

Erasmus: We are going to visit the museum.

Taxi Driver: Okay, which museum? Have you got an address?

Erasmus: Yes

Taxi Driver: Let me see... Alright.

Erasmus:?

Taxi Driver: About 15 minutes.

Erasmus: Okay,.....?

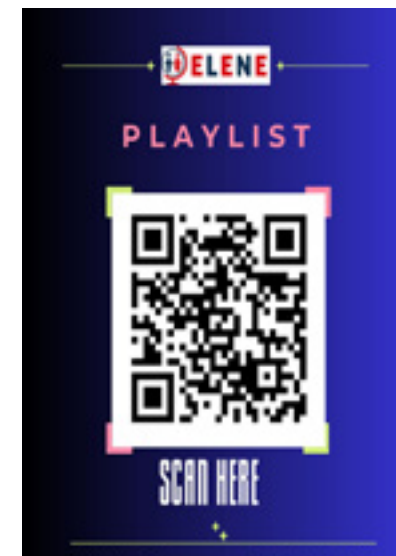
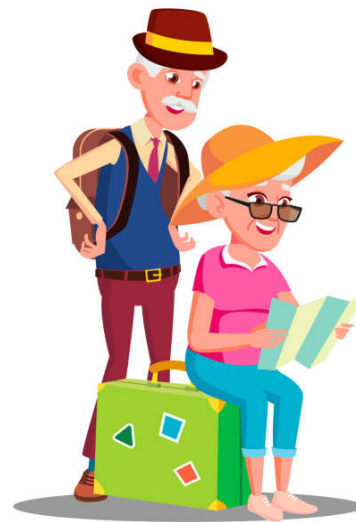
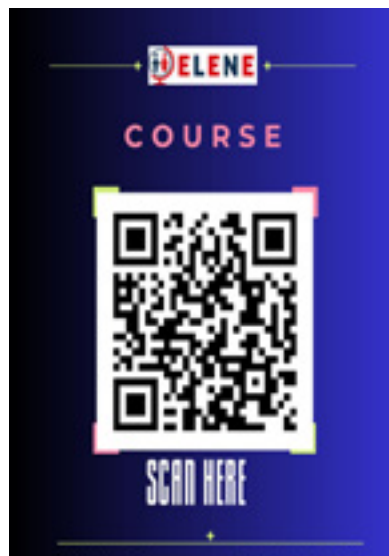
Taxi Driver: 8 euros, please.

Erasmus: Thank you. Have a nice day.

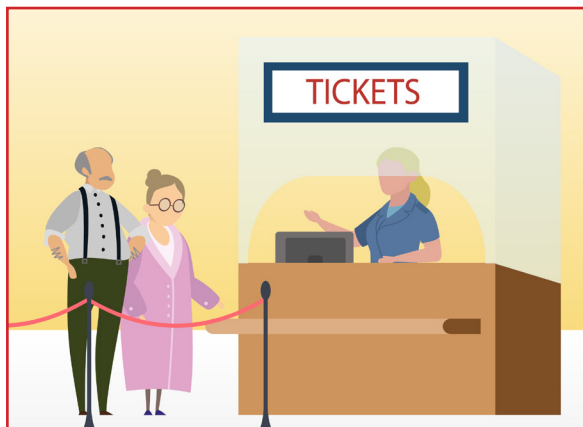
VIDEOS

External Video Links

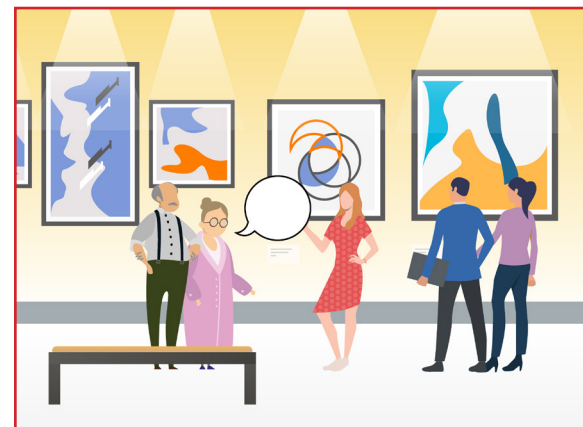
- <https://www.youtube.com/watch?v=1vCDDWi0LJA>



UNIT 8: AT THE MUSEUM



ELENE



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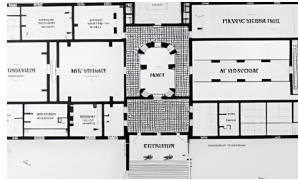
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SECTION A

KEY VOCABULARY



Exit



Pamphlets
(map of the museum)



Personal item
storage office



Painting



Visitor



Security officer



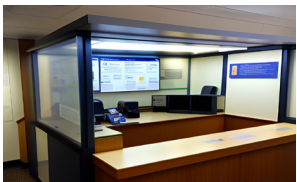
Museum cafe



Tour guide



Gift shop



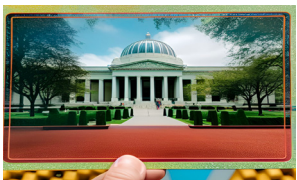
Ticket office



Entrance



Work of art



Admission ticket
Entrance ticket



Body scan &
Metal detector



Museum guide/booklet



Sculpture



Gallery



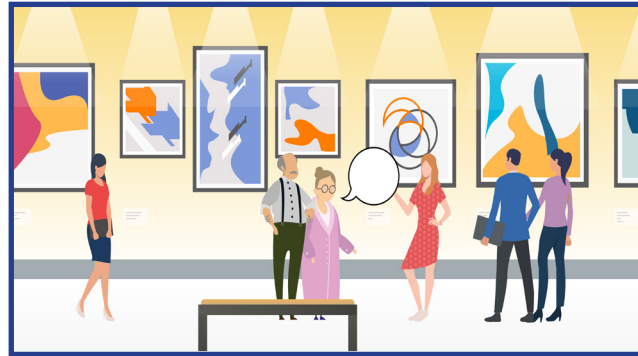
Information board

SECTION B

What you might hear and see



- Free admission
- No photography please
- No smoking
- Cafe
- Gift shop
- Cloakroom
- Customer Service Desk
- Please do not touch



- We're open from 10 a.m. to 7 p.m. all week, except on Mondays.
- You have to leave your backpack in the personal item storage office.
- You can take pictures, but flash photography is prohibited.
- It's 12 euros for adults, 6 euros for senior citizens.
- Would you like an audio-guide?
- How would you like to pay?
- The art gallery is on the third floor.
- Please check the floor plan.



- Pass through the body scan and put any handbags through the metal detector.



SECTION C

What you might need to SAY or ASK in this place

<i>Greetings</i>	Hello Good morning Good afternoon
<i>Thanking</i>	Thank you Thanks a lot Thank you for your help
<i>Asking questions to the museum officer</i>	Excuse me, when will the museum close? How much is it to get in? How much is admission? Do you offer any discounts on admission? Two tickets, please. Are there any guided tours? Are there any special exhibitions on right now? Which exhibit is the most popular? Is there a discount for senior citizens? Are the tours in groups? Do you offer 1-on-1 tours?
<i>Asking questions to the museum</i>	Which way to the art gallery? What floor are the paintings on? Can I take photographs? Do you have a plan of the museum? Which exhibit would you recommend we start with? Where is the museum shop? Is there a cafe in the museum?
<i>Leave-taking expressions</i>	Good bye Have a good day Thanks a lot, have a nice day.

SECTION D

Basic Dialogues at the Museum

Talking to a museum guide



Visitor: Excuse me. May I know which way is to the art gallery?

Guide: Sure sir. It's on the second floor.

Visitor: This museum is large. It is difficult to find everything.

Guide: Please check the floor plan near the stairs.

Visitor: Oh, thank you. Do you have the booklet guide to the museum?

Guide: Yes, we do. Here is one for you.

Visitor: Thank you.

Security

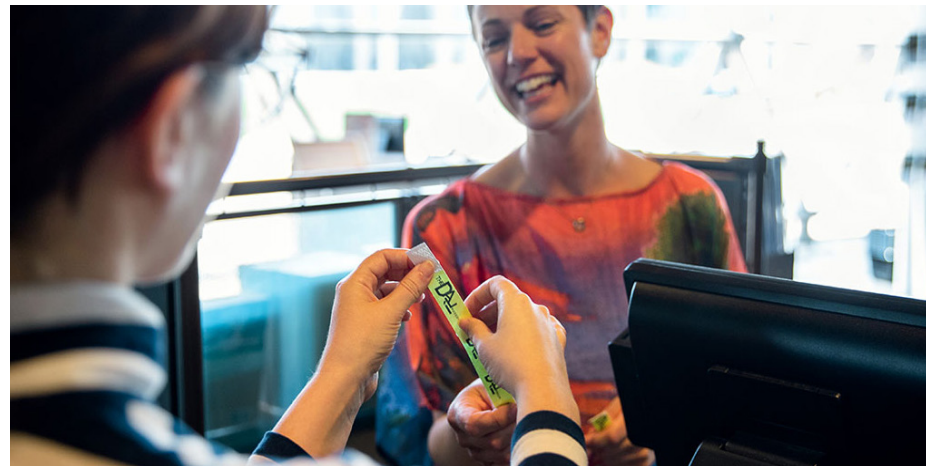


Security officer: Excuse me. You have to leave your bags in the cloakroom.

Visitor: Oh, sorry. Can you tell me where it is?

Security officer: It's just over there, behind the ticket office.

Getting the entry tickets



Visitor: Two tickets, please.

Ticket officer: Sure ma'am. How would you like to pay?

Visitor: How much are the tickets?

Ticket officer: 14 euros for adults. Your total is 28 euros.

Visitor: I'd like to pay by card. Are there any guided tours today?

Ticket officer: Yes, we do.

Visitor: What time will the next guided tour start?

Ticket officer: It'll start in 30 minutes.

Visitor: Thank you for your help.

FINAL STEP

Exercises

Write down the words used for the pictures below.



.....

.....

.....

.....

Fill in the Dialogue below.

Ticket officer: Welcome, sir. May I help you, please?

Visitor:

Ticket officer: Admission to our museum is free.

Visitor:

Put a tick next to the statements you hear at the museum.

- You have to leave your backpack in the personal item storage office.
- Pass through the body scan.
- What time is your flight?
- Please check the floor plan.
- How long are you staying for?
- You can take pictures, but flash photography is forbidden.
- Do you want a window seat or an aisle seat?

FINAL STEP

Exercises

Dialogue at the museum: Elene and Erasmus are visiting the museum in the city.



Read the dialogue below and fill in the blanks with the most appropriate option.

- a) How much are the tickets?
- b) Excuse me?
- c) Do you accept credit cards?
- d) General admission to our museum is free.
- e) Are there any special exhibitions on now?
- f) How much should I pay in total?

Ticket officer: Good morning ma'am. Can I help you?

Elene: Hello. I'd like two tickets, please.

Ticket officer:..... You just have to pay separately for the exhibitions.

Elene: Oh great!

Ticket officer: We have Leonardo da Vinci at the moment. I would recommend it.

We also have exhibitions by Picasso and Rembrandt.

Elene: I'd like to see the Leonardo da Vinci exhibition.

.....
Ticket officer: They're 19 euros for adults.

Elene: Okay, two adults, please.

Ticket officer: What time would you like the ticket for?

Elene:

Ticket officer: It is 10:05 now. I can give you the ticket for the ten-fifteen entrance slot.

Elene: That's fine.?

Ticket officer: That's 38 euros, please. How would you like to pay?

Elene: I would like to pay by card.?

Ticket officer: Yes, we accept all major cards.

Elene: Okay, here is my credit card.

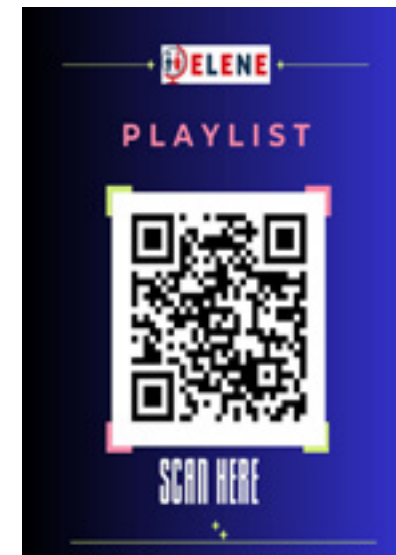
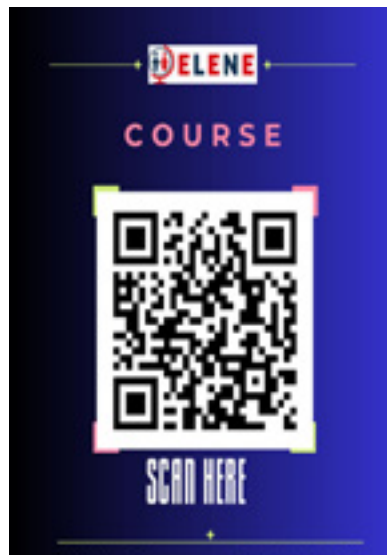
Ticket officer: Thank you, ma'am. Here is your credit card and tickets. Enjoy your visit.

Elene: Thank you. Goodbye.

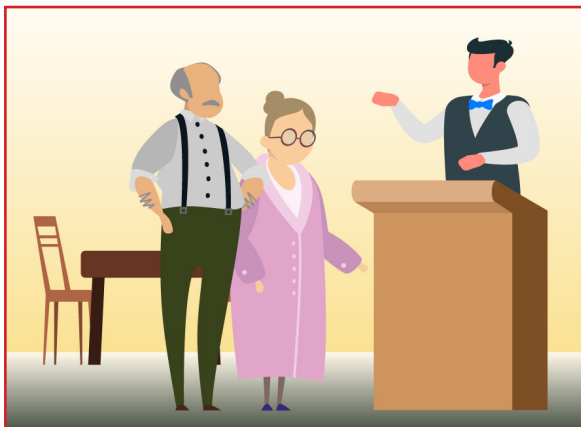
VIDEOS

External Video Links

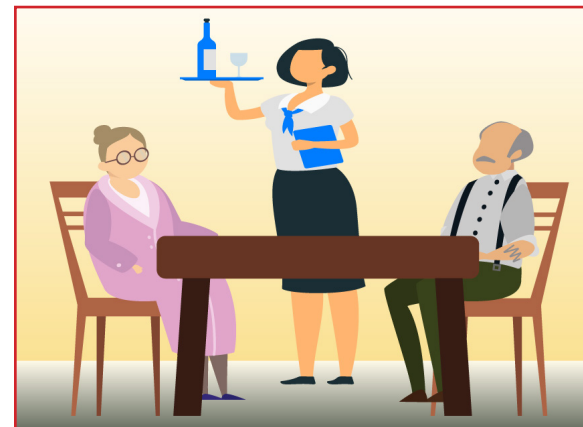
- <https://www.youtube.com/watch?v=rXFLNTIG4BI&t=330s>
- <https://www.youtube.com/watch?v=ww8FkvuhMRU>
- <https://www.youtube.com/watch?v=tvkkUQtH28g&t=14s>



UNIT 9: AT A RESTAURANT



ELENE



SITUATED ENGLISH **STUDY & LEARN**

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SECTION A

KEY VOCABULARY



Drinks



Salt and Pepper



Cashier



Table cloth



Tooth pick



Main course



Dessert



Chef



Starter/Side dish



Spoon-Knife-Fork



Plate-Glass



Waiter-Waitress



Manager



Customer



Credit card-Cash



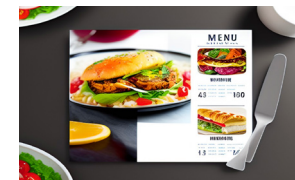
Bill



A bottle of water



Soup-salad



Menu



Table napkin

SECTION B

What you might hear and see



- Do you have a reservation?
- For how many people do you need a table?
- Follow me, please. I will take you to your table.



- Can I get you a drink while you're waiting?
- Are you ready to order?
- What do you want for the main course?
- How would you like your steak?
- I'd recommend the steak.
- Enjoy your meal!
- Would you like any dessert or coffee?
- Can I clear any of these plates?



SECTION C

What you might need to SAY or ASK in this place

<i>Greetings</i>	Hello Good morning Good afternoon Good evening Good night
<i>Thanking</i>	Thank you Thanks a lot Everything was perfect. Thank you for your service.
<i>Customer's questions/statements</i>	We have a reservation under the name Jones. We would like a table for two, please. Can we get a table by the window, please?
<i>Customer's questions/statements</i>	Can we have a menu, please? Could you bring us olive oil and vinegar, please? I'll have the soup as a starter, please. I'll have the steak for the main course. Could you recommend something, please? I am allergic to peanuts. Can you recommend a dish that is nut-free?
<i>Customer's questions/statements</i>	Could we have the bill, please? Can we pay with a credit card? I would like to pay by credit card - in cash.
<i>Leave-taking expressions</i>	Have a good day Good bye

SECTION D

Basic Dialogues at the Restaurant

Making a reservation



Restaurant: Hello, Masel Restaurant.

Customer: Hello! I would like to reserve a table for tonight at 8 p.m.

Restaurant: For how many guests do you need a table?

Customer: For two people, please.

Restaurant: Okay, may I have your name, please?

Customer: Of course, my name is Luis and I would like a table by the window, please.

Restaurant: Okay, and your telephone number, please?

Customer: It's 300-551-4560

Restaurant: Okay, let me confirm your reservation. A table by the window for two people for tonight, at 8 p.m., under the name of Mr. Luis and the telephone number is 300-551-4560. Is that correct?

Customer: Yes, that's right.

Restaurant: Okay, perfect. We are looking forward to seeing you. Have a nice day.

Customer: Thank you, see you soon. Goodbye.

At the restaurant



Hostess: Good evening. How are you today? Do you have a reservation?

Customer: Good evening. Yes, we have a reservation under the name of Sting.

Hostess: Okay, let me take you to your table. Follow me, please.

Customer: Thank you.

Host: Hello, welcome to our restaurant. Do you have a reservation?

Customer: No, we don't have a reservation for today. Do you have space for 3 people?

Host: We are fully booked today and we have no available space now. I am sorry.

Customer: Ok, no problem. Thank you.

SECTION D

Basic Dialogues at the Restaurant

Ordering food and drinks



Waiter: Are you ready to order?

Customer: Yes. Can I get a chicken salad and a glass of tomato juice, please?

Waiter: Would you like to have any appetizers?

Customer: No, thanks. That's enough for now.

Customer: Excuse me, could I have a menu, please?

Waitress: Of course, here you are.

Customer: Thank you.

Waitress: Are you ready to order?

Customer: Not yet, can we have a minute to look over the menu, please?

Waiter: Sure, take your time. I'll be right back to take your orders.

Customer: Excuse me. We are ready to order.

Waiter: Great. What can I get for you, ma'am?

Customer: I'll have the calamari as my main course tonight.

Waiter: Would you like any starters?

Customer: No, thank you.

Waiter: Would you like something to drink?

Customer: I would like to have a glass of wine, please.

Waiter: Would you like to see the wine list?

Customer: No, thanks.

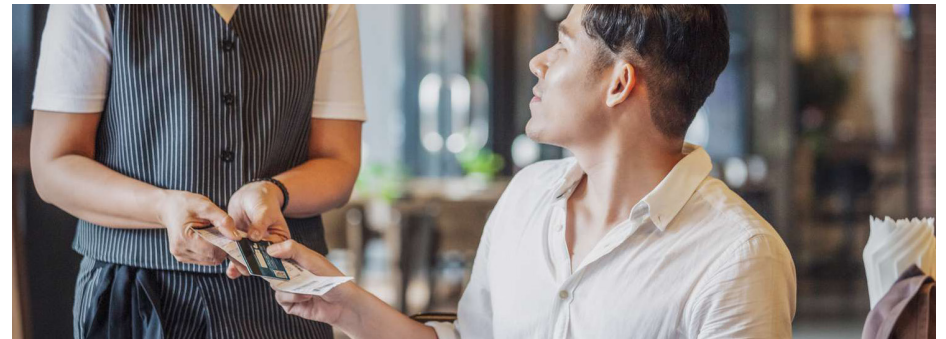
Waiter: Red or white wine?

Customer: I prefer white.

Waiter: Would you like anything else?

Customer: That's all for now. Thank you.

Asking for the bill



Customer: Excuse me! We are done. Can we have the bill, please?

Waitress: Yes, sure. I'll be back in a minute.

Here is your bill. How would you like to pay?

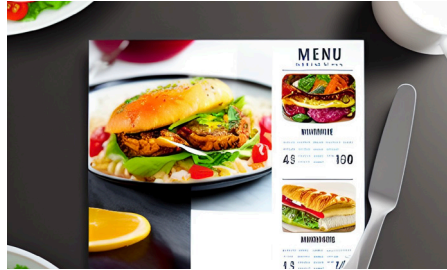
Customer: I would like to pay in cash. Here it is. Please keep the change.

Waitress: Thank you, good bye.

FINAL STEP

Exercises

Write down the words used for the pictures below.



Fill in the Dialogue below.

Waiter: Would you like to have some dessert?
Customer: Yes, please.? **Waiter:** Sure,
Customer: Okay, I'd like to order a chocolate cake and a cappuccino, please.
Waiter: Great! I'll be back soon.

Put a tick next to the statements you say or hear at a restaurant.

- We would like to get a table for two, please.
- What is the purpose of your visit?
- Can we have a menu, please?
- Do you have a reservation for today?
- Would you like an audio guide?
- I'd like a single ticket, please.
- Can we be seated by the window?

FINAL STEP

Exercises

Dialogue at a restaurant: Elene and Erasmus are at a restaurant ordering something to eat and drink.



Read the dialogue below and fill in the blanks with the most appropriate option.

- a) Could you tell me today's soup?
- b) I prefer it medium.
- c) Enjoy your meal!
- d) Would you like to have some dessert?
- e) How would you like to pay?
- f) May I take your orders, please?
- g) Would you like something to drink?
- h) Can I see the wine list, please?



FINAL STEP

Exercises

Dialogue at a restaurant: Elene and Erasmus are at a restaurant ordering something to eat and drink.

Waitress: Good evening,

Elene: Yes, please. Can I have the Caesar salad as a starter?

Waiter: Okay, and what are you having as the main course?

Elene: I'll have the chicken fillet, some rice and potatoes, please.

Waiter:

Elene: I'll have only water, please.

Waitress: Okay, and what can I get for you, sir?

Erasmus: I'd like to have the steak.

Waitress: And how would you like to have your steak, sir? Rare, medium or well-done?

Erasmus:

Waitress: Okay, would you like to have any appetizers?

Erasmus: Well, I would like to have soup.
.....

Waitress: It's cream of broccoli soup.

Erasmus: Great. I'll have the soup as my appetizer.

Waitress: A good choice, sir. Anything to drink?

Erasmus: I'd like to order a bottle of red wine.
.....

Waiter: Of course, sir. Here you are.

Erasmus: Thank you, I'll have the Pinot Noir.

Waitress: You have a great taste. Anything else?

Erasmus: No, thanks. That's all for now.

Waitress: Okay, I'll be right back with your orders.

Waitress: Okay, here is your appetizer, one Caesar salad and one soup.

Elene: Thank you, and could you bring me the olive oil and vinegar, please?

Waitress: Sure, here you are.

(Twenty minutes later, the waiter returns with the main course.)

Here is your main course.

Elene: Wow, everything looks delicious. Thank you!

Waitress:

Elene: I'll have tiramisu and a cup of coffee, please.

Waitress: Okay, what about you, sir?

Erasmus: Just a cup of coffee, please.

Waitress: Okay.

Erasmus: Excuse me, can we have the bill, please?

Waitress: Yes, sir. Here it is.

Erasmus: I'll pay by card. Here is my credit card.

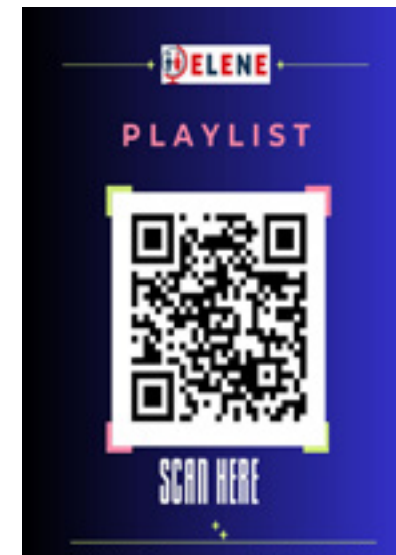
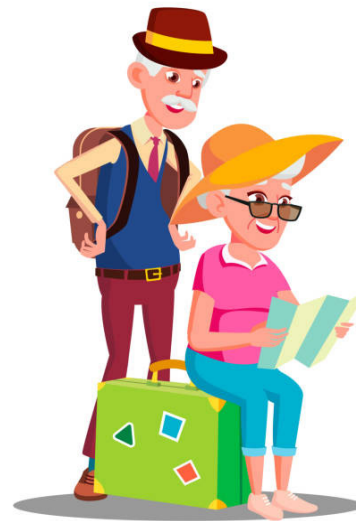
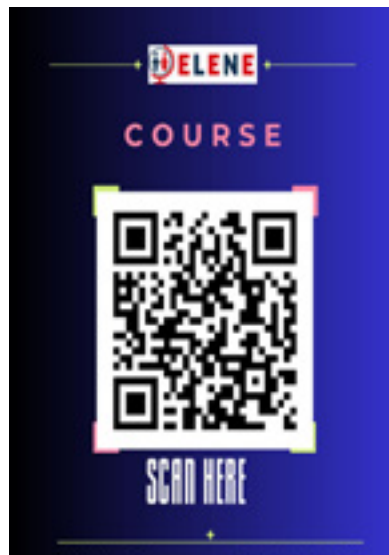
Waitress: Thank you. Here is your card and receipt.

Elene: Thank you for the good service. Everything was perfect.

VIDEOS

External Video Links

- <https://www.youtube.com/watch?v=vZ-Bgf1md4g>
- <https://www.youtube.com/watch?v=EnO9nwrRVJw&t=396s>
- <https://www.youtube.com/watch?v=Q1Tya5MGPFU>



UNIT 10: AT THE TRAIN STATION



ELENE

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SECTION A

KEY VOCABULARY



Luggage rack



Ticket inspector



Train



Information screen



Lavatory



Porter



Platform



Ticket stamping machine



Carriage



Ticket machine



Luggage storage locker



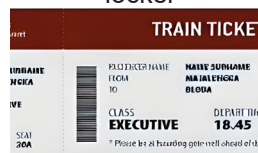
Ticket clerk



High-speed train



Sleeping car



Ticket



Train track



Buffet car



Seat



Ticket office



Passenger



Railway station



SECTION B

What you might hear and see



- The train to Reus is delayed.
- The next train arriving on Platform 6 is the 13:48 to Barcelona.
- This train is ready to depart.
- Please stand clear of the closing doors.



- How can I help you?
- Which class do you want? First class or second class?
- Do you want it to be a one-way ticket or a return ticket?
- Here is your ticket. It costs 40 euros.
- Your train leaves at 6.30 p.m. on Platform 2.
- Have a nice journey!



- You are in carriage number 10.
- This is a non-smoking train.
- Tickets, please.
- All tickets and rail cards, please
- Could I see your ticket, please?
- You'll have to pay a surcharge.
- You'll have to pay an excess fare.
- Please take all your luggage and personal belongings with you.



SECTION C

What you might need to SAY or ASK in this place

<i>Greetings</i>	Hello Good morning Good afternoon Good evening Good night
<i>Thanking</i>	Thank you Thanks a lot Thank you very much for your help
<i>Passenger's questions/statements</i>	Where's the ticket office? Where are the ticket machines? Where can I buy a ticket? Where can I make a reservation? Which platform is it for the 14:45 to Valladolid, please? Is there a waiting room here? Can I buy a ticket on the train?
<i>Passenger's questions/statements</i>	I'd like a one-way/return ticket to Madrid, please. Is this train direct? When's the next train to Reus? Where do I have to change the trains? How long does it take? What time does it arrive in Madrid? Is there a lost-luggage office? The ticket machine wasn't working properly.
<i>Leave-taking expressions</i>	Good bye Have a good day

SECTION D

Basic Dialogues at the Train Station

Buying a ticket



Ticket clerk: Welcome, sir. How can I help you?

Passenger: I would like to buy a train ticket to Valencia.

Ticket clerk: Okay. Which class do you want? First class or second class?

Passenger: Well, I would like to buy a first class ticket.

Ticket clerk: Do you want it to be a one-way or a return ticket?

Passenger: I will come back on Friday, so I want a return ticket, please.

Ticket clerk: Okay. Just give me a moment please.

Passenger: Well, here is your ticket.

Ticket office: It costs 40 euros.

Passenger: Okay, here you are. Could you tell me which platform the train is on? And when does it leave and arrive?

Ticket office: Okay, Platform number 2 and it leaves at 6.30 p.m. and it takes four hours to arrive.

Passenger: Okay. That's very good. Thank you so much.

Ticket office: You are welcome, have a nice trip.

Passenger: I would like to go to Sants station.

Ticket clerk: Would you like to go by express train?

Passenger: No, thank you. I will take the regular train.

Ticket clerk: Would you like to buy a one-way or a return ticket?

Passenger: How much are the tickets?

Ticket clerk: The single ticket is 15 euros and the return is 20 euros.

Passenger: I will take a return ticket, please.

Ticket clerk: Here they are.

Passenger: How long is the journey? And which platform do I need to go to?

Ticket clerk: You need to go to Platform 3 and take the train to Sants. The journey takes about 2 hours.

Passenger: What time is the next train?

Ticket clerk: The next train leaves at 10:15.

Passenger: Thank you for your help.

Ticket clerk: My pleasure. Have a great trip.

Asking for help



Passenger 1: Excuse me, is this the Platform 3?

Passenger 2: Yes, it is.

Passenger 1: Does this train go to the Atocha Station?

Passenger 2: Yes, it does.

Passenger 1: Thank you.

SECTION D

Basic Dialogues at the Train Station

Train to the airport



Ticket clerk: Good morning sir. How can I help you?

Passenger: Hello, good morning. I need to get to the airport. Do you know which train I should take?

Ticket clerk: Yes, it's the East Express.

Passenger: Thank you. I would like to buy a ticket.

Ticket clerk: Okay, are you travelling alone?

Passenger: No. I need two tickets, for me and my wife.

Ticket clerk: When would you like to leave?

Passenger: June the 2nd, in the morning.

Ticket clerk: Would you like to get a one-way ticket or a round-trip ticket?

Passenger: Just a one-way ticket, please. We are going back to our country.

Ticket clerk: Please give me a second. The train will leave from Platform number 2 at 2 p.m. on June the 2nd. It will arrive at the airport at 6.50 p.m.

Passenger: That sounds great. How much is the ticket?

Ticket clerk: It will be 30 euros in total. How would you like to pay?

Passenger: I would like to pay by card. Do you accept credit cards?

Ticket clerk: Yes, we do.

Passenger: Here is my credit card.

Ticket clerk: Thank you. Here are your tickets. This is the time and platform information.

Passenger: Thank you for your assistance. Have a nice day.

Reporting lost items



Passenger: Excuse me. Can you help me, please?

Staff: Yes, what can I do for you?

Passenger: I lost my wallet. I think I left it on the train.

Staff: Okay, do you know which train you were on?

Passenger: I was on the West Express heading to Waterloo.

Staff: Do you remember your carriage and seat number?

Passenger: Yes, I was in carriage 6 and my seat number was 98.

Staff: Okay, please fill out this form with your personal information and describe your wallet. We will notify the conductor immediately.

Passenger: Thank you so much. I hope they will find my wallet.

Staff: We will do our best sir. We will contact you as soon as we get any news.

FINAL STEP

Exercises

Write down the words used for the pictures below.



.....

.....

.....

.....

Fill in the Dialogue below.

Ticket clerk: Good morning ma'am. How may I help you?

Passenger:

Ticket clerk: Would you like a one-way or a return ticket?

Passenger:

Put a tick next to the statements you hear or say at the train station.

- Could I have some extra towels, please?
- Platform 8 for the 11.35 to Canterbury.
- Which class do you want?
- What is your flight number?
- I have a reservation for three days.
- The train to Leicester is delayed.
- Can I pay by card?

FINAL STEP

Exercises

Dialogue at the ticket office: Elene and Erasmus are at the train station and Elene is buying tickets for Rome.



Read the dialogue below and fill in the blanks with the most appropriate option.

- a) How many tickets do you need?
- b) I need to leave before 10 am.
- c) Would you like to get return tickets?
- d) Is that correct?
- e) Rome.
- f) I would like to pay for the tickets in cash.
- g) I would like to buy a train ticket.
- h) Is 2 p.m. good for you?
- i) Do I have to change the trains?

Ticket office: Good evening, ma'am. Can I help you?

Elene: Hello,

Ticket clerk: Where do you want to go?

Elene:

Ticket clerk: And what time do you want to leave?

Elene: Two tickets, please.

Ticket clerk: We have two seating options. Which one do you prefer? Second or first class?

Elene: I prefer the first class, please. Is it a direct train or

Ticket clerk: It's a direct train. This train leaves at 9:45 a.m. and it will be 15 euros for two tickets.

Elene: Yes, I'll get return tickets, please. And I would like to come back on Sunday in the afternoon.

Ticket clerk:

Elene: Yes, that's perfect.

Ticket clerk: Let me confirm your ticket details with you.

You have return tickets to Rome at 9:45 a.m. tomorrow, and you come back on Sunday the 26th at 2 p.m.....

Elene: Yes, everything is right.

Ticket clerk: That'll be 25 euros.

Elene: Here you are.

Ticket clerk: Thank you. Here are your tickets.

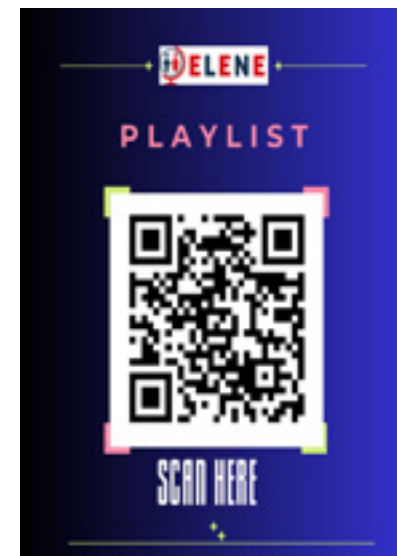
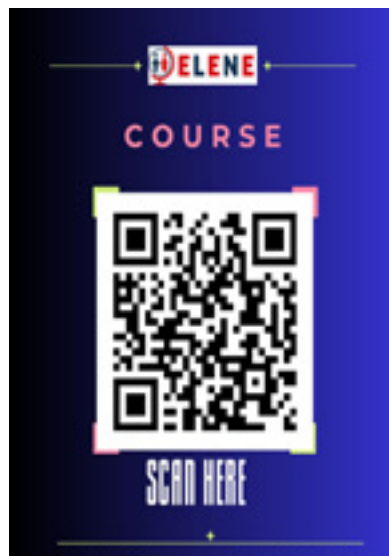
Elene: Great, thank you. Have a nice evening.

Ticket clerk: You're welcome. Good evening ma'am.

VIDEOS

External Video Links

- <https://www.youtube.com/watch?v=nSaVzujGlj4&t=10s>



UNIT 11: AT THE COFFEE SHOP



ELENE



SITUATED ENGLISH **STUDY & LEARN**

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SECTION A

KEY VOCABULARY



Ice-cream



Bar



Cup/ Paper cup



Breakfast



Coffee Shop



Customer



Soft drinks



Cupcake



Cake



Coffee



Smoothies



Waiter-Waitress



Counter - Till



Muffin



Sandwich



Barista



Menu



Doughnut

SECTION B

What you might hear and see



- Hello. How are you today?
- Welcome. How can I help you?
- What would you like to order?
- Would you like anything to eat?
- What are you having?
- What can I get you?
- Which kind of coffee would you like?
- Would you like any sugar or milk with that?
- Enjoy your time here!



- Are you being served?
- Can I take your order, please?
- Do you want anything else with that?
- I'll come back in a few minutes.
- It will take about 20 minutes.
- Here is your coffee.
- Sorry, we are out of orange juice.
- Just give me a few minutes, please.



SECTION C

What you might need to SAY or ASK in this place

<i>Greetings</i>	Hello Good morning Good afternoon Hey! How's it going today? Hi there! How are you?
<i>Thanking</i>	Thank you Thanks a lot Thank you so much Thank you for your service
<i>Customers ordering drinks and food</i>	I would like to drink a cafe latte, please. I'd like a glass of orange juice, please. I think I'll get a mocha latte, please. Could I have a sandwich please? I would like to change it to an orange juice.
<i>Customers asking for something</i>	Can I have a menu please? Do you serve food? Do you have any non-dairy milk? How long will it take? Do you have internet access here? What is the password for the internet? Can I get the bill, please?
<i>Leave-taking expressions</i>	Good bye Have a good day

SECTION D

Basic Dialogues at the Coffee Shop

Basic Dialogues at the Coffee Shop



Customer: May I have a cup of coffee, please?

Barista: Is it for here or to go?

Customer: For here, please.

Barista: What size would you like? Small or large?

Customer: Small, please.

Barista: Would you like space for milk or cream?

Customer: Yes, I'll have some milk.

Barista: Would you like to have anything else?

Customer: Yes, please. Can I also get a croissant?

Barista: Yes, sure.

Customer: How long will it take?

Barista: It will be ready in 5 minutes.

Customer: Okay, perfect. Thank you.

Barista: Here it is. Enjoy your time here.

Barista: Hello, how are you today?

Customer: Hello, thanks. Can I get a small cappuccino, please?

Barista: Yes, are you drinking your coffee in the cafe or taking it to go?

Customer: To go, please.

Barista: Is that everything for today?

Customer: Yes, that's all.

Barista: Okay, your total is 1.90, please. How are you paying?

Customer: I will pay in cash. Here you go.

Barista: Thank you, here it is. Enjoy it.

Customer: Can I get a latte with extra cream milk, please?

Barista: Okay, what size would you like? Small, medium or large?

Customer: Sorry. It's my first time here. Can you show me the medium, please?

Barista: Yes, sure. Here it is.

Customer: Okay, I'll get the medium size.

Barista: Would you like to have anything else?

Customer: No, thanks. I will pay with a credit card.

Barista: That's 2.50, please. Here is your latte.

Customer: Thanks. Goodbye.

Waiter: Hello, are you ready to order?

Customer: Hello, do you have any sandwiches?

Waiter: Yes, we do. What would you like to have?

Customer: I would like to have a chicken sandwich and orange juice, please.

Waiter: Okay, I'll be right back with your order.

Customer: Thanks.

Barista: Is everything alright?

Customer: Thank you so much. I enjoyed it.

Waiter: My pleasure. Please come back again.

SECTION D

Basic Dialogues at the Coffee Shop



Waitress: What can I get for you today?

Customer: Can I have one small coffee please?

Waitress: How do you take your coffee?

Customer: Can I get my coffee with almond milk, please?

Waitress: Yes, sure. Here it is. Enjoy your time here.

Customer: Sorry, this isn't what I ordered.

Waitress: Really? Let me check it for you.

Customer: Okay. But I think I ordered a small coffee with almond milk.

Waitress: I am so sorry about that. Let me change it for you.

FINAL STEP

Exercises

Write down the words used for the pictures below.



.....

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.....

Fill in the Dialogue below.

Barista: Hello,, please?

Customer: Yes, please.

Barista: Ok, one vanilla cappuccino.

.....?

Customer: For here, please.

Put a tick next to the statements you hear or say at the coffee shop.

- Are the tours in groups?
- Do you have any non-dairy milk?
- I want to get there in the afternoon.
- Please take your seat and fasten your seat belt.
- What's the password for the internet here?
- A large, iced latte with low-fat milk.
- Here is your bill.

FINAL STEP

Exercises

Dialogue at the coffee shop: Elene and Erasmus are at the coffee shop.



Read the dialogue below and fill in the blanks with the most appropriate option.

- a) Can I change it to an orange juice,
- b) Can we have a menu, please?
- c) Would you like anything else?
- d) Would you like ice with that?
- e) Please keep the change.
- f) Just give us a few minutes,
- g) How do you like it sir?
- h) Can we get the bill, please?
- i) Are you ready to order?

Waitress: Good afternoon. What can I get for you today?

Elene: Hello,

Waitress: Of course, here you are.

Elene: Okay, thanks.

Waitress:

Erasmus: We haven't decided yet. Please,

.....

Waitress: Sure, take your time. Call me when you are ready.

(Five minutes later, Elene calls the waiter)

Elene: Excuse me. We are ready to order.

Waitress: Okay, ma'am. What would you like to have?

Elene: I'd like a glass of lemon juice, please.

Waitress:

Elene: No ice, thank you. And can I also get a cinnamon roll, please?

Waitress: I'm sorry, we are out of that. But I can recommend something else.

Do you like chocolate muffins?

Elene: Yes, I love them. Okay, one chocolate muffin for me please.

Oh sorry, I would like to change my drink.

..... please?

Waitress: Yes, of course madam. What can I get for you, sir?

Erasmus: I think I'll get a cup of coffee, please.

Waitress: Okay,



FINAL STEP

Exercises

Dialogue at the coffee shop: Elene and Erasmus are at the coffee shop.

Erasmus: Well, I would like it with some almond milk.

Waitress: Okay, sir.

Erasmus: That's all for now.(Elene calls the waiter)

Elene: Excuse me, do you have internet access here?

Waitress: Yes, we do. The Wi-Fi password is 12345678.

Elene: That's really helpful. Thank you very much.

Waitress: You're welcome. Enjoy your time here.

(Elene asks for the bill)

Elene: Excuse me, That will be in cash.

Waitress: Of course ma'am, the total is 15 euros.

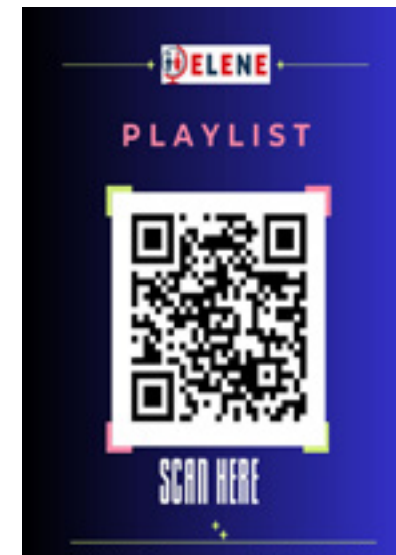
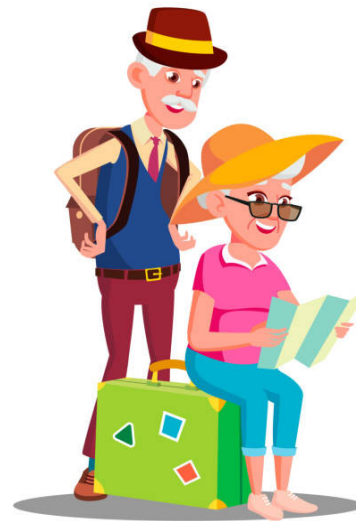
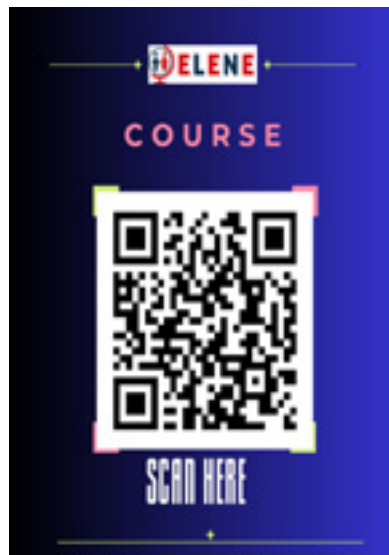
Elene: Here it is, Thanks for everything.

Waitress: You are welcome. Thank you so much.

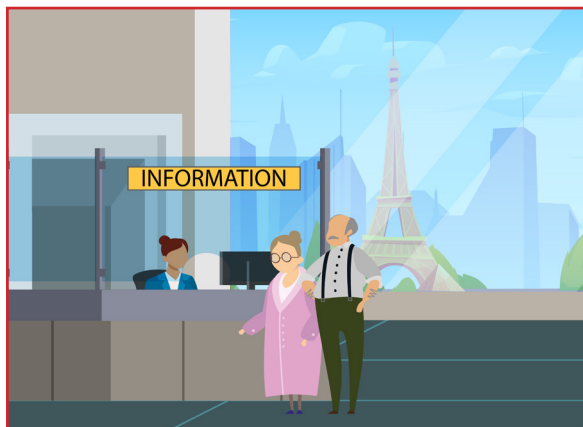
VIDEOS

External Video Links

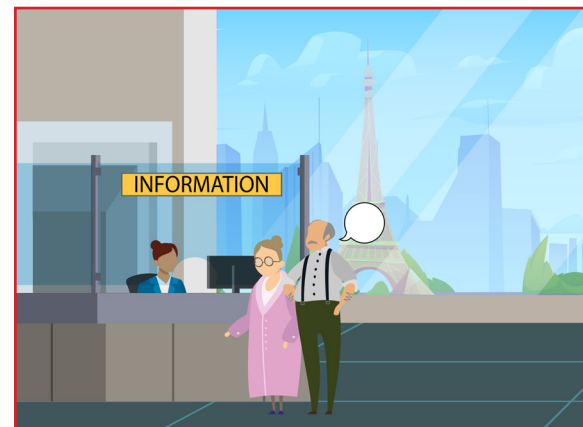
- <https://www.youtube.com/watch?v=2VeQTuSSil0&t=9s>
- <https://www.youtube.com/watch?v=Xrh4y45qmOA&t=173s>



UNIT 12: IN THE CITY



ELENE



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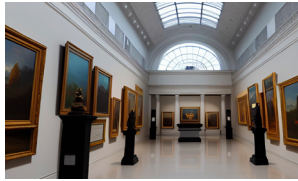
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SECTION A

KEY VOCABULARY



Underground



Museum



Shopping mall



Buildings



Car park and Parking lot



Square



Theatre



Roundabout



Opera



City center



Traffic jam



Hotel



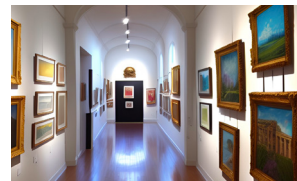
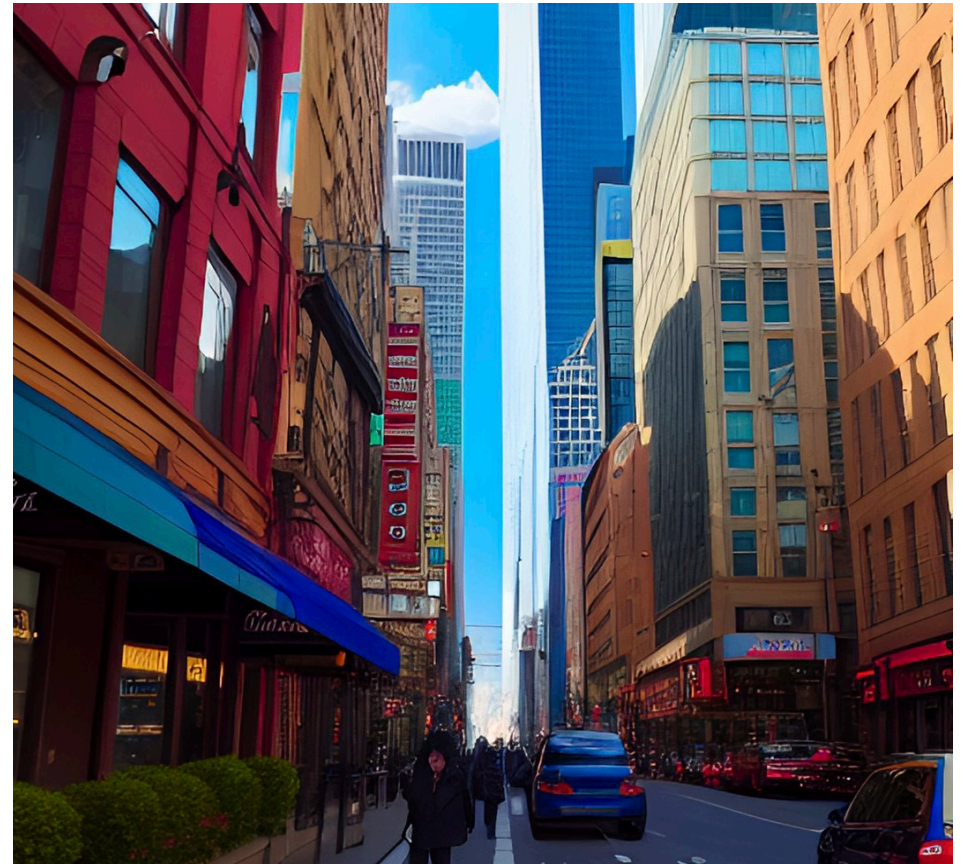
Pedestrian crossing



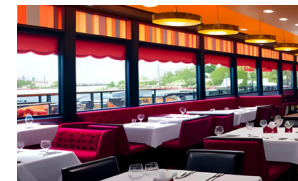
Traffic Lights and Street lights



Crossroads



Art gallery



Restaurant



SECTION B

What you might hear and see



- How can I help you?
- There's a new art exhibition tomorrow.
- The museum is in the center of town.
- You should take bus number 19 to go to the city center.

SECTION C

What you might need to SAY or ASK in this place

<i>Greetings</i>	Hello Good morning Good afternoon
<i>Thanking</i>	Thank you Thanks a lot
<i>Customers ordering drinks and food</i>	How do I get to the city center? Have you got a map of the city center? Where can I find a bus timetable, please? What are the main tourist attractions? Can you recommend any good hotels / restaurants? Is there public parking near the museum? Where's the best place to go shopping for clothes?
<i>Leave-taking expressions</i>	Good bye Have a good day

SECTION D

Basic Dialogues in the City

Taking a taxi



Taxi driver: Hello, where would you like to go?
Passenger: I want to go to the Vatican City, please.
Taxi driver: Shall I put your bag in the trunk?
Passenger: No, thanks. I'll keep it with me. How long will it take?
Taxi driver: It takes about fifteen minutes.
Passenger: Oh, that's fine.
Taxi driver: Here is the Vatican City.
Passenger: Thank you. How much do I owe you?
Taxi driver: 25 euros please.
Passenger: Here's 30 euros, keep the change.
Taxi driver: Thank you. Don't forget your belongings. Enjoy your day!
Passenger: Okay, thanks. Good bye.

Asking for directions



Tourist: Excuse me. How do I get to the railway station?
Passerby: It's about a five-minute walk. Go across the roundabout, take the first street on your right. You will see a bank and go straight on, and then turn left at the crossroads. It's about 100 meters on your right. You can't miss it!
Tourist: Thanks a lot!
Passerby: You're welcome.

Tourist: Excuse me. I'm looking for the post office. Could you help me, please?
Passerby: Okay. Go straight on and on your left you'll see the opera building. Go past the opera building and it's about 50 meters on your left.
Tourist: Thank you. Have a great day.

SECTION D

Basic Dialogues in the City

Exchange office



Tourist: I would like to exchange some money.

Staff: Okay. I need an ID card or a passport.

Tourist: Okay. I have a passport, here it is.

Staff: What currency do you have?

Tourist: I have dollars and I want to exchange 300.

Staff: Okay, here is your money and receipt.

Asking for information at a Travel



Tourist: Hello, good morning.

Office worker: Good morning. Can I help you?

Tourist: I would like to do your sightseeing tour today. Could you tell me more about the tour?

Office worker: We offer many different tours. Is there anything special you'd like to see?

Tourist: Well, I think I want the classic Rome experience. Vatican City, the Colosseum and so on.

Office worker: In that case, I recommend our original sightseeing tour.

Tourist: Perfect! How long does it take?

Office worker: The whole tour takes about eight hours.

Tourist: And how much are tickets?

Office worker: They are 120 euros, including the entrance fee.

Tourist: That sounds great. Thanks for your help!

SECTION D

Basic Dialogues in the City

Asking for information at a Tourist



Assistant: Hello, how are you?

Tourist: I am fine. Thanks.

Assistant: How can I help you?

Tourist: I need some information, please. The museum is closed. What time will it open?

Assistant: It is open from 10 a.m to 5 p.m., and it is closed on Mondays.

Tourist: Thanks. Have a nice day.

Assistant: Hello! How can I help you?

Tourist: Well, I've just arrived here, so I have a few questions.

Assistant: Okay, go ahead. What would you like to know?

Tourist: I'd like to learn more about the history of this town. Do you have any pamphlets, brochures, or some books to recommend?

Assistant: Well. We have a few interesting tour books here.

Tourist: That sounds great. Do you have these in Spanish?

Assistant: Yes, here you are.

Tourist: Thank you very much. Bye

Assistant: You're welcome. Have a great day!



Tourist: Hello.

Tourist office: Hi! How can I help you today?

Tourist: I'd like to know where I can try local cuisine.

Tourist office: Take these pamphlets, please. Here are the names and addresses of some special restaurants. They serve great local cuisine.

FINAL STEP

Exercises

Write down the words used for the pictures below.



.....



.....



.....



.....

Fill in the Dialogue below.

Tourist: Excuse me! Where's the nearest pharmacy?

Passerby:

Tourist: Okay, how many minutes should I go?

Passerby:

Put a tick next to the statements you say during your visit in the city.

- Do they give good exchange rates?
- The train station is in the center of the town.
- Put your luggage on the scale.
- Is there a new art exhibition today?
- Is lunch included in the price?
- Go to Platform 5, please.
- Can you recommend any good restaurants?
- Your flight has been cancelled.

FINAL STEP

Exercises

Dialogue at the tourist office: Elene and Erasmus want to exchange some money, so they visit the tourist office to find a good place.



Read the dialogue below and fill in the blanks with the most appropriate option.

- a) Let me show you
- b) Please carry a map at all times
- c) Is there anything else
- d) Until seven o'clock tonight
- e) How may I help you
- f) Don't have hidden fees
- g) Where can we get the best rate

Erasmus: Excuse me, ma'am. Can you help us, please?

Tourist office: Certainly sir,

Erasmus: We are here for vacation and we need to exchange some money.around here?

Tourist office: I can suggest Globe Exchange, they have the best rates in town.

Erasmus: Do you think they are open now?

Tourist office: Yes, they are open

.....

Erasmus: Okay, and do they get commission?

Tourist office: Not at all. No commission and they

.....

Erasmus: Thank you so much!

Tourist office: I can help you?

Elene: Well, actually yes. Have you got a map of the city center?

Tourist office: Yes, sure. Here is the map and where you are now.

Elene: Thank you, it's very kind of you.

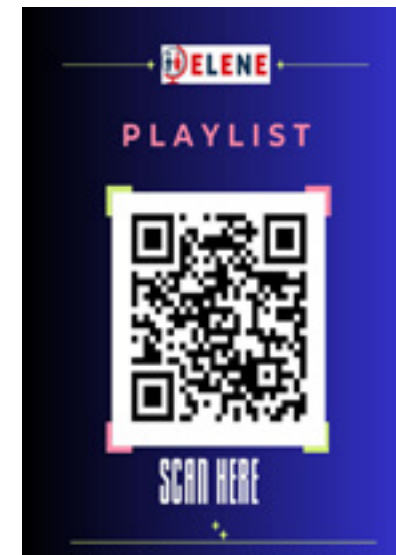
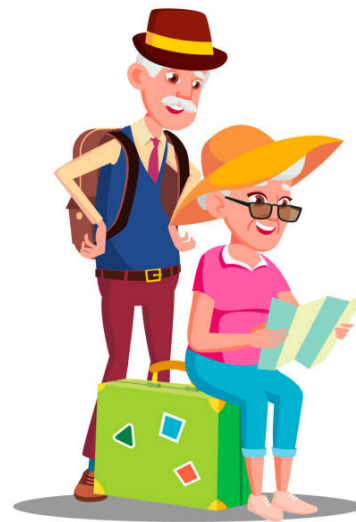
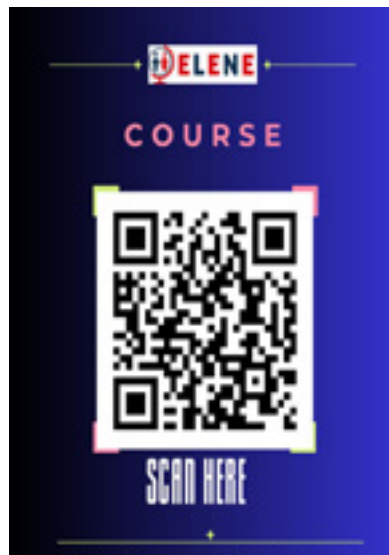
Tourist office: My pleasure. It is difficult to know where you are in this city, so

Elene: Thank you very much for your help. Have a nice day.

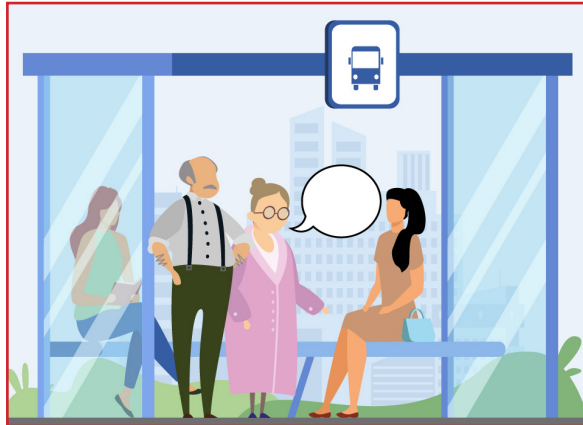
VIDEOS

External Video Links

- https://www.youtube.com/watch?v=JWtnRIPf5_g
- <https://www.youtube.com/watch?v=kj5MBxBO14U>



UNIT 13: ON THE BUS



ELENE



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SECTION A

KEY VOCABULARY



Bus station



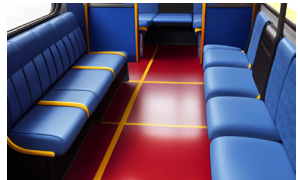
Bus ticket



Bus stop



Bus driver



Seat



Bus lane



Timetable



Bus



Ticket machine



Passenger



Hand rail



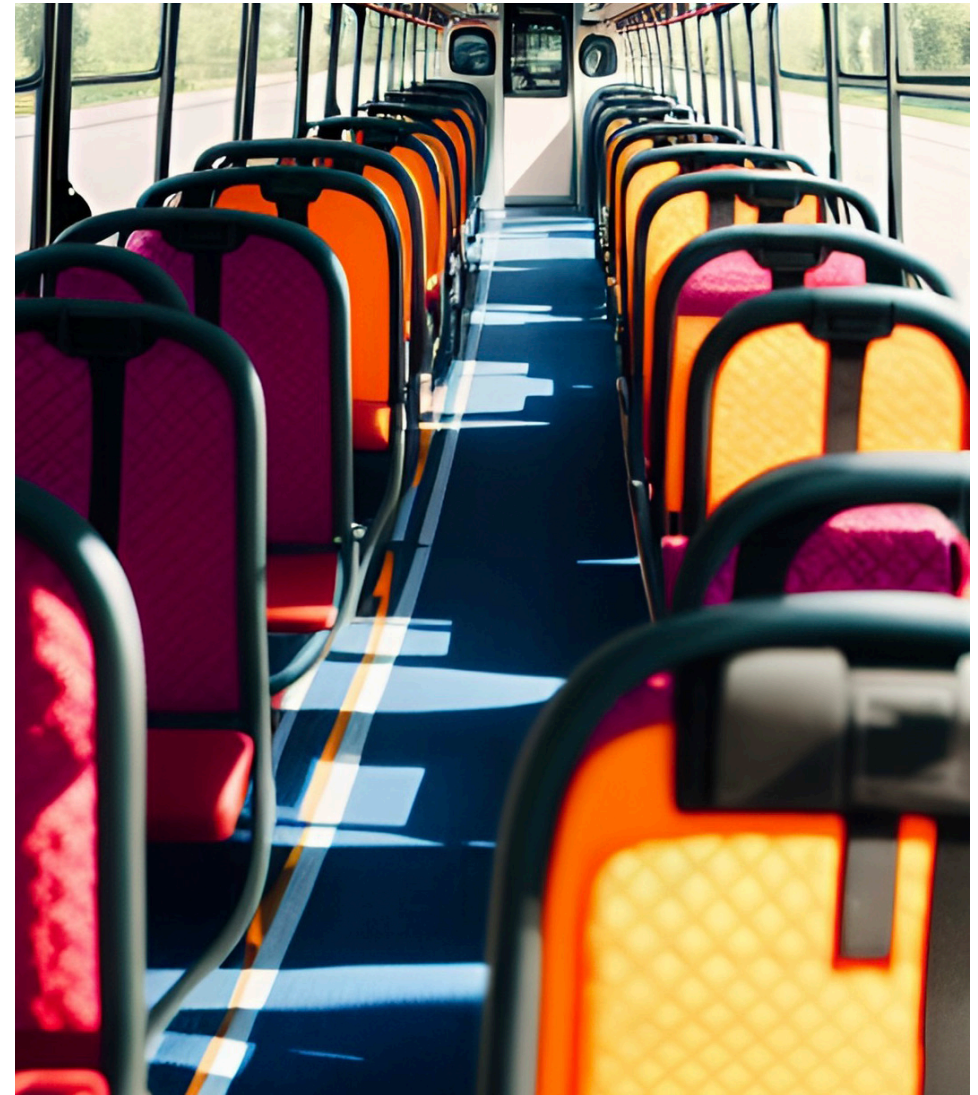
Wheelchair ramp



Banknotes - coins



Route map



SECTION B

What you might hear and see



- The next stop is Trieste.
- Would you like a one-way or return ticket?
- This seat is for the elderly.
- You need to press the button to stop the bus.
- You are on the wrong bus.
- You should take the bus number 12.
- You need to stamp your ticket.
- You aren't allowed to eat anything on the bus.

SECTION C

What you might need to SAY or ASK in this place

<i>Greetings</i>	Hello Good morning Good afternoon
<i>Thanking</i>	Thank you
<i>Passenger's statements and questions</i>	Excuse me! I want to go to the airport. Which bus should I take? Which bus is going to Porto? What time is the next bus to Brussels? Where is the bus stop? Do you have a bus timetable? What's the best way to get to Prague by bus? What time does the last bus for Amsterdam leave?
<i>Passenger's statements and questions</i>	Do you know when the next bus is coming? Does this bus go to the city center?
<i>Passenger's statements and questions</i>	Could you tell me where to get off, please? Do I need to get off here? Could you tell me when we get to Diamond Park, please? Have we passed Angel Street? Where do I get off for the National Museum? How much is the return ticket?
<i>Leave-taking expressions</i>	Good bye Have a good day

SECTION D

Basic Dialogues for Bus

At the bus stop



Passenger 1: Excuse me, can I ask you something?

Passenger 2: Yes, sure.

Passenger 1: I would like to go into town but I am not sure what bus to take.

Passenger 2: The line 204 will take you into town.

Passenger 1: Do you know when the next bus will arrive?

Passenger 2: They arrive every 10 minutes. Look, there's 204!

Passenger 1: Thank you so much for your help.

Tourist: Excuse me! Could you help me, please?

Passerby: What can I do for you?

Tourist: We would like to go to the National Art Gallery?

Passerby: Ah! That's near the town center.

Tourist: Do you know how to get there by bus?

Passerby: Yes, take the/a bus number 13.

Tourist: That's really helpful. Thank you.

Passerby: You're welcome. Good luck.

Tourist: Excuse me. There is a long line at the stop. What is the line for?

Passerby: The line is for bus 402. It goes to the airport.

Tourist: How often does the bus run?

Passerby: The bus runs every 15 minutes.

Tourist: Hello, excuse me.

Passerby: Yes, what can I do for you?

Tourist: Do you know when the next bus will come?

Passerby: Which bus will you take?

Tourist: I'll take the bus that goes to the airport.

Passerby: Oh, the airport bus? There's only a bus every 45 minutes. That bus just left 5 minutes ago.

Tourist: Oh! I'm going to be late now.

Passerby: What time is your flight?

Tourist: My flight is in two hours.

Passerby: Oh, you may not make it in time if you wait for the bus. You had better take a taxi. It only takes 20 minutes to get to the airport.

Tourist: Yes, I think I should take a taxi. Thank you so much for the information.

Passerby: No problem. Have a nice flight.

SECTION D

Basic Dialogues for Bus

At the ticket office



Tourist: Hello! I am new to this city. Can you tell me which bus goes to Green Park?

Ticket office: Sure. You can take route 14A or 21A, whichever one comes first.

Tourist: Are these direct lines or do I need to change elsewhere?

Ticket office: No. Both buses are direct.

Tourist: That's great. When can I expect them?

Ticket office: 14A should be here in 2 minutes.

Tourist: Thanks for your kind help.

Ticket office: You're welcome. Have a nice day.

Missing the bus stop

Tourist: Excuse me. Does this bus stop at Berkeley Street?

Bus driver: Yes, it does. Is that your stop?

Tourist: Yes, it is.

Bus driver: I am sorry. But the bus has already passed Berkeley Street.

Tourist: What? Really? I missed my stop.

Bus driver: You can get off at the next stop and walk back.

Tourist: How long will it take?

Bus driver: Around 5 minutes.

Tourist: I'll do that then. Thanks for your help.

Transfer to another bus

Bus driver: There is no direct bus to the central train station. You need to transfer to another bus.

Tourist: Could you explain it to me, please?

Bus driver: Sure. You need to get on bus 22 first. Then, get off at Vinci 10, then cross the road. And then you should catch bus 99.

Tourist: Do I have to pay the fare again?

Bus driver: No, you don't if it is within 30 minutes.

Tourist: Thank you for your help. Good bye.

On the Bus

Tourist: How much is the bus fare?

Bus driver: It is 90 cents.

Tourist: I am afraid I don't have enough change. Could you give me change for a 50?

Bus driver: Sure.

Tourist: Thank you so much.

Tourist: Excuse me. I want to go to the airport. Is this the right bus?

Bus driver: Airport? No, you are on the wrong bus.

Tourist: Oh, no! What should I do now?

Bus driver: Get off here, cross the road and take bus 77. That one goes to the airport.

Tourist: Cross the road and take bus number 77?

Bus driver: Yes, exactly.

Tourist: Thank you very much. Bye!

FINAL STEP

Exercises

Write down the words used for the pictures below.



Fill in the Dialogue below.

Tourist: Excuse me. What time does the last bus leave?

Ticket officer:

Tourist: How long does it take?

Ticket officer:

Put a tick next to the statements you say or hear when taking a bus.

- The next bus is in ten minutes.
- Enjoy your meal.
- How much is the bus fare?
- Get off at the next stop.
- I'll be right back with your orders.
- Have a nice flight.
- Press the stop button.

FINAL STEP

Exercises

Dialogue at the ticket office: Elene and Erasmus would like to go to the airport by bus and Erasmus is buying bus tickets.



Read the dialogue below and fill in the blanks with the most appropriate option.

- a) How many tickets do you need?
- b) About 35 minutes.
- c) Here you are.
- d) Is it a direct bus?
- e) How much is the bus fare?
- f) Which bus should we take?

Erasmus: Good afternoon. We would like to get to the airport.
..... ?

Tourist office: You should take the bus number 10.

Erasmus:?

Tourist office: It is 8 euros per person.

..... ?

Erasmus: I'd like to buy two tickets, please.

..... ?

Tourist office: Yes, it is.

Erasmus: How long does the journey take?

Tourist office: How
would you like to pay? Credit card or cash?

Erasmus: I would like to pay by credit card.

.....

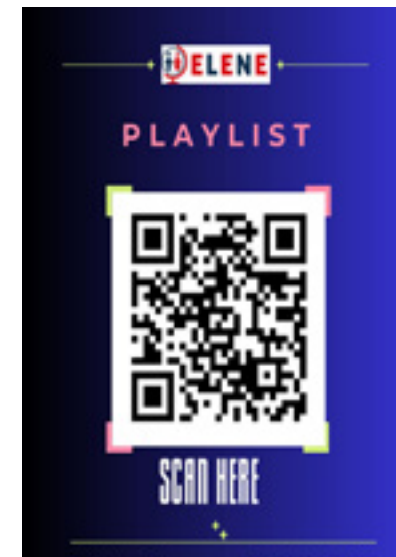
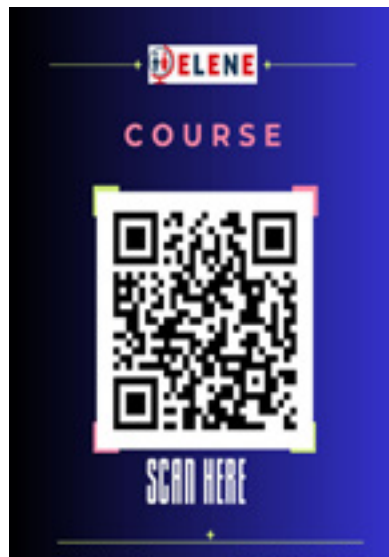
Tourist office: The bus leaves every 15 minutes. Enjoy your trip.

Erasmus: Thanks a lot. Have a good day.

VIDEOS

External Video Links

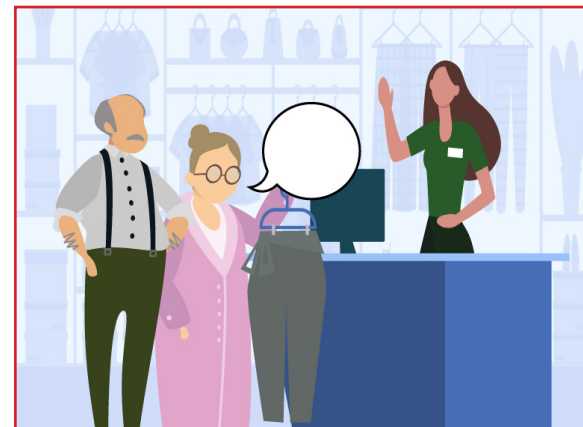
- <https://www.youtube.com/watch?v=j3J3sykmi5A&t=1s>
- <https://www.youtube.com/watch?v=6qcUT4zP3qs&t=203s>



UNIT 14: AT THE CLOTHES SHOP



ELENE



SITUATED ENGLISH **STUDY & LEARN**

2021-1-PL01-KA220-ADU-000033465



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SECTION A

KEY VOCABULARY



Checkout counter



Blouse



Sweater-Pullover-Jumper



Jeans



Suit



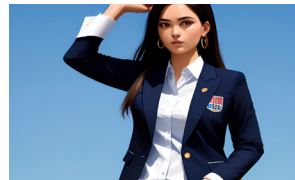
Shorts



Shirt



Waistcoat



Blazer



Shoes-Boots-Sneakers



Shop assistant



Receipt



Trousers



Socks



Scarf



Skirt



Dress



Raincoat



Jacket



Fitting room/
changing room



Cardigan

SECTION B

What you might hear and see



- How can I help you?
- May I help you?
- We accept all major credit cards.
- What shoe size are you?
- Shall I get you a bigger size?



SECTION C

What you might need to SAY or ASK in this place

<i>Greetings</i>	Hello Good morning Good afternoon
<i>Thanking</i>	Thank you for your help
<i>Customer's statements and questions</i>	I am looking for a pair of shoes. How much is this? Is this on sale? Could I try these trousers on? Do you have this in a different color? Have you got these trousers in gray? I'm looking for a size 30. Have you got this in a smaller size, please? Where are the changing rooms, please? Where's the checkout counter? Do you accept credit cards? Can I pay in cash?
<i>Leave-taking expressions</i>	Good bye Have a good day

SECTION D

Basic Dialogues at the Clothes Shop

At the clothes shop



Customer: Wow! This is such a beautiful dress.

Shop assistant: Can I help you ma'am?

Customer: No, thanks. I am just looking.

Shop assistant: Okay. If you need any help, just call me.

Customer: I really like this dress. What size is this?

Shop assistant: It is a small size. Would you like to see it?

Customer: Yes, please.

Customer: I like this shirt. Can I try it on?

Shop assistant: Sure. The changing room is over there.

Customer: Thanks.

Shop assistant: Does it fit you well?

Customer: Yes. How much is it?

Shop assistant: It's 275 euros, with tax.

Customer: Oh! That's a bit expensive.

Shop assistant: Yes, you're right. But it is good quality and a brand-name shirt.

Customer: Okay. I will take it. Do you accept credit cards?

Shop assistant: Yes, ma'am.

Customer: Here it is.

Shop assistant: Thank you. Here is your card ma'am.

Customer: Thanks. Can I have a receipt?

Shop assistant: Sure. Here it is.

Customer: Thank you!

Customer: Excuse me. How much are these shoes?

Shop assistant: They are only 50 euros.

Customer: Wow. It's a great deal!

Shop assistant: These are on sale today. They are 70% off.

Customer: I will take them.

Shop assistant: How can I help you, sir?

Customer: I want a green tie, please.

Shop assistant: Sorry sir. We don't have any green ties. We do have other colors though.

Would you like to have a look?

Customer: Okay. I like this red one. How much is it?

Shop assistant: It's 30 Euros. This color is really nice.

Customer: Okay, I will take it.

Shop assistant: We have a great deal today.

Customer: Oh, really? What is the deal?

Shop assistant: Buy one and get one for free.

Customer: Wow. May I choose a different color?

Shop assistant: Sure, sir. It's up to you.

Customer: Okay. I will take this blue one.

SECTION D

Basic Dialogues at the Clothes Shop



Shop assistant: Can I help you, ma'am?

Customer: Yes, I am looking for a coat.

Shop assistant: Follow me this way ma'am. These are the coats. What size do you want?

Customer: A large size, please.

Shop assistant: What color would you like?

Customer: Black, please.

Shop assistant: Take a look at this one. I am sure you will like it.

Customer: It looks nice. Where can I try it on?

Shop assistant: The changing room is behind you on the right. How is it? Did you like it?

Customer: Yes, I like it. It fits me well. How much is it?

Shop assistant: It is 149 euros. You are lucky. All coats are on sale today.

Customer: That sounds great.

Shop assistant: How would you like to pay?

Customer: In cash. Here you are.

Shop assistant: Thank you and here is your receipt.

Customer: Thanks. Have a good day.

Shop assistant: Good morning. Can I help you?

Customer: Good morning. Yes, I am looking for a dress for a wedding.

Shop assistant: What color would you like?

Customer: What colors do you have?

Shop assistant: We have got all colors. What about red?

Customer: That sounds great. Have you got a large size?

Shop assistant: Yes, we do. Here you are.

Customer: Can I try it on?

Shop assistant: Yes, you can. The changing room is right over there.

Customer: It's a bit big. Have you got a smaller one?

Shop assistant: Yes, would you like to try it on?

Customer: Yes, please.

Shop assistant: Okay. I'll be back in a minute. Here you are.

Customer: It fits perfectly. How much is it?

Shop assistant: It is 85 euros.

Customer: Well, I love the dress, I'll take it.

Shop assistant: Yes, sure. Do you need anything else?

Customer: Oh, I also want to buy a pair of shoes.

Shop assistant: What color would you like?

Customer: Beige, please. Are they size 8?

Shop assistant: Yes. They are.

Customer: Okay. I am buying the dress and the shoes. Here is my credit card.

Shop assistant: Okay, thanks for shopping here.

Customer: Thank you. Goodbye.

FINAL STEP

Exercises

Write down the words used for the pictures below.



.....

.....

.....

.....

Fill in the Dialogue below.

Tourist: Excuse me!

Shop assistant: Yes, all coats are on sale now.

Tourist: Perfect.

Shop assistant: The changing rooms are right over there.

Put a tick next to the statements you say or hear at the clothes shop.

- Thanks for shopping here.
- How much is the fare?
- I'd like a chicken sandwich.
- Take bus number 12.
- Can I pay by credit card?
- May I choose a different color?
- It takes twenty-five minutes.

FINAL STEP

Exercises

Dialogue at the clothes shop: Elene and Erasmus are shopping.



Read the dialogue below and fill in the blanks with the most appropriate option.

- a) How will you pay?
- b) Can I have a discount?
- c) Here is your change.
- d) Let me check it, please.
- e) Can I take a look?
- f) What size are these?

Shop assistant: Hello, ma'am. How can I help you?

Elene: I really like these boots.

.....
Shop assistant: Sure ma'am, here you are.

Elene: These are really beautiful.

.....
Shop assistant: Size 7.

Elene: Can I get a size 8?

Shop assistant: Yes, ma'am. Just a second please. Here you are. You can try these on.

Elene: They are too tight. Could you get me a bigger size?

Shop assistant: Well, I am not sure if we have a bigger size.
..... Good news. We have one pair left.

Here you are.

Elene: That's perfect. How much are these?

Shop assistant: They're 249 euros.

Elene:

Shop assistant: Sorry, ma'am. I can't help you with this, but I can show you some boots that are on sale now.

Elene: No, thanks. I like these boots and I'll take them.

Shop assistant: Sure madam. Follow me, please.

.....? Cash or card?

Elene: Cash. Here it is.

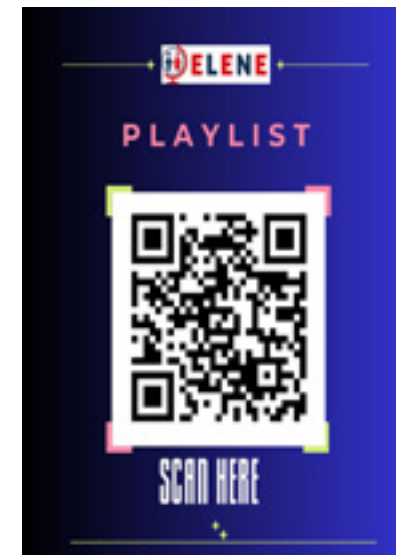
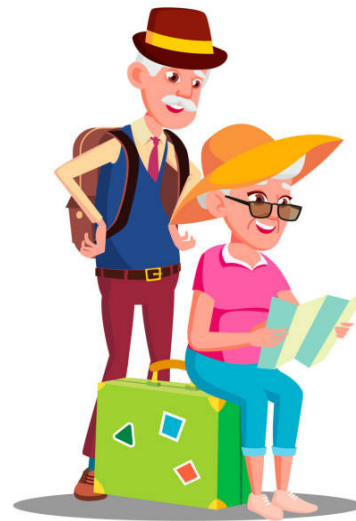
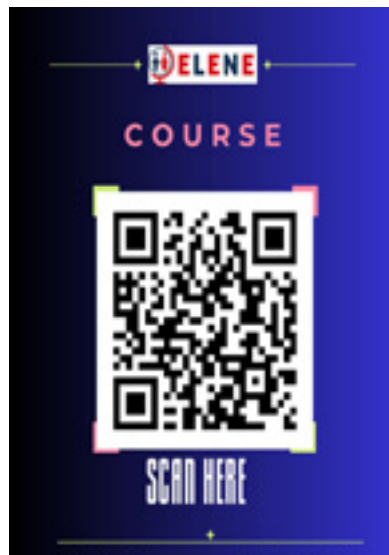
Shop assistant: Have a nice day.

Elene: Thank you, goodbye

VIDEOS

External Video Links

- <https://www.youtube.com/watch?v=b5t9K-Mb7wc&t=310s>
- <https://www.youtube.com/watch?v=nBtyWrwahWo>
- <https://www.youtube.com/watch?v=Chm4tU1tOlo>



UNIT 15: AT THE PHARMACY



ELENE



SITUATED ENGLISH **STUDY & LEARN**

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SECTION A

KEY VOCABULARY



Cough syrup/cough medicine



Antibiotic



Vaccine



Nose drops



Pills (Tablet-Capsule)



Lozenge



Antiseptic cream



Aspirin



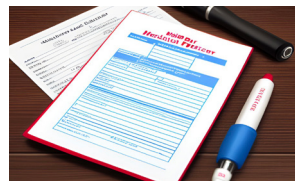
Painkiller



Steroid



Bandage



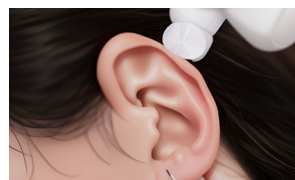
Prescription



Pharmacy



Thermometer



Ear drops



Decongestant



Plaster



Cotton buds



Insect spray



Pharmacist

SECTION B

What you might hear and see



- How can I help you today?
- Do you have a prescription for this?
- You'll need a prescription for this.
- You need to talk to a doctor about that.
- Do you have an infection?
- Do you have pain or a fever?
- This medicine should help clear it up.
- This works well on sunburns.
- I'm sorry, but we don't have any antiseptic cream.
- How long have you had this headache?



SECTION C

What you might need to SAY or ASK in this place

<i>Greetings</i>	Hello Good morning Good afternoon
<i>Thanking</i>	Thanks Thank you Thanks a lot Thank you very much
<i>Patient's statements and questions</i>	I have a bad headache. I need some painkillers. I need something for constipation. Have you got anything for an insect bite? I've got a bit of a sunburn. What would you recommend? I have got my prescription here with me. Are there any side effects from this medicine? How often should I take this medicine? How much does it cost?
<i>Leave-taking expressions</i>	Good bye Have a good day

SECTION D

Basic Dialogues at the Pharmacy

At the Pharmacy



Pharmacist: Can I see your prescription, please?

Patient: Here it is.

Pharmacist: Can you just sign here?

Patient: Sure. Are there any special instructions about this cream?

Pharmacist: You need to apply it twice a day. In the morning and at night time.

Patient: Okay, thanks. Do I need to pay for it? How much is it?

Pharmacist: 9.40 euros, please.

Patient: Here you are. Good bye.

Pharmacist: Thanks. Take care of yourself.

Patient: Do you have a first-aid kit?

Pharmacist: Yes, we do.

Patient: Can I get this medicine without a prescription?

Pharmacist: No, I am afraid not. I can't give it to you without a prescription.

Patient: How should I use this medicine?

Pharmacist: You will take this medicine twice a day, in the morning and in the evening.

Patient: Okay, how long do I need to take them for?

Pharmacist: One week for this one. It is important that you finish all of the pills in the package.

Patient: Alright, and I also want a pack of cotton, please.

Pharmacist: Okay, here you are.

Patient: Thanks, bye!

Pharmacist: I am glad that we can help you.

Patient: Hello, could you prepare this prescription please?

Pharmacist: Sure, I would be happy to help. Could I have your prescription please?

Patient: Here is my prescription. When will it be ready?

Pharmacist: It will be ready in just five minutes.

Patient: Is my prescription ready?

Pharmacist: Yes, here it is. You are all set.

Patient: How much do I have to pay?

Pharmacist: Well, that will be 33 euros.

Patient: Here is the money.

Pharmacist: Thank you. Here is your receipt.

Patient: Thank you for your help. Have a good day.

Pharmacist: Thanks, have a good day.

Patient: I've got a bit of a stomachache. What would you recommend?

Pharmacist: How long have you had this stomachache?

Patient: Since yesterday morning.

Pharmacist: Okay, do you have a fever?

Patient: No, I don't.

Pharmacist: Okay, I can recommend this pill. Take it once a day. This will help you feel better.

FINAL STEP

Exercises

Write down the words used for the pictures below.



.....

.....

.....

.....

Fill in the Dialogue below.

Pharmacist: Hello. How can I help you?

Tourist: Perfect.

Pharmacist: Okay, take this. It works well on sunburns.

Tourist: Perfect.

Pharmacist: Apply it twice a day.

Put a tick next to the statements you say or hear at the pharmacy.

- Take this pill three times a day.
- Have you got a bigger size?
- Can you give me something for a headache?
- I prefer first class.
- I want cough syrup.
- Call me when you are ready.
- I am ready to order.
- Here is my prescription.

FINAL STEP

Exercises

Dialogue at the pharmacy: Elene and Erasmus are at the pharmacy.



Read the dialogue below and fill in the blanks with the most appropriate option.

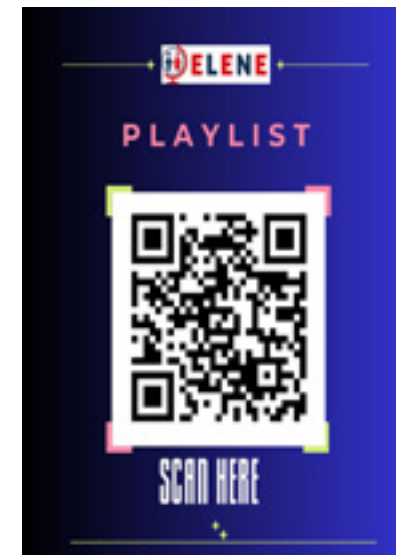
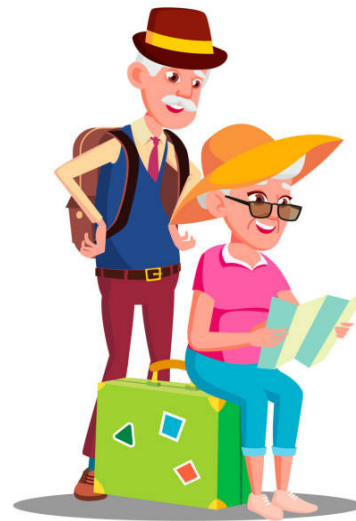
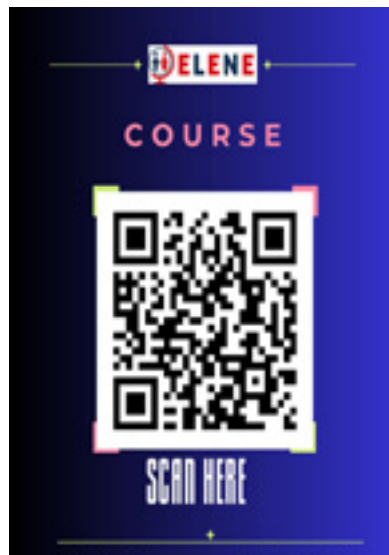
- a) You need to take this pill twice a day.
- b) Is there anything else you want?
- c) I'll pay by credit card.
- d) You need to take them for a week.
- e) I have this prescription.
- f) You may feel a little dizzy.

Pharmacist: Good afternoon. How may I help you?
Erasmus: Good afternoon
Pharmacist: Let me see that, please. Alright, give me a minute, please. Here you are.
Erasmus: Yes, do you have any stomachache medication?
Pharmacist: Yes, we do. Here you are.
Erasmus: Can you tell me how to use it, please?
Pharmacist: Take one in the morning and one at night before sleeping.
Erasmus: How long do I need to take them for?
Pharmacist:
Erasmus: Are there any side effects?
Pharmacist: But you don't need to worry. Is there anything else?
Erasmus: No, that's all. How much does it cost?
Pharmacist: That's 8.95, please.
Erasmus: Here it is.
Pharmacist: Thank you. Have a nice day.

VIDEOS

External Video Links

- <https://www.youtube.com/watch?v=ma8Yd25t1fE&t=227s>



UNIT 16: AT THE DOCTOR



ELENE

SITUATED ENGLISH **STUDY & LEARN**

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SECTION A

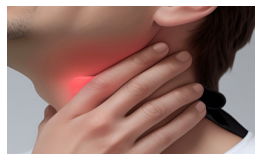
KEY VOCABULARY



a toothache



chest pain



a sore throat



Crutch



a stomachache



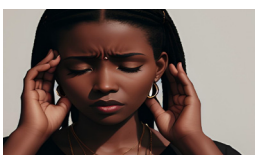
a fever



the flu



Stethoscope



an earache



a cough



a backache



Token number



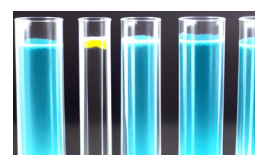
a headache



a cold



Doctor



Test Tube



Thermometer



Waiting hall



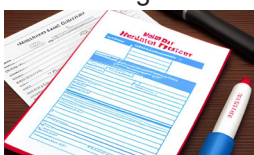
Intra venal



Patient



Medicine



Prescription



Reception



Stretcher



Blood pressure monitor



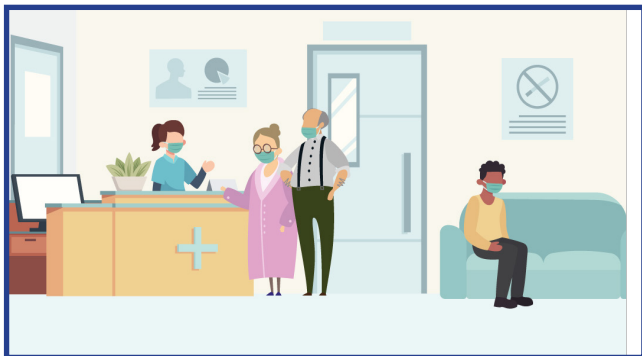
Syringe



Nurse

SECTION B

What you might hear and see



- What can I do for you?
- Do you have an appointment?
- Can I have your name and age, please?
- Have you got a European health insurance card?
- What is your diagnosis?
- What are your symptoms?
- Here is your token number.
- Please go to the doctor's room.
- Please wait in the waiting hall.
- I will let you know when your turn comes.



- Let me examine you.
- Can you describe the pain?
- How long have you had these symptoms?
- You have a mild fever.
- Let me check your blood pressure level.
- I am prescribing you some medicine.
- Here is the prescription. Take two tablets twice a day.
- You should have this cough syrup. You will feel better.
- You can take your medicine after having meal.
- Have some rest after taking the medicine.
- You should rest.
- Get well soon.



SECTION C

What you might need to SAY or ASK in this place

<i>Greetings</i>	Hello Good morning Good afternoon
<i>Thanking</i>	Thanks Thank you Thanks a lot
<i>Patient's statements</i>	I need to see a doctor. I'd like to make an appointment. I think I have a fever. I am not feeling well. I have allergies. I have a cough. I have a headache. I have a cold. I am sneezing a lot. I have a backache. I feel terrible. I have chest pain. I am not feeling well. I have a toothache. I feel dizzy. I think I sprained my ankle.
<i>Leave-taking expressions</i>	Good bye Have a good day

SECTION D

Basic Dialogues at the Doctor

At the Doctor



Doctor: Good morning, ma'am. How are you feeling?

Patient: Good morning, I am not feeling well.

Doctor: Where does it hurt?

Patient: I have a terrible headache and a fever.

Doctor: You should take this medicine and have a rest. Drink plenty of water.

Receptionist: Hello, may I help you?

Patient: Hello, I'd like to see the doctor.

Receptionist: Okay, do you have an appointment?

Patient: No, I don't.

Receptionist: I see, but if you want to see the doctor, you need to make an appointment.

Patient: Okay then. Can I make an appointment, please?

Receptionist: Can you tell me your name and age, please?

Patient: My name's Anna and I'm 65 years old.

Receptionist: Okay, thank you. What is your problem?

Patient: I have a headache and I feel dizzy.

Receptionist: Please wait in the waiting hall. I will call you soon.

Doctor: What's the problem?

Patient: It's my back. It hurts so much. I have had very bad backaches recently.

Doctor: How long have you had this backache for?

Patient: It's been almost a week.

Doctor: Did you lift anything heavy?

Patient: Well, yes, I carried my suitcase.

Doctor: Okay, can you show me where it hurts the most?

Patient: Just here in the middle.

Doctor: This might be a serious issue. I'll need an X-ray for a diagnosis.

Patient: Okay, can you prescribe anything for now, please? It really hurts.

Doctor: Okay, here is your prescription. Try to get some rest.

Patient: Thank you, doctor. Have a nice day.

Doctor: Good morning, what's your problem?

Patient: I am feeling bad. I have a stomachache and I am constantly vomiting.

Doctor: How long have you been feeling this way?

Patient: Since yesterday.

Doctor: Alright, I need to examine you. I will press on your stomach. Does it hurt you when I press on it?

Patient: No, it doesn't.

Doctor: Did you eat anything unusual yesterday?

Patient: Yes, I tried a local dish the other day and it tasted strange.

Doctor: You've got food poisoning, but it is not very serious.

Patient: Oh, what should I do?

Doctor: You must drink plenty of water and have a rest.

Patient: Okay, thank you doctor.

Doctor: You're welcome. You'll be fine in two days. If not, please come and see me again.

FINAL STEP

Exercises

Write down the words used for the pictures below.



.....



.....



.....



.....

Fill in the Dialogue below.

Receptionist: Hello, ma'am. What can I do for you?

Patient: Hello, I don't feel well.

Receptionist: Do you have an appointment?

Patient: Well, actually

Put a tick next to the statements you say or hear at the doctor.

- Here is your prescription.
- May I see your ticket, please?
- I have chest pain.
- Get on when you are ready.
- Your name and age, please.
- Mind the gap.
- You should have a rest.
- I am lost.

FINAL STEP

Exercises

Dialogue at the doctor: Elene is not feeling well today. She decides to see a doctor with Erasmus.



Read the dialogue below and fill in the blanks with the most appropriate option.

- a) A sore throat.
- b) Let me check your temperature.
- c) Let me examine you.
- d) I am prescribing this medicine.
- e) I don't feel good.
- f) You will feel better soon.
- g) Have you not been feeling well?

Doctor: Hello! What can I do for you?

Elene: Good morning Doctor.

Doctor: Come and sit here, please. You seem pale and your voice sounds different.

Elene: Yes doctor. I have a high temperature and

Doctor: Okay. And what else?

Elene: I feel weak and I do not feel like eating.

Doctor: Okay, please. Open your mouth. It seems a bit irritated. That is not good. How long ?

Elene: Since yesterday.

Doctor: Did you take any medicine?

Elene: No, I didn't.

Doctor: You have a moderate fever.

..... Your temperature is not too high and now let me check your blood pressure. Okay, your blood pressure is fine.

Doctor: Are you sweating or shivering?

Elene: No, I am not.

Doctor: Okay, nothing to worry much.

..... Take this medicine after meals twice a day, in the morning and in the evening. Do you have any questions?

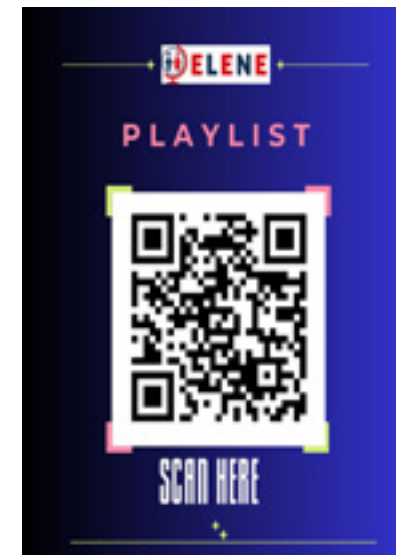
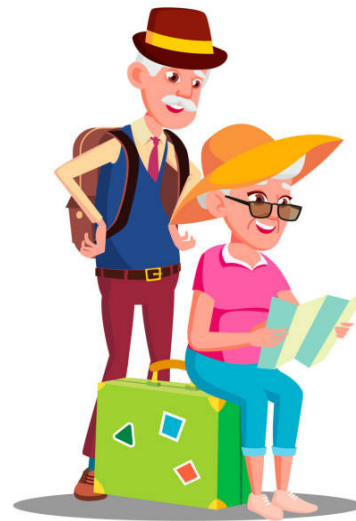
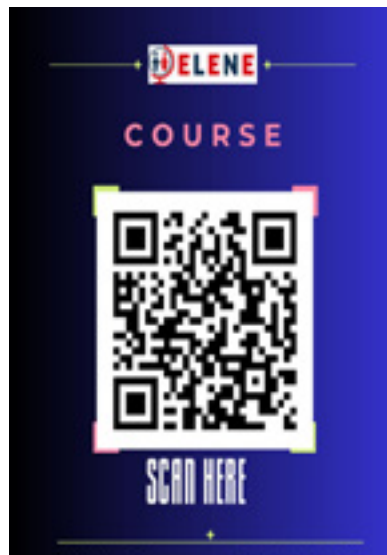
Elene: No, doctor. Thank you very much.

Doctor: Okay, Don't worry, please.

VIDEOS

External Video Links

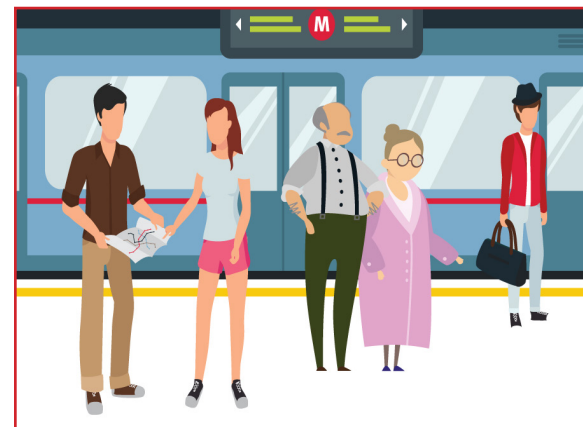
- <https://www.youtube.com/watch?v=rCgfEnhgsR8>
- <https://www.youtube.com/watch?v=44SL8i8h0dg>
- <https://www.youtube.com/watch?v=j7d8xXCrvn0>
- <https://www.youtube.com/watch?v=2PCgztYXnxk>



UNIT 17: UNDERGROUND



ELENE



SITUATED ENGLISH **STUDY & LEARN**

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SECTION A

KEY VOCABULARY



Doors



Tube line



Tube map



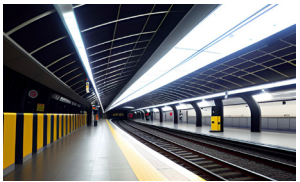
Ticket machine



Zone



Ticket



Platform



Escalator



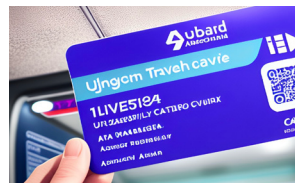
One-way ticket
return ticket



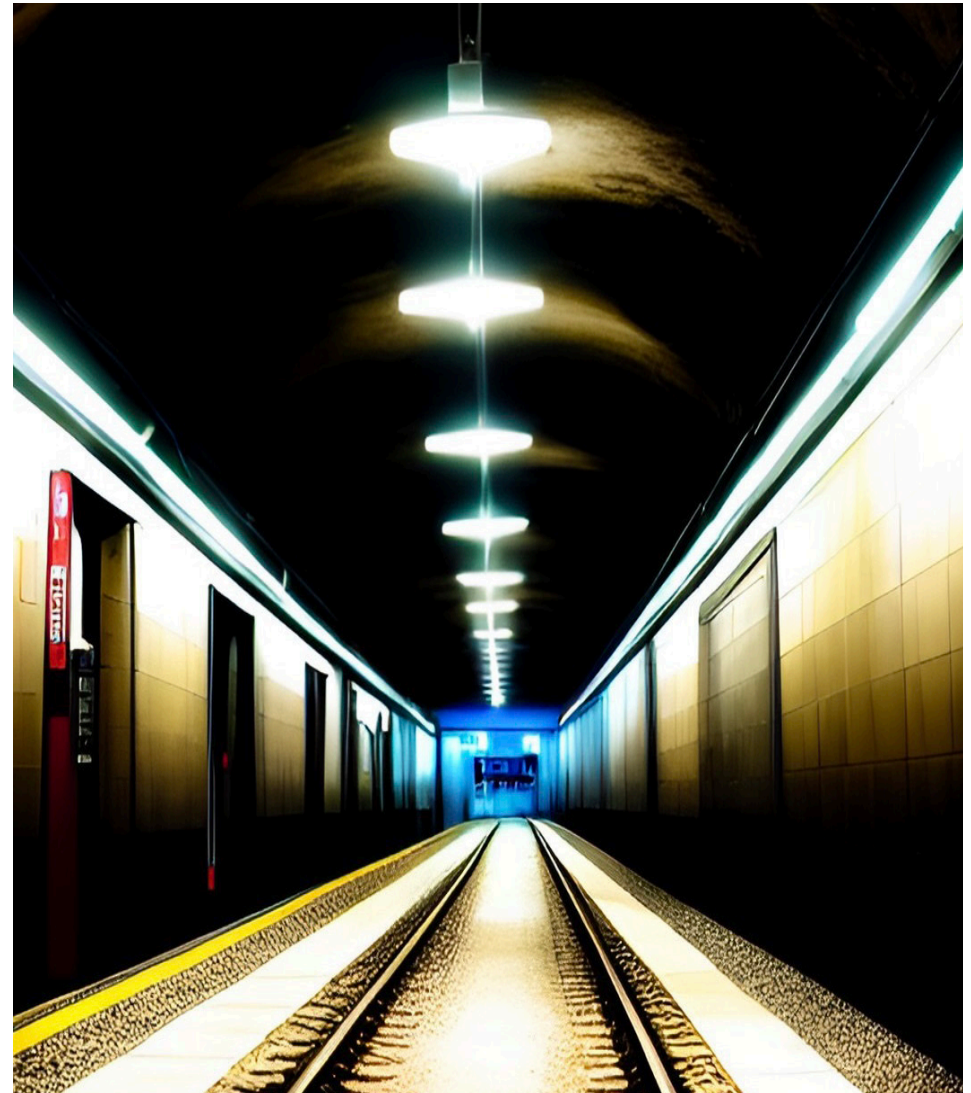
Seat



Tube station

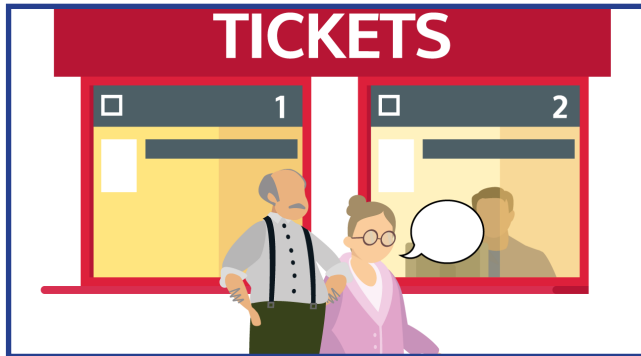


Travel card

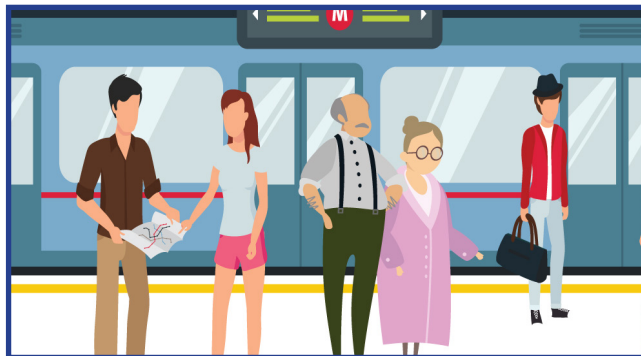


SECTION B

What you might hear and see



- Mind the gap!
- I would like to buy a single ticket to Waterloo Station.
- How many tickets do you want?



- Do you want a one-way ticket or a return ticket?
- Is the next station Waterloo?
- I'd like a travel card please.
- Which train should I take?
- Can I see your tickets/travel cards?
- How many tickets do you want?



SECTION C

What you might need to SAY or ASK in this place

<i>Greetings</i>	Good morning Hello Hi
<i>Thanking</i>	Thank you Thanks a lot
<i>Asking questions at baggage claim area</i>	I want to go to Waterloo Station, which zone is it in? How much is a one-way ticket to Victoria Station? Do I need to change lines for Waterloo Station? What is the next station?
<i>Leave-taking expressions</i>	Good bye Have a good day

SECTION D

Basic Dialogues for the Underground

Asking for the price



Passenger: Hello. I want to go to the National Museum.

Ticket seller: You need to buy a travel card.

Passenger: I need a single ticket. How much is it for one person?

Ticket seller: It's 2 euros.

Passenger: One ticket please. Should I change any lines?

Ticket seller: No, here is your ticket.

Asking about the lines



Passenger: Hello, I have a question.

Ticket seller: Yes sir, how can I help you?

Passenger: I want to go to South Kensington.

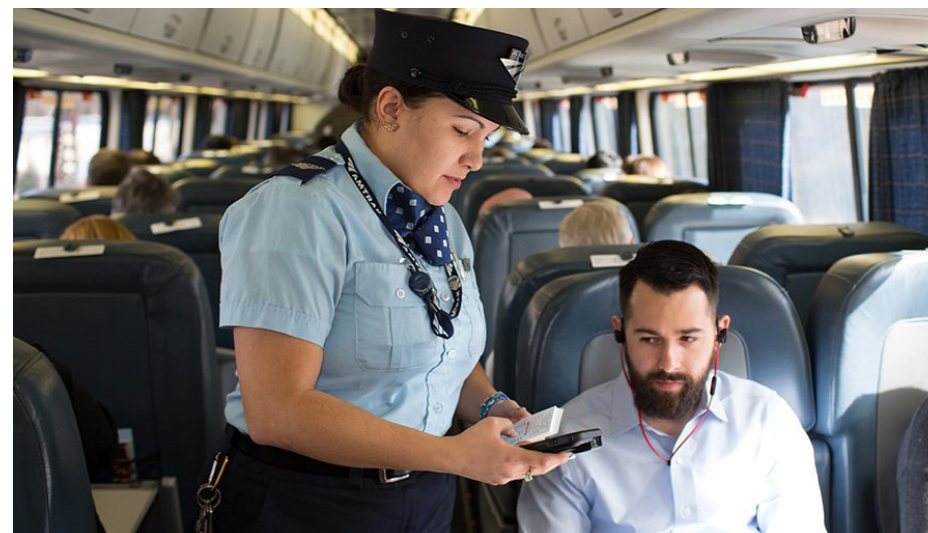
Ticket seller: Yes, go ahead.

Passenger: Do I need to change lines?

Ticket seller: No, you can take the next tube and follow the yellow line.

Passenger: Thank you very much.

Ticket Inspector asking about the tickets



Ticket Inspector: Tickets please.

Passenger: Here you are.

Ticket Inspector: This is for one person. How about others?

Passenger: Ours are here.

Ticket Inspector: Thank you, have a good day.

Passenger: Four tickets to Cannon Street please.

Ticket seller: How many adults and how many children?

Passenger: Three adults and one child please.

Ticket seller: Single or return?

Passenger: Return please, how much is it?

Ticket seller: 12.5 euros please

Passenger: Here you are, thank you.

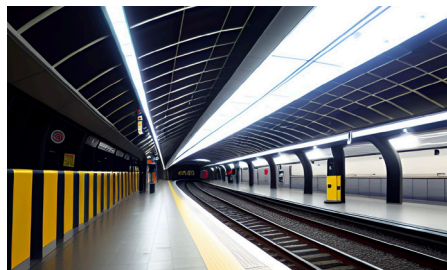
FINAL STEP

Exercises

Write down the words used for the pictures below.



Tube station



Platform



Tube line



Travel card

Fill in the Dialogue below.

Ticket seller:

Passenger: I would like to buy a ticket to Tottenham.

Ticket seller:

Passenger: Single, please.

Ticket seller:

Passenger: Thank you. Have a good day.

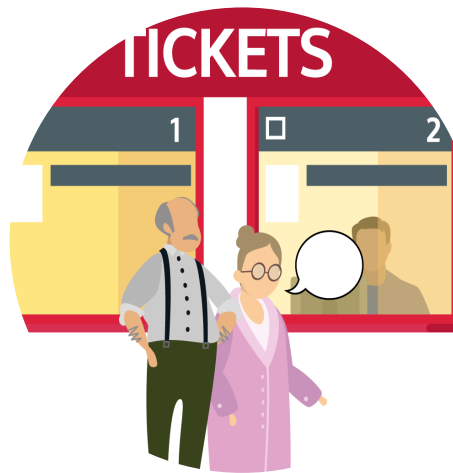
Put a tick next to the statements you say or hear at the underground.

- I would like to buy a ticket to the Waterloo station.
- I would like to rent a car.
- How much are the tickets?
- May I see your driver's license?
- You need to go to Platform 3.
- Here are the keys.
- Can I see a doctor.

FINAL STEP

Exercises

Dialogue at the underground: Elene and Erasmus are at the underground buying a ticket.



Ticket seller: ?

Elene:

Ticket seller: Okay, the next train is in 15 minutes.

Elene: How much is the ticket?

Ticket seller: Is it a one-way or return ticket?

Elene: We will get back here

Ticket seller: It is 25.6 Euros.

Elene: ?

Ticket seller: It is Platform 6.

Elene: Thank you.

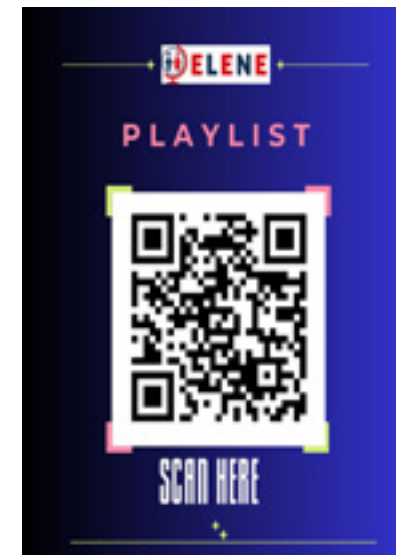
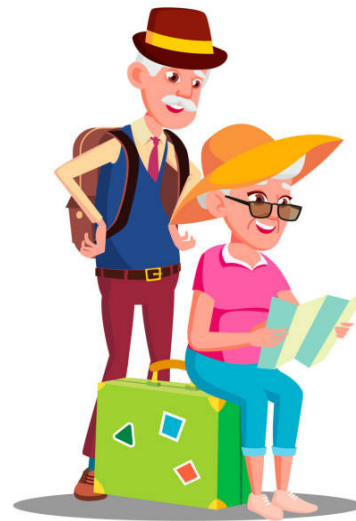
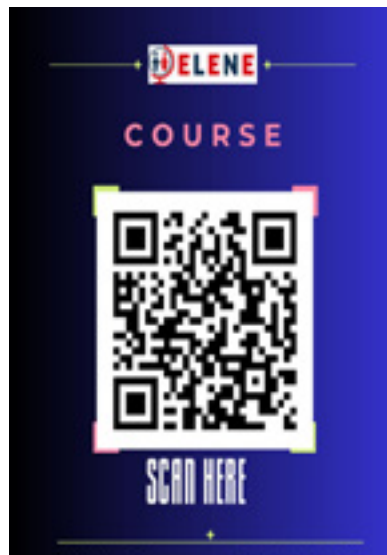
Read the dialogue below and fill in the blanks with the most appropriate option.

- a) Which platform?
- b) Return please.
- c) How can I help you?
- d) We want a ticket to Notting Hill.

VIDEOS

External Video Links

- <https://www.youtube.com/watch?v=iuzZXGOJz8g>
- <https://www.youtube.com/watch?v=nSaVzujGlj4>



UNIT 18: SHOPPING



ELENE



SITUATED ENGLISH **STUDY & LEARN**

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SECTION A

KEY VOCABULARY



Supermarket



Shoe store



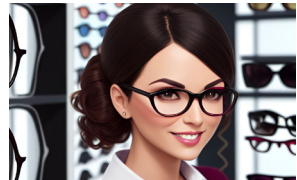
Souvenir shop



Leather goods



Shopping trolley
Shopping basket



Optician



Security guard



Men's wear
Women's wear



Electronics store



Customer service



Book shop



Cosmetic shop



Department store



Jewelry store



Food court



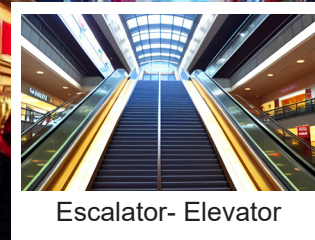
Appliances



Shop assistant



Shopping center



Escalator- Elevator

SECTION B

What you might hear and see



- May I help you with anything?
- What shoe size are you?
- Shall I get you a smaller size?
- We accept all major credit cards.
- Let me know if you need any help.
- How would you like to pay?
- Would you like to try it on?



SECTION C

What you might need to SAY or ASK in this place

<i>Greetings</i>	Hello Good morning Good afternoon
<i>Thanking</i>	Thank you
<i>Questions and statements for shopping</i>	I want to buy a pair of trousers. How much is this, please? Have you got these shoes in black? May I see a different color of this? Can I get a receipt, please? Where's the checkout counter? Have you got this in a larger size, please? Can you show me the fitting rooms, please? I want two of these. Could you gift wrap it, please? Do you take returns? I'd like to return this item. I'd like to exchange this bag.
<i>Leave-taking expressions</i>	Good bye Have a good day

SECTION D

Basic Dialogues for Shopping

Grocery store



Seller: Hello sir. How can I help you?

Customer: I would like a packet of tea and an orange juice, please.

Seller: Here you are, sir.

Customer: How much is it?

Seller: It costs 5.64.

Customer: Here you are, thank you.

Customer: Excuse me.

Seller: Hello, what can I do for you?

Customer: I want a kilo of tomatoes and a kilo of potatoes, please.

Seller: Okay, anything else?

Customer: Yes, a carton of milk and a loaf of bread, please.

Seller: Here you are.

Customer: How much is it?

Seller: It is 13.60.

Customer: Here you are. Thank you, have a nice day

Supermarket



Customer: Excuse me. Can you help me, please?

Assistant: Yes, sure.

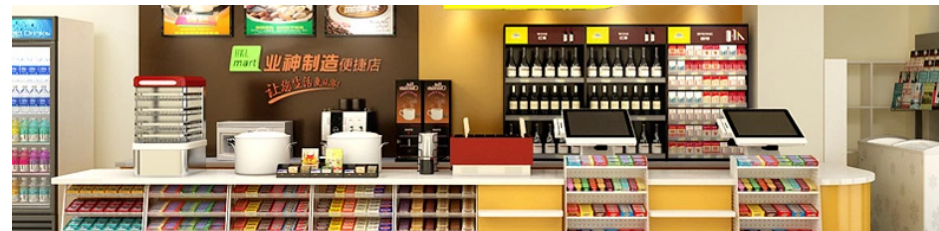
Customer: I would like to buy some cheese. Where is the dairy section?

Assistant: It's over there. Aisle 5.

Customer: Thank you!

Assistant: No problem.

Cash counter



Cashier: Hello sir. Please put your items here on the counter. The total is 45.80. How will you pay?

Customer: I will pay by credit card. Here it is.

Cashier: Here is your card and receipt, sir.

Customer: Thanks, have a nice day.

SECTION D

Basic Dialogues for Shopping

Clothes shop



Shop assistant: Hello. Can I help you?

Customer: Hello. I am looking for a gift for my grandson, possibly a t-shirt and a pair of jeans?

Shop assistant: What size do you need?

Customer: I think he wears a large size for the t-shirt and a 32 for the jeans.

Shop assistant: How about the color?

Customer: A red t-shirt and black jeans.

Shop assistant: Okay, what about this t-shirt and jeans?

Customer: Well, I think he will like them, thank you.

In the mall



Customer: Excuse me. Can you help me, please?

Information desk: Hello. How can I help you?

Customer: I am looking for the pharmacy. Can you tell me which floor it is on, please?

Information desk: It's on this floor. Straight ahead on the right.

Souvenir shop



Customer: Hello, I would like to buy a souvenir for my friend. Can you help me, please?

Shop assistant: Sure. Do you have something in mind?

Customer: Not yet. Can you recommend some typical Spanish souvenirs?

Shop assistant: The bota is one of the most popular gifts. Many people choose it as a souvenir when travelling to Spain.

Customer: Okay. That sounds interesting. But I don't think it is a good choice.

Shop assistant: What do you think about glazed pottery?

Customer: That's great, I'll take it as a souvenir. Thank you for your help.

Shop assistant: You're welcome. Thanks for shopping here.

FINAL STEP

Exercises

Write down the words used for the pictures below.



.....

.....

.....

.....

Fill in the Dialogue below.

Erasmus: Excuse me.

Customer service: On the second floor in women's fashion. You can take the elevators.

Erasmus: Okay, thank you and ?

Customer service: They are right over there on the left.

Put a tick next to the statements you say or hear while shopping.

- Where is the cosmetics department?
- Put your items on the counter.
- I would like to buy a traditional souvenir.
- You have to change the train.
- Where is the food court?
- Remove your shoes and belt please.
- Welcome on board.

FINAL STEP

Exercises

Dialogue at the underground: Elene and Erasmus are shopping.



Read the dialogue below and fill in the blanks with the most appropriate option.

- a) Could you show us
- b) Pack this ring
- c) What do you think
- d) Where is the jewelry store
- e) It's worth it
- f) Take a seat
- g) I would like to buy

Elene: Excuse me sir. ?

Information desk: It's on this floor, just over there on the left.

Elene: Thank you.

Jeweler: Good morning, ma'am and sir. Welcome!

Elene and Erasmus: Good morning.

Jeweler: Please come in and

Erasmus: I want to buy a jewelry set for my wife.

Jeweler: With great pleasure. Here are some good sets and they all have beautiful designs.

Elene: Wow, this one is amazing.

.....this golden set.

..... Erasmus?

Erasmus: This is really wonderful. How much does it cost?

Jeweler: It's 8790 euros.

Elene: Oh, that's a bit expensive. Do you have any discounts?

Jeweler: Unfortunately not, but trust me, madam.

.....

Erasmus: Ok, it is fine. We'll take it.

Jeweler: Great choice, madam. Would you like to see anything else?

Elene: Oh, yes. a ring for my husband?

Jeweler: Here it is. Would you like to try it?

Erasmus: Yes, please. It's really nice, how much is it?

Jeweler: It's not so expensive, only 1350 euros.

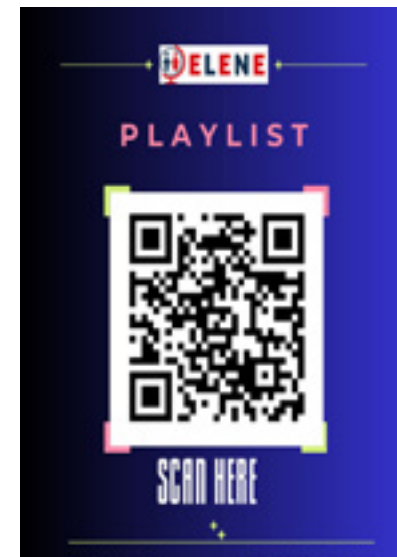
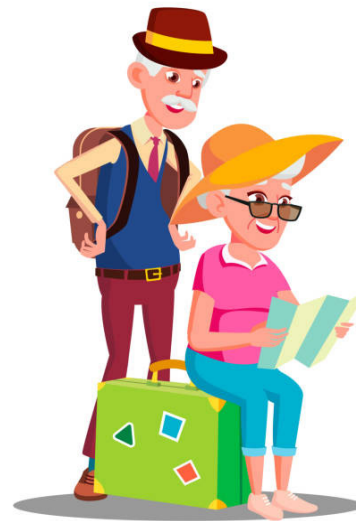
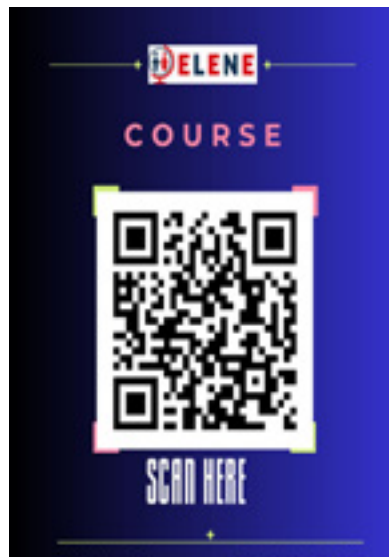
Erasmus: Please..... too. Here is the credit card.

Jeweler: Thank you, sir. Please come again, have a nice day.

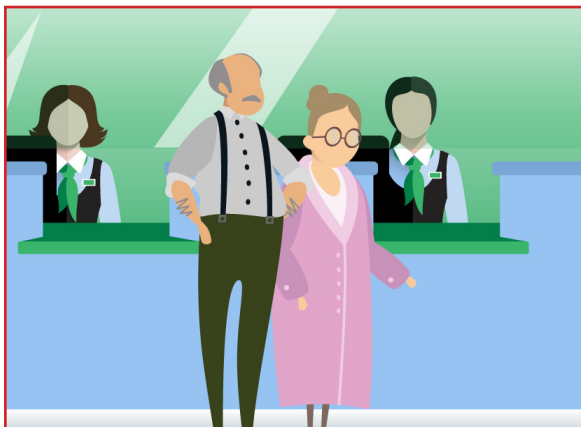
VIDEOS

External Video Links

- <https://www.youtube.com/watch?v=Z5Ty43EPYg4>
- <https://www.youtube.com/watch?v=l9Ee9WcwRmg&t=46s>



UNIT 19: AT THE BANK



ELENE



SITUATED ENGLISH **STUDY & LEARN**

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SECTION A

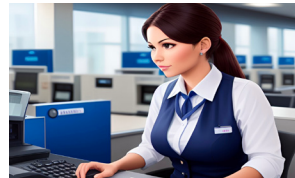
KEY VOCABULARY



Alarm



Receipt



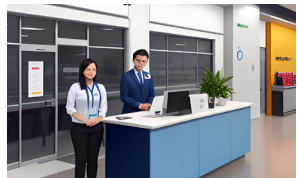
Bank teller



Safe



Wallet-Purse



Customer representative



PIN number



Traveler's cheque



Pounds



Dollars



Security guard



Cash machine



Cashier



Bank



Credit card-Bank card



ID card-Passport



ATM



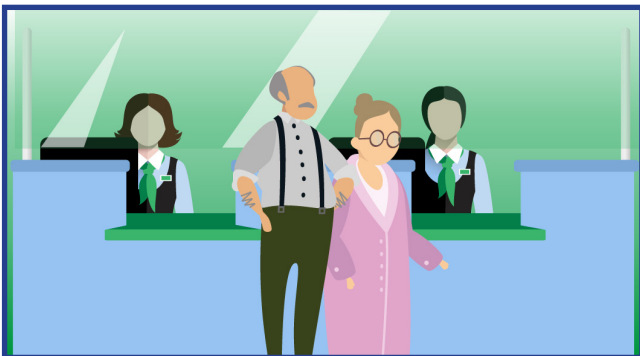
Bank manager



Euros

SECTION B

What you might hear and see



- Can I help you, please?
- Do you have an account with us?
- Can I see your ID, please?
- 10 Euros will be charged as a transaction fee.
- Could you sign and date the cheque, please?
- There are no bank charges.



- Insert your card
- Enter your PIN
- Incorrect PIN
- Enter
- Correct
- Cancel
- Withdraw cash
- Other amount
- Please wait, your cash is being counted.
- Insufficient funds
- Balance
- Printed

SECTION C

What you might need to SAY or ASK in this place

<i>Greetings</i>	Hello Good morning Good afternoon
<i>Thanking</i>	Thank you Thanks a lot
<i>Questions and statements at the bank</i>	I want to make a withdrawal. I would like to make a deposit. I've forgotten the PIN number for my card. I've lost my bank card. I'd like to open an account. I'd like to exchange some money. What's the exchange rate for euros?
<i>Leave-taking expressions</i>	Have a good day. Have a nice day. Thank you for your help. Good bye

SECTION D

Basic Dialogues at the Bank

Opening a bank account



Bank teller: Good morning. How can I help you?
Customer: Good morning. Can I please open a bank account?
Bank teller: Of course, please fill in these forms and show me some identification, such as your passport or driver's license.
Customer: Okay, here is my passport.
Bank teller: Thank you. Could you also sign the form, please? It will just take a few minutes for me to process the information.
Customer: Okay, anything else?
Bank teller: There you are, everything is set-up.
Customer: Thank you. Have a nice day.

Depositing money



Bank teller: What can I do for you today?
Customer: I would like to deposit some money.
Bank teller: Are you depositing cash or a check?
Customer: Cash, please.
Bank teller: How much are you depositing?
Customer: I want to deposit 300 euros.
Bank teller: What account do you want your money in?
Customer: I want to deposit it into my checking account.
Bank teller: Do you need anything else?
Customer: No, thank you.

Transferring money

Bank teller: May I help you with something?
Customer: I would like to transfer some money.
Bank teller: Where would you like to transfer the money from?
Customer: Take it from my savings account, please.
Bank teller: Where would you like the money transferred to?
Customer: I want it transferred into my checking account.
Bank teller: How much would you like to transfer?
Customer: 750 euros.
Bank teller: Will that be all today?
Customer: That's it for today. Thank you.

SECTION D

Basic Dialogues at the Bank

Withdrawing money



Cashier: How are you doing today?

Customer: Great, thank you.

Cashier: What can I do for you?

Customer: I need to withdraw some money.

Cashier: How much would you like to take out?

Customer: I want to withdraw \$300.

Cashier: Which account would you like to take the money from?

Customer: I want to take it from my checking account.

Cashier: All right, here is your \$300. Is there anything else that I can do for you today?

Customer: No, that'll be all. Thank you very much.

Problem with an ATM



Bank teller: Good morning. How can I help?

Customer: I want to withdraw money from the ATM outside but it doesn't accept my PIN.

Bank teller: I'm really sorry, but the machine is out of order. How much money would you like to withdraw?

Customer: I'd like seventy euros please.

Bank teller: Okay. Can I have your bank account details and some identification, please?

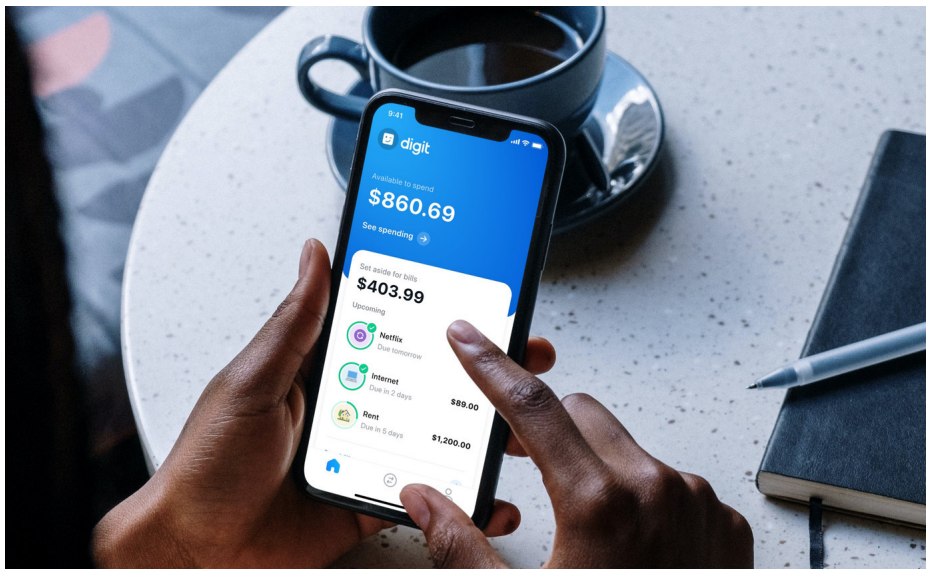
Customer: Here's my ATM card and passport.

Bank teller: Thank you, here is your money.

SECTION D

Basic Dialogues at the Bank

Checking the balance in your bank account



Customer: I'd like to check the current balance on my account, please.

Cashier: Certainly. May I see your passport, please?

Customer: Here you are.

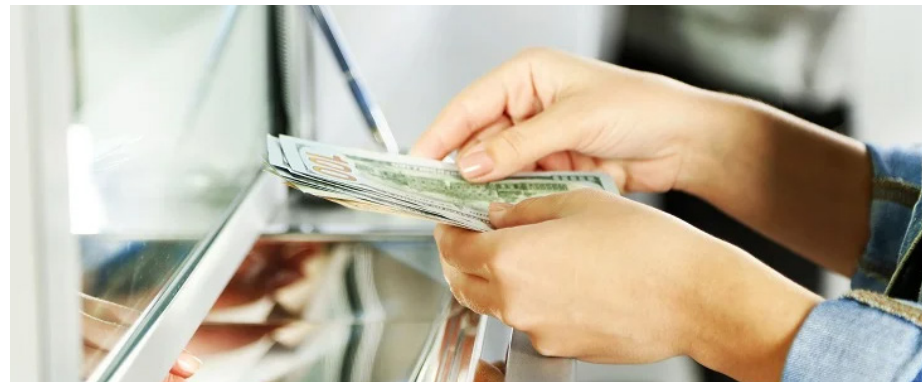
Cashier: Just a minute, please. It's 635 pounds.

Customer: Okay, I'd like to withdraw 100 pounds please.

Cashier: Certainly, madam. Please sign here. And here is your receipt. Anything else I can do for you?

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

Exchanging money



Cashier: Hello. How may I help you?

Customer: I'd like to exchange some US dollars into euros, please. Could you tell me the current exchange rate?

Cashier: The current rate is 1.20 dollar to the euro.

Customer: Fine. Do you charge any commission?

Cashier: No, we don't. How much would you like to change?

Customer: 300 dollars.

Cashier: May I see your passport, please?

Customer: Here is my passport

Cashier: How would you like your bills?

Customer: In fifties, please.

Cashier: Here you are, ma'am. That's 250 euros. Would you like a receipt?

Customer: Yes, please. Goodbye.

FINAL STEP

Exercises

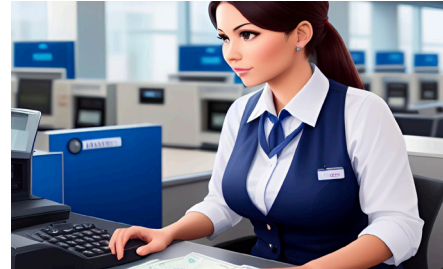
Write down the words used for the pictures below.



.....



.....



.....



.....

Fill in the Dialogue below.

Customer:

Cashier: Okay, how much would you like to exchange?

Customer:

Cashier: Can I see your passport, please?

Customer:

Put a tick next to the statements you say or hear at the bank.

- Here is my prescription.
- Would you like a receipt?
- A cup of coffee with soy milk, please.
- Where are the changing rooms?
- I'd like to exchange some money please.
- I want a return ticket.
- Your cash is being counted.
- How much money would you like to withdraw?

FINAL STEP

Exercises

Dialogue at the bank: Elene and Erasmus are at the bank.



Read the dialogue below and fill in the blanks with the most appropriate option.

- a) I'd like to deposit this cheque into my account.
- b) Please sign here.
- c) It will close in 30 minutes.
- d) Here is my passport and ATM card.
- e) Which bank do you want to go to?
- f) Thanks for your help.

Elene: I need to go to the bank.

Erasmus: Okay, ?

Elene: HSBC. Its branch is just over there on the left.

Erasmus: Well, I think we should hurry up as
.....

Elene: Okay, let's hurry then.

Erasmus: Here we are.

Bank teller: Next please.

Elene: Good afternoon,

Bank teller: Good afternoon. Can I please have your account details and some identification?

Elene: Yes, It has the account number on it.

Bank teller: Okay, thank you. It will just take a few minutes.

Elene: Alright, no problem. Should I sign anything?

Bank teller: Yes..... Here is your passport and card. The money should be in your account in two working days. Is there anything else I can do for you?

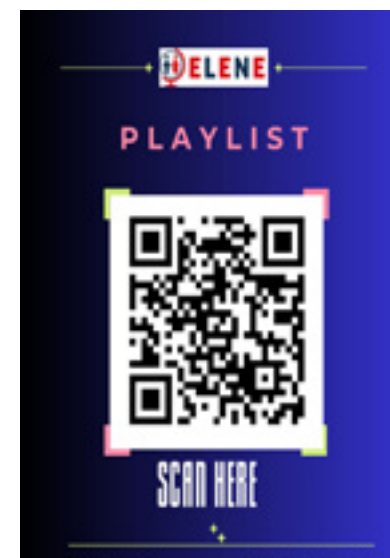
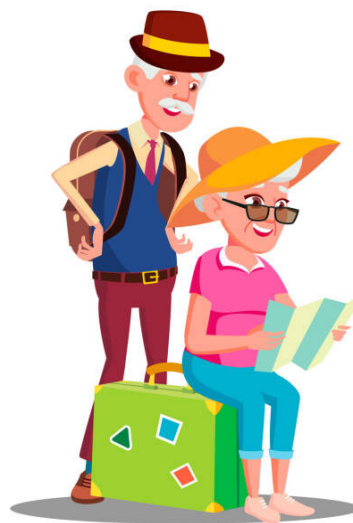
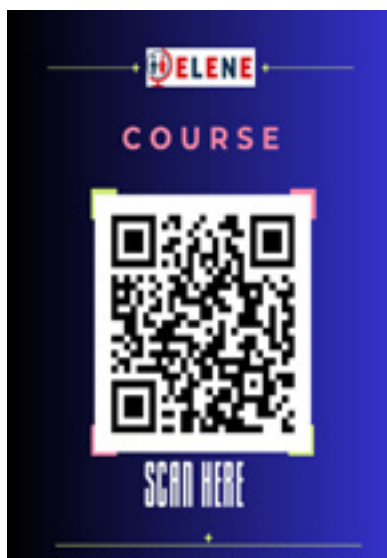
Elene: No, that's all.
Goodbye.

Bank teller: It's my pleasure. Have a nice day.

VIDEOS

External Video Links

- <https://www.youtube.com/watch?v=xqPriJ86MSQ&t=44s>
- <https://www.youtube.com/watch?v=eBBDAjbZthA>
- <https://www.youtube.com/watch?v=NSnY66T-76w>



UNIT 20: RENTING A CAR



ELENE



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SECTION A

KEY VOCABULARY



Keys



Credit card



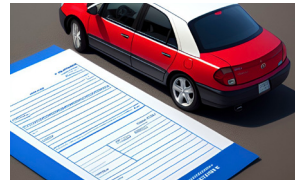
License plate



Driver's license



Van



Insurance



Car



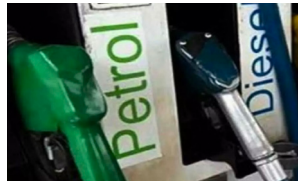
Rent



Manual-Automatic



Unlimited mileage



Petrol-Diesel



Full tank



Registration number



SECTION B

What you might hear and see



- Welcome. How can I help you?
- For how many days would you like to rent the car?
- Can I see your driver's license?
- Do you want personal insurance?



- Do you want it to be manual or automatic?
- May I see your driver's license please?
- May I have your credit card please?
- Please call this number If you have any problems.
- The keys are here.
- The tank is full.



SECTION C

What you might need to SAY or ASK in this place

<i>Greetings</i>	Hello Good morning Good afternoon
<i>Thanking</i>	Thank you Thanks a lot
<i>Questions and statements</i>	I would like to rent a car. I'd like to rent an automatic car. Have you got an automatic car? How much is it per day? What type of insurance does it have? Does it come with a full tank? Where can I pick up and drop off the car? What should I do if I have problems? What is the registration number?
<i>Leave-taking expressions</i>	Have a good day. Thank you for your help. Good bye

SECTION D

Basic Dialogues for Renting a Car

Asking for the price



Car Rental Agent: May I help you?
Passenger: Hello, yes please. I would like to rent a car.
Car Rental Agent: Do you want a manual or an automatic one?
Passenger: Automatic please!
Car Rental Agent: We have these options.
Passenger: How much is it per day?
Car Rental Agent: It depends on the features. Let me check and tell you.

Asking about the insurance

Passenger: Hello, I have some questions.
Car Rental Agent: Yes sir, how can I help you?
Passenger: Do the cars have insurance?
Car Rental Agent: Yes, sir.
Passenger: Do you also provide personal insurance?
Car Rental Agent: Yes, but it is optional.
Passenger: Thank you very much. How much is it per day?

Asking about the car



Passenger: Can I have the car now?
Car Rental Agent: Yes, sure. Here are the keys.
Passenger: Thank you, does it have a full tank?
Car Rental Agent: Yes, it does, and please return it with a full tank.
Passenger: Okay. Thank you.
Car Rental Agent: Thank you, drive safely.

Passenger: Excuse me
Car Rental Agent: Yes, ma'am?
Passenger: What should I do if I have any problems?
Car Rental Agent: You can call the phone number written on this card.
Passenger: Okay, thank you.

FINAL STEP

Exercises

Write down the words used for the pictures below.



Fill in the Dialogue below.

Car Rental Agent:

Passenger: I would like to rent a car.

Car Rental Agent:

Passenger: Automatic please.

Car Rental Agent:

Passenger: Yes, I have an international driver's license, here you are.

Put a tick next to the statements you hear at a car rental agent.

- Please return it with a full tank.
- What time is your plane?
- May I see your driver's license?
- There are buses every 30 minutes.
- Here are the keys.

FINAL STEP

Exercises

Dialogue at the car rental agent: Elene and Erasmus are at the car rental agent and they want to rent a car.



Car Rental Agent: Good morning!

Passenger:

Car Rental Agent: Okay, is there a specific car you want?

Passenger:

Car Rental Agent: Okay, ?

Passenger: Sure, here you are.

Car Rental Agent: Thank you.

Passenger: ?

Car Rental Agent: Yes, all of the cars here have insurance.

Passenger: Very good, thank you.

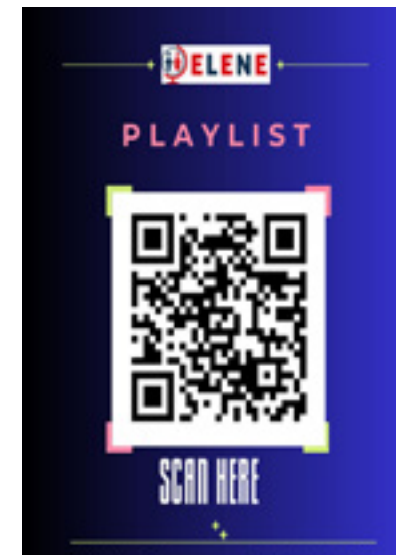
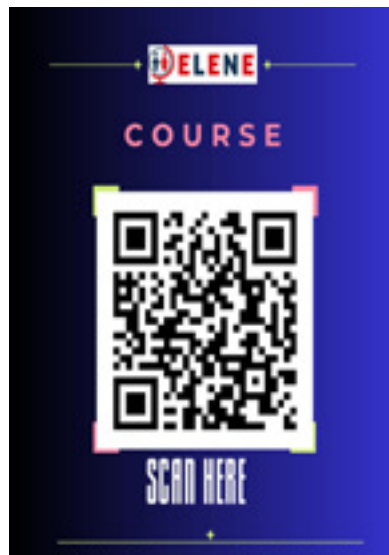
Read the dialogue below and fill in the blanks with the most appropriate option.

- a) I would like to rent a car for three days.
- b) No, just an automatic car.
- c) How can I help you?
- d) Can I see your driver's license?
- e) Does it have insurance?

VIDEOS

External Video Links

- <https://www.youtube.com/watch?v=p3GVk5Jk74g>



UNIT 21: TAKING A CRUISE



ELENE



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SECTION A

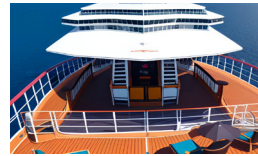
KEY VOCABULARY



Life jacket



Passenger



Deck



Restaurant



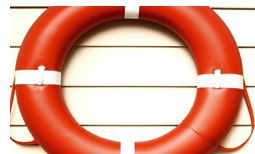
Life boat



Cabin



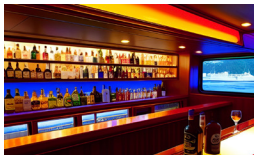
Crew



Life belt



Gangway



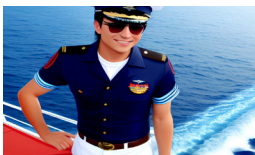
Bar



Cruise ship



Information desk



Captain



Porthole



Steward



Bridge



Port



Medical certificate



Dock



Buffet

Day	Destination	Departure	Arrival
12-01-2019	Shanghai, China	08:00 AM	18:00 AM
12-02-2019	Manila, Thailand	08:00 AM	09:00 AM
12-03-2019	North Port	08:00 AM	18:00 AM

Itinerary



Passport



Laundry



Ocean



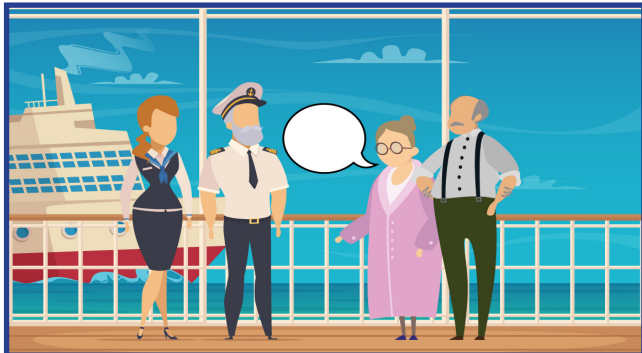
Embark / Disembark

SECTION B

What you might hear and see



- Welcome aboard!
- Enjoy your time on our cruise.



- We will be setting sail in 30 minutes.
- Please board the ship as soon as possible.
- Make sure to be back by 7 p.m. please.
- We are leaving in 10 minutes.
- We will be docked until 6 p.m.
- We will be arriving at our next port of call in about two hours.
- The next port of call will be Istanbul.



SECTION C

What you might need to SAY or ASK in this place

<i>Greetings</i>	Hello Good morning Good afternoon
<i>Thanking</i>	Thank you Thanks a lot Thanks very much
<i>Questions and Statements</i>	Excuse me, can you help me, please? Where's the information desk? Where's the cabin number 89? What time will we leave? I would like to visit the bridge. How can I get to the upper deck? I can't find my way.
<i>Leave-taking expressions</i>	Good bye Have a good day

SECTION D

Basic Dialogues for Taking a Cruise

On board



Passenger: Excuse me, can you help me? The ship is pretty big, and I can't find my way.

Crew: Yes, you are right, but we will arrange tours to help you get to know where everything is.

Passenger: What time will we leave?

Crew: We will leave at 7:00 p.m. Make sure to be back by then please.

Passenger: Excuse me. How can I get in?

Steward: You have to scan your ID card in order to get in.

Passenger: How many restaurants are there on board?

Steward: There are three restaurants on board this ship.

Passenger: Do you have vegetarian food?

Steward: Yes, we do. The buffet is quite diverse and includes many vegetarian and vegan options.

Passenger: Is there any activity for tonight?

Steward: The program for today will be posted on this wall. There is live music every night.

Passenger: Excuse me. Is everything alright?

Crew: Don't worry, we're just going through some rough waters.

Passenger: Oh, I feel dizzy. Should I be worried?

Crew: Sea sickness is a common problem for many first-time travelers on a cruise ship.

Steward: Would you like a seat in the sun or in the shade?

Passenger: In the sun, please.

Steward: Okay, I'll arrange it for you.

Passenger: Thanks a lot.

Passenger: Excuse me, how can I get to the upper deck?

Steward: You can take the elevator to the upper deck, or you can take the stairs.

Passenger: Is it possible to visit the bridge?

Steward: I'm sorry, guests are not allowed on the bridge.

FINAL STEP

Exercises

Write down the words used for the pictures below.



.....

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Fill in the Dialogue below.

Passenger: Hello, please?

Steward: Our next destination will be Miami.

Passenger:

Steward: We will be arriving at our next port in about three hours.

Put a tick next to the statements you say and hear during a cruise.

- You are not allowed to park here.
- Only crew members can go in.
- Take the elevator to the upper deck.
- The program will be posted on this wall.
- I want to open a bank account.
- What floor are the paintings on?
- We are leaving the port in twenty minutes.

FINAL STEP

Exercises

Dialogue on a cruise ship: Elene and Erasmus are on a cruise ship.



Read the dialogue below and fill in the blanks with the most appropriate option.

- a) I have another question
- b) Let's go down to the buffet
- c) the right place for embarking
- d) we get on board right here
- e) the ship is setting sail
- f) can you help us
- g) where is cabin number 908
- h) guests are not allowed

Elene: I'm so excited! We're finally taking a cruise. Are you sure we are at

Erasmus: Yes, I'm sure. see? Come on, let's find our cabin.

Erasmus: I think we're going the wrong way. I can't find our cabin number.

Elene: Let's see if we can find a steward to help us. Excuse me,, please?

Steward: Certainly, ma'am. What can I do for you?

Elene: We can't find our cabin. ?

Steward: You are almost there. The last cabin on the right.

Elene: Thank you for your help. Sorry,

Steward: Yes, ma'am?

Elene: We would like to go on the bridge and meet the captain. Do you think it is possible to do that?

Steward: I'm sorry, ma'am but on the bridge.

Elene: Okay, no problem. Thank you for your help.

Steward: My pleasure. Enjoy your time on our cruise.

Elene: Here is our cabin. Oh, this cabin looks very small.

Erasmus: It's fine, don't worry. We will not spend much time in the cabin.

Elene: Okay, now it's time to eat something. What do you think?

Erasmus: Oh, I'm glad you asked that. for lunch, and then I want to go up on deck and look around the entire ship.

Elene: Okay, that sounds great.

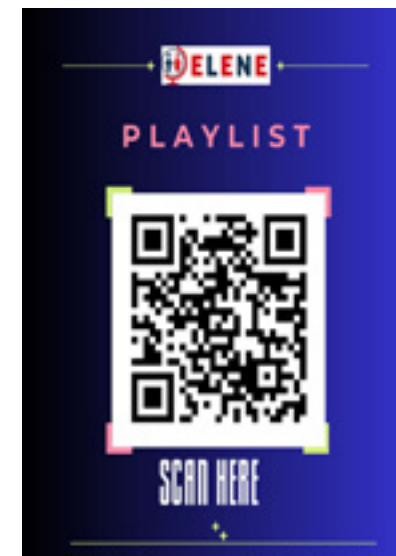
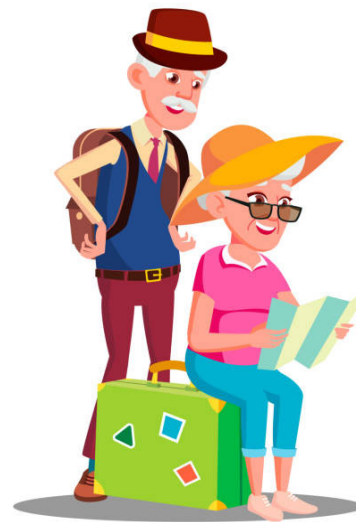
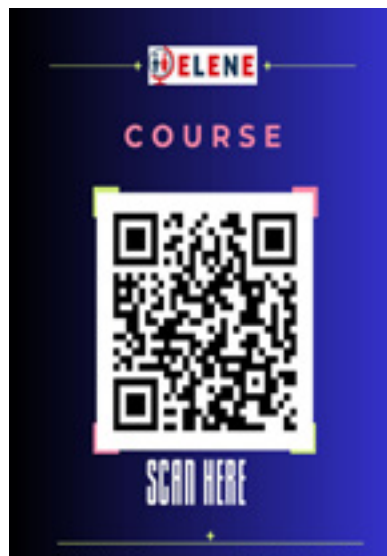
Erasmus: Oh, Can you hear that?

Elene: Yes, and now I'm really looking forward to our first port of call!

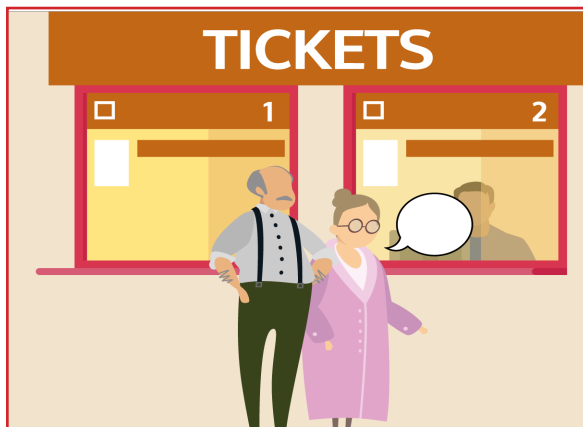
VIDEOS

External Video Links

- <https://www.youtube.com/watch?v=rCgfEnhgsR8>
- <https://www.youtube.com/watch?v=44SL8i8h0dg>
- <https://www.youtube.com/watch?v=j7d8xXCrvn0>
- <https://www.youtube.com/watch?v=2PCgztYXnxk>



UNIT 22: HOP ON-HOP OFF



ELENE



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SECTION A

KEY VOCABULARY



Hop on-Hop off



Audio Guide



Stops



Sightseeing



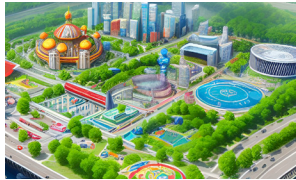
Route



Open-top buses



Tour



City attractions



Flexible Ticket



City tour



Top deck



Bus ticket



SECTION B

What you might hear and see



- Buy your hop on/ hop off tickets here.
- Hop on – hop off tour, just for 15 euros.
- There are 12 stops in total.
- How many tickets do you want?
- Which language do you want the audio guide to be in?



- There are some great views!
- There is an audio guide in 5 languages.
- You can get on and get off at stops every 30 minutes.
- The next bus will arrive in 10 minutes.



SECTION C

What you might need to SAY or ASK in this place

<i>Greetings</i>	Hello Good morning Good afternoon
<i>Thanking</i>	Thank you Thanks a lot
<i>Questions and statements</i>	Four tickets, please. How much is one ticket? How many stops are there? How often are the buses going by here? What time is the first and last bus? What stops are included in this ticket? Do you have an audio guide? What languages are there in the audio guide?
<i>Leave-taking expressions</i>	Have a good day. Thank you, Good bye

SECTION D

Basic Dialogues for Hop on-Hop off

Asking for the ticket price



Ticket seller: Hello!

Passenger: Hi.

Ticket seller: We have hop on-hop off tickets here.

Passenger: How much is one ticket?

Ticket seller: It is 15 euros. How many tickets do you want?

Passenger: We are five people in our group.

Ticket seller: Okay, here you are, five tickets. Your total is 75 euros please.

Asking about the audio guide

Passenger: Hello. Do you have an audio guide?

Ticket seller: Yes ma'am.

Passenger: Is it only in English?

Ticket seller: No, we have six other languages.

Passenger: Good, which languages are there?

Ticket seller: German, French, Turkish, Italian, Polish, and Spanish.

Passenger: Thank you very much, one ticket please.

Asking for the stops



Passenger: How many stops are there?

Ticket seller: There are 12 stops.

Passenger: How often are the busses?

Ticket seller: Every 30 minutes.

Passenger: Okay. Thank you. Two tickets please.

Ticket seller: Here you are.

Passenger: Excuse me!

Ticket seller: How can I help you?

Passenger: What time is the first and last bus?

Ticket seller: 8:30 and 19:00.

Passenger: Okay, thank you.

Ticket seller: You can see the hop on-hop off stops, wait there.

Passenger: What time should I be there?

Ticket seller: They come every 30 minutes.

Passenger: Thank you.

FINAL STEP

Exercises

Write down the words used for the pictures below.



.....

.....

.....

.....

Fill in the Dialogue below.

Ticket seller: Buy your hop on- hop off ticket here.

Passenger:

Ticket seller: It is 15 euros.

Passenger:

Ticket seller: There are 12 stops.

Put a tick next to the statements you say or hear during hop on- hop off.

- Buy your tickets here.
- What time is your plane?
- We have an audio guide in six languages.
- There are buses going by every 30 minutes.
- Which hotel are you going to?

FINAL STEP

Exercises

Dialogue for hop on- hop off: Elene and Erasmus would like to have a sightseeing tour, so they are buying a hop on-hop off ticket.



Read the dialogue below and fill in the blanks with the most appropriate option.

- a) How much is one ticket?
- b) Buy your tickets here.
- c) German, French, Turkish, Spanish, and Polish.
- d) We have an audio guide in five languages.
- e) Four tickets please.

Ticket seller: Good morning!

Erasmus:

Ticket seller: It is 15 euros.

Erasmus:

Ticket seller: Here you are, 30 euros please.

Erasmus: Thank you. Is there an audio guide?

Ticket seller:

Erasmus: Good, which languages?

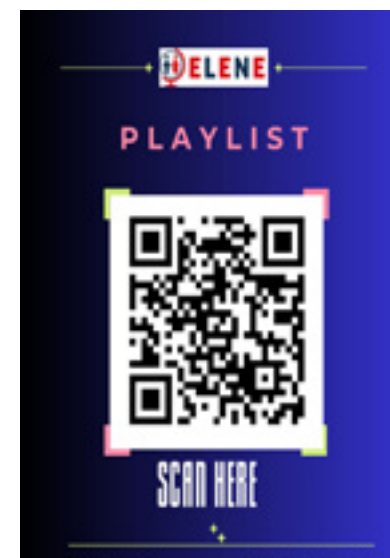
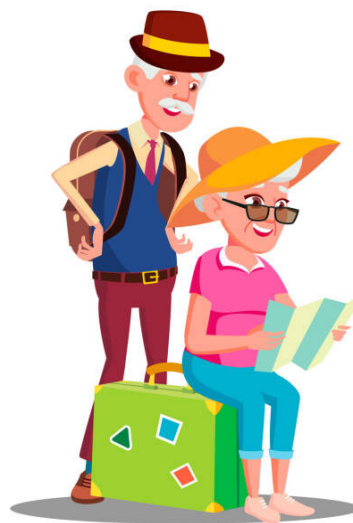
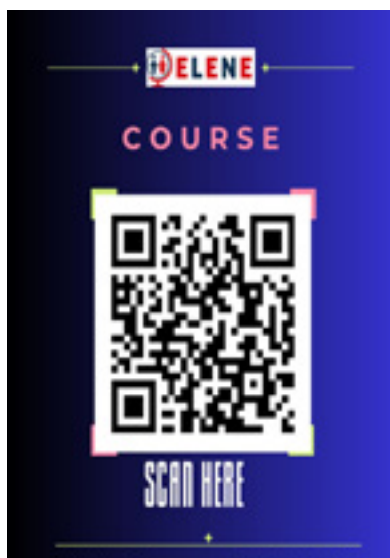
Ticket seller:

Erasmus: Very good, thank you.

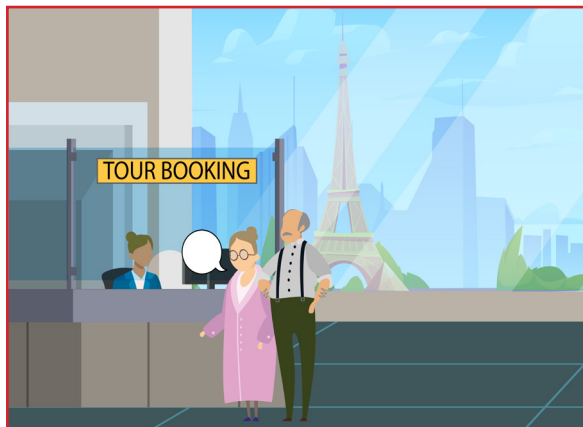
VIDEOS

External Video Links

- <https://www.youtube.com/watch?v=elkHnzsBM0A>
- <https://www.youtube.com/watch?v=SwENpZ3D7Og&t=15s>



UNIT 23: BOOKING A TOUR



ELENE

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SECTION A

KEY VOCABULARY



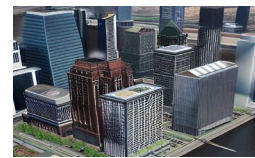
Monument



En route



Cathedral



Central business district



Travel agent



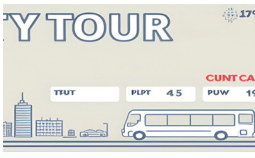
Brochure



A map



Entertainment district



Ticket



Castle



Credit card



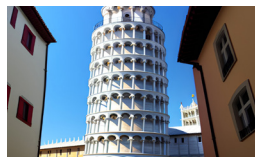
Art gallery



Tour guide



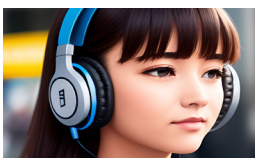
Guided tour



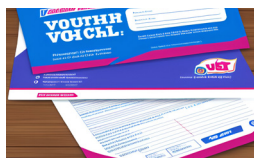
Tower



Temple



Headphones



Voucher



Statue



Attractions



Camera



Landmarks



Exhibition



Dining district



Guidebook

SECTION B

What you might hear and see



- What tour would you like to take?
- There's a discount for EU citizens.
- What are you interested in?
- How long will you be here?
- Is this your first stay in our city?
- When would you like to go?
- The price is 30 euros.
- Here is your ticket.
- Have a great tour.



SECTION C

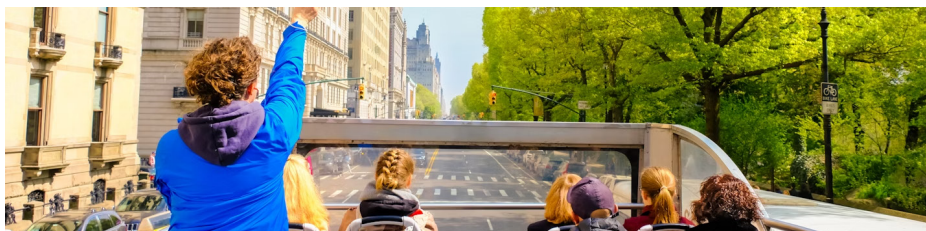
What you might need to SAY or ASK in this place

<i>Greetings</i>	Hello Good morning Good afternoon
<i>Thanking</i>	Thank you. Thank you for your help.
<i>Questions and statements at the travel agent</i>	I would like to book a city sightseeing tour. How much is the entrance fee? Is there a discount for retired people? I am here for three days. What would you recommend? Do you take credit cards? When does the tour start? Is the entrance ticket included in the price? How long does the tour last? How many people will be there in the group? Can you pick me up from my hotel?
<i>Leave-taking expressions</i>	Good bye Have a good day

SECTION D

Basic Dialogues for Booking a Tour

Asking about a sightseeing tour at the hotel



Tourist: Good morning. I would like to join a sightseeing tour of London.

Receptionist: There are several choices. There's a hop on-hop off bus tour that takes you to Buckingham Palace, Westminster Abbey, St Paul's Cathedral and a few other places.

Tourist: Do they give you information about those places on the tour?

Receptionist: Yes, sure. They give you information about the places you'll visit. But you explore the locations at your own pace.

Tourist: How much are the tickets?

Receptionist: A pass for all day is 25 pounds. You can buy the ticket on the bus. Here is a map of all the stops.

Tourist: What hours do the buses operate?

Receptionist: They run from 8 a.m. until 7 p.m.

Tourist: Where's the closest stop?

Receptionist: The closest stop is just out in front of the hotel.

Tourist: That's great. Thanks for your help.

Receptionist: You're welcome sir, enjoy your day.

Arranging a city tour



Tourist: Hello. Can you help me book a tour please?

Travel agent: How many days will you be visiting here?

Tourist: I will be here for a week.

Travel agent: Have you ever visited our city before?

Tourist: This is my first time in this city.

Travel agent: We have tours for all interests. What are you interested in?

Tourist: I enjoy visiting museums and art galleries. Do you have a city tour?

Travel agent: Yes, ma'am. We have hop on-hop off tour. You can enjoy unlimited travel around London over 24 or 48 hours.

Tourist: Okay, what will I see?

Travel agent: You'll see iconic landmarks, including Trafalgar Square, Tower Bridge and Shakespeare's Globe.

Tourist: What else is included in the hop-on/hop-off tour?

Travel agent: Well, you'll also have a free River Thames boat ride.

Tourist: Wow, that sounds amazing. I'll take the tour. How much is the tour for 24 hours?

Travel agent: It's 28 pounds, including the boat trip. How would you like to pay?

Tourist: In cash, please. Here it is. And one more question. Is there a set timetable for the tour?

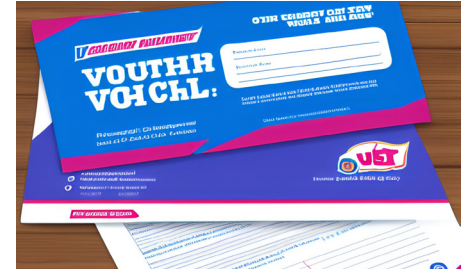
Travel agent: The buses operate every 15 to 30 minutes.

Tourist: Great. Thank you for your help. Bye.

FINAL STEP

Exercises

Write down the words used for the pictures below.



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Fill in the Dialogue below.

Travel agent: Welcome sir. How may I help you?

Tourist: Good morning!

Travel agent: Sure, I can help you with that. What would you like to see?

Tourist:

Travel agent: How long will you be here?

Tourist:

Put a tick next to the statements you say or hear while booking a tour.

- The ATM is out of order.
- Do you prefer some outdoor tourist attractions?
- We will pick you up from your hotel.
- Please try it on.
- Can I also get a croissant?
- The tour will finish at 7 p.m.
- What colors do you have?
- I would like to book a sightseeing tour.
- Here is a map of all the stops.

FINAL STEP

Exercises

Dialogue at the travel agent : Elene and Erasmus in Cappadocia and they would like to have a balloon trip.



Read the dialogue below and fill in the blanks with the most appropriate option.

- a) What should we wear?
- b) How long does the tour take?
- c) We want to take it tomorrow.
- d) Have a great tour!
- e) How can I help you?
- f) We accept all major cards.
- g) What should we bring with us?
- h) We would like to book a balloon tour.

Travel agent: Good morning,

Elene: Good morning. We just came to Cappadocia today.

Travel agent: Have you ever been here before?

Erasmus: No, never before.

Travel agent: When would you like to take the tour?

Elene:

Travel agent: For how many people?

Elene: For two people.

Travel agent: Okay, the price is 275 euros for one person.

Elene:

Travel agent: The balloon tour lasts about 3 hours from start to finish.

The shuttle bus will pick you up at 4 a.m. from your hotel.

Elene: Okay, what about the flight duration?

Travel agent: Well, the flight lasts about an hour.

Erasmus: Great! Where will we visit?

Travel agent: You'll visit the most charming valleys and peaks of Cappadocia.

Elene: I am so excited.

Travel agent: You should wear long trousers and tops with long sleeves or a jacket. Comfortable shoes will also be perfect.

Erasmus:

Travel agent: Bring your camera, or a smart phone to capture the best views of Cappadocia.

Elene: Okay, and how far will we travel?

Travel agent: Balloons travel anywhere between 4 and 20 km, depending on the wind speed that day.

Erasmus: Okay, do you accept credit cards?

Travel agent:

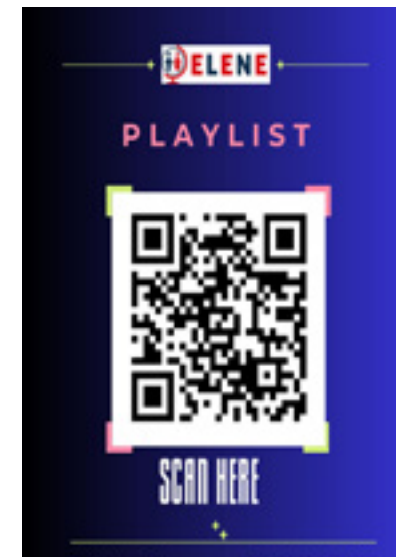
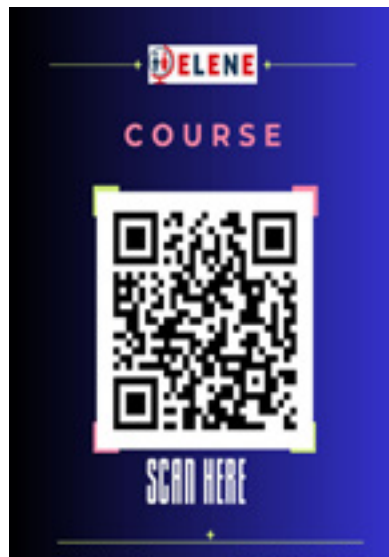
Elene: Alright, I will pay by Visa.

Travel agent: Here's your ticket, If you want more information, here's the brochure.

VIDEOS

External Video Links

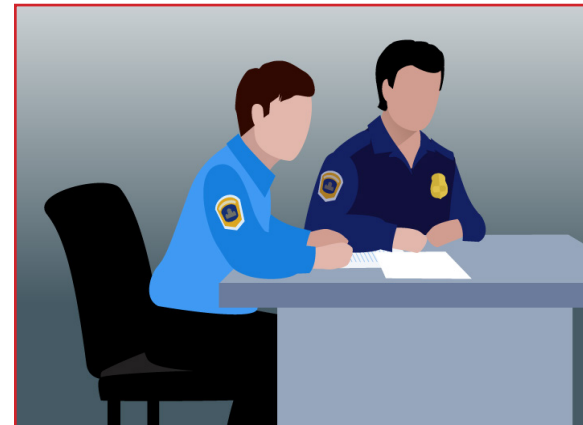
- https://www.youtube.com/watch?v=J_a-Mht2V3o&t=5s
- <https://www.youtube.com/watch?v=XoXo-xMRkYs&t=375s>



UNIT 24: AT THE POLICE STATION



ELENE



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SECTION A

KEY VOCABULARY



Camera



Passport



Police station



Identity card



Purse



Suitcase



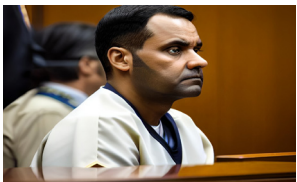
Thief



Robber



Handbag



Witness



Police officer



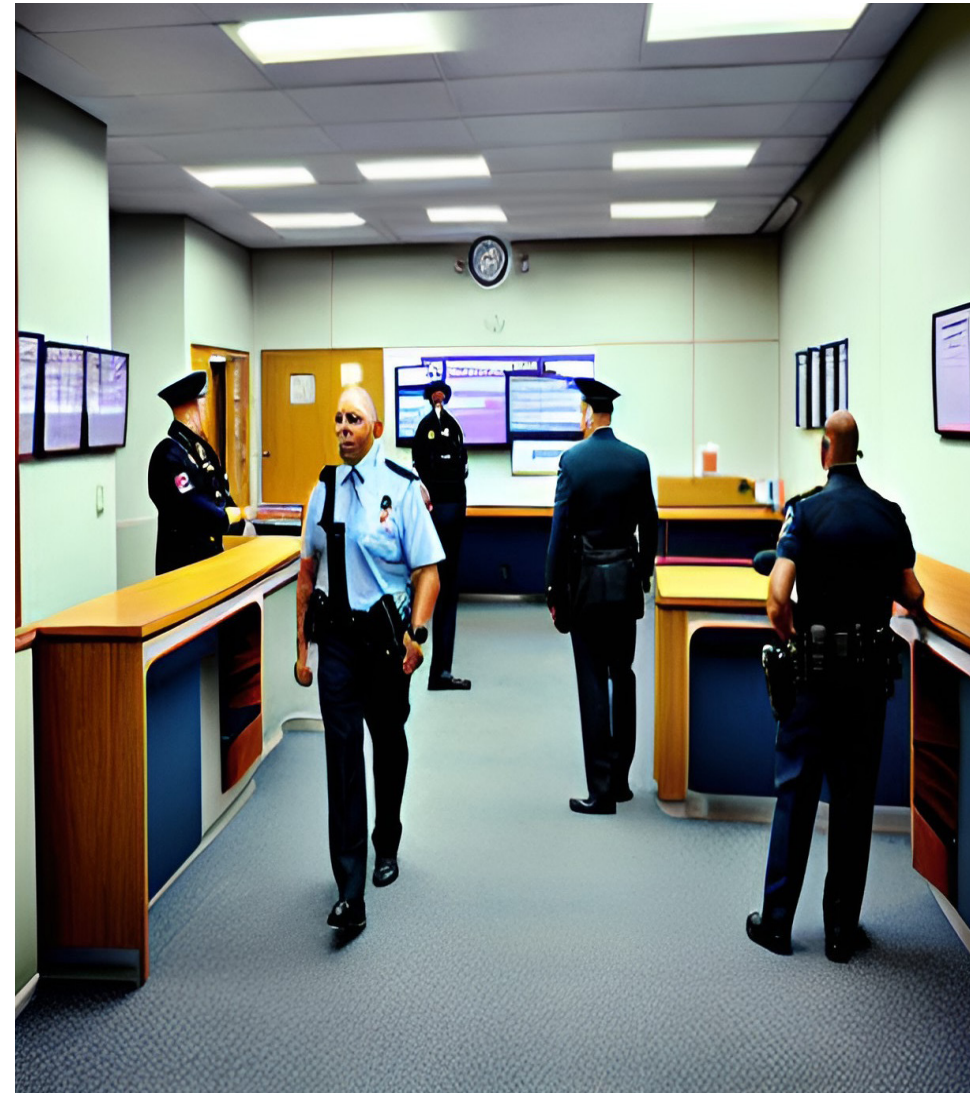
Backpack



Mobile phone



Wallet



SECTION B

What you might hear and see



- Could you tell me what happened?
- Can I help you, sir?
- Please fill out this crime incident form.
- What items were stolen?
- Where did it happen?



SECTION C

What you might need to SAY or ASK in this place

<i>Greetings</i>	Hello Good morning Good afternoon Good evening Good night
<i>Thanking</i>	Thank you for your time. Thanks a lot. Thanks.
<i>Reporting a crime to a police officer</i>	I would like to report a theft, please. My bag was stolen. I have lost my passport.
<i>Leave-taking expressions</i>	Good bye Have a nice day

SECTION D

Basic Dialogues at the Police Station

Reporting lost items



Tourist: Sir, I lost my phone yesterday.
Police officer: Where did you lose it?
Tourist: Oh, I am sorry but I have no idea.
Police officer: Please tell me which model you had.
Tourist: iPhone 7
Police officer: Do you have the bill of your phone?
Tourist: Yes, here it is.
Police officer: Was your phone under warranty?
Tourist: Unfortunately not.
Police officer: Please fill in this form with required information and we will track your device. As soon as we receive any information, we will inform you.
Tourist: Okay sir! Thank you for your time.

Reporting a crime



Police officer: Can I help you, sir?
Tourist: Yes, I'd like to report a crime.
Police officer: Can you tell me what happened, please?
Tourist: A young girl stole my bag.
Police officer: Where did this happen?
Tourist: Just in front of my hotel on Berkeley Street.
Police officer: What were you doing?
Tourist: I was waiting for a taxi.
Police officer: What did the girl look like?
Tourist: She was wearing dark blue jeans and had a black coat on. She was very thin and tall.
Tourist: I can't find my wallet. I think somebody has stolen it.
Police officer: When did you realize it?
Tourist: I was at the train station buying a ticket. When I came to pay, I realized that my wallet was missing.
Police officer: Okay, please fill this crime incident form.

FINAL STEP

Exercises

Write down the words used for the pictures below.



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Fill in the Dialogue below.

Police officer: Good afternoon, sir. How can I help you?

Tourist: Good afternoon, officer.

Police officer: Did you notice anyone suspicious at the time?

Tourist: No,

Put a tick next to the statements your say or hear at the police station.

- Put your bag in the overhead locker.
- What items were stolen?
- Could I pay in euros?
- I am in a hurry.
- What were you doing at the time?
- You should wear a coat.
- Please tell me what happened.

FINAL STEP

Exercises

Dialogue at the police station : Elene and Erasmus are at the police station reporting a theft incident.



Read the dialogue below and fill in the blanks with the most appropriate option.

- a) What did the boy look like?
- b) Fill out this crime incident report
- c) Can you tell me your name
- d) What items were in your bag
- e) Somebody has just stolen my bag.
- f) Did you see the thief?
- g) Oxford Street.

Elene: Excuse me, officer. We would like to report a theft.
Police officer: Okay, ma'am. Tell me what happened, please.
Elene:
Police officer: Where were you at the time?
Elene: I was at
Police officer: Okay, what were you doing at that moment?
Elene: I was shopping with my husband.
Police officer: When did it happen?
Elene: At about 11 in the morning.
Police officer:
Elene: No, I couldn't, but my husband saw him while he was running away.
Police officer: And is that true, sir? Did you see him?
Erasmus: Yes, I did. It was a young boy in his twenties.
Police officer: Okay,
Erasmus: He was thin and short and was wearing a red t-shirt and jeans.
Police officer: Okay. You'll need to and then sign it.
Erasmus: Can we use that to file an insurance claim when we get back to our country?
Police officer: Yes. Okay, now, and hotel address, please?
Elene: Yes, it's Elene Acomi and we're staying at the Museum Hotel at 10 West Street.

FINAL STEP

Exercises

Dialogue at the police station : Elene and Erasmus are at the police station reporting a theft incident.



Police officer: And your passport or ID card number?

Elene: My passport number is S978574

Police officer: And can you tell me your contact number?

Elene: Yes, my telephone number is 0029-876-3492.

Police officer: Okay, and ?

Elene: Well, I think everything: my passport, telephone, money

Police officer: Okay ma'am. We will do our best to help you.

Elene: Thank you very much for your help.

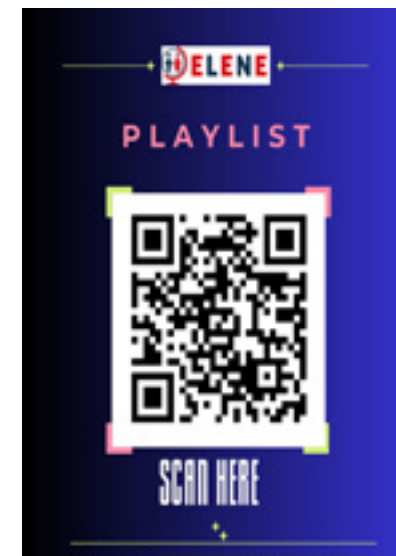
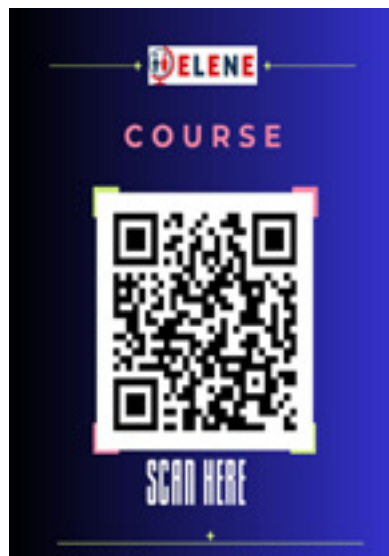
Read the dialogue below and fill in the blanks with the most appropriate option.

- a) What did the boy look like?
- b) Fill out this crime incident report
- c) Can you tell me your name
- d) What items were in your bag
- e) Somebody has just stolen my bag.
- f) Did you see the thief?
- g) Oxford Street.

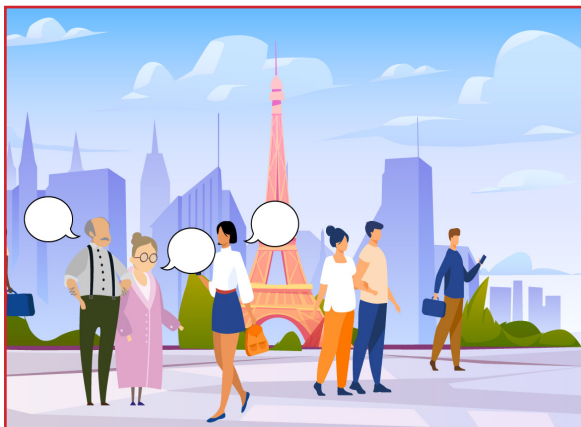
VIDEOS

External Video Links

- https://www.youtube.com/watch?v=NFhfE_HfOwY&t=323s



UNIT 25: GIVING DIRECTIONS



ELENE



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SECTION A

KEY VOCABULARY



Traffic lights



Navigation



Map



Roundabout



Corner



Street



Behind



Bus Station



Turn right



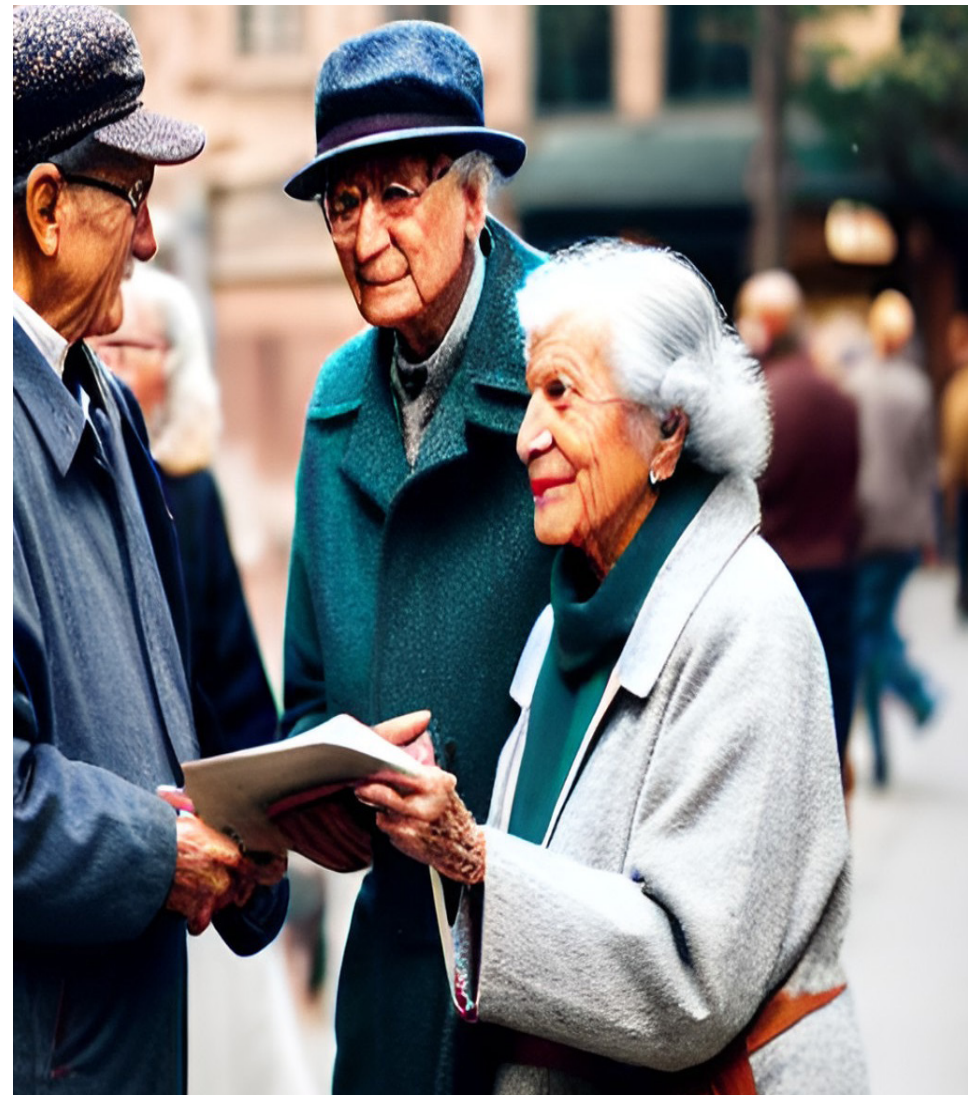
Turn left



Next to

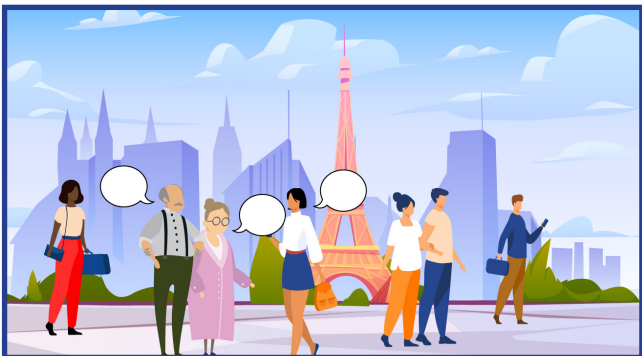


Go straight on

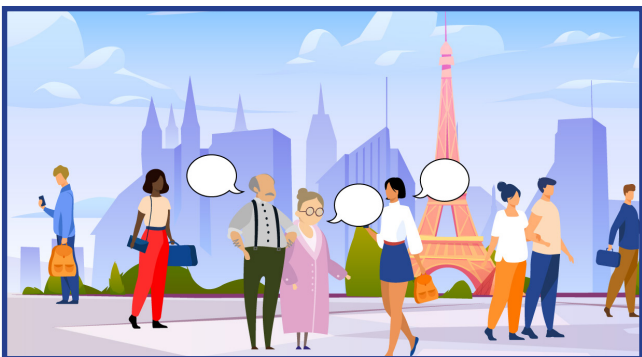


SECTION B

What you might hear and see



- Do you want to go by bus or by train?
- You should get off here.



- Go straight on and take the second left.
- Take the next train.
- Turn left when you see the hospital.



SECTION C

What you might need to SAY or ASK in this place

<i>Greetings Asking for attention</i>	Excuse me, sir! Excuse me, ma'am!
<i>Thanking</i>	Thank you very much for your help.
<i>Questions and statements for asking directions</i>	I would like to go to the National History Museum. How can I get to the airport? Where is the nearest hospital? I want to go to Waterloo Station. How can I get to Platform 2? Excuse me, do you know where the nearest exchange office is? What is the best way to get to the train station? Do you know which bus to take?
<i>Leave-taking expressions</i>	Good bye Have a nice day

SECTION D

Basic Dialogues for Asking for and Giving Directions

Asking for directions



Tourist: Excuse me. How can I get to the National Museum?

Passerby: You need to take a bus. It is two stops from here.

Tourist: Do you think I can walk?

Passerby: Well, it may take about half an hour.

Tourist: That's fine.

Passerby: Okay, then take the second right and go straight on.

Tourist: Thank you.

Tourist: Excuse me, we have no internet connection. Can you help us find our way?

Passerby: Yes, how can I help you?

Tourist: We would like to find the Fine Art Gallery.

Passerby: Let me show you where it is.

Tourist: That would be great.

Passerby: It is here on the map. Here you can see the walking route.

Tourist: Can we take a picture of the screen?

Passerby: Sure.

Tourist: Thank you very much.

Giving directions



Tourist: Excuse me, can I ask you a question?

Citizen: Yes, sure.

Tourist: Is there a pharmacy near here?

Citizen: Let me think. I think there is one on the corner of Black Street.

Tourist: How can I get there?

Citizen: Go straight on and turn left at the traffic lights. Walk along Black street, it is on the right, on the corner.

Tourist: Thank you very much!

Tourist: Excuse me, can you help me please?

Citizen: Yes, of course I can.

Tourist: I need to go to the city library. Do you know how I can get there?

Citizen: On 63rd street, go straight. Take the second left and continue going straight. It's across the street.

Tourist: Is it very far?

Citizen: No, it should be less than 10 minutes on foot.

FINAL STEP

Exercises

Write down the words used for the pictures below.



Fill in the Dialogue below.

Tourist:

Citizen: Yes, how can I help you?

Tourist:

Citizen: Go straight on and turn right. Keep going straight. The hospital is on the right.

Tourist:

Put a tick next to the statements you say or hear while asking for directions.

- I can not find my luggage.
- Excuse me, can I ask you something?
- Turn right and go straight on.
- Can I see your passport?
- Is it far from here?

FINAL STEP

Exercises

Dialogue for asking directions : Elene and Erasmus need help with directions. They ask people to find their way.



Read the dialogue below and fill in the blanks with the most appropriate option.

- a) Is it very far? Do you think we can walk?
- b) Ok, no problem. We like walking.
- c) Thanks a lot.
- d) How can we get to?

Elene: Excuse me. the National Museum?

Passerby: You need to take a bus. It is two stops from here.

Elene: ?

Passerby: Well, it can take about half an hour.

Elene:

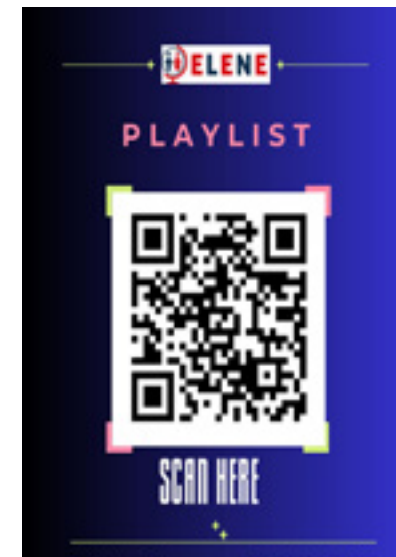
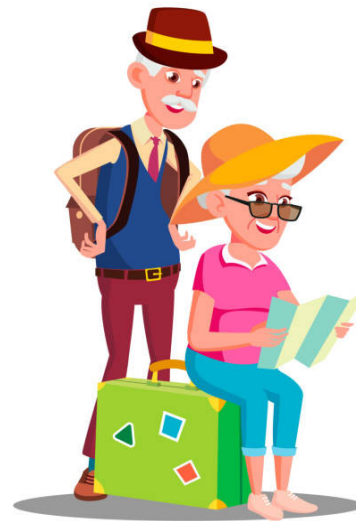
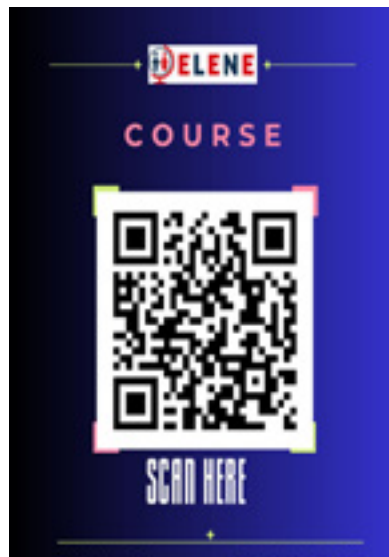
Passerby: Okay then take the second right and go straight on.

Elene:

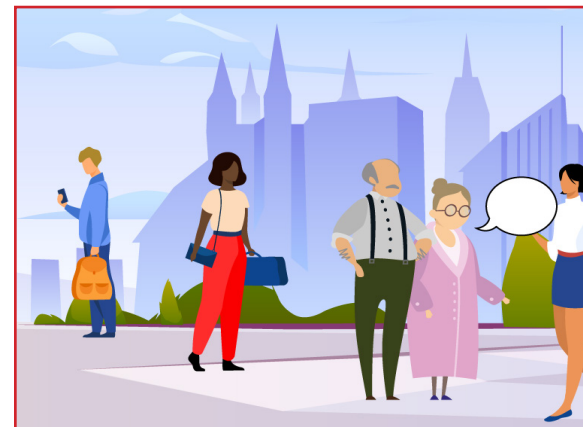
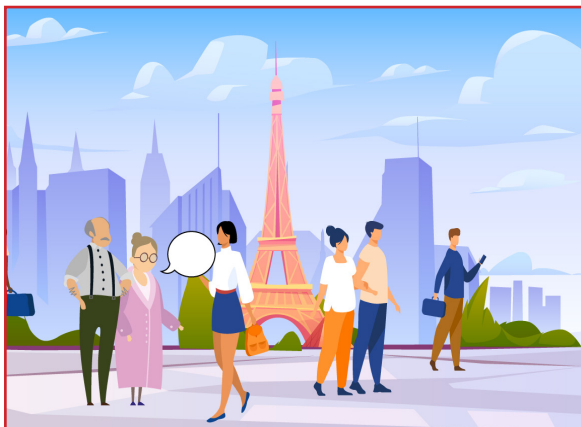
VIDEOS

External Video Links

- <https://www.youtube.com/watch?v=Agajl4B1i28>



UNIT 26: UNEXPECTED SITUATION: GETTING LOST



ELENE

SITUATED ENGLISH **STUDY & LEARN**

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SECTION A

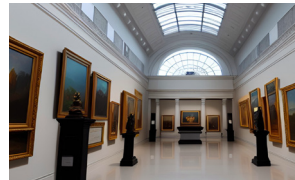
KEY VOCABULARY



Hotel



Embassy-Consulate



Museum



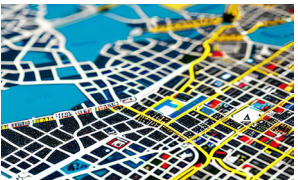
Hospital



Police station



Train station



City map



Post office



Main street



Bank



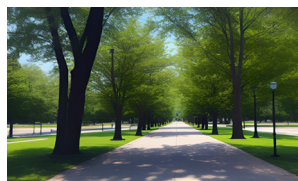
Wallet-Purse



Traffic lights



Bridge



Park



Police officer



Passport



Mobile phone



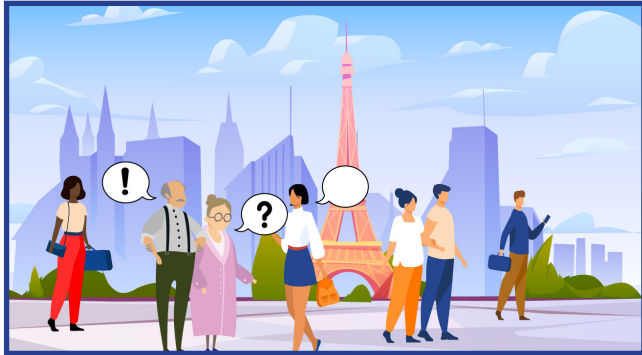
Bag



Church

SECTION B

What you might hear and see



- Which hotel are you staying at?
- Please stay calm.
- I will help you.
- We will do everything we can.
- I'll give you a map of the city.

SECTION C

What you might need to SAY or ASK in this place

<i>Greetings Asking for attention</i>	<p>Hello Good morning Good afternoon</p>
<i>Thanking</i>	<p>Thank you Thank you for your help</p>
<i>Asking for help from people -police around</i>	<p>I'm lost. Can you help me find my hotel? I'm looking for the Spanish Embassy. Which is the best way to the post office? How can I find the main street, please? Can you show me on the map how to get to the British museum, please? How do I get to the beach from here? I don't know where I am. I've forgotten where I'm staying. Where is the nearest tube station? I've forgotten the name of my hotel.</p>
<i>Leave-taking expressions</i>	<p>Good bye Have a good day</p>

SECTION D

Basic Dialogues for Getting Lost

Asking for directions



Tourist: Excuse me. I need your help, please.

Passerby: Yes, how can I help you?

Tourist: I'm so sorry for disturbing you, but I am lost. I'm looking for the Italian Embassy.

Passerby: Oh, don't worry. You're almost there.

Tourist: Good. Can you tell me how to get there?

Passerby: Sure, go along this street for about 2 minutes and turn left at the traffic lights.

Tourist: Okay.

Passerby: And then walk down to the next main road and take the second left.

Tourist: Okay, turn left at the traffic lights and then the second left.

Passerby: Exactly. When you are on that main road, walk down until you get to the train station.

Tourist: Okay.

Passerby: When you're at the train station, you will see the Embassy from there.

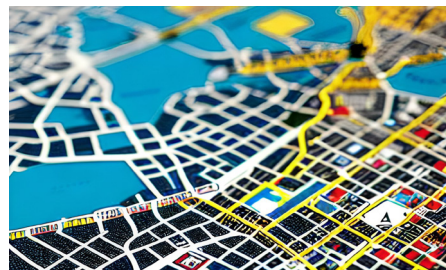
Tourist: Great, thank you very much for your help.

Passerby: You're welcome. Have a nice day.

FINAL STEP

Exercises

Write down the words used for the pictures below.



Fill in the Dialogue below.

Tourist: Excuse me. I don't know where I am.

Passerby: Ok, no worries. I'll help you.

Tourist: Thank you, please?

Passerby: Yes, sure. I'll show you where you are on the city map.

Put a tick next to the statements you say or hear when you are lost.

- Put your items on the counter.
- I am lost.
- We are closed today.
- Let me give you the directions.
- Go straight ahead and then turn left.
- May I see your passport?

FINAL STEP

Exercises

Dialogue for getting lost : Elene and Erasmus are lost in the city and they are asking for directions.



Read the dialogue below and fill in the blanks with the most appropriate option.

- a) Is it far from here
- b) Take the first left
- c) We will turn right
- d) Can you help us find our hotel
- e) Let me give you the directions

Erasmus: Excuse me officer, I think we are lost.
 please?

Police officer: Certainly, what's the name of your hotel?

Erasmus: It's the Triarchies Hotel.

Police officer: Well, I think I know where it is.

Erasmus: Oh, really? ?

Police officer: No, not really. Actually, it's only about a 20 minute walk. Shall I call you a taxi?

Erasmus: No, thank you. The weather is nice, so we don't mind walking.

Police officer: Okay then,

Erasmus: We appreciate that.

Police officer: Now, go along this street until you get to the train station. You'll see the traffic lights there, turn right onto Abbey Avenue.

Erasmus: Okay,

Police officer: Correct. Then go straight ahead,
 and you will see the Triarchies Hotel on the right.

Erasmus: Okay, we will go straight ahead and take the first left.

Police officer: Yes sir.

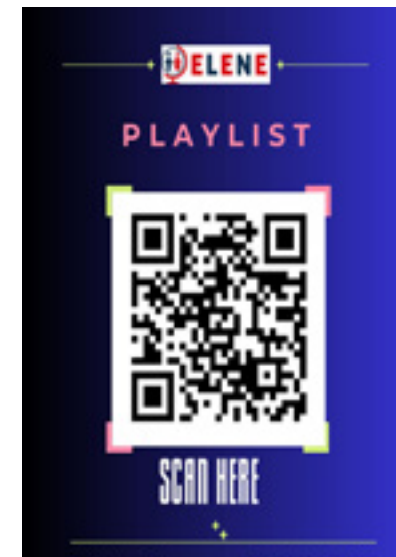
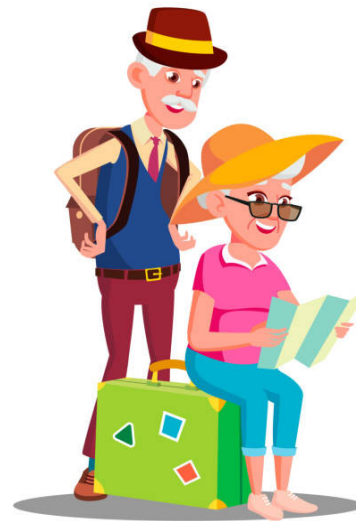
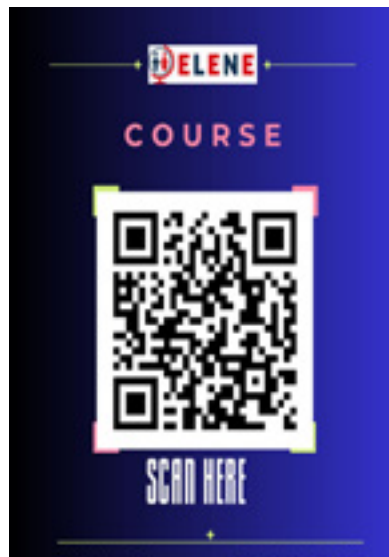
Erasmus: Understood, thank you very much for your help.

Police officer: No problem, have a nice day.

VIDEOS

External Video Links

- <https://www.youtube.com/watch?v=rMyq2Uman6s>
- <https://www.youtube.com/watch?v=UItL1cqZ41c>



UNIT 27: UNEXPECTED SITUATION: TRAFFIC



ELENE



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SECTION A

KEY VOCABULARY



Dead end



Traffic lights



Pedestrian



Street



Traffic jam



Toll



Pedestrian crossing



Motorway



Roundabout



Traffic accident



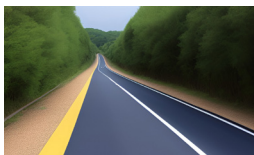
Junction



Signpost



Speeding ticket



Lane



Police officer



Driving license



Avenue



Driver



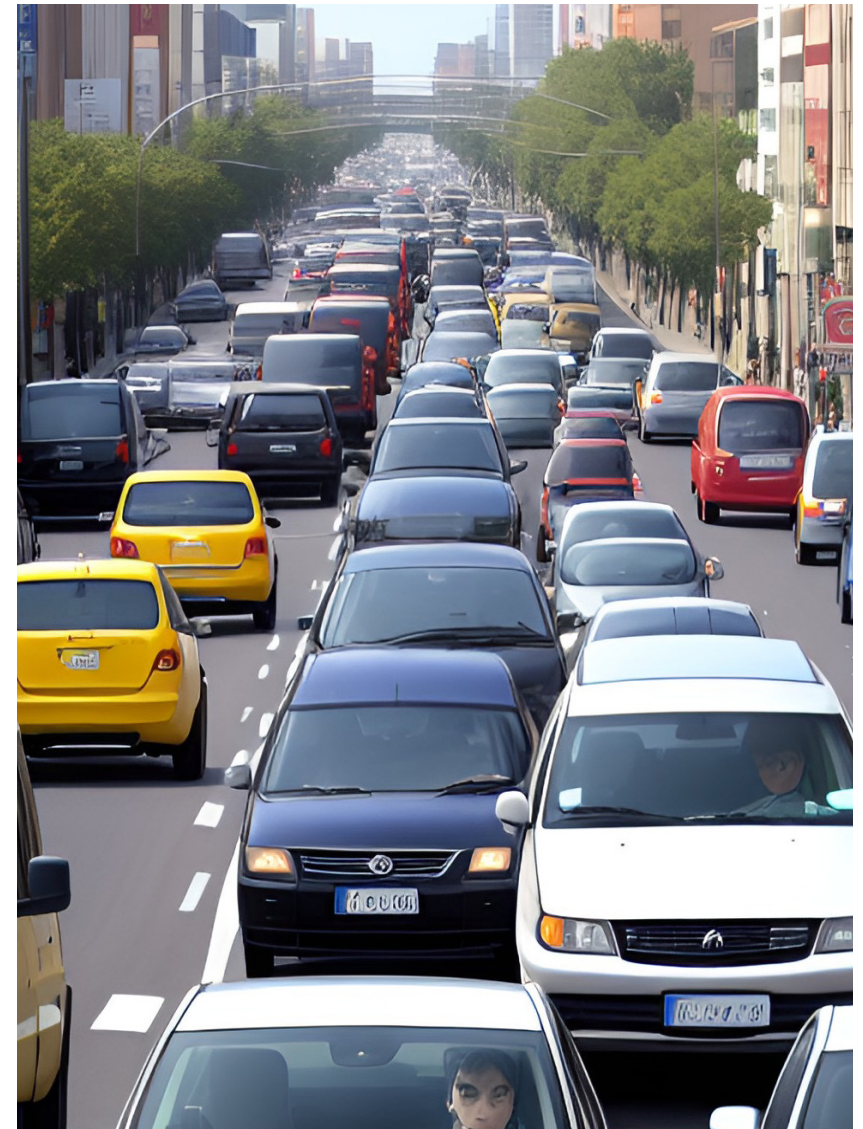
Pavement



Road



Bus lane



SECTION B

What you might hear and see



- Can I see your driver's license and passport?
- You were driving too fast.
- You broke the speed limit.
- You were driving on the wrong side of the road.
- You are not allowed to park here.
- You were driving too close to the car in front of you.
- You did not stop at the red light.
- You aren't wearing your seatbelt.
- Where are you going?
- Where are you coming from?
- I am giving you a ticket for speeding.
- Please sign here.



SECTION C

What you might need to SAY or ASK in this place

<i>Greetings</i>	Hello Good morning Good afternoon
<i>Thanking</i>	Thank you Thanks a lot Thanks very much
<i>Questions and Statements</i>	Where is the nearest parking space? Have I done something wrong? I didn't notice the sign. I was unaware of that. We are coming from Frankfurt. I wasn't driving so fast.
<i>Leave-taking expressions</i>	Good bye Have a good day

SECTION D

Basic Dialogues for Traffic

Having a traffic accident



Police officer: Are you hurt?

Driver: No, I'm not. But my car was damaged.

Police officer: Try not to think about it. Are you sure you are ok?

Driver: Yes, I'm good. Thank you.

Police officer: Is there someone you want to call?

Driver: No, thanks.

Police officer: How fast do you think you were going?

Driver: I was not going fast at all.

Police officer: Have you ever been in a traffic accident before?

Driver: No, never.

Police officer: Have you been drinking tonight?

Driver: No, I haven't. I don't drink.

Police officer: You should obey the traffic regulations to protect yourself.

FINAL STEP

Exercises

Write down the words used for the pictures below.



.....



.....



.....



.....

Fill in the Dialogue below.

Police officer: Good evening, sir. Your driver's license, please.

Driver: Certainly, here you are

Police officer: You were driving too fast.

Driver: Oh, sorry.

Put a tick next to the statements you say or hear when you are at the traffic.

- No sugar, only cream please.
- Please sign here.
- I'd like a first-class ticket.
- You broke the speed limit.
- Show me your driver's license, please.
- Parking here is forbidden.
- Step through the scanner, please.
- Can you show me to my seat?

FINAL STEP

Exercises

Dialogue at the traffic : Elene and Erasmus were driving when a police officer stopped them.



Police: Good morning, sir.
Erasmus: Good morning, here you are.
Police:
Erasmus: We are coming from Paris. Have I done something wrong?
Police:
Erasmus: Really? Actually, I wasn't going so fast.
Police: You were driving in a school zone and the speed limit is 30 km/h.
Erasmus: Sorry, I didn't notice the sign.
Police: Okay. I am giving you a speeding ticket

Erasmus: Okay, here it is.
Police: Okay, thank you

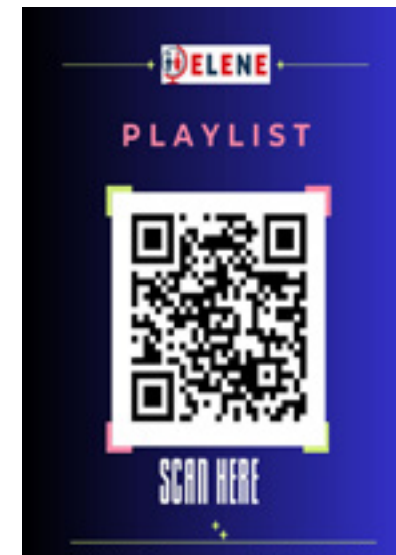
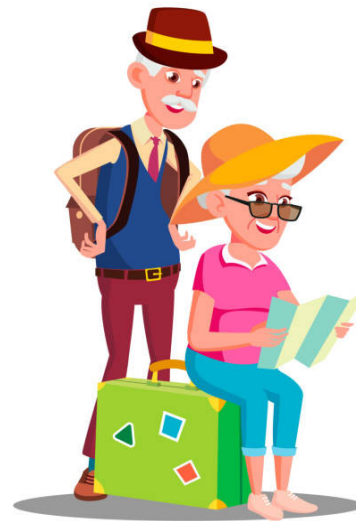
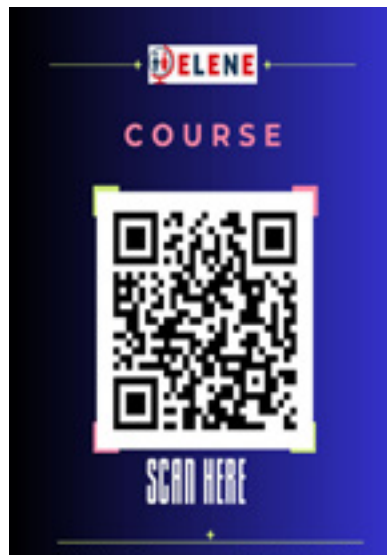
Read the dialogue below and fill in the blanks with the most appropriate option.

- a) Have a safe drive.
- b) Please sign here.
- c) Can I see your driver's license?
- d) You broke the speed limit.
- e) Where are you coming from?

VIDEOS

External Video Links

- <https://www.youtube.com/watch?v=Vzt3ylyk7rQ>
- https://www.youtube.com/watch?v=1nDD_xDQhaE



UNIT 28: USEFUL EXPRESSIONS 1



ELENE



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SECTION A

KEY VOCABULARY



Thank you



PLEASE

Please

Can you repeat, please?

Repeat

Can you repeat that, please?



Do you speak?

I am sorry



I am sorry



I DON'T UNDERSTAND

I don't understand



Can you speak slowly?

Can you speak slowly?



I NEED HELP

I need help



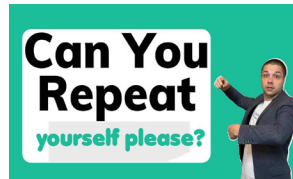
Excuse me

Excuse me



What is...?

What is?



Can you repeat yourself please?



Where is?

Where is?

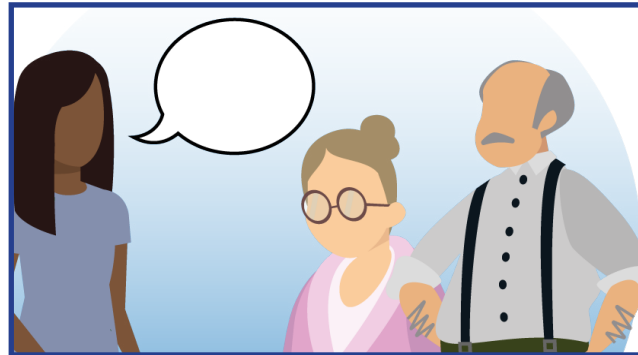


SECTION B

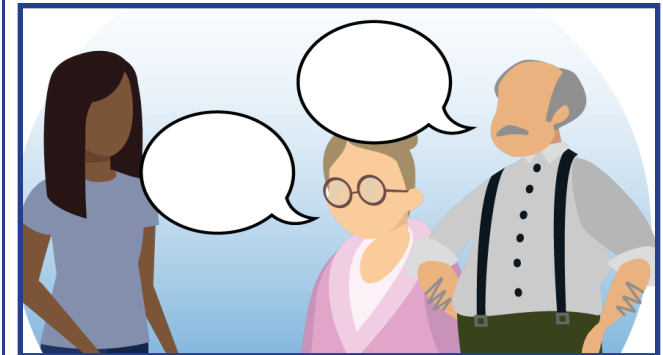
What you might hear and see



- Can you help me please?
- Thank you.
- Do you speak Spanish?
- No, sorry.
- What is the purpose of your visit?
- I am sorry, I don't understand. Can you repeat?



- Can you speak a bit slower? My English is not very good.
- Yes, sir. Shall I bring your luggage?
- Oh yes, thank you.
- Excuse me, where is the baggage claim please?
- Excuse me, is this pork?
- Okay, thank you



- Do you speak English?
- What is the purpose of your visit?
- What is your name and surname?
- Can I see your passport?
- Do you want to pay by credit card?
- Do you want me to bring your luggage to your room?



SECTION C

What you might need to SAY or ASK in this place

<i>Greetings</i>	Excuse me, sir. Excuse me, ma'am. Can you help me please?
<i>Thanking</i>	Thank you very much for your help.
<i>Questions about places</i>	Where is the restroom, please? Where is the nearest hospital?
<i>Questions about things</i>	Sorry, what is insect repeller? Excuse me, what is inside this sandwich? What is the WIFI password?
<i>Leave-taking expressions</i>	Have a good day.

SECTION D

Basic Dialogues for Asking for Help and Thanking

Asking for help



Tourist: Excuse me. How can I get to the National Museum?

Passerby: It takes at least half an hour. I guess the best way to get there is to take the bus.

Tourist: I am sorry, can you speak a bit more slowly please? My English is not very good.

Passerby: Okay, you should take the bus.

Tourist: That's fine. Okay. Which bus should I take?

Passerby: Number 15.

Tourist: Thank you.

Tourist: Excuse me, we have no internet connection, what is the WIFI password.

Waiter: It's Bakery123456.

Tourist: Thank you, should I use capital letters?

Waiter: Only the first letter.

Tourist: Thank you.

Asking for directions



Tourist: Excuse me, can I ask a question?

Citizen: Yes, sure.

Tourist: Is there a pharmacy near here?

Citizen: I don't know, I am sorry.

Tourist: No problem, thank you.

Tourist: Excuse me, can you help me please?

Citizen: Yes?

Tourist: I need to go to the city library. How can I get there?

Citizen: On 63rd street, go straight. Take the second left. It's across the street.

Tourist: Excuse me, can you repeat that please?

Citizen: On 63rd street, go straight. Take the second left. It's across the Street.

Tourist: Thank you for your help.

FINAL STEP

Exercises

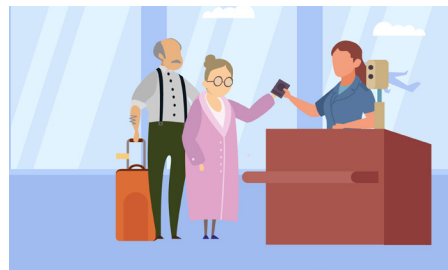
Write down the words used for the pictures below.



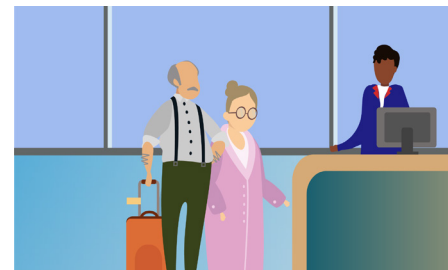
.....



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Fill in the Dialogue below.

Tourist: Excuse me, ma'am!

Citizen: Yes, sure. What can I do for you?

Tourist:

Citizen: Go straight on and turn right at the traffic lights. The train station will be on your left.

Tourist: Good bye.

Put a tick next to the statements you say or hear when you need help.

- Excuse me, can you help me please?
- Can you tell me what happened?
- Excuse me, can I ask you something?
- You broke the speed limit.
- Take this medicine for a week.
- Can I see your passport?
- Can you repeat that please?

FINAL STEP

Exercises

Dialogue for asking directions : Elene and Erasmus want to go the National Museum.



Read the dialogue below and fill in the blanks with the most appropriate option.

- a) Which bus should we take?
- b) Thank you, and where is the bus stop, please?
- c) Thanks very much.
- d) How can we get to

Erasmus: Excuse me. the National Museum?

Passerby: You need to take the bus; it is not very far from here.

Erasmus: ?

Passerby: Either Number 15 or 23.

Erasmus:

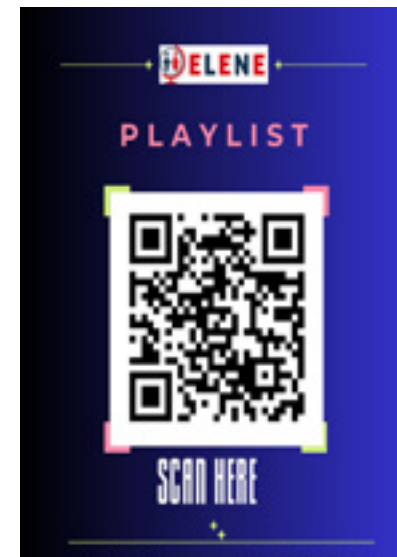
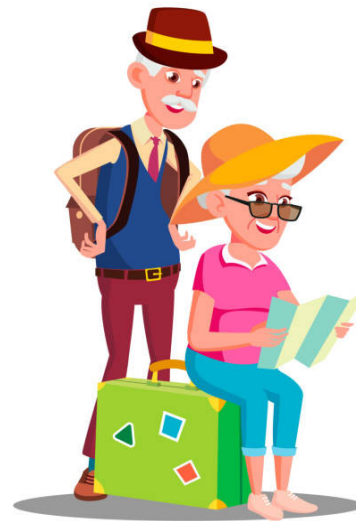
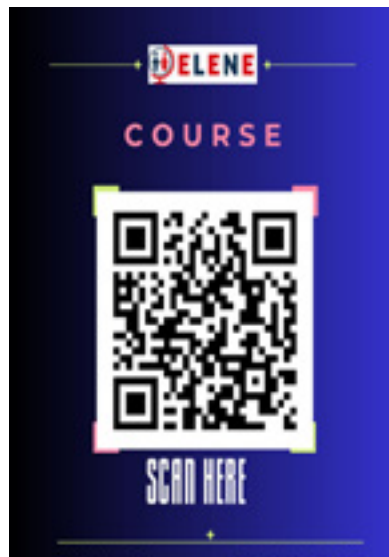
Passerby: Take the second right and go straight on.

Erasmus:

VIDEOS

External Video Links

- <https://www.youtube.com/watch?v=UnAThOLNv7s>



UNIT 29: USEFUL EXPRESSIONS 2



ELENE



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SECTION A

KEY VOCABULARY



Are you OK?/Are you alright?

Are you ok? / Are you alright?



Would you like?

Would you like?

Here

Here you are

Here you are



I am lost

I am lost



REALLY?

Really?



Have you been to... ?

Have you been to Turkey?

I need...

I need a



I am hungry/thirsty

I am hungry/thirsty



Where is the nearest...?

Where is the nearest ?



It's over there

It's over there.



What time is it?

What time is it?



IS THIS YOURS?

Is this yours?

SECTION B

What you might hear and see



- Excuse me!
- Would you like milk in your coffee?
- Yes, please.
- Okay.
- Are you ok ma'am?
- Are you okay sir?
- No, sorry.
- Yes, here you are.
- It's ten past five.
- It's from 7 to 11, ma'am.
- Where do you want to go?
- Have you been to London before?
- There is a jacket here sir, is it yours?
- It's at the end of the corridor, on the left.



SECTION C

What you might need to SAY or ASK in this place

<i>Expressing your needs</i>	Excuse me, can I ask a question? I need some water please. Can you help me please? I am lost. I need your help. Excuse me, can I have some water please? Excuse me, where is the restroom?
<i>Asking about the time</i>	What time is it now? What time is breakfast please?
<i>Questions about places</i>	Where is the nearest church? Do you have a city map?

SECTION D

Basic Dialogues for Asking for Help and Thanking

Asking for help



Tourist: Excuse me, can you help me?

Passerby: Are you okay ma'am?

Tourist: No, I do not feel well.

Passerby: How can I help you?

Tourist: I need some water.

Passerby: Do you need an ambulance?

Tourist: No, just some water please.

Asking for time and places

Tourist: What time is breakfast?

Waiter: It's from 7 to 11.

Tourist: And where is the restaurant in your hotel?

Waiter: It's on the 6th floor.

Tourist: Thank you.

Asking for directions



Tourist: Excuse me, can I ask a question?

Citizen: Yes, sure.

Tourist: Is there a church near here?

Citizen: Let me check on the internet.

Tourist: Thank you.

Citizen: It seems there is one on the corner of the next street.

Tourist: Excuse me, can you help me please?

Citizen: Yes?

Tourist: I need to go to an exchange office. Where is the nearest one?

Citizen: On 33rd street, go straight. It's across the street, next to the pharmacy.

Tourist: Excuse me, can you repeat that please?

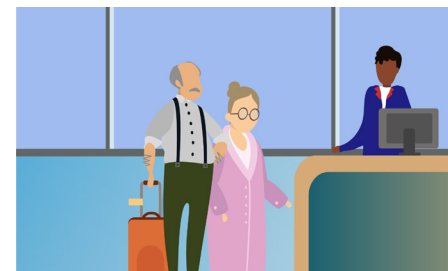
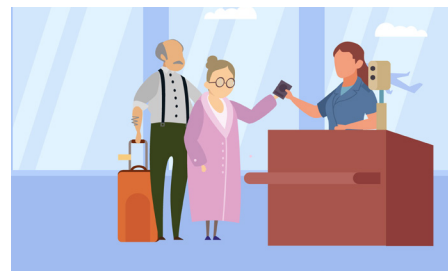
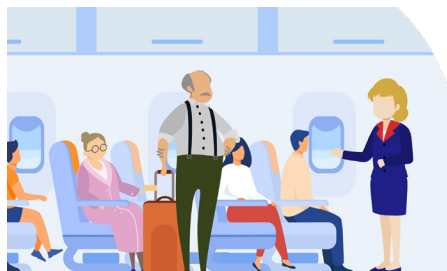
Citizen: On 33rd street, go straight. It's across the street, next to the pharmacy

Tourist: Thank you so much.

FINAL STEP

Exercises

Write down the words used for the pictures below.



Fill in the Dialogue below.

Tourist:

Receptionist: Yes, how can I help you?

Tourist:

Receptionist: It's from 7 to 11 at the restaurant on the 6th floor.

Tourist:

Put a tick next to the statements you say or hear when you ask for information.

- Excuse me, what time is breakfast?
- Excuse me, do you need help?
- Where is the restroom?
- Can I see your passport?
- Which bus should I take to get to the city center?

FINAL STEP

Exercises

Dialogue for asking directions : Elene and Erasmus want to go the city center.



Read the dialogue below and fill in the blanks with the most appropriate option.

- a) Do you think we can walk?
- b) Is there a park on our way?
- c) Thank you.
- d) We need to go to the city center.

Elene: Excuse me.Could you tell us how to get there?

Passerby: You need to take a bus. It is only about 10 minutes away from here.

Elene: ?

Passerby: Yes, the weather is nice. It is about half an hour.

Elene:

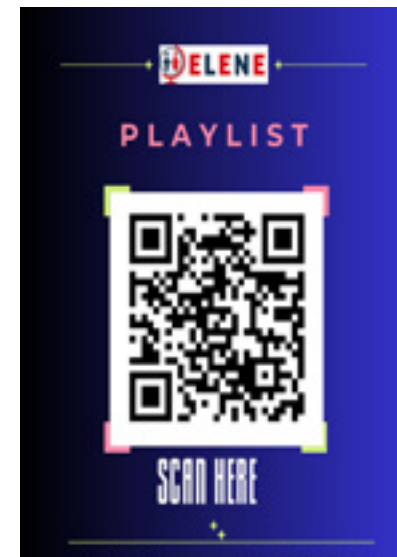
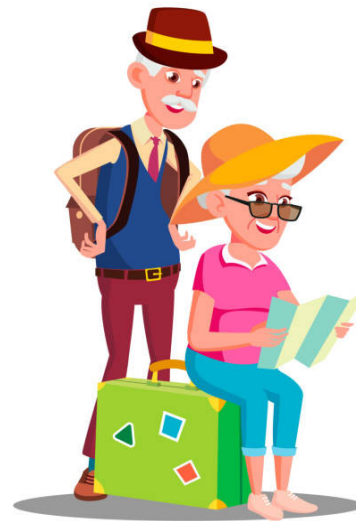
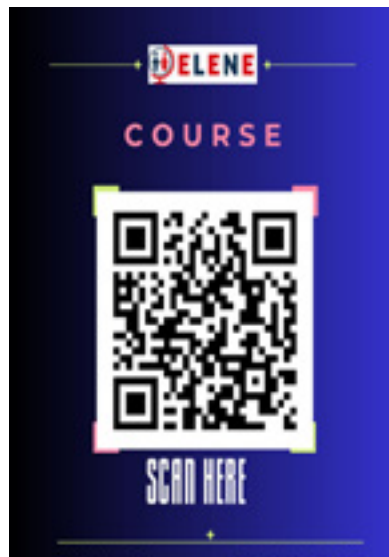
Passerby: Yes, there is a big city park on your way.

Elene:

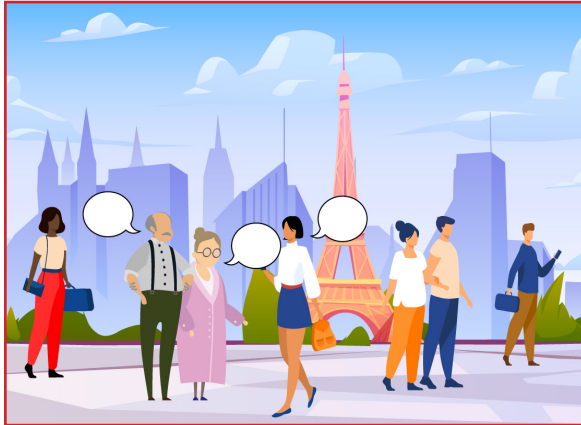
VIDEOS

External Video Links

- https://www.youtube.com/watch?v=PgDhHz_2NDc



UNIT 30: INTRODUCE YOURSELF



ELENE



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SECTION A

KEY VOCABULARY

hello

my name is...
Hello, my name is



I live in



Pleased to meet you, I'm...
Pleased to meet you;
I'm



WHERE ARE YOU FROM ?
Where are you from



I like ...
I like

I'm...



I'm



Hi, I 'm...
Hi! I'm



I'm a...
I'm a



Let me introduce myself; I'm...
Let me introduce
myself; I'm



WHAT DO YOU DO?
What do you do?



What do you do
for fun?
What do you do for
fun?



How old are you?
How old are you?



Hello, they call me...
Hello. They call me

I 'm... years old



I'm..... years old.



I would like to introduce myself; I'm...
I would like to
introduce myself; I'm



WHAT DO YOU LIKE TO DO?
What do you like to do?



WHAT DO YOU DO IN YOUR
FREE TIME?
What do you do in
your free time?



How about you?
How about you?



I 'm from...
I'm from

nice to
meet you



Nice to meet you;
I'm



Take care!
Take care!



I enjoy



Are you ...?
Are you



I'd like to introduce ...
I'd like to introduce



SECTION B

What you might hear and see



- What is your name?
- Where are you from?
- How old are you?
- Where do you live?
- Are you Italian?
- What do you do?
- What do you do in your free time?
- Nice to meet you!
- What brings you here?
- Let's keep in touch. Here is my telephone number.
- Take care, hope to see you again.



SECTION C

What you might need to SAY or ASK in this place

<i>Introducing yourself</i>	<p>I'd like to introduce myself; I'm Michelle. I'm Ana Isabel. You can call me Anabel. Hello, my name is Deniz Tepeli. I am an engineer and I work for Microsoft. I'm 55 years old. I'm from Turkiye and I live in İstanbul. I like reading books. I am good at cooking. I like to shop when I'm free. I like playing golf Nice to meet you.</p>
<i>Introducing someone else</i>	<p>I'd like to introduce my friend, Anne. Let me introduce my wife, Eliz.</p>

SECTION D

Basic Dialogues at the Train Station

Meeting with new people



Tourist 1: Hello.

Tourist 2: Hi!

Tourist 1: My name is Alison. What's your name?

Tourist 2: My name is Jane. Nice to meet you.

Tourist 1: It's a pleasure. This is a great party!

Tourist 2: Yes, it is. Where are you from?

Tourist 1: I'm from Berlin.

Tourist 2: Berlin? Are you German?

Tourist 1: No, I'm not German. I'm British.

Tourist 2: Oh, you're British. Sorry about that.

Tourist 1: That's okay. Where are you from?

Tourist 2: I'm from Amsterdam, I'm Dutch.

Tourist 1: What brings you here?

Tourist 2: I'm here for a business trip.

Introducing yourself to your seat neighbour



Passenger 1: Hello, may I sit here?

Passenger 2: Please go ahead.

Passenger 1: Thank you! I'm Clara, what is your name?

Passenger 2: My name's Emily. Nice to meet you.

Passenger 1: I'm happy to meet you, too.

Passenger 2: Are you here for a holiday trip?

Passenger 1: No, for a business trip.

Passenger 2: What do you do?

Passenger 1: I run a restaurant.

Passenger 2: How interesting! Do you like cooking?

Passenger 1: Yes, I do and I am good at cooking. What about you?

Passenger 2: I'm an architect.

FINAL STEP

Exercises

Write down the vocabulary used for the pictures below.



.....

.....

.....

.....

Fill in the dialogue below.

Tourist 1: Hello,, my name is Betty.

Tourist 2: Hi, I'm David.

Tourist 1: I'm pleased to meet you, too. ?

Tourist 2: I come from Basel, and you?

Tourist 1: Frankfurt. Have a nice trip.

Put a tick next to the statements you say or hear when you introduce yourself

- I live in Paris.
- Let me see your passport, please.
- You should take a taxi.
- I work at a hospital.
- Let me introduce myself.
- I would like to pay by credit card.

FINAL STEP

Exercises

Dialogue for introducing yourself : Elene and Erasmus are on board and Elene is introducing herself to her seat neighbour on the plane.



Read the dialogue below and fill in the blanks with the most appropriate option.

- a) What about you
- b) Enjoy your flight
- c) Do you enjoy travelling
- d) Nice to meet you
- e) This is my husband
- f) What do you do
- g) Do you like flying

Elene: Hello, I'm Elene, and , Erasmus.
What is your name?

Passenger: Hi! My name is Deniz.

Elene: Pleased to meet you. Where are you from?

Passenger: I'm from Turkiye. ?

Elene: I'm from Spain. ?

Passenger: Yes, I really like being on planes. How about you?

Elene: Actually, no. I prefer trains most of the time.

Passenger: ?

Elene: Yes, I really enjoy travelling and meeting new people.

Passenger: Is your trip for business or vacation?

Elene: For vacation. ?

Passenger: I work at a law firm.

Elene: Oh, really! That must be exciting.

Passenger: Yes, it is.

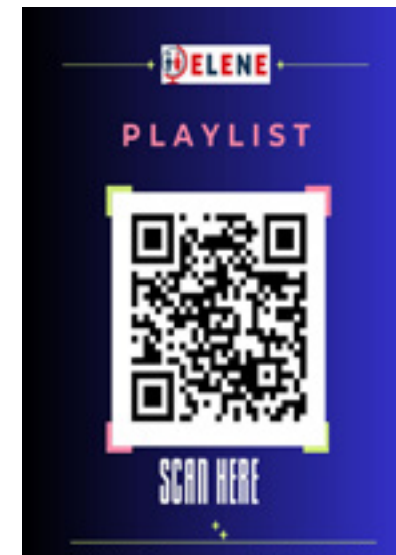
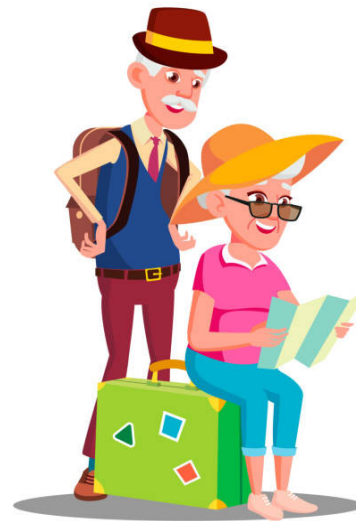
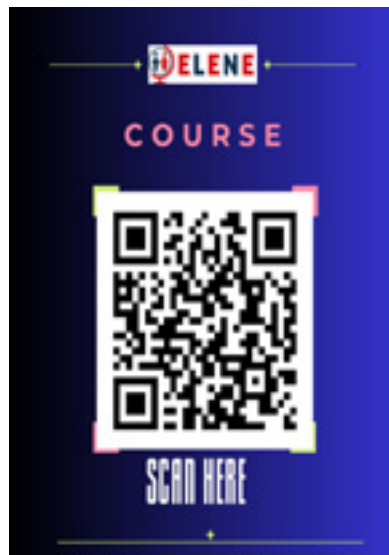
Elene: It's time to relax.

Passenger: Thanks! You, too.

VIDEOS

External Video Links

- <https://www.youtube.com/watch?v=-UGRkuEURrs>
- <https://www.youtube.com/watch?v=h-VKSSd9hko>
- <https://www.youtube.com/watch?v=PcGcl7YpGtU>





**Manual for Elders:
Elders learning English for Europe**

The ELENE textbook is a dynamic tool designed specifically for teaching English to older adults. This innovative textbook includes a wealth of recordings, multimedia materials and online access, making it highly interactive and adaptable. To help you use the ELENE textbook in the best possible way while learning English, we will provide you with tips and advice in this section. The main aim of the ELENE textbook is to provide a comprehensive and effective educational resource that will enable you to enjoy learning English, enhance your communication skills and participate in a global society.

The interactive and multimedia nature of the ELENE textbook contributes to its exceptional value. It provides a wide range of audio recordings that can help you improve your listening and pronunciation skills. You will be able to listen to a variety of accents, natural dialogues, and authentic English through authentic recordings, which translates into realistic and practical language experiences.

The ELENE textbook also includes interactive multimedia exercises, which are available both in print and online. These dynamic exercises allow you to interact with a variety of audiovisual materials, such as videos, photos and recordings. The ELENE textbook engages you in the learning process in an innovative and inspiring way by utilizing modern technology. It's also important to point out that the ELENE textbook offers online access. Thus, you can access the textbook's materials, exercises, quizzes, and other interactive tools through an e-learning platform. You can access educational material at any time and anywhere thanks to this flexibility, allowing you to learn in accordance with your unique preferences and schedule. One of the key aspects of learning English is tailoring the pace of learning to your specific needs and abilities. You can work at your own pace with the ELENE textbook, focusing on the specific aspects of English that you want to improve. As a result, learning becomes more rewarding and efficient.

With its dynamic and interactive approach, rich audio recordings, multimedia materials, and online access that provides support at every stage of learning, the ELENE textbook has the potential to be an indispensable tool for you. Using this innovative textbook will allow you to participate more fully in the global English language community.

1- How to use the ELENE English textbook?

ELENE English textbook is designed to help older adults enhance their English language skills for travel purposes. This innovative learning tool combines the principles of situated learning with engaging content tailored specifically for your needs. In this part, we will provide you with an overview of the sections in each unit, explaining how they can assist you in mastering essential travel English.

Section A: Key Vocabulary

Each unit focuses on a specific travel-related topic and introduces important words and phrases related to that theme. To make the vocabulary more accessible and memorable, we have included visual aids such as pictures. By associating the words with visual cues, we aim to enhance your understanding and retention of the vocabulary presented.

Section B: What You Might Hear and See

This section immerses you in realistic situations that you may encounter while traveling. It offers exercises and activities featuring new vocabulary, expressions, and idiomatic phrases commonly heard in the context of the unit. Additionally, you will find signs, warnings, and directions relevant to the specific situations, enabling you to familiarize yourself with their meanings and usage.

Section C: What You Might Need to SAY or ASK

Communication is key when traveling, and this section equips you with expressions, idioms, and phrases that are frequently used in relevant contexts. By incorporating current expressions and idioms of the English language, we provide you with practical tools to engage in meaningful conversations during your travels. You will feel more confident in expressing yourself and understanding others in various situations.

Section D: Basic Dialogues at the Chosen Situation

To further enhance your language skills, we have included suggested dialogues that occur in everyday scenarios related to the unit's topic. These dialogues serve as models for authentic conversations, helping you understand how vocabulary and expressions are used in real communication. By practicing these dialogues, you will develop fluency and gain confidence in using English in your daily interactions.

Final Steps: Interaction and Exchange of Opinions

This section allows you to put your newly acquired knowledge into practice. You will have the opportunity to engage in interactive exercises, recall the key vocabulary using visual prompts, and apply what you have learned. Additionally, we encourage you to share your opinions and experiences related to the unit's topic, fostering an interactive and engaging learning environment.

The ELENE textbook includes a video tab in addition to the previously described sections. This is an additional source of materials that can help you improve your English language skills. The videos in this section are thematically related to a specific unit, allowing you to broaden your knowledge and practice English in real-life situations.

Using videos as a learning tool has numerous advantages. Videos are visually appealing and keep your attention, which encourages greater engagement and motivation to learn. They provide authentic communication situations, various accents, and speaking styles, which help in the development of listening comprehension, accentuation, and intonation skills.

ELENE Videos has been compiled from different sources available on the Internet [external sources]. You can also select the ELENE PLAYLIST, from which you can access the films created by the ELENE consortium using Artificial Intelligence.

Using videos as part of the ELENE textbook allows you to broaden your knowledge and develop your language skills in the context of real-life situations. It provides additional material and inspiration to support learning in a fun and engaging way. You can access all units and videos by scanning the QR codes. You are free to use, download, and reuse them.

Throughout this textbook, our goal is to empower you to use English effectively while traveling. By utilizing the principles of situated learning, we provide you with a dynamic and immersive experience that simulates real-life situations. We hope that this learning resource will help you gain confidence, enhance your communication skills, and make your travel experiences more enjoyable and rewarding.

Get ready to embark on an exciting journey of learning as we explore various travel English topics together!

2- How to use the ELENE e-learning platform?

Here are some instructions for using the ELENE online platform. The ELENE e-learning platform is simple to use. Here are some steps to help you understand how to make the most of the platform:

Registration and login

Begin by registering on the ELENE platform and creating a user account. After completing registration, you can log in with your unique ID and password.

Course selection

Once you have logged in, you will see a list of available courses. You can look through the options and choose the one that best meets your needs and language level.

Course navigation

Once you have selected a course, you will be able to see the course structure, which is divided into sections and thematic units. Each section can be accessed by clicking on its name or number. Check to see if there are any extra materials available within the course, such as PDF files, videos, or exercises.

Working with materials

You will have access to a variety of materials within each thematic unit, such as texts, audio recordings, videos, and exercises. These materials can help you improve your language skills. You can read texts, listen to recordings, watch videos, and engage in topic-related activities.

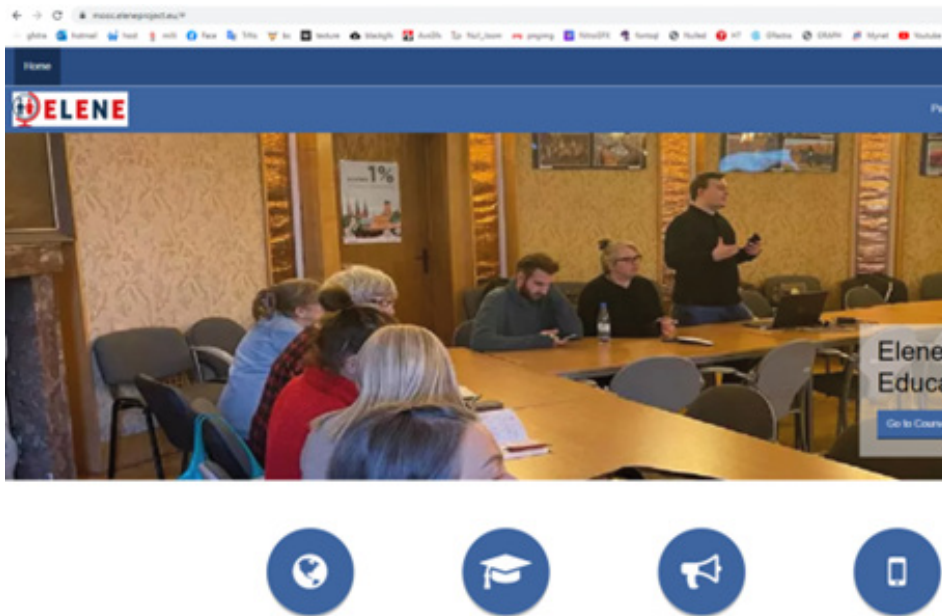
Tracking progress

The ELENE platform allows you to track your learning progress. You can see which subject units you have completed and which remain. Furthermore, quizzes and tests are available in all courses to assist you in assessing your acquired skills.

Communication

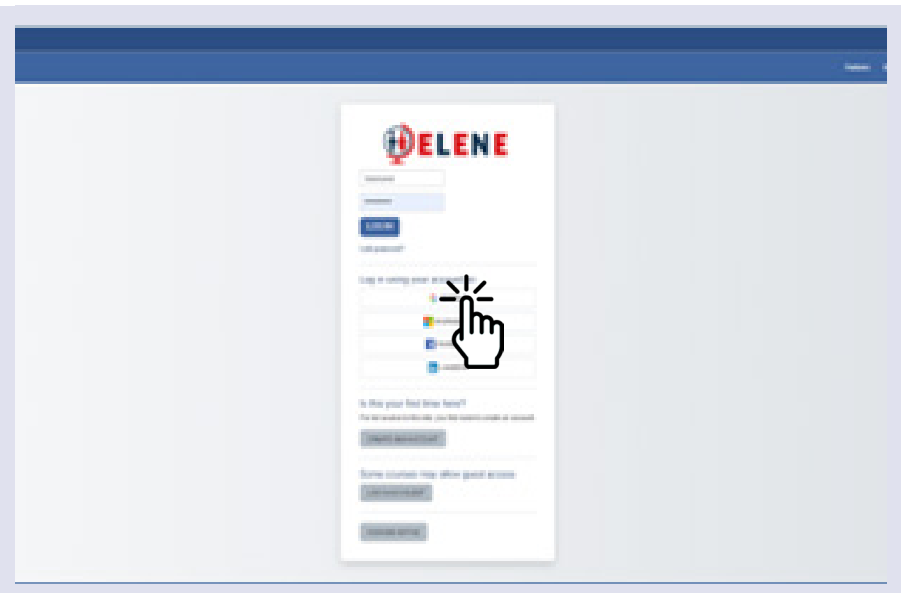
If you have any questions or need assistance, the ELENE platform allows you to communicate with other course participants or instructors. You can use the available communication tools, such as discussion forums, chat, or internal mail.

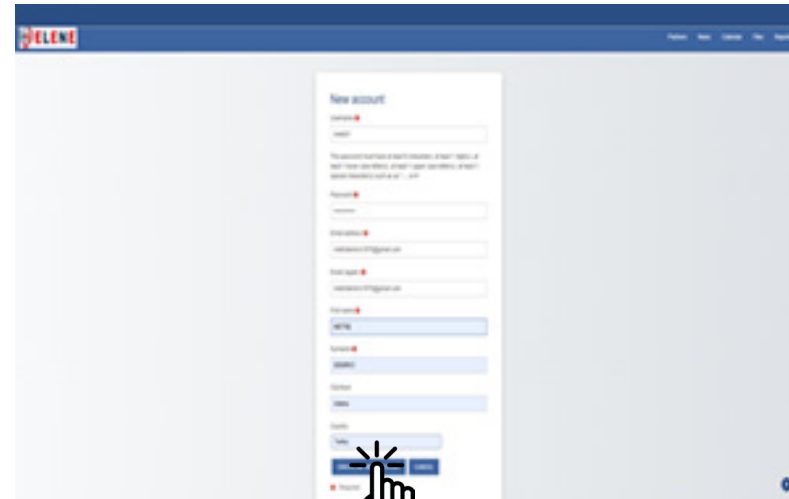
Keep in mind that the ELENE e-learning platform is designed to allow you to customize your learning to your preferences and pace. You can learn wherever and whenever you want by using a variety of multimedia and tools. You can use this platform to



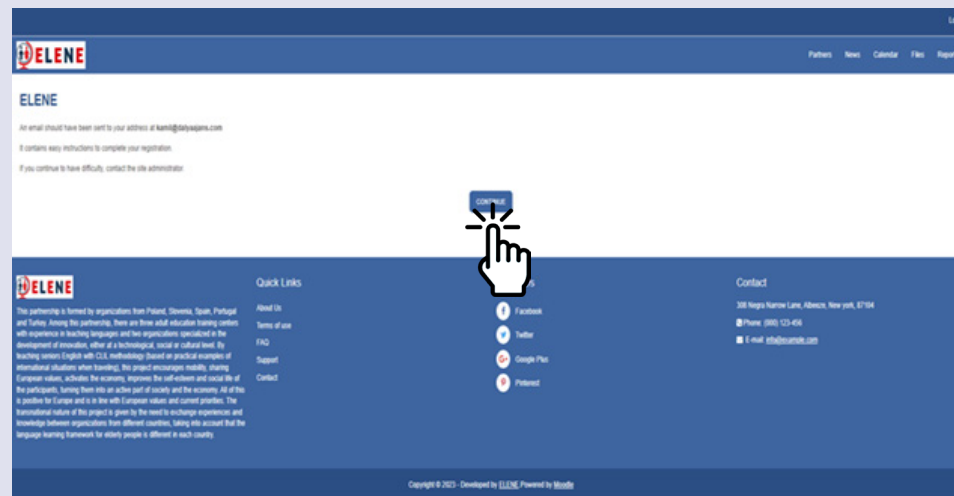
- To join ELENE courses on the platform, type 'www.mooc.elene project.eu' in the address bar of your internet browser.

- If you already have an account, you can log in with your username and password; otherwise, you can create a new account.

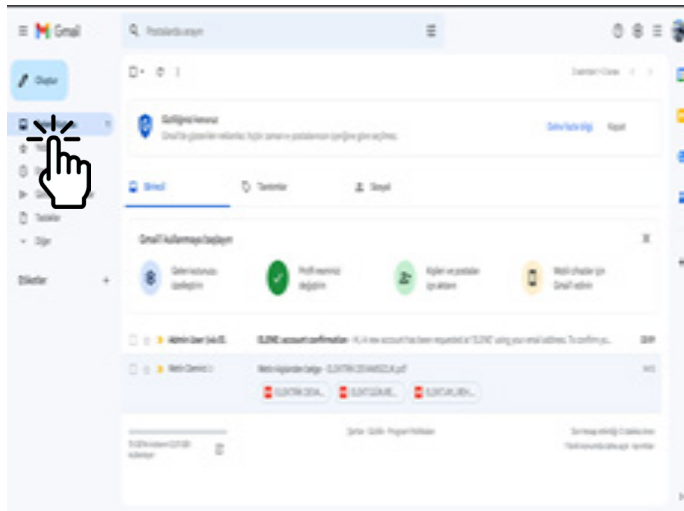




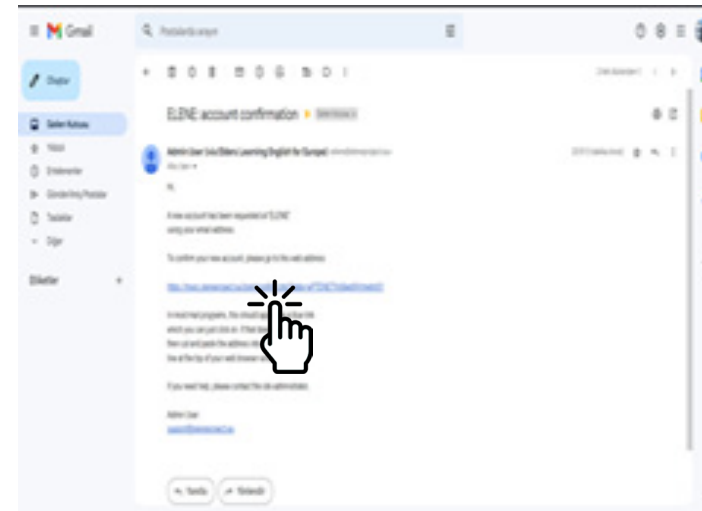
- To create a new account, fill in the required fields appropriately and click the 'create a new account' button.



- Click the 'continue' button after creating your account.



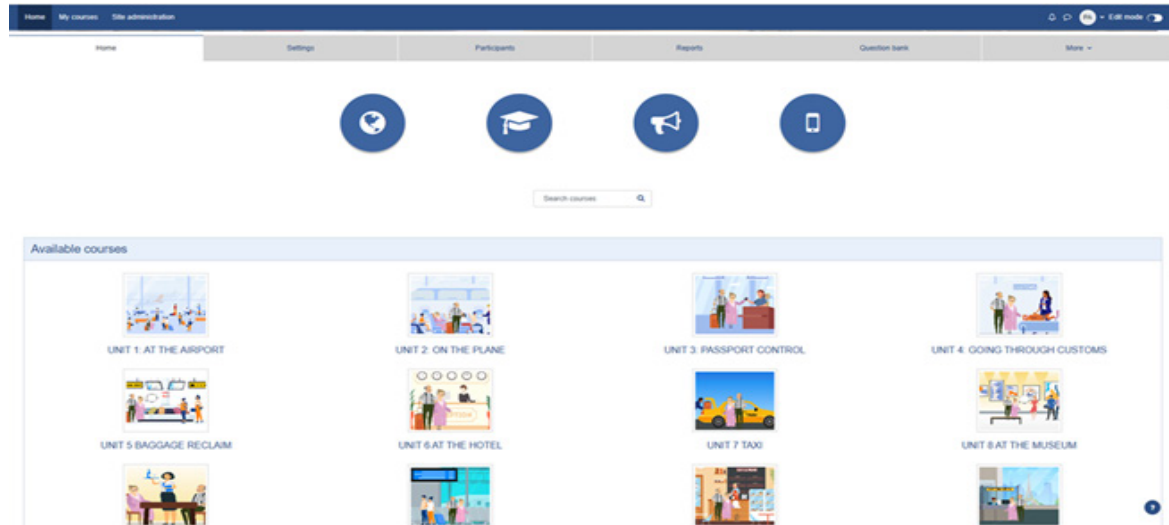
- An activation e-mail will be sent to your e-mail account from ELENE e-academy.



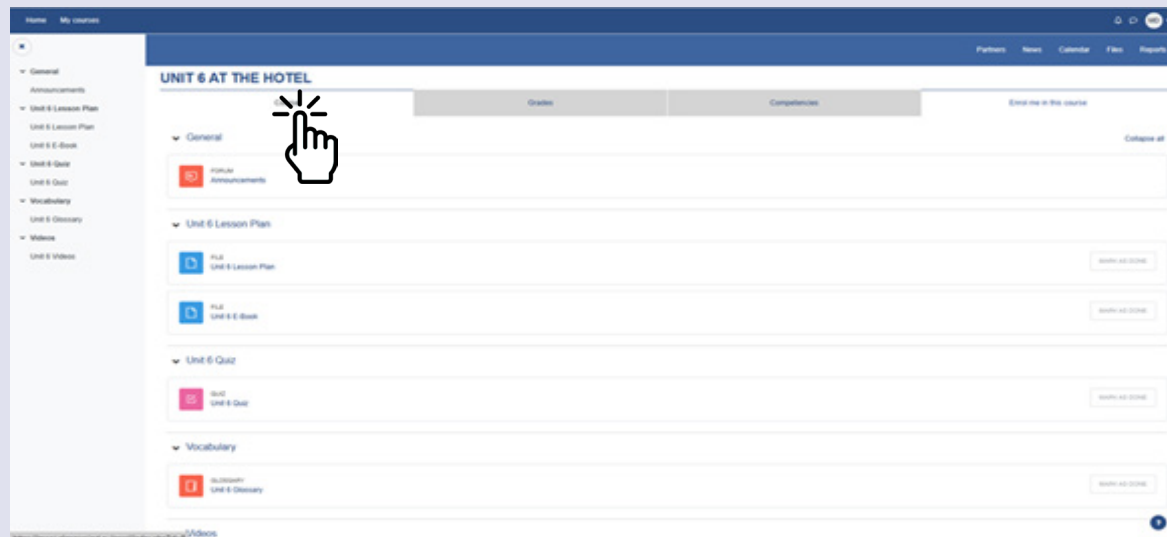
- Click on the activation link in the e-mail.



- When registration is complete, this page will appear.



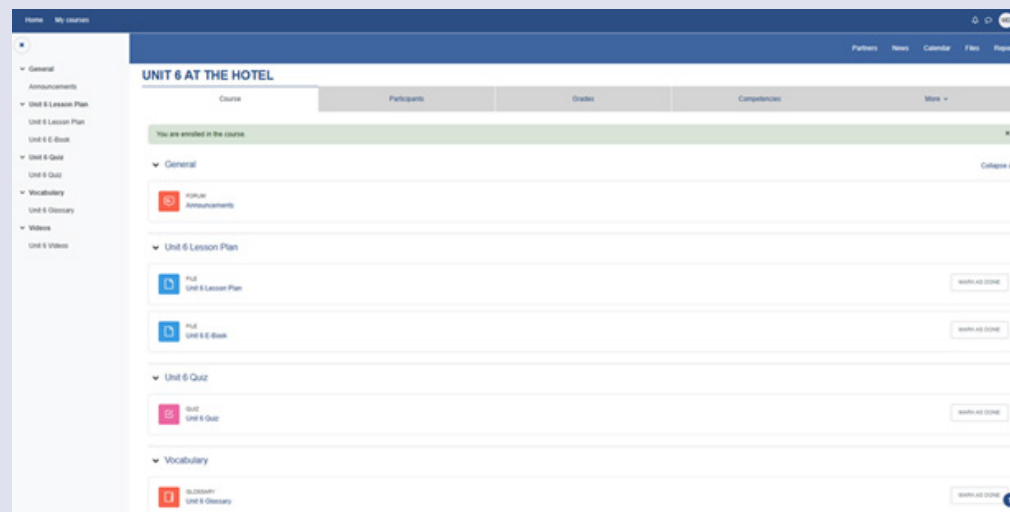
- When you log in, you will see the course list as well as your dashboard.



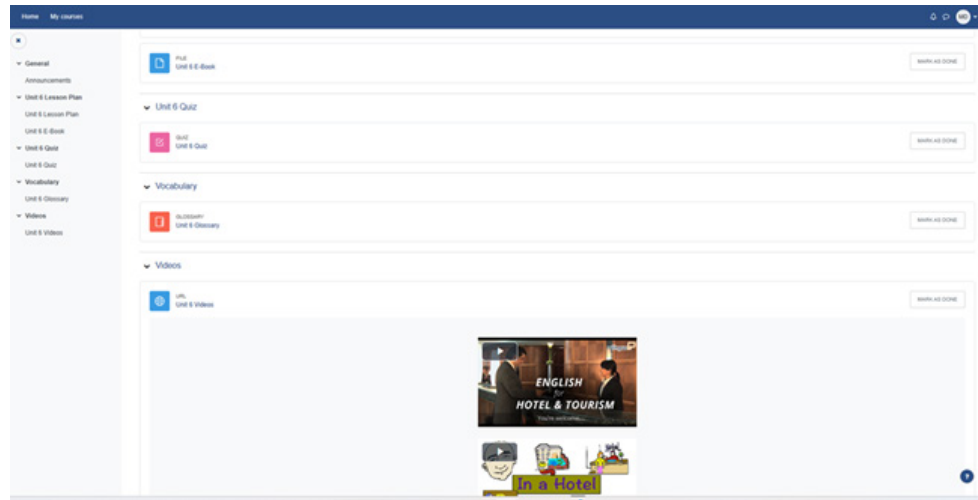
- To view the course details, click on the course link.



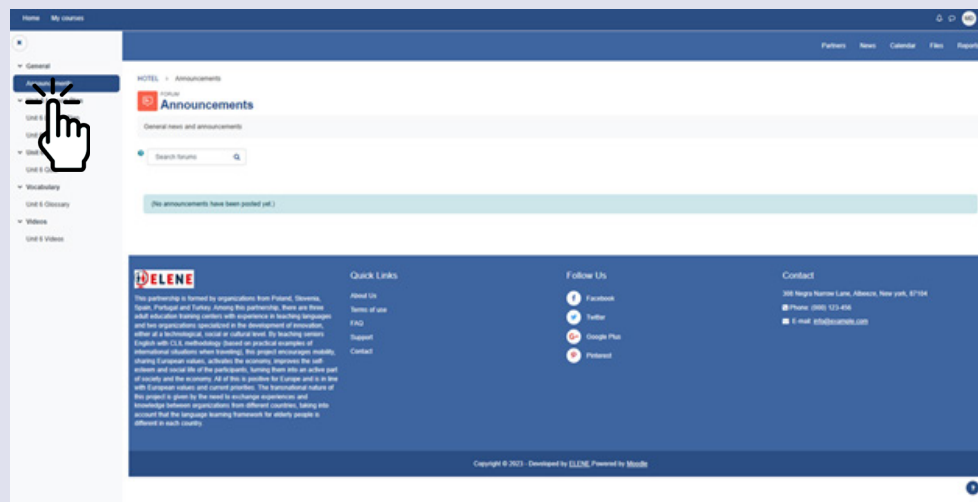
● Click the enroll me button to join the course.



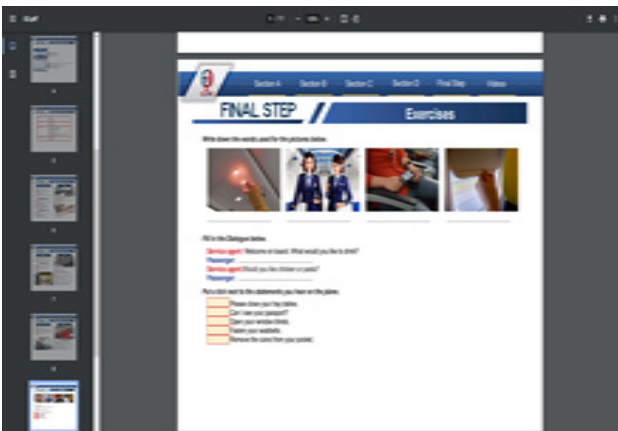
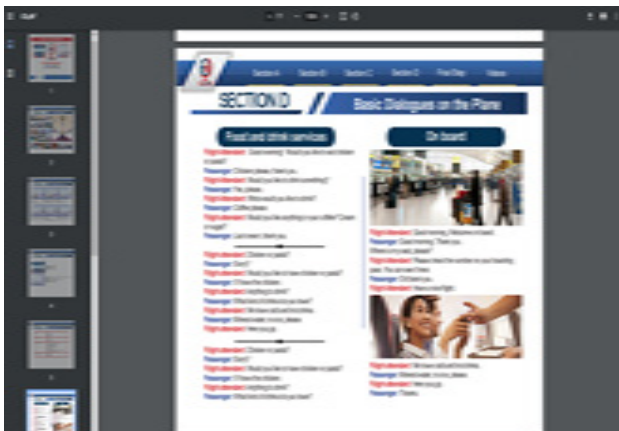
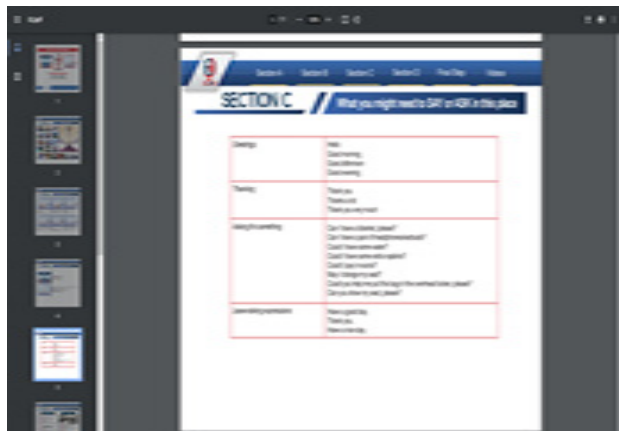
● When you join the course, a page opens where you can see the course details.



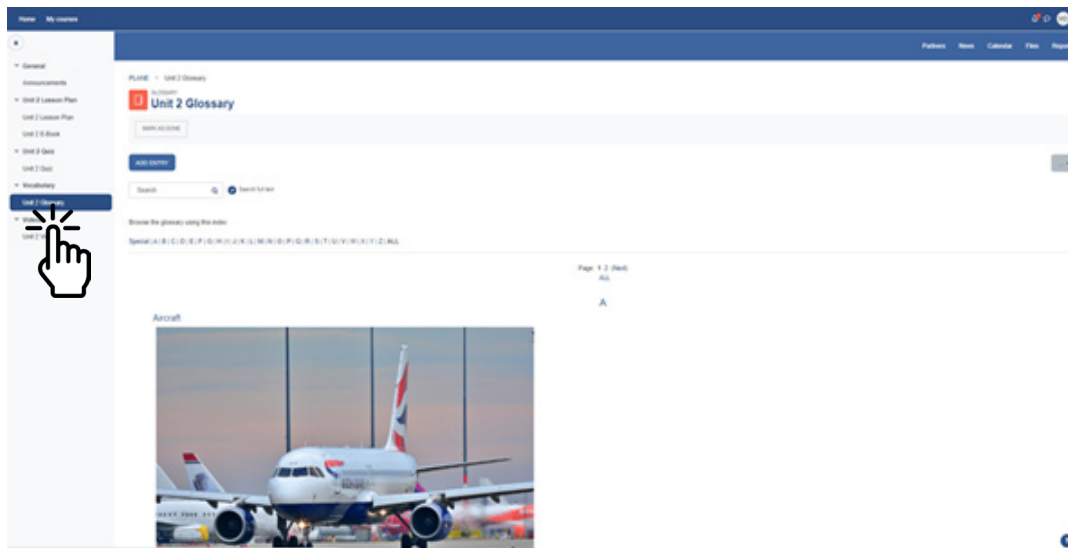
- When you join the course, a page opens where you can see the course details.



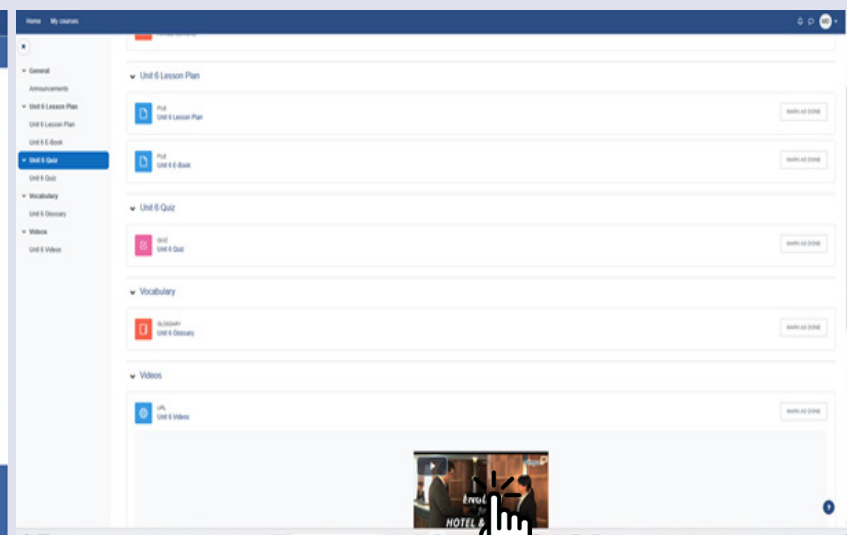
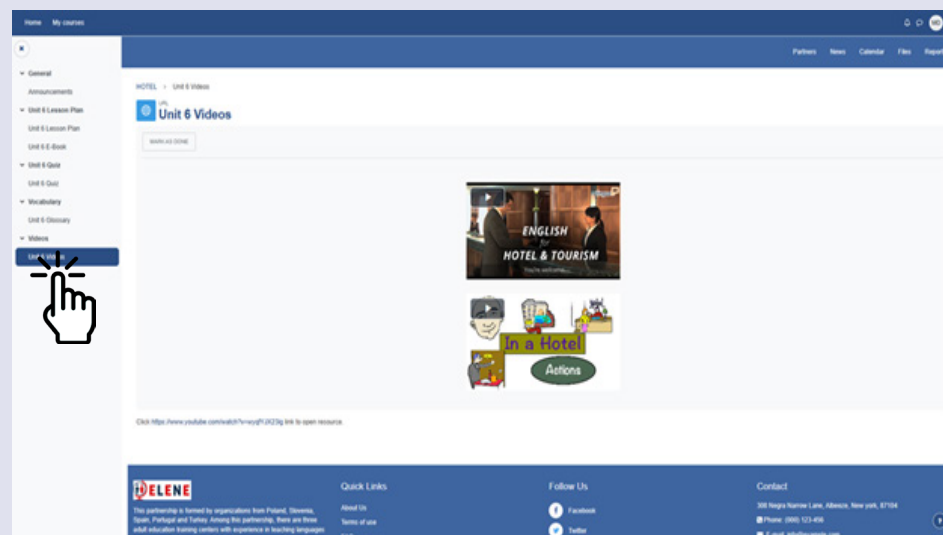
- If you click on the “Announcements” section, you will see any course-related announcements.



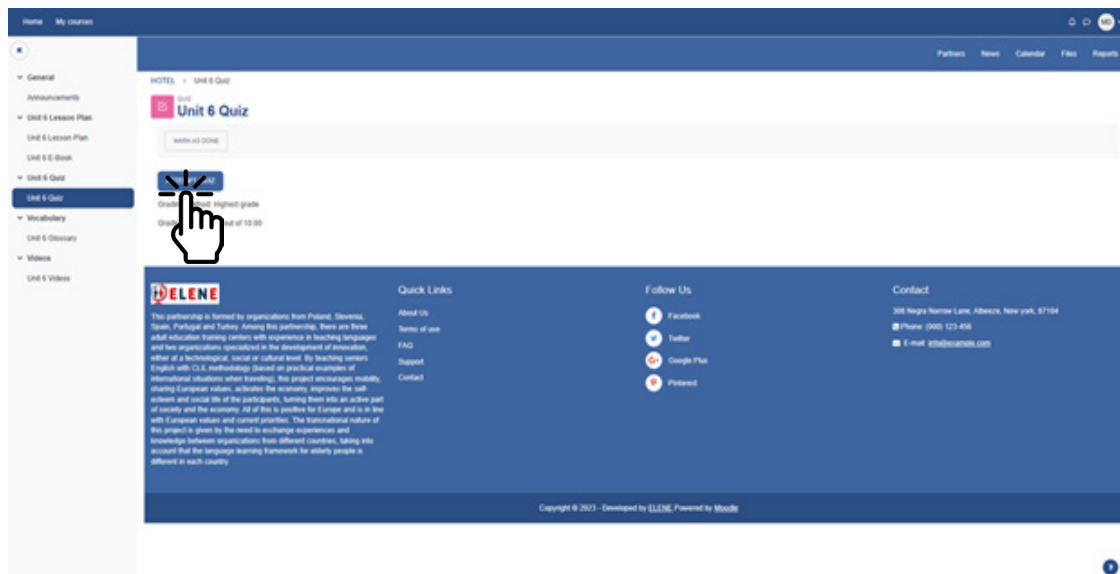
● This section shows the course content.



- In the “Glossary” section, you can see visual aids as well as key words and phrases related to the theme.

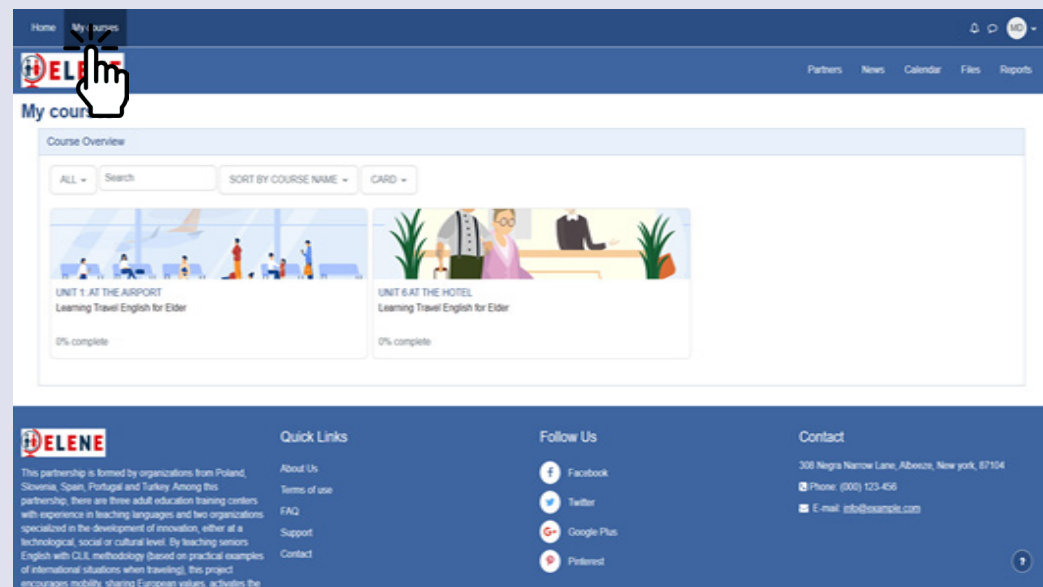


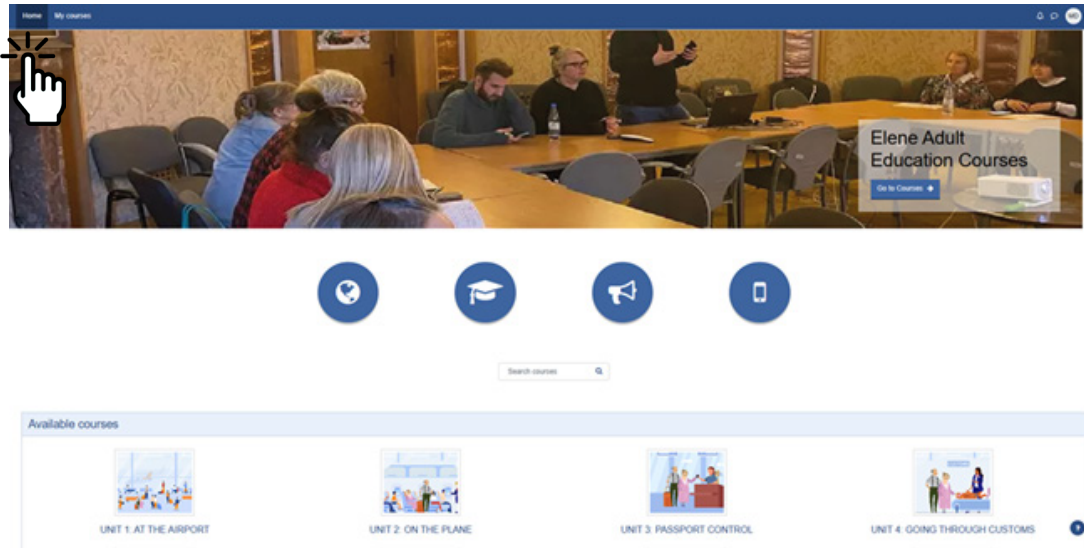
- In this section, you can watch videos.



- When you have finished the course content for the specific unit, you can proceed to the “Quiz” section. Click on the quiz and answer the questions.

- The courses that you have completed are listed when you click the “My Courses” button.





- When you click the “Home” button, you will be able to see the components on your own page.

3 - How to use the ELENE interactive pdf

You can begin by saving the PDF to your computer or laptop so that you can access it whenever you want.

We recommend that you do not open the PDF file in full-screen mode, especially if you want to play the pronunciation recordings in English.

Scan the QR code labeled 'Elene Course' to gain access to additional material if you want to download additional course units.

If you want to watch some course-related videos, scan the QR code labeled 'Elene Playlist' to find a variety of video content.

You can enjoy the interactive PDFs of "ELENE - Situated English" and maximize their educational potential by following these simple steps.

Full-Screen View "ELENE interactive pdf

Follow the instructions below to use the "ELENE Interactive PDF" effectively.

First, save the PDF to your computer or laptop so that you can access it and use it whenever you want.

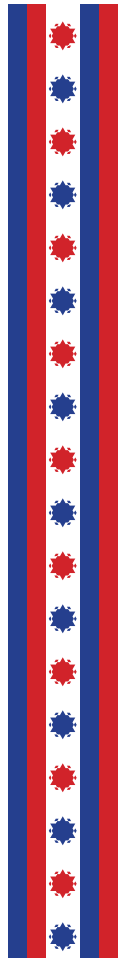
We recommend that you do not open the PDF file in full-screen mode, especially if you want to play the pronunciation recordings in English. This will allow you to use the various functions and options available in the file with ease.

If you want to download additional course units, look for the QR code labeled 'Elene Course' and scan it with your smartphone's QR code scanning app. This will give you access to additional material and allow you to broaden your language knowledge.

Scanning the QR code labeled 'Elene Playlist' will take you to a page with a variety of video content related to the courses. This will allow you to find a wide range of videos and use them to enrich your learning experience.

Remember that using the 'ELENE interactive PDFs makes learning English more convenient and flexible. You should follow these suggestions to maximize your learning potential and improve your language skills.

Here are some instructions for using the ELENE interactive pdf.





unit1_interactive.pdf

- Double-click the unit.



- Then click the « START » button.

Section A Section B Section C Section D Final Step Videos

SECTION A KEY VOCABULARY

Hand Card
Suitcase
Taxi
Boarding pass/Boarding card
Airplane
Land
Baggage carousel
Aisle seat
Check-in desk attendant
Flight Departures
Flight information screening
Passport
Airport
Travel
Passenger
Window Seat
Overhead bin

PREV NEXT

- When you click on the images in Section A, you will be able to hear their pronunciation.

Section A Section B Section C Section D Final Step Videos

SECTION B What you might hear and see

Can I have your ticket?
May I see your passport, please?
Do you have any baggage?
Please place your bag on the scale.
What is your final destination?
Would you like a window or an aisle seat?

Lay your bags flat on the conveyor belt, and use the bins for small objects.
Please remove your shoes and belts.
Put your phone in the bin.
Please step through the scanner.
Please step to the side.
Do you have any coins in your pocket?

Flight IBE3021 is now boarding.
Flight TP1693 has been cancelled.
Flight LO407 has been delayed.
There has been a gate change.
This is the final boarding call for Turkish Airlines flight 1265 to Warsaw.
Please do not leave any bags unattended.

Turkish Airlines flight 1776 to Istanbul is now boarding.
Please have your boarding pass and identification ready for boarding.
Passenger Elene, please proceed to the Turkish Airlines desk at gate 12.

PREV NEXT

- You can listen to the expressions by clicking on the images in Section B.

Section A Section B Section C Section D Final Step Videos

SECTION C

What you might need to SAY or ASK in this place

Greetings	Good Morning Hello! Good afternoon
Thanks	Thank you! Thanks a lot! Thank you very much
Asking a question	Can I ask a question? May I ask something?
Asking questions about your flight	Excuse me, where is the Turkish Airlines check-in desk? Is the flight on time? Is there a delay for my flight? Where is gate 2B?
Asking questions at the check-in desk	How many bags can I check? Will my luggage go straight through, or do I need to pick it up in Istanbul? How much is extra baggage cost? Please mark this bag as fragile.
Leave-taking expressions	Have a good day. Thank you. Have a nice day.

PREV NEXT

- Click on the titles on the left of the table in Section C to listen to the expressions you will need in the relevant situation.

Section A Section B Section C Section D Final Step Videos

SECTION D

Basic Dialogues at the Airport

Check-in Desk

Service agent: Good morning. Can I have your ticket, please?
Passenger: Good morning. Here you are.
Service agent: Would you like a window or an aisle seat?
Passenger: An aisle seat, please.
Service agent: Do you have any baggage?
Passenger: Yes, this suitcase and this carry-on bag.
Service agent: Here's your boarding pass. Have a nice flight.
Passenger: Thank you.

Agent: Good afternoon! Where are you flying to today?
Passenger: Istanbul.
Agent: May I have your passport, please?
Passenger: Here you go.
Agent: Are you checking any bags?
Passenger: Just this one.
Agent: Okay, please place your bag on the scale.
Passenger: I have a stopover in Istanbul - do I need to pick up my luggage there?

Security

Security officer: Good morning. Please step 1.
Passenger: Good morning. Here you are.
Security officer: Please step 2.
Passenger: Yes, here you are.
Security officer: Please step 3.
Passenger: Certainly.
Security officer: Do you have anything to declare?
Passenger: No, but I have some perfume.
Security officer: All right, that's the end. Walk through the scanner.
Passenger: Okay.
Security officer: Excellent. No more pockets before you go.
Passenger: Thank you. Have a nice day.

Departure

Customs official: Good morning. Do you have anything to declare?
Passenger: I'm not sure. I have two bottles of whiskey. Do I need to declare that?
Customs official: No, you can have up to 2 quarts.
Passenger: Great.
Customs official: Have you brought any food into the country?
Passenger: Just some cheese I bought in France.
Customs official: I'm afraid I'll have to take that.
Passenger: Why? It's just some cheese.
Customs official: Unfortunately, you are not allowed to bring cheese into the country. I'm sorry.
Passenger: Okay. Here you are.
Customs official: Thank you. Anything else?
Passenger: I bought a T-shirt for my daughter.
Customs official: That's fine. Have a nice day.
Passenger: You, too.

Arrival

Passport official: Good morning. Can I see your passport?
Passenger: Here you are.
Passport official: Thank you very much. Are you a tourist here or are you here on business?
Passenger: I'm a tourist.
Passport official: That's fine. Have a pleasant stay.
Passenger: Thank you.

PREV NEXT

- To further enhance your language skills, you can practice by reading the basic dialogues at the chosen situation in Section D..

Section A Section B Section C Section D Final Step Videos

FINAL STEP Exercises

Write down the words used for the pictures below.

Overhead bin Check-in desk attendant Airport Airplane

Fill in the Dialogue below.

Service agent: Good morning. Can I have your ticket, please?
 Passenger:

Service agent: Would you like a window or an aisle seat?
 Passenger:

Put a tick next to the statements you say or hear at the security or check-in

Please step through the scanner.
 Would you like tea or coffee?
 I would like to have a window seat, please.
 Can I have the bill, please?
 Put your keys in this bin and walk through the scanner again.

- Type the answer into the text box , then click the check mark (✓) to see the answer. The text box can be cleared by clicking the cross mark (X) .

Section A Section B Section C Section D Final Step Videos

FINAL STEP Exercises

Write down the words used for the pictures below.

Overhead bin Check-in desk attendant Airport Airplane

Fill in the Dialogue below.

Service agent: Good morning. Can I have your ticket, please?
 Passenger:

Service agent: Would you like a window or an aisle seat?
 Passenger:

Put a tick next to the statements you say or hear at the security or check-in

Please step through the scanner.
 Would you like tea or coffee?
 I would like to have a window seat, please.
 Can I have the bill, please?
 Put your keys in this bin and walk through the scanner again.

- Type the answer into the text box , then click the check mark (✓) to see the answer. The text box can be cleared by clicking the cross mark (X) .

Section A Section B Section C Section D Final Step Videos

FINAL STEP Exercises

Write down the words used for the pictures below.

Fill in the Dialogue below.

Service agent: Good morning. Can I have your ticket, please?
 Passenger: _____
 Service agent: Would you like a window or an aisle seat?
 Passenger: _____
 Put a tick next to the statements you say or hear at the security or check-in.

Please step through the scanner.
 Would you like tea or coffee?
 I would like to have a window seat, please.
 Can I have the bag, please?
 Put your keys in this bin and walk through the scanner again.

Fill in the Dialogue below.

Service agent: Good morning. Can I have your ticket, please?
 Passenger: _____
 Service agent: Would you like a window or an aisle seat?
 Passenger: _____
 Put a tick next to the statements you say or hear at the security or check-in.

Please step through the scanner.
 Would you like tea or coffee?
 I would like to have a window seat, please.
 Can I have the bag, please?
 Put your keys in this bin and walk through the scanner again.

- Tick the statement you think is correct and then click the checkmark button on the right to see the answers.

Section A Section B Section C Section D Final Step Videos

FINAL STEP Exercises

Dialogue at the airport: Elene and Erasmus are at the airport check-in desk. Erasmus is talking to the check-in desk attendant.

Service agent: Good morning. Can I have your ticket, please?
 Erasmus: _____
 Service agent: Would you like a window or an aisle seat?
 Erasmus: _____
 Service agent: Here's your boarding pass.
 Erasmus: _____
 Service agent: Where are you flying to?
 Erasmus: _____
 Service agent: Thank you.

Agent: Good afternoon. Passport today?
 Erasmus: Istanbul.
 Agent: May I have your passport, please?
 Erasmus: Here you go.
 Agent: _____
 Erasmus: Just this bag.
 Agent: Okay, please place your luggage there?
 Erasmus: I have a stopover in _____
 Agent: No, it's go straight through.
 Passport gate 10B and it'll begin boarding.
 Erasmus: Thanks.

Fill in the blanks with the most appropriate option.

a) Are you checking any bags?
 b) Ticket
 c) Passport
 d) Boarding passes
 e) Do you want a window or an aisle seat?
 f) Where are you flying to?

Dialogue at the airport: Elene and Erasmus are at the airport check-in desk. Erasmus is talking to the check-in desk attendant.

Service agent: Good morning. Can I have your ticket, please?
 Erasmus: _____
 Service agent: Would you like a window or an aisle seat?
 Erasmus: _____
 Service agent: Here's your boarding pass.
 Erasmus: _____
 Service agent: Where are you flying to?
 Erasmus: _____
 Service agent: Thank you.

Agent: Good afternoon. Passport today?
 Erasmus: Istanbul.
 Agent: May I have your passport, please?
 Erasmus: Here you go.
 Agent: _____
 Erasmus: Just this bag.
 Agent: Okay, please place your luggage there?
 Erasmus: I have a stopover in Madrid - do I need to pick up my luggage there?
 Agent: No, it's go straight through to Istanbul. Here are your boarding passes.
 Passport gate 10B and it'll begin boarding at 8.35. Your seat number is 11A.
 Erasmus: Thanks.

Fill in the blanks with the most appropriate option.

a) Are you checking any bags?
 b) Ticket
 c) Passport
 d) Boarding passes
 e) Do you want a window or an aisle seat?
 f) Where are you flying to?

- You can click and select the answers from the drop-down text box. To see the correct answer, click the checkmark button on the bottom right.

The screenshot displays a user interface for the ELNE VIDEOS section. At the top, a navigation bar includes the ELNE logo and tabs for Section A, Section B, Section C, Section D, Final Step, and Videos. The main heading is "VIDEOS" with a sub-heading "External Video Links". Below this, a list of five YouTube video links is provided:

- <https://www.youtube.com/watch?v=1Wo2mLEmdz8>
- <https://www.youtube.com/watch?v=KbMBGd97EC4>
- <https://www.youtube.com/watch?v=xyJhyoD2Qz4>
- <https://www.youtube.com/watch?v=S'YpPoL5RZHA>
- <https://www.youtube.com/watch?v=2innDjagwT0>

Below the links, there are two QR codes. The left one is labeled "ELENE COURSE" and "SCAN ME". The right one is labeled "ELENE PLAYLIST" and "SCAN ME". In the center, there is an illustration of a man and a woman with a suitcase, looking at a map. At the bottom of the interface, there are navigation buttons: "PREV" (left arrow), a home icon, and "NEXT" (right arrow).

- You can access all units and videos by scanning the QR codes. You are free to use, download, and reuse them.

4 - How to use the ELENE App?

Details and features

ELENE English learning app is unique for anyone who wants to improve their language skills. It consists of several bets that are allowed for degrees and learning according to user needs.

The app utilizes the rule “learn by sinking in”, which that means while the user is overwhelmed by English from all sides it will trick the mind to adopt and learn a foreign language even if he doesn't know such. It is often used by people to learn new things, by surrounding yourself with things that you want to learn you unconditionally force the brain to adapt to new information.

At the beginning of each chapter there is a theoretical part, in which we discuss the most important issues regarding grammar, spelling and pronunciation rules. Then we will move on to the vocabulary part, where we present the most important words and phrases related to a specific subject, in which it is possible to listen to the audio file. If you are still having trouble understanding the vocabulary or situation in the “Video” app play video files in vocabulary learning.

An important element of our application are dialogues in lessons and quizzes.

In each division of individual episodes according to themes, in which part you can test your knowledge, test your skills in quizzes and understand the vocabulary of the categories. Get a score after each quiz so you know how you checked the given criteria. All this makes learning English with our program much easier and more effective.

In the PDF solution, there are specially themed pdfs prepared especially for lessons.

All methods are accessible and useful to master, and the time of help and assistance brings measurable results. Our application is not only a tool for learning English, but also a way of personal development.

App utilize the rule “learn by sinking in”

The App is personalized for the current user to feel and know all that he should, like:

- which lessons are finished
- which quizzes are finished
- how to find information about X Y Z
- Learn by listening, watching, reading, and use more senses while learning, to remember better all knowledge that you gather

Technologies used

Text to speech - in the case of flashcards, it allows you to read words and listen. It is particularly helpful while learning English that the user can know how to pronounce newly learned words.

webView - allows you to display pages, in our case, it is used to show videos with dialogues.

sharedPreferences - a cache of information such as language or user data. It is used to make the app feel more personalized for current users.

translation - string translations, depending on the selected language. It allows translating words from English to the native language of the user so he can understand words in case of not know a particular one.

Application overview

Welcome screen

The elements on first screen



Different states of welcome screen

On the main screen (welcome page) we are introduced to the application by the text “Welcome to Elene”, we can find the logo there and also the logo of Elene. On the bottom part, we can find all of the partners of the project.

In the top right corner, we have a translation button, It is used to select the user’s native language to translate words back from English in case the user will lose himself.

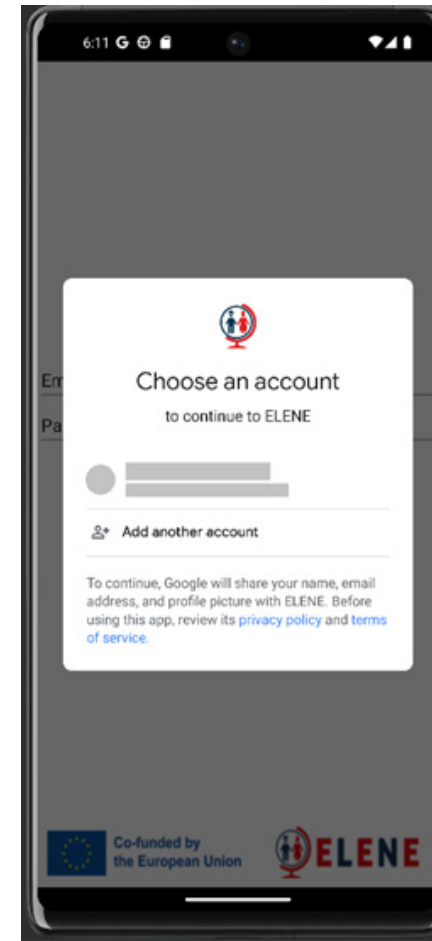
On the middle of the screen is “Start” button that allows entering the main menu of the app, below that is “Log in” button that provides the user with the login section where he can log in. The last button “Privacy Policy” contains information about the app, user data, and law, to inform the user about what he can expect from app privacy.

Bellow all the bottoms there is a check box that blocks the user on the welcome screen until it is not selected, without accepting the privacy policy user is not allowed to move further.

Different states of welcome screen

User blocked by not accepting privacy policy
(notification on the bottom on image)

Selecting the native language by user

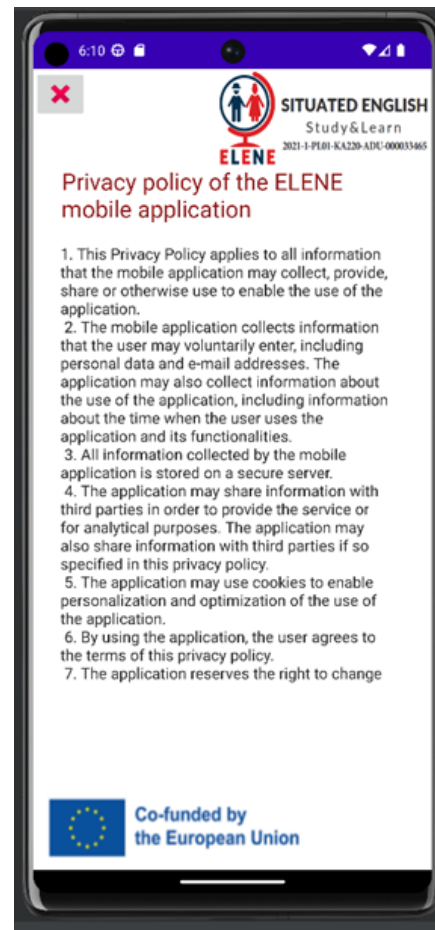


Application overview

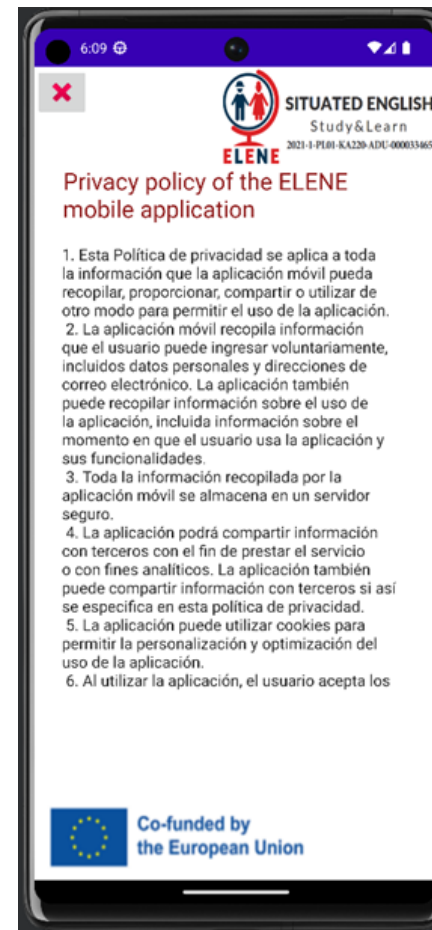
The Privacy Policy screen

This screen introduced user to such information as:

- ID of the project (on top)
- Information about co-funder the European Union (bottom)
- And on the middle there is the privacy policy in selected language



Privacy policy in English

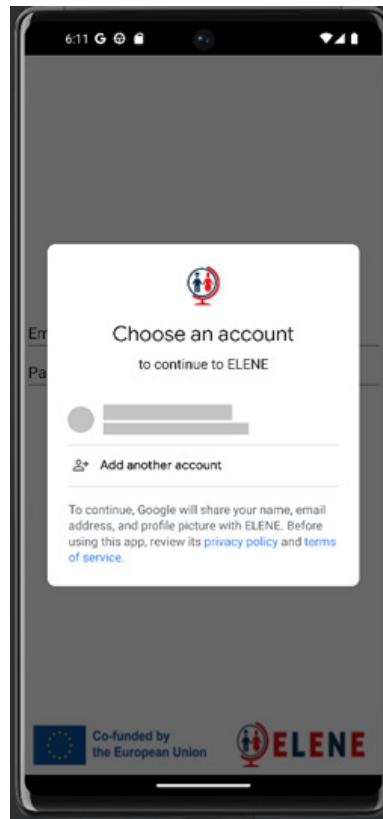
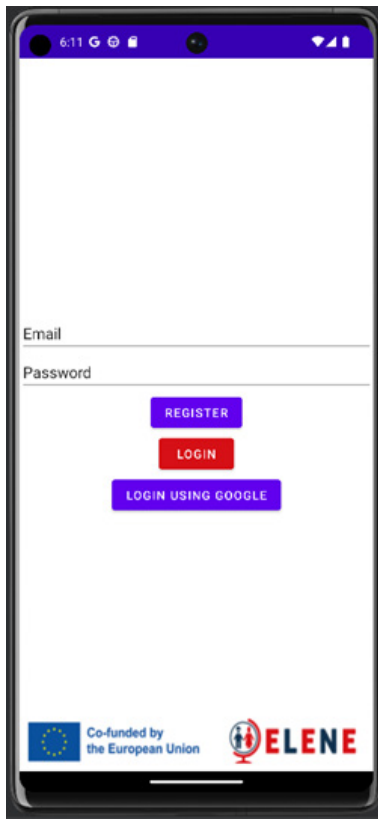


Privacy policy in selected native language

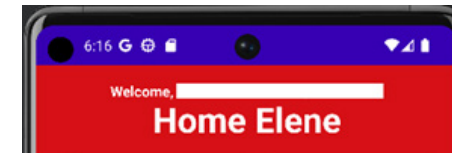
Login screen

The login screen is used to log in by using a Google account or by email and password. It is used to save user data on the cloud so if the user changes their phone and login on a new one he can bring all the data back from the cloud.

On the upper middle part we have space to use email and password method to login to the app. Below that we could find a register button to register using Email and password method, below this is a button to login by using such method. On the end we have a button to login by Google account. On the bottom we could find information about the Co-founder and the logo of both the project and app.



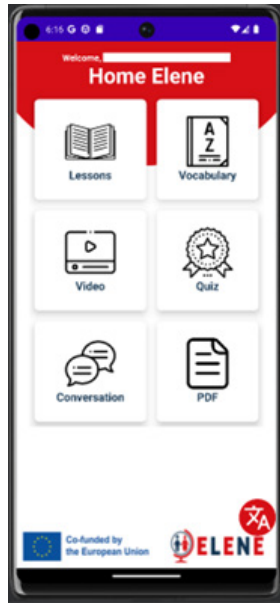
- After logging in the user will be moved to the main menu section with a welcoming personalized message with the user details like email.



The main menu screen

Description of the elements

On the main menu, we can find on the upper part welcoming personalized messages, below that there is Co-founder and logo.

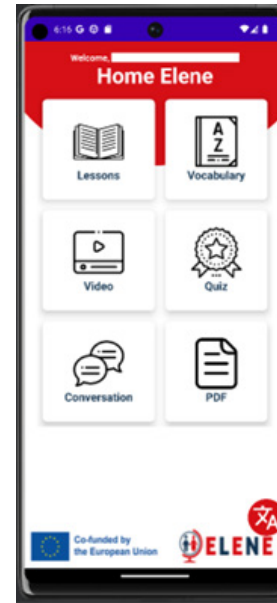


On the right side on the bottom, we can find a button with a translation symbol, it is used to utilize something that we called Quick Translate.

In the middle, we can find 6 tiles with different content inside to discover. The tiles are:

- Lesson - pre-prepared lessons based on the PDF card content from ELENE project
- Vocabulary - words, and images according to the word as well as reading to get familiarized with the word pronunciation.
- Video - the short movies with English words and sentences, very nicely animated and user-friendly.
- Quiz - the section with little tests to check your current knowledge from selected topics
- Conversation - You can find here, conversations examples so you can learn typical user interactions in different situations

The Quick Translate



After holding the quick translate button the English names are changed to selected language as native. Quick Translate is used to translate the words that you can find on the screen to the user's native language. The translation is not permanent and it is working until the user lifts his finger from the screen, this is to force the user to sink into English and use translation only as a little help if the user will lose themself.

Lessons

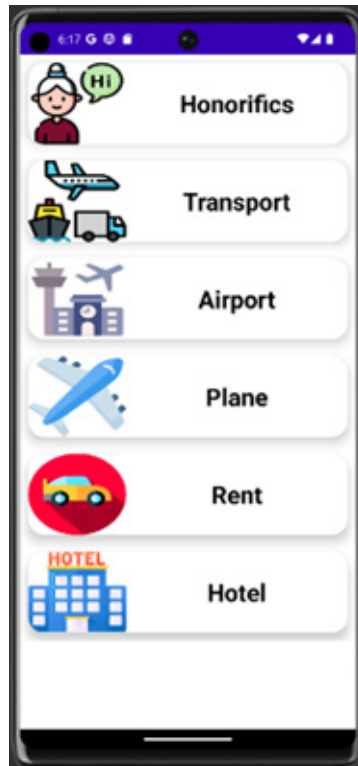
The lesson section is split into two screens:

- The lesson menu - it gives a user opportunity to choose the lesson that he wants to learn
- The lesson screen - this screen contains a particular lesson for a selected topic

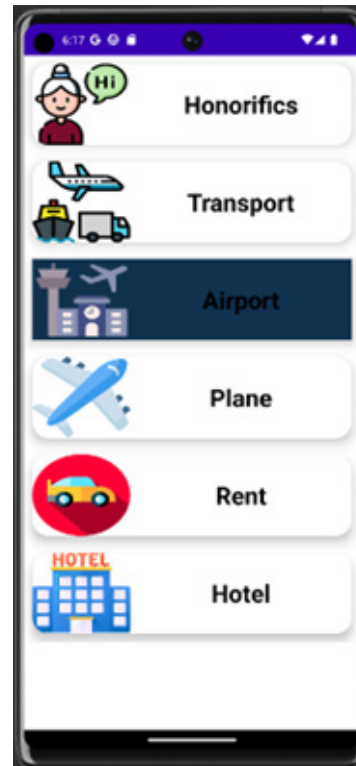
The lessons menu

On this screen, the user needs to select the lesson that he wants to learn.

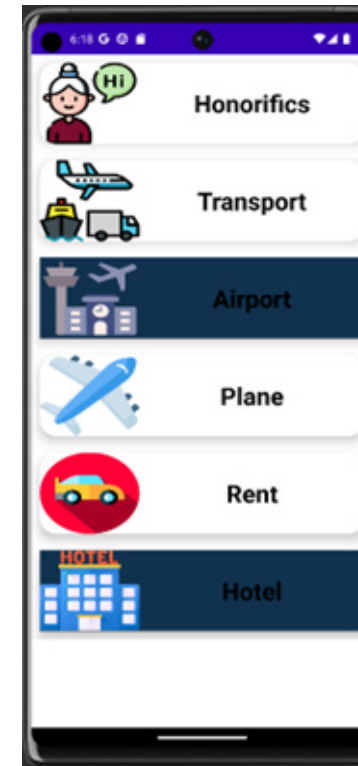
The completed lessons are saved and highlighted with the navy colour used in the logo.



No lesson has been finished



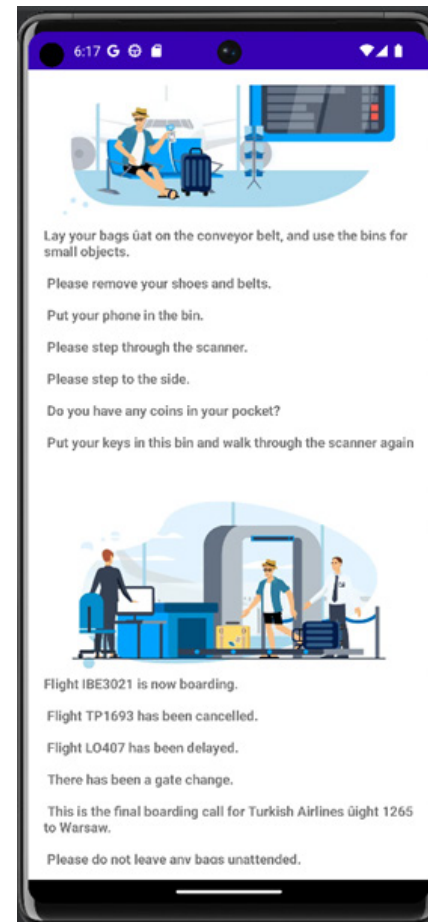
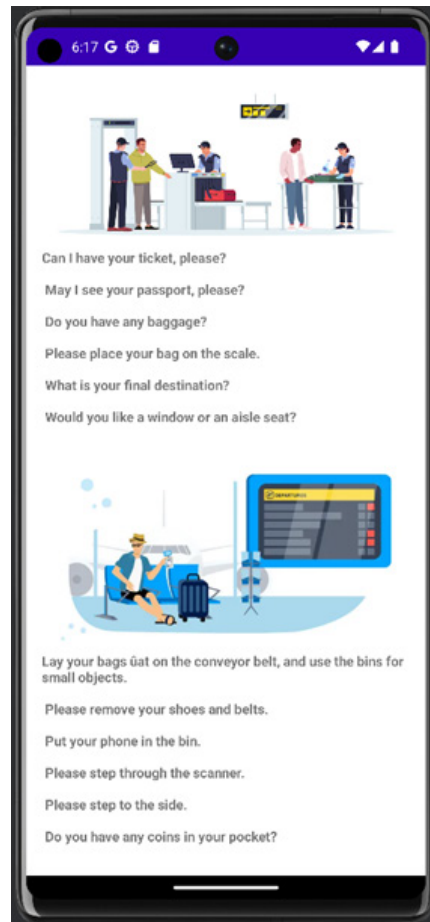
1 lesson has been finished



2 lessons has been finished

The lesson screen

This section is focused on giving the user as much information about the topic as we can with a bit of entertainment to not get bored by the wall of text by adding images between texts. Modernistic design grants a feel of luxury, aesthetics, and clearness that modern users require as well as adults and elders that don't like to be overwhelmed by complicated designs of apps.



The vocabulary screen

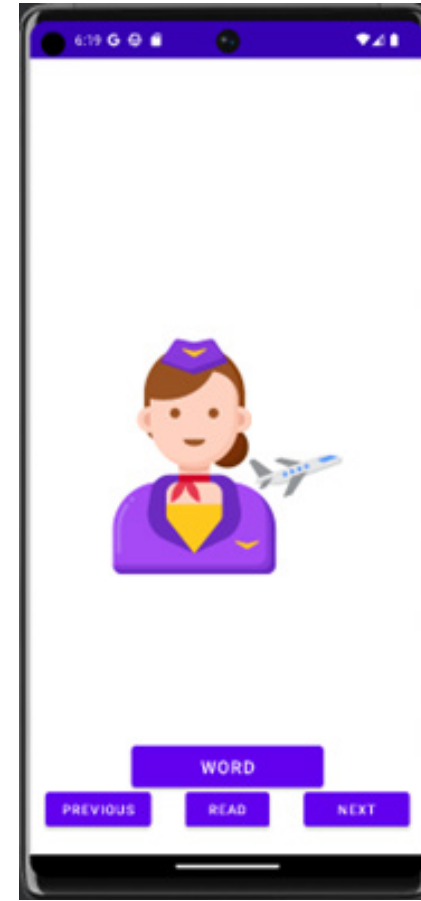
Vocabulary is designed as flashcards for each word, flashcards have 2 sides, the word side, and the graphic side. In the middle of the screen, we have a visible side of flashcards with words or graphics.



The word side of flashcard in vocabulary



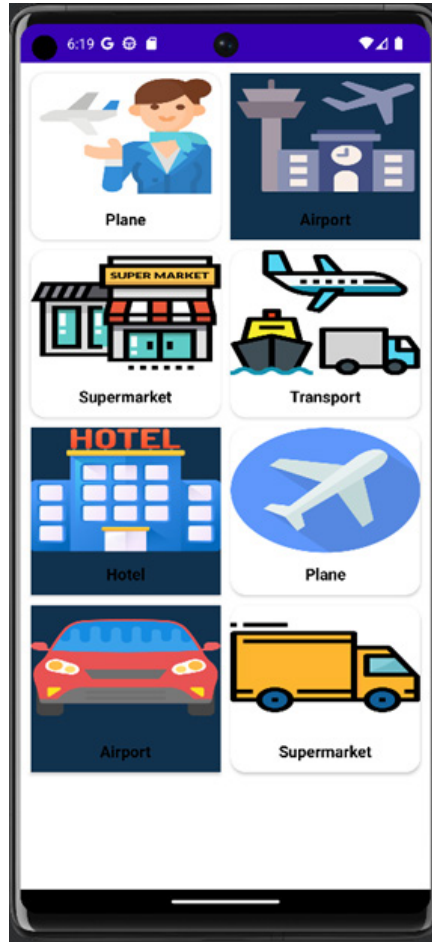
The graphic side of flashcard in vocabulary



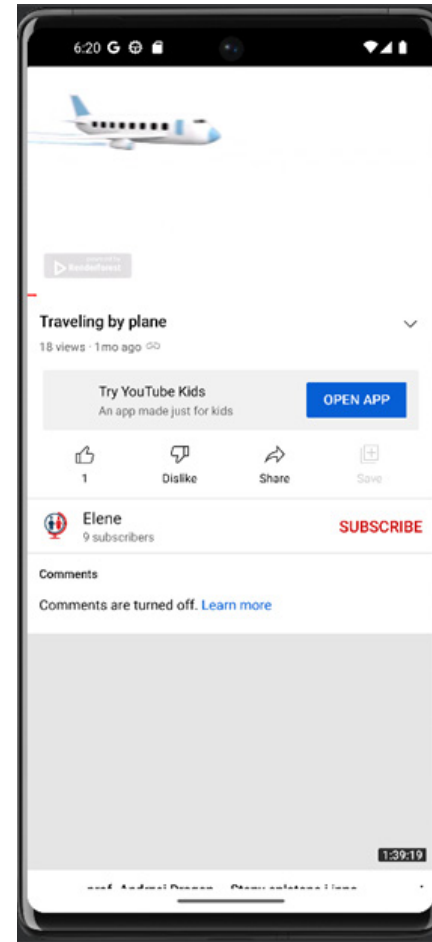
New flashcard after next/previous button clicked

The video

In this screen, we can find the cards with the names of different lessons and images to each, after clicking each tile the app opens the YouTube video that is proper for each topic. The video is very well and modernly designed, well animated, and brings a bunch of knowledge. If you watch one of the videos the watched one will be highlighted with a navy colour to show that video is completed.



The video menu screen with 3 video finished



The video on youtube on Elene channel

Quiz screen

As in previous screens, the quiz screen is made out of two screens:

- The quiz menu - gives a user opportunity to choose the lesson that he wants to be tested from
- The quiz screen - this screen contains a particular quiz for a selected topic

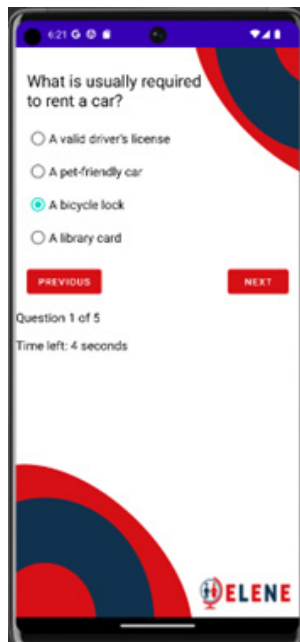
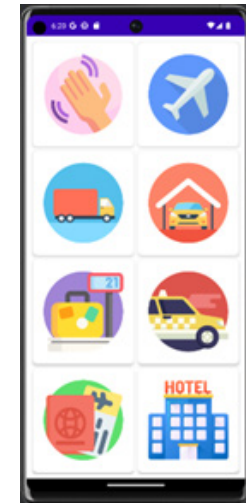
The quiz menu

On this screen, the user needs to select the quiz that he wants to test from.

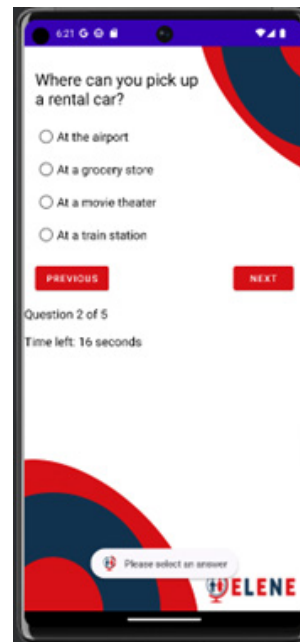
The completed quizzes are saved and highlighted with the navy colour used in the logo.

The quiz screen

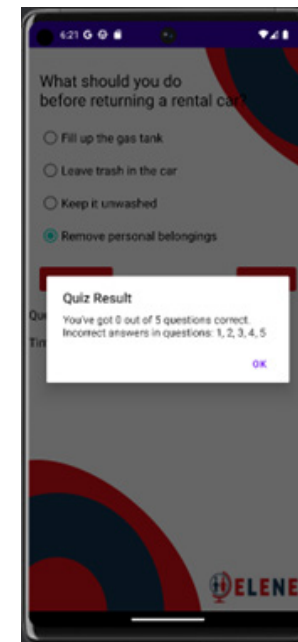
The quiz gives you a few questions to be answered, there is a time limit for each quiz to limit the cheating opportunity, and the app is focused to learn so the cheating is only to the user's disadvantage. The quiz also doesn't allow you to skip questions by clicking the next button until the user not don't select an answer, there is also a possibility to go to the previous questions. After finish you can see how many answers you get right as well as the questions that you answered wrongly.



Selected answer on the quiz



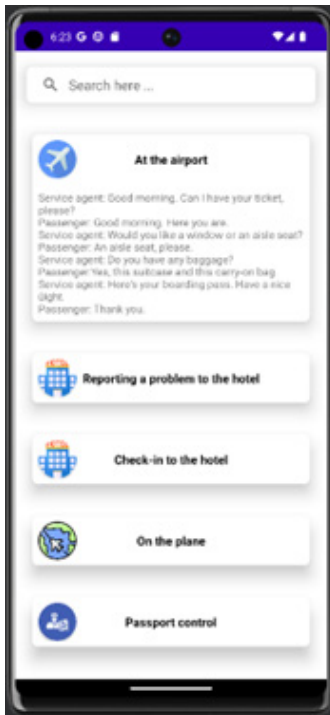
Popup on the bottom while trying to skip answer



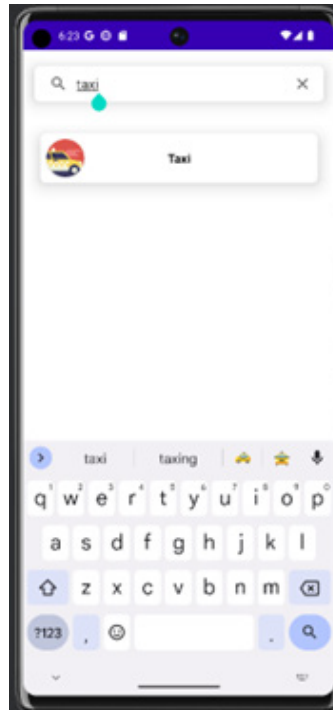
Results of quiz

The conversation screen

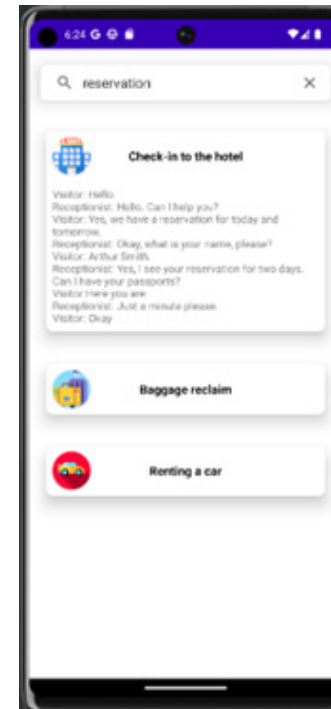
The conversation screen is designed to optimize the finding of the keywords so that the user can find a topic of interest. The conversation contains a bunch of words and pre-prepared conversations that are easy to follow and can be used in everyday use-cases.



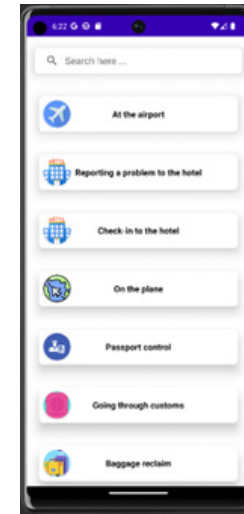
Opened conversation



Searching conversation by word

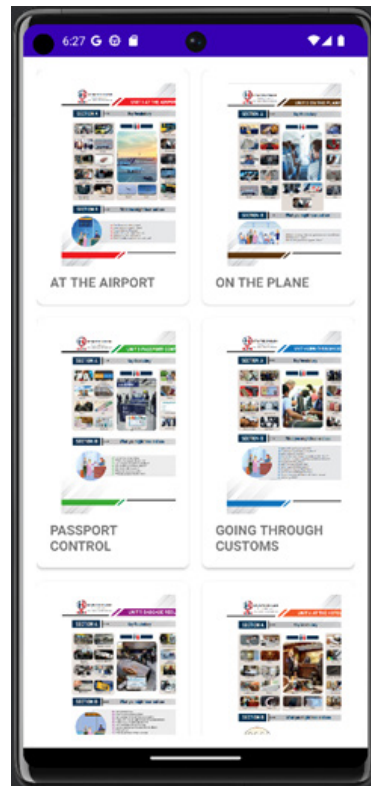


Opened conversation that was searched by word



The PDF screen

The PDF screen allows you to select one of the lessons, after selecting lesson the PDF will be downloaded and you will do with it anything that you need, there are many exercises to be followed and to be filled out, it is very helpful in a deeper understanding of the topic as well as can be printed and used for educating anyone without the need to install an app for each phone in classes.





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