### Meeting people for the first time

**Usual**
- Hi! / Hello.
- Nice to meet you.
- This is (my husband).
- ‘Did you have a good journey?’
- ‘Yes, fine thanks.’

**More formal**
- Good morning / afternoon.
- Pleased to meet you. / How do you do?

### Asking somebody to do something

**Usual**
- Could I have (your passport), please?
- Could you (sign here), please?

**Very polite**
- Would you mind (filling in this form)?
- Do you think you could (send this fax) for me, please?

**Responses**
- Yes, of course. / No, of course not.
- I'm sorry, but… / Sure. / No problem.

### Checking

<table>
<thead>
<tr>
<th>Question tags</th>
<th>Short answers</th>
</tr>
</thead>
<tbody>
<tr>
<td>You’re from Ankara, aren’t you?</td>
<td>Yes, I am.</td>
</tr>
<tr>
<td>That’s the capital, isn’t it?</td>
<td>Yes, it is.</td>
</tr>
<tr>
<td>You haven’t been to Oxford before, have you?</td>
<td>No, I haven’t.</td>
</tr>
<tr>
<td>You don’t smoke, do you?</td>
<td>No, I don’t.</td>
</tr>
</tbody>
</table>

### Apologizing

**Usual**
- Sorry.
- I’m sorry.
- I’m afraid (I’ve broken a glass).

**Stronger**
- I’m very sorry.
- I’m really sorry.
- I’m terribly sorry.

**Responses**
- That's OK / all right.
- Never mind.
- It doesn’t matter.
- Don’t worry.
Explaining what you want

<table>
<thead>
<tr>
<th></th>
<th>Conversation 1</th>
<th>Conversation 2</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>What's it like?</strong></td>
<td>It's a kind of (hat).</td>
<td>It's a sort of (pen).</td>
</tr>
<tr>
<td></td>
<td>It's made of (plastic).</td>
<td>It's (small) and (fat).</td>
</tr>
<tr>
<td><strong>What's it for?</strong></td>
<td>It's a thing you use to (cover your hair) when you (have a shower).</td>
<td>It's a thing for (marking important words).</td>
</tr>
</tbody>
</table>

Asking politely for information (indirect questions)

- Could you tell me where the (bus station) is, please?
- Do you know what time the (bank) opens?
- Could you tell me if this bus goes to (Piccadilly)?

Giving directions

- How do I get to (your house)?
- Go along Station Road, past the park until you get to the big roundabout.
- Go round the roundabout and take the first, second, third exit.
- Keep going along that road.
- Take the third turning on the right.
- Go straight down that road.
- You can't miss it.

Going out

**Inviting / suggesting**

- Are you doing anything (tonight)?
- Do you want to come?
- Would you like to (see a show)?
- Do you fancy seeing (a play)?
- How about (a film)?

**Responding**

- Nothing special.
- Yes, great. / I'd love to.
- Sorry, I can't (tonight).
- That's a good idea.

**Arranging to meet**

- Where shall we meet?
- What time shall we meet?
- Let's meet (outside the theatre).

**Responding**

- What about (outside the station)?
- How about (7 o'clock)?
- OK. Fine.

Complaining in a shop

- I bought (this sweater two weeks ago...). I've got the receipt.
- I'm not satisfied with it.
- I'd like my money back.
- I'd like to speak to the manager.

Complaining in a restaurant

- I'm sorry, but I ordered a (chicken burger), not a (special burger).
- Excuse me. My (cheeseburger) isn't cooked enough.
- I asked for (medium). This is (rare).
- I ordered (still mineral water). This is (sparkling).
- Excuse me. There's a mistake in the bill.