

third
edition

ENGLISH FILE

Pre-intermediate Mini phrasebook

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OXFORD

CALLING RECEPTION

|))) You Hear | You Say |
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| Hello, reception. | Hello. This is room 613. |
| How can I help you? | There's a problem with the air conditioning. It isn't working, and it's very hot in my room. |
| I'm sorry, sir. I'll send somebody up to look at it right now. | Thank you. |
| Good evening, reception. | Hello. I'm sorry to bother you again. This is room 613. |
| How can I help you? | I have a problem with the Wi-fi. I can't get a signal. |
| I'm sorry sir. I'll put you through to IT. | Thanks. |



AT THE RESTAURANT

|))) You Hear | You Say |
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| Are you ready to order? | Yes, please. |
| Can I get you something to start with? | No, thank you. I'd like the tuna with a green salad. |
| And for you, sir? | I'll have the steak, please. |
| Would you like that with fries or a baked potato? | Fries, please. |
| How would you like your steak? Rare, medium, or well done? | Well done. Nothing for me. |
| OK. And to drink? | Water, please. |
| Still or sparkling? | Sparkling. |



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| The tuna for you ma'am, and the steak for you, sir. | I'm sorry, but I asked for a green salad, not fries. |
| No problem. I'll change it. | Excuse me. |
| Yes, sir? | Sorry, I asked for my steak well done and this is rare. |
| I'm really sorry. I'll take it back to the kitchen. | |

TAKING SOMETHING BACK TO A SHOP

|))) You Hear | You Say |
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| Can I help you, sir? | Yes. Do you have these in an eight? |
| Just a minute, I'll go and check. | |
| Here you are, these are an eight. Do you want to try them on? | No, thanks. I'm sure they'll be fine. How much are they? |
| They're \$83.94. | Oh, it says \$72.99. |
| Yes, but there's an added sales tax of 15%. | Oh, OK. Do you take MasterCard? |
| Sure. | |



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| Can I help you? | Yes, I bought these about half an hour ago. |
| Yes, I remember. Is there a problem? | Yes, I'm afraid they're too small. |
| What size are they? | They're an eight. But I take a UK eight. |
| Oh right. Yes, a UK eight is a US nine. I'll go and check. Just a minute. | Do you have a pair? |
| I'm sorry, but we don't have these in a nine. But we do have these and they're the same price. Or you can have a refund. | Erm...! I'll take this pair then, please. |
| No problem. Do you have the receipt? | Yes, here you are. |
| Brilliant. | |

GOING TO A PHARMACY

|))) You Hear | You Say |
|---|--|
| Good morning. Can I help you? | I'm not feeling very well. I think I have flu. |
| What are your symptoms? | I have a headache and a cough. |
| Do you have a temperature? | No, I don't think so. |
| Are you allergic to any drugs? | I'm allergic to penicillin. |
| No problem. This is ibuprofen. It'll make you feel better. | How many do I have to take? |
| Two every four hours. | Sorry? How often? |
| Two every four hours. If you don't feel better in forty-eight hours, you should see a doctor. | OK, thanks. How much is that? |
| That's \$6.99, please. | Thank you. |
| You're welcome. | |

ASKING HOW TO GET THERE

| You Say |))) You Hear |
|--|--|
| How do I get to Greenwich Village on the subway? | Go to the subway station at Prospect Park. Take the B train to West 4th Street. |
| How many stops is that? | Six or seven. |
| OK. And then? | From West 4th Street take the A train, and get off at 14th Street. |
| Could you say that again? | OK. From Prospect Park take the B train to West 4th Street, and then take the A train to 14th Street. That's only one stop. |
| Where's the restaurant? | Come out of the subway on Eighth Avenue, go straight on for about 50 yards and take the first left. That's Greenwich Avenue. The restaurant's on the right. It's called The Tea Set. |
| OK, thanks. See you later. | And don't get lost! |

ON THE PHONE

|))) You Hear | You Say |
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| Hello. <i>Broadway Grill</i> . | Oh, sorry. I have the wrong number. |
| <i>NewYork24seven</i> . How can I help you? | Hello. Can I speak to Barbara Keaton, please? |
| Just a second. I'll put you through. ... Hello. | Hi, is that Barbara? |
| No, I'm sorry. She's not at her desk right now. | Can I leave a message, please? |
| Sure. | Can you tell her Rob Walker called? I'll call back later. |
| I'll give her the message. You could try her cell phone. | Yes, I'll do that. Thank you. |



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| I'm sorry, I can't take your call at the moment. Please leave a message after the beep. | Hello, Barbara. This is Rob returning your call. |
| <i>NewYork24seven</i> . How can I help you? | Hello. It's Rob again. Can I speak to Barbara, please? |
| Just a second. I'm sorry, the line's busy. Do you want to hold? | OK, I'll hold. |
| Hello. | Hi, Barbara. It's me, Rob. |
| Rob, hi! I tried to call you earlier. | What did you want to talk about? |