

**ENGLISH IN
PUBLIC PLACES**

LUGHA
ENGLISH
ACADEMY
ANYBODY CAN LEARN



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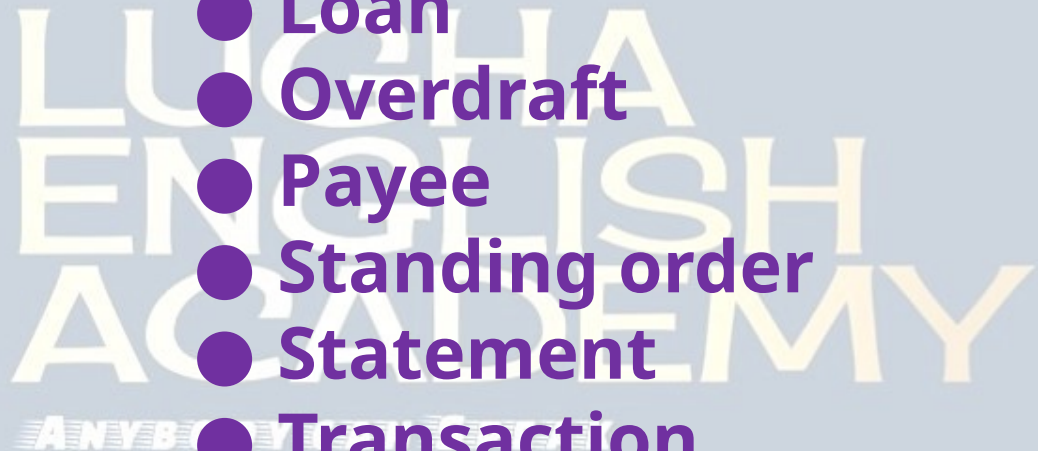
ANYBODY CAN SPEAK

BANK

At the bank-vocabulary

- Account
- ATM
- Balance
- Bank
- Branch
- Checkbook
- Collateral
- Commission
- Credit
- Credit card
- Debit

- Default
- Deposit
- Interest
- Loan
- Overdraft
- Payee
- Standing order
- Statement
- Transaction
- withdraw



Activity:

- Assume yourself as a bank manager and help the customer who would like to open an account in your branch.
- Use the vocabulary discussed above and communicate with the bank clerk as you want to withdraw some money from your account.
- Enquire with the bank manager that the ATM machine is not accepting your pin.



A Bank Clerk and A Bank Customer

Bank Clerk: Good morning, welcome to the SOS Bank. How can I help you?

Customer: Good morning. I would like to open a bank account.

Bank Clerk: Sure thing. What kind of account would you like to open? A savings account or a checking account?

Customer: What's the difference?

Bank Clerk: A checking account is designed to use for everyday transactions. Yet; the money in a savings account is meant to stay in the account and earn interest over time.

Customer: I see, actually I want to apply for a credit card. That's why I need an account.

Bank Clerk: Okay then, you probably want a checking account.

Customer: Well, thank you. I'd like that.

Bank Clerk: Sure, we will have you fill out an application form, please.

Customer: No problem.

Bank Clerk: How much of a credit limit were you looking for?

Customer: I would like a Rs.10,000 spending limit.

Bank Clerk: Alright, we will see what we can do. We might be able to get you one of our gold cards with a Rs.10,000 spending limit.

Customer: Wonderful. Will I also collect points when I use the card?

Bank Clerk: Sure, with our gold card you will get 10 reward points for every dollar spent.

Customer: Perfect, I have filled out the form. Do you need anything else?

Bank Clerk: You just need to deposit a minimum of Rs.250 into your new checking account.

Customer: Very well, here you are.

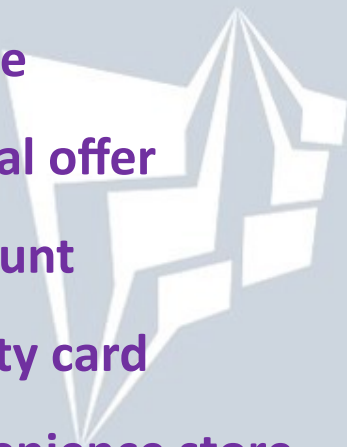
Bank Clerk: Thank you, your account is set up now and your credit card will be mailed to your address within 5 to 10 business days.

Customer: Thank you for your help, have a good day.

Bank Clerk: Thank you,

English Vocabulary About Shopping

- Checkout
- Trolley
- Receipt
- Queue
- Special offer
- Discount
- Loyalty card
- Convenience store
- Promotion
- Bargain
- Hypermarkets
- To stock up
- Shop assistant



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SHOPPING



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Some phrases you'll hear in the supermarket:

CUSTOMER: Where can I find soft drinks, please?

SHOP ASSISTANT: You'll find them on aisle 25, near the checkouts. We have a great promotion on lemonade today.

CUSTOMER: Thank you, I'll look out for that.

SHOP ASSISTANT: There's a special offer on cereals this week. You can buy three packets for the price of two. The offer ends tonight so you'll need to be quick!

CUSTOMER: Thanks. I'll be sure to stock up on them.

CUSTOMER: Where can I pay for this item?

SHOP ASSISTANT: The checkouts are just over there, sir.

Activity:

- Assume yourself as a shopkeeper and address a customer who is looking for some fresh produce that's on sale.

You may have questions while at the grocery. Below are a few examples of things that you might ask.

- Can you tell me what isle the frozen food is in?
- Can you help me reach that?
- What are all the queries you might ask the shopkeeper?



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RESTAURANT

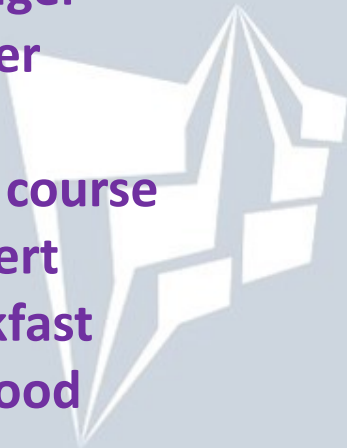


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RESTAURANT VOCABULARY

- chef
- waiter
- waitress
- customer
- manager
- cashier
- soup
- main course
- dessert
- breakfast
- fast food
- beverage
- salad
- chair
- table
- menu
- Appetizers



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Conversation between 3 people ordering food in a restaurant

Waitress: Hello, I will be your waitress today. Can I get you both any drinks?

Paul: Yes. I would like an iced coffee, please.

Jane: And I will have the same please.

Waitress: OK 2 iced coffees, here you are. Are you now ready to order your, or would you like a few more minutes?

Paul: I think we are ready to order. I will have the chicken soup to start, and the steak with fries and the mixed vegetables.

Waitress: How do you want the steak cooked rare, medium, or well done?

Paul: I would like it well done, please.

Jane: I do not want a starter. I would like to have the fried chicken with fries and a side salad please.

Waitress: Your meals will be here shortly.

Waitress: Here are your meals. If you need anything else just ask. Have a nice meal.

Starters

Chicken Soup Rs.120

Salad Rs.90

Sandwiches - Main Course

Ham and cheese Rs.140

Tuna Rs.300

Veg Noodles Rs.160

Grilled Cheese Sandwich Rs.110

Chicken Pizza Rs.240

Cheeseburger Rs.180

Chicken burger Rs.200

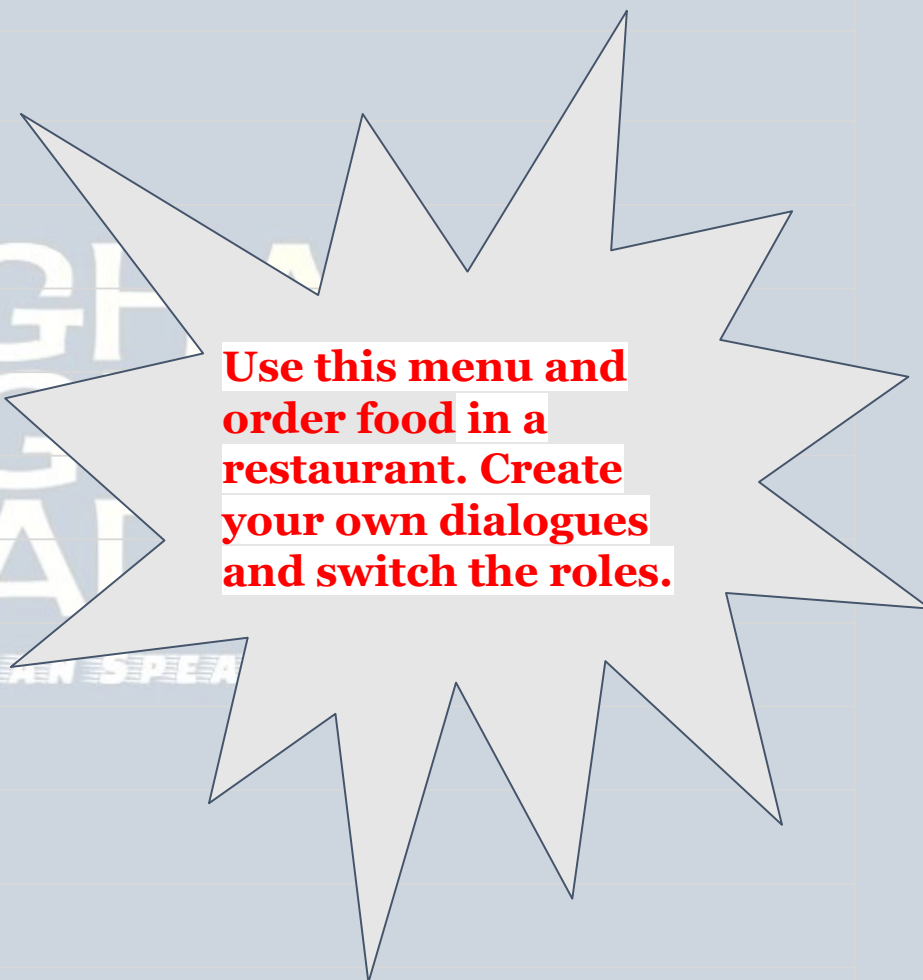
Spaghetti Rs.180

Drinks

Coffee Rs.40

Tea Rs.45

Soft Drinks - Coke, Sprite, Ice Tea Rs.80



**Use this menu and
order food in a
restaurant. Create
your own dialogues
and switch the roles.**

SHOPPING-MALL



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SHOPPING WORDS

WINDOW SHOPPING

Looking at items on sale, not buying

IN CASH/ BY CARD

Use cash or credit card to purchase smt

SPEND MONEY ON SMT

Use money to buy smt or pay smt

A RECEIPT

Paper proof of a purchase

GROCERY SHOPPING

Shopping for food items

RETAIL THERAPY

The act of shopping to feel better

WHAT A BARGAIN?

Buy smt for much less than normal

A BARGAIN

Excellent value for an item or purchase

A GOOD DEAL

If smt is a good deal, paid a low price

SHOP ONLINE

Shop on the Internet

DO SHOPPING

Weekly/ monthly shopping

SHOP AROUND

Compare prices in different shops before buying

A SHOPAHOLIC

Someone who loves shopping

A WALLET

A Money/ card holder

TAKE SMT BACK

Return an unwanted item to a shop

OUTLET MALL

Both have many stores in one location.

GET A REFUND

Get money back after returning an item

ON SALE

For sale at a reduced price

TRY SOMETHING ON

Try clothes in a shop before buying them

PRICE TAG

A label showing the price of an article

WASTE MONEY ON SMT

Unnecessarily spend money on smt

GO SHOPPING

Go to shops to buy things

BARGAIN HUNTING

Searching for bargains

FOR SALE

Available to buy



Conversation: Shopping

SALESPERSON: Can I help you?

LYNN: Thanks, we're just looking.

SALESPERSON: Well, let me know if there's anything I can do for you.

JIM: What do you think of these jeans?

LYNN: They're really nice. How much are they?

JIM: Hmm . . . there's no price tag. Where's the salesperson? I'm going to ask her .
. . Oh, there she is. Excuse me, how much are these jeans?

SALESPERSON: I'll be with you in a minute OK. Let's see. They were Rs.1500,
but I think today they're 30 percent off. Yes, that's right. They're about Rs.1050.
That's a good price for these jeans.

JIM: Can I try them on?

Conversation: Shopping

SALESPERSON: Sure. The fitting rooms are right over there. Just go on in.

JIM: Thanks a lot.

JIM: Pssst. Lynn, how do they look?

SALESPERSON: Oh, Jim! They're too big. I'll get you a smaller size . . . Wait a minute . . . Here, try these.

JIM: I think these are better. How do they look?

LYNN: They're perfect.

SALESPERSON: Oh, they look very nice on you.

JIM: Great. I'll take them.

Exercise – Conversation Topic

There are two sets of shopping conversation questions provided to you in this exercise. You should take one set and ask the questions to a friend, while they have the other set and ask you those question. Once done, swap the question sets and ask the questions again.

Question set A

- Do you enjoy shopping?
- Where do you go shopping most often?
- Have you ever worked in a shop?
- Why do people go just window shopping?
- How often do you go shopping?



Question set B

- What types of shops do you like to visit?
- Do you spend a lot of money when you go shopping?
- Would you like to work in a shop?
- What do you dislike about shopping?
- Do you like to go shopping alone or with friends?



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MOVIES



VOCABULARY RELATED TO MOVIES



Box office hit

a movie's success in terms of the number of tickets sold



Cast

all the actors/actresses in a film

www.englishlessonviaskype.com



Prop

an object used by the actors performing in a film

www.englishlessonviaskype.com



Usher

an official employee of the cinema who checks your tickets



Trailer

a series of short sections of a film that are shown to advertise it

www.englishlessonviaskype.com



End credits

a list of people involved in making a film, usually shown at the end of it



Top billing

(in a show/film) when somebody is advertised as the most important actor/actress



English Adjectives

MOVIES

action-packed 😊

with a lot of thrilling incidents

second-rate 😞

mediocre, unexciting

dreary /'driəri/ 😞

dull and uninteresting

fast-paced 😊

with a lot of events or actions
happening very quickly

predictable 😞

pretty obvious what is going
to happen in this movie

absorbing 😊

very interesting, keeps your
attention for a long time

intriguing /In'tri:ɡɪŋ/ 😊

very interesting in a way that
arouses your curiosity

hilarious /hi'leəriəs/ 😊

very funny

gripping 😊

very interesting



TOPICS DISCUSSION

MOVIES and TV

Student 'A'

- Discuss the questions below with your partner.

1. Do you like going to movie theaters? Why? / Why not?
2. Talk about a great movie that you saw.
3. Is watching TV better than reading a book? Why? / Why not?
4. Did you watch TV last night? If 'yes', what did you watch? If 'no', why not?
5. Who is your favorite actor? Why?
6. Are action movies better than comedies? Why? / Why not?
7. Can watching English language movies improve your English? How?
8. What's your favorite TV show? Why do you like it so much?
9. Do you think your English teacher watches a lot of TV? Why? / Why not?
10. What did people do in their free time before TV was invented?

&

TOPICS DISCUSSION

MOVIES and TV

Student 'B'

- Discuss the questions below with your partner.

1. Do you like watching TV? Why? / Why not?
2. Talk about a bad movie that you saw.
3. Is going on-line better than watching TV?
4. When was the last time you saw a movie at a movie theater? Was it a good movie?
5. Would you like to be an actor? Why? / Why not?
6. Are horror movies better than science fiction movies? Why? / Why not?
7. What are subtitles? Do you read them when you see a movie or watch TV?
8. How many hours each day should children watch TV?
9. What kinds of TV programs do you think your teacher likes to watch?
10. How will TV be different 100 years in the future?



Movies

List your top 3 movies from the following genre.

Action: 1. 2. 3.	Romance/Romantic comedy: 1. 2. 3.	Horror/Thriller: 1. 2. 3.
Drama: 1. 2. 3.	Comedy: 1. 2. 3.	Animation: 1. 2. 3.
Sci-fi: 1. 2. 3.	Documentary: 1. 2. 3.	Other: 1. 2. 3.

Discussion Questions:

1. What is your favorite movie? Summarize the movie. (Title, Stars, Plot, Setting, etc)
2. What movie did you watch recently? Summarize the movie.
3. What movie are you looking forward to watching?
4. Do you prefer blockbusters or small indie films?
5. Do you prefer watching movies at home or at the movies?
6. Who is your favorite actor/actress?
7. If you could star in any movie, what kind of movie would you star in? What character would you play?
8. How have movies changed over the past 10 years?



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AIRPORT

At the airport

- **airfare**
the cost of the plane ticket
- **airline**
the company that owns the plane
- **arrival / arrivals**
the time planes arrive at the airport
- **baggage / luggage**
bags or suitcases
- **baggage claim**
the place where passengers pick up their bags after the plane lands
- **board**
when the passengers get on the plane
- **boarding pass**
a ticket that gives you permission to board the plane; some airlines allow you to use a boarding pass on your cell phone

A boarding pass usually has your name, flight number, and departure date and time.

- **boarding time**
the time that passengers are allowed to get on the plane
- **carry-on / hand luggage / cabin baggage**
bags that passengers bring on the plane
- **customs**
the place in the airport where bags are checked before you are allowed to enter a country
- **departure time / departures**
the time planes leave the airport
- **e-ticket**
airfare purchased on the Internet
- **fragile**
something that is easily broken (sometimes passengers pack fragile items in their bags)
- **delay**
the amount of time the plane is late for landing or takeoff (a two-hour delay means the plane will arrive two hours later than planned)
- **domestic**
within the same country (a domestic flight)



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- **gate**
the place where passengers wait to board the plane
- **identification**
documents that prove a person's name and personal information (address, birth date, phone number, social security number, etc.)
- **international**
worldwide (an international flight)
- **layover / stopover**
a period of waiting between flights
- **overbooked**
the airline sold too many tickets; there are more passengers than seats
- **passport**
an official document that proves a person's citizenship
- **runway**
a strip of smooth ground where an airplane takes off and lands



AIR TRAVEL



WRITING PRACTICE

Write about a time you flew to another country (you can write about a real trip, or you can use your imagination). Remember to use the past tense. Write a short paragraph below!



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LIBRARY

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LIBRARY VOCABULARY

Check out

To borrow something from the library;

Circulation Desk

The desk in the library where you can check out books, magazines, videos, and other items.

Due Date

The date by which you should return items you have borrowed to the library.

Librarian

A person who works in the library; a specialist in the library and information field.

Library

A place where you can borrow books, videos, magazines, etc.;



Loan Period

The length of time for which you can borrow something from the library. At the end of the loan period, you must return the item to the library.

Periodical

A publication (usually a collection of articles) that is issued at regular intervals. Magazines, journals, and newspapers are all periodicals.

Reader (also Easy Reader)

A book for ESL students that is easy to read.

Questions

Something you should ask a lot when you are in the library. We are happy to help you!

Reference Books

Books such as encyclopedias and dictionaries that may only be used in the library.

Reference Desk

A desk where someone can help you find information either in the library or online. The circulation desk and the reference desk are sometimes combined into one desk.

Renew

To extend the loan period on an item; to check an item out again so you can keep it longer.

Request

To ask the library to hold a book for you when it is checked out by another student. We will email you when the book comes back and is ready for you to check out.

Return

To bring a book (or other item) you have borrowed back to the library.

CONVERSATION BETWEEN LIBRARIAN AND STUDENT

Student: Hello ma'am, how are you?

Librarian: Hello! I am perfectly fine. And how are you?

Student: I am good ma'am. Actually I was searching a book.

Librarian: What kind of book are you searching for?

Student: An excellent English language book. From which I can get new vocabulary words and basically pronunciation practice for long words.

Librarian: You can go through Charles Dickens and John Milton books. There you can get vocabulary and pronunciation practice.

Student: In which section can I get those book?

Librarian: You can get those books in the literature section.

Students: Can I get them issued for a month?

Librarian: Yes, you can. Do you want to get both the books issued at the same time?

Student: Yes ma'am.

Librarian: For that you need to get a membership card issued for yourself. That card will permit you can get 2-3 books simultaneously.

Student: Ma'am, is it mandatory?

Librarian: Yes for issuing more than 1 book at a time.

Student: Do I have to pay something for that?

Librarian: Yes Rs.500/- for 6 months. Subsequently, you can get your card reissued only at Rs.100/- for 6 more months.

Student: OK Ma'am, please issue me a membership card.

Librarian: Sure. There you go.

Student: Thanks a lot Ma'am.

Build a conversation with the librarian using the topics given below (switch the roles and build the conversation viceversa)

At the Library

- Applying for a library card
- Asking questions at the information desk
- Asking the librarian for assistance
- Reserving a book
- Late fees
- Borrowing a book from another library
- Checking out a book
- Checking out a magazine
- Checking out video
- Paying for damage made to a book
- Returning books late
- Using a computer



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HOSPITAL

VOCABULARY-At hospital

Outpatient

a patient who does not reside in the hospital where he is being treated

Inpatient

a patient who is residing in the hospital where he is being treated

Casualty

someone injured or killed in an accident

Midwife

a woman skilled in aiding the delivery of babies

Obstetrician

a physician specializing in childbirth

Pulse

the rhythmic contraction and expansion of arteries

Thermometer

measuring instrument for measuring temperature

Bruise

a small injury that results in discoloration

Blister

an elevation of the skin filled with fluid

Needle

a sharp pointed implement



VOCABULARY-At hospital

Vulnerable

capable of being wounded or hurt

Conceivable

- capable of being imagined
- To become pregnant

Clot

change from a liquid to a thickened or solid state

Congenital

present at birth but not necessarily hereditary

Cold sore

caused by herpes simplex virus type 1 (HSV-1)

Rabies

an acute viral disease transmitted by animal bites



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VOCABULARY-At hospital

Gynacologist

a specialist in gynecology

Podiatrist

a specialist in care for the feet

Pediatrician

a medical specialist in the care of children

Chiropractor

a therapist who manipulates the body to ease pain



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ENGLISH PHRASES TO USE AT RECEPTION

RECEPTION:

- I'd like to see a doctor.
- Do you have an appointment?
- Is it urgent?
- I'd like an appointment to see Dr. . . .
- Do you have any doctors who speak . . . ?

ENGLISH PHRASES TO TALK ABOUT SYMPTOMS

- I have a headache
- I have a splitting headache = when the pain is very bad or is intensely focused on the side or front of your head
- I have a very sore throat = when your throat hurts
- It hurts to swallow
- I'm very hoarse = when you begin to lose your voice
- I have a blocked nose = when you can't breathe through your nose
- I have a runny nose = when your nose produces lots of 'water'
- I keep sneezing

ROLE-PLAY

Interlocutor card - Patient
Setting - Hospital

Patient: You are a patient who is recovering from a minor knee fracture. A nurse visits you in the morning to deliver your breakfast. You are anxious to know when you can be discharged from the hospital as you are a student who has exams next month..

Task:-

- When you can go home
- How long it will take to recover from this knee fracture
- If there is anything you can do to help with your recovery and improve your present condition

ROLE-PLAY

Candidate Card - Nurse
Setting - Hospital

Nurse: You are a nurse talking to the patient who is recovering from a minor knee fracture. The patient asks you when he / she will be able to go home as he / she has exams next month.

Task:-

- Reassure them that they will be alright soon
- Assure them that they can take their exams as well
- Explain the importance of taking their medicine on time
- Suggest some easy exercises that will help with the recovery of their knee.



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BUS/TRAIN

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Travelling by bus:

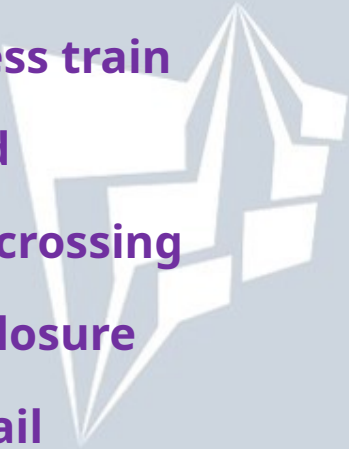
Here are some English words that will be helpful when travelling by bus..

- timetable
- single (abbreviation of single ticket)
- return (abbreviation of return ticket)
- platform
- waiting room
- ticket office or booking office
- seat
- seat number
- luggage rack
- first class
- second class
- ticket inspector
- ticket collector
- penalty fare



TRAIN TRAVEL

- buffet car
- carriage
- compartment
- derailment
- express train
- guard
- level crossing
- line closure
- live rail
- railcard
- railway line
- restaurant car
- season ticket
- signal



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TRAIN TRAVEL

- station
- railway station
- train station
- stopping service
- ticket barrier
- track
- train
- train crash
- train driver
- train fare
- train journey
- travelcard
- Tube station or underground station
- tunnel



Waiting For The bus

A: Excuse me. Do you know which bus goes to the city center?

B: Yes, You need to take the 66 bus.

A: Thank you, do you know when the 66 bus comes?

B: I hope soon. I have been waiting for the 66 bus for 45 minutes already.

A: Really, does it always take so long for the bus to come?

B: No, The bus usually comes every 30 minutes, but I have no idea what happened today.

A: No problem, do you take the bus everyday?

B: Yes, I take the bus everyday. I do not have a car.

A: I hope the bus comes soon, I do not want to be late for work.

B: Yes, me too. I am already late for work.

A: The bus takes so long.

B: Here comes the bus.

Build a conversation with the conductor/passenger/driver using the topics given below (switch the roles and build the conversation viceversa)

- Asking about where to get off
- Asking for a transfer
- Complaining about a late bus
- Get off early
- How to buy a bus pass?
- Talking to someone in the bus
- Which bus to take?
- Where to take the bus?
- Where to change the bus?

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