

OXFORD

New  
**ENGLISH FILE**  
Pre-intermediate  
Mini phrasebook

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### At immigration

YOU HEAR	YOU SAY
Good evening, ma'am.	Good evening.
Where are you arriving from?	From London.
What's the purpose of your visit?	Business. I'm here for a conference.
How long are you staying in the US?	A week.
Where are you staying?	In San Francisco. At the Pacific View hotel.
Do you know anybody here?	Yes, Mark Ryder.
Is he family or a friend?	He's a colleague – and a friend.
Do you have his phone number?	Yes, his mobile is 405 655 7182.
Is this your first visit to the US?	Yes, it is.
Enjoy your stay in San Francisco.	Thank you.

### Calling reception

YOU HEAR	YOU SAY
Hello, reception.	Hello. This is room 419.
How can I help you?	The TV doesn't work.
I'm sorry, ma'am. I'll send someone up to look at it right now.	Thank you.
Room service. Can I help you?	Hello. This is room 419. Can I have a tuna sandwich, please?
Whole wheat or white bread?	Whole wheat, please.
With or without mayo?	Without.
With french fries or salad?	Salad, please.
Anything to drink?	Yes, a Diet Coke.
With ice and lemon?	Just ice.
It'll be there in five minutes, ma'am.	Thank you.

### Problems with a meal

YOU SAY	YOU HEAR
I'm sorry, but I asked for a baked potato, not fries.	No problem. I'll change it.
Excuse me.	Yes, sir?
I asked for my steak rare and this is well done.	I'm very sorry. I'll send it back to the kitchen.
Could we have the check, please?	Yes, sir.
Thanks.	
Excuse me. I think there's a mistake in the check. We only had two glasses of wine, not a bottle.	Yes, you're right. I'm very sorry. It's not my day today! I'll get you a new check.
Thank you.	

### Asking for information

YOU SAY	YOU HEAR
Can you recommend a good museum?	Well the SFMOMA is fantastic.
Where is it?	On Third Street.
How far is it from Union Square?	Not far. It's just a couple of blocks.
Can I walk from there?	Sure. It'll take you ten minutes.
Can you show me on the map?	From Union Square go down Geary to the end and turn right. Go down Third street and you'll see SFMOMA on the left.
What time does it open?	It opens at 11.00.
Thanks very much.	Have a good day. I'm sure you'll enjoy the museum!

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**Taking something back**

YOU HEAR	YOU SAY
Can I help you?	Yes, I bought this sweater about half an hour ago.
Yes, I remember. Is there a problem?	Yes, I've decided it's too big for me.
What size is it?	Medium.
So you need a small. I don't see one here.	Do you have any more?
I'll go and check. Just a minute.	Oh dear.
I'm sorry but we don't have another one in black.	No, I'm leaving on Saturday.
We can order one for you. It'll only take a few days.	Not really. Could I have a refund?
Would you like to exchange it for something else?	Yes, here you are.
No problem. Do you have the receipt?	

**Asking for medicine**

YOU HEAR	YOU SAY
Good morning. Can I help you?	I have a bad cold. Do you have something I can take?
What symptoms do you have?	I have a headache and a cough.
Do you have a temperature?	No, I don't think so.
Does your back hurt?	No.
Are you allergic to any drugs?	I'm allergic to penicillin.
No problem. These are aspirin. These will make you feel better.	How many do I have to take?
Two every four hours.	Sorry? How often?
Every four hours. If you don't feel better in 24 hours you should see a doctor.	OK, thanks. How much are they?
\$4.75, please.	

**Buying tickets**

YOU HEAR	YOU SAY
Good morning, sir.	Good morning.
At 10.00.	What time does the next boat leave?
About an hour.	How long does it take?
It goes under the bridge, round Angel Island and past Alcatraz, and then back here.	Where exactly does the boat go?
Yes, ma'am, there's a snack bar.	Can we get anything to eat or drink on the boat?
Sure. Two adults.	Can I have two tickets, please?
That's \$40.	How much is that?
Thank you, sir.	Here you are.
	Thank you.

**Making phone calls**

YOU HEAR	YOU SAY
Hello. Can I speak to Lisa Formosa, please?	MTC New York. How can I help you?
Hi, is that Lisa?	Just a moment. I'll put you through.
Can I leave a message, please? Tell her Allie Gray called. I'll call back in five minutes.	Hello.
	No, I'm sorry. She's not at her desk right now.
	Sure.
Hello. Can I speak to Lisa Formosa, please?	MTC New York. How can I help you?
OK, I'll hold.	Just a moment. I'm sorry, the line's busy. Do you want to hold?
Hi Lisa. It's Allie Gray.	Hello.