

**ФГБОУ ВПО «НОВОСИБИРСКИЙ ГОСУДАРСТВЕННЫЙ АГРАРНЫЙ  
УНИВЕРСИТЕТ»  
ФАКУЛЬТЕТ ГОСУДАРСТВЕННОГО И МУНИЦИПАЛЬНОГО УПРАВЛЕНИЯ  
КАФЕДРА ИНОСТРАННЫХ ЯЗЫКОВ**

**SPEAK FLUENT ENGLISH**

Методические указания по английскому языку для практических занятий студентов первого курса всех направлений подготовки и уровней квалификации ФГБОУ ВПО «НГАУ»

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### **SPEAK FLUENT ENGLISH**

**Методические указания по английскому языку. – Новосибирск, НГАУ, 2013 - 38 с.**

Цель методических указаний – ознакомить студентов с необходимым минимумом лексики и речевых моделей, специфичных для ситуативного повседневного разговорного английского языка, и подготовить их к пониманию и умению вести беседу на изучаемом языке в рамках общебытовой тематики.

Данные методические пособие предназначены для практических занятий студентов первого курса всех направлений подготовки и уровней квалификации ФГБОУ ВПО «НГАУ» и рассчитаны на изучение в двух семестрах.

Утверждены и рекомендованы к изданию методической комиссией факультета государственного и муниципального управления (протокол № 3 от 15.05 2012г.).

## ПРЕДИСЛОВИЕ

Данные методические пособие предназначены для практических занятий студентов первого курса всех направлений подготовки и уровней квалификации ФГБОУ ВПО «НГАУ» и рассчитаны на изучение на двух семестрах.

Данное учебное пособие состоит из 5 тематических разделов: My World, At the Hotel, At the Restaurant, Shopping, Illnesses and Their Treatment и включает в себя диалоги, тексты, устные и письменные задания, способствующие развитию навыков устной речи по названным темам.

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Предлагаемые упражнения дают возможность гибкого планирования занятий. Учебное пособие может прекрасно сочетаться с другими учебными пособиями и дополнять аутентичные учебники.

Методические указания направлены на целевое формирование иноязычной коммуникативной компетенции (речевой, языковой, социокультурной, компенсаторной и учебно-познавательной), на формирование общекультурных компетенции по ФГОС ВПО: владение иностранным языком на уровне не ниже разговорного (ОК-15); владение иностранным языком достаточным для профессионального общения, владение иностранным языком на уровне бытового общения, владение пониманием основной терминологии сферы профессиональной деятельности (ОК– 10); способность к письменной и устной коммуникации на иностранном языке (ОК–17).

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## Unit 1. My World

### 1. Nice to Meet You

**Practice 1. Read the conversation. Act it in pairs.**

#### CONVERSATION 1

**Barb:** Ummm. Those burgers smell great. It's a perfect day for a barbecue.

**Mike:** It sure is. I'm glad it didn't rain. My name is Mike Gates, by the way.

**Barb:** Oh, hi! I'm Barbara Jonson. Nice to meet you.

**Mike:** I'm sorry. What's your name again?

**Barb:** Barbara. But please, just call me Barb.

**Mike:** So Barb... what do you do?

**Barb:** I'm studying medicine.

**Mike:** Really? Where?

**Barb:** At Harvard. What about you?

**Mike:** I'm an engineer at IBM.

**Barb:** Oh, are you? That sounds interesting.

**Mike:** Yeah. I like it. Hey, it looks like the food is ready.

**Barb:** Good. I'm starving.

#### 1. Introducing yourself

My name's/I'm Mike Gates.

#### 2. Getting the name right

**Notice how you can ask for and get clarification.**

Sorry, what's your first name again?/I didn't catch/get your first/last name? - It's Barbara.

**Practice 2. Introduce yourself to other classmates. This time ask the person to repeat his/her first, last, or full name.**

#### 3. Asking someone's occupation

- What do you do?
- I'm a student/a computer analyst/an engineer.
- Oh, are you?
- How/What about you?
- I work for City bank./in an office./for a trading company.
- Oh, do you?

**Practice 3. Ask your partner for his/her occupation.**

#### 4. Asking for more information

- a) -What do you do?
  - I'm a student.
  - Really? What school do you go to?
  - (I go to) Boston College.
  - What are you studying?
  - (I study/I'm in) Business./Engineering./Nursing.
- b) - What do you do?
  - I'm an engineer.
  - Really? What company do you work for?
  - I work for Suzuki/a steel company.
  - What do you do there exactly?
  - I'm a secretary./in Human Resources. /in sales.

**Practice 4. Interview your partner and find out what he/she does. Use one of the models above.**

#### 5. Could I have your name, please?

**Practice 5. Read the conversation.**

#### CONVERSATION 2

**Officer:** Yes, can I help you?

**Ms. Paine:** I'd like to open a savings account.

**Officer:** Certainly. First we'll have to fill out a few forms. Could I have your name, please?

**Ms. Paine:** It's Paine, Sarah Paine.

**Officer:** And how do you spell your last name?

**Ms. Paine:** It's P-A-I-N-E.

**Officer:** Thank you. Next, is it Miss, Mrs., or Ms.?

**Ms. Paine:** I prefer Ms.

**Officer:** Fine. Now, could I please have your address, Ms. Paine?

**Ms. Paine:** 2418 Greystone Road.

**Officer:** Is that in Chicago?

**Ms. Paine:** Yes, that's right. The zip code is 60602.

**Officer:** Ok, and please give me your telephone number.

**Ms. Paine:** It's 364-9758.

**Officer:** 364-9758. All right. And finally, Ms Paine, what is your occupation?

**Ms. Paine:** I work at City Hospital. I am a lab assistant.

**Officer:** Fine. I just need some ID, and we'll be all set.

**Practice 6. Pair work. Take turns role-playing the situation in the bank.**

### Vocabulary

**Ms:** /miz/ is the feminine [feminin] equivalent of the masculine [mæskju:lin] title Mr. Unlike Miss or Mrs., it doesn't reflect a woman's marital status.

**Zip code:** A number assigned by the post office to a town or section of a city. The number enables mail carriers to sort and deliver the mail efficiently.

**Lab assistant:** someone who works in a laboratory at the hospital.

**ID:** a form of identification such as a driver's license or passport.

**To be all set:** to have everything in order, ready, taken care of.

**Could I have your address?** is an official-sounding expression used instead of *Where do you live?*

**The numbers in addresses:** *8 Main St.* = eight Main Street; *28 Main St.* = twenty- eight Main Street; *628 Main St.* = six twenty- eight Main Street or six two eight Main Street; *1628 Main St.* = sixteen twenty-eight Main Street or one six two eight Main Street.

**Prepositions in addresses:** I live at 14 Main Street. I live on Main Street. I live in San Francisco. (city): 14 River St., 21 Downy St., 4130 Willow St....

**Practice 7. Role-play with your partner. Call the operator and ask for the number of one of the people on the list below. (All of them live in Toronto.) Write down the number he/she gives you. Then reverse roles. Now you are the operator and your partner calls you. Use the conversation below as a model.**

**Operator:** Directory Assistance. What city, please?

**Caller:** Toronto. I'd like the number of Ms. Amanda Rhodes.

**Operator:** How do you spell the last name, please?

**Caller:** It's R-H-O-D-E-S.

**Operator:** Thank you. And could I have the address?

**Caller:** It's 418 Kingston Road.

**Operator:** The number is 987-0248.

**Caller:** 987-0248. Thank you very much.

**Operator:** You're welcome.

**Caller** (Look at this page only.)

Name: Debbie Abel	Address: 9 Woodgate Rd.	Phone number _____
Name: Kate Bingham	Address: 784 Kingsgton Rd.	Phone number _____
Name: Cardin Bryans	Address: 12 Lakeside Place	Phone number _____
Name: Carl Watson	Address: 1989 River St.	Phone number _____

**Operator** (Look at this page only.)

Watson, Robert, 18 Palmgrove Blvd.-987-2718

Abel,David,724 Eastern Ave---867-5307

Abel,Debbie, 9 Woodgate Rd--- 455-433

Bingham, Kate,784 Kingston Rd---767-1690

Bingham,Sue, 621 Landmark Dr---3215090

Bryans, Carolyn, 12 Lakeside Place---896-3427

Moore, Alex,845 Cherry St.---211-3952

Watson,Carl, 1989 River St.--- 227-5486

**Practice 8. A tourist is about to go through Customs and Immigration in New York City. You will hear an immigration officer interviewing him. Read as the immigration officer helps the tourist. Fill out the form below as you listen.**

**Officer:** Next please. Good afternoon, sir. May I have your disembarkation card?

**Male:** What?

**Officer:** Your landing card. Do you have one?

**Male:** No. I have no card.

**Officer:** Well, I'm afraid you need one. Here, let me help you. First of all, could I have your surname please?

**Male:** My name?

**Officer:** Yes... Your surname... last name... your family name.

**Male:** Ah, yes. Of course. It's Rosenzweig. R-O-S-E-N-Z-W-E-I-G.

**Officer:** R-O-S-E-N-Z-W-E-I-G. Thank you. And your first name?

**Male:** Albrecht.

**Officer:** I'm sorry, but you're going to have to spell that one, too.

**Male:** A-L-B-R-E-C-H-T.

**Officer:** All right. And what's your occupation, Mr. Rosennzweig? What do you do?

**Male:** I'm a businessman.

**Officer:** And when were you born? What's your birthday?

**Male:** 17 June, 1945.

**Officer:** June 17, 1945. And your nationality?

**Male:** My country? Austria.

**Officer:** So, you're Austrian. And are you here on business or pleasure?

**Male:** Sorry?

**Officer:** What is the reason for your trip? Why did you come to the United States?

**Male:** Why? To visit my brother.

**Officer:** Fine. And where will you be staying?

**Male:** With my brother, of course.

**Officer:** All right. What's his address, please? Where does he live?

**Male:** 238 East 82<sup>nd</sup> Street, New York.

**Officer:** 238East 82<sup>nd</sup> Street. OK, that's it. Thank you and have a nice stay.

**DISEMBARKATION CARD**

Surname: \_\_\_\_\_

First name: \_\_\_\_\_

Date of Birth: Date \_\_\_\_\_ Month \_\_\_\_\_ Year \_\_\_\_\_

Place of Birth: \_\_\_\_\_

Nationality: \_\_\_\_\_

Occupation: \_\_\_\_\_

Reason for travel in the U.S.: \_\_\_\_\_

Address in the U.S. \_\_\_\_\_

**Practice 9. You have just landed in San Francisco. Your partner is an immigration officer who is going to interview you. Role-play the part of the person below and answer the questions:**

This is Ms. Yu-Fen Chan. She was born in Taipei, Taiwan, on September 10, 1951. She is a homemaker visiting her sister. Her sister lives at 63 Carpenter Street in San Francisco.

This is Jack Harrington. He was born in Sydney, Australia, on April 26, 1947. He is a banker on a business trip, and he is staying at the Sheraton Hotel.

### 6. Tell Me About Your Relatives

#### Wordlist

#### Translate into Russian.

- Do you have/Have you got any brothers or sisters? (grandparents, parents, uncle, aunt, nephew, niece, he/she-cousin, daughter, son, brother-in-law, sister-in-law, mother-in-law, father-in-law,...)

- I have/I've got a brother, but no sisters.

- I'm an only child. /I live with my parents and my grandparents.

**Practice 10. Ask your partner if he /she has any brothers or sisters. Your partner will ask you.**

**Practice 11. Draw your family tree. Tell your partner who the people are. Your partner will tell you about his/her family.**

**Language Note:** *mom* and *dad* are informal for *mother* and *father*. *Mommy* and *Daddy* are used by young children. *Grandma* and *Grandpa* are often used instead of *grandmother* and *grandfather*.

### 7. Describing marital status

- Are you/is he/she married?

- Yes, I am. /No, I'm not./No, he/she isn't.

- I'm single/separated/divorced/widowed.

**Practice 12. Ask your classmates if they are married. If everyone is single, choose a marital status.**

**Language Note:** a person who is separated is no longer living with a spouse [spauz], but is not divorced. *Single* is often used nowadays to describe either a man or a woman who is *unmarried*. *Single* is often considered a neutral term, whereas the terms (an unmarried man), and spinster or old maid (an unmarried woman) have various connotations.

### 8. Asking about age

- How old is he/she?

- Pretty /fairly/ kind of young/old.

- He is in his (mid-) teens.

- She's in her (early) seventies./late forties.

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**Practice 13. How old are they/is she?**

**Ask your group mates about their age and their relatives' age.**

**Language Note:** *How old is he?* is too direct in formal or business situations. The indirect question: *May I ask how old she is?* or *About how old would you say she is?* is considered more polite and is thus preferable. The question *How old are you?* is generally not asked. If it is asked, a polite response is *I'd rather not say*.

**Practice 14. Think of three famous people, for example an actor, a singer, an athlete, or a politician. Ask your partner the ages of these people.**

**Use this model:**

A: How old is .....

B: He/she's pretty old/young. (in his 'her)....., I think.

### 9. Asking for a description

- What does he/she look like?

- He's fairly tall/short.

- She's pretty thin/ heavy.

- She's kind of tall and thin.

- What color is his/her hair?

- It's blond/black/gray.
- He has brown/red/white hair.
- What's his/her hair like?
- It's long/short/medium length./straight/wavy/curly.

**Language Note:** *Fairly, pretty, kind of* all have roughly the same meaning of *somewhat*. (He was *fairly* tired, not *extremely* tired, it was *fairly* late, but not *very* late.)

**Practice 15. Three people all say they witnessed the same crime. Read as they describe the suspect to a police detective. Fill in the chart below.**

	height	weight	age	hair	clothing
Witness 1					
Witness 2					
Witness 3					

**Detective:** Ok. So everyone here actually saw the man riding his motorcycle through the flower beds at City Hall?

**Chorus of voices:** Oh, yes! I did! I saw him.

**Detective:** Quiet, please! I can't listen to everyone talking at the same time! Thank you. I'll speak to each of you, alone, in my office.

### Conversation 1

**Detective:** What did he look like?

**Witness 1:** Well, let me see... I think he was short, and very thin. He had, umm, light brown hair.

**Detective:** And what was his hair like?

**Witness 1:** It was medium length and curly.

**Detective:** Age?

**Witness 1:** I guess... early thirties.

**Detective:** So, he was between thirty-one and thirty – three years old?

**Witness 1:** Yes, that's right.

**Detective:** One more question. Do you remember what he was wearing?

**Witness 1:** He had on a blue and red golf shirt, shorts, and knee socks.

**Detective:** Well, thank you for coming in.

**Witness 1:** You're welcome.

### Conversation 2

**Detective:** First of all, thank you for waiting.

**Witness 2:** Oh, no problem. I like to help the police when I can.

**Detective:** Fine. Now, what did the man look like?

**Witness 2:** He was pretty tall and thin. I think he was about twenty.

**Detective:** Good. And what about his hair? What was it like?

**Witness 2:** Oh. It was wavy and kind of short. It was blond or brown... Wait. It was blond.

**Detective:** And what about his clothes?

**Witness 2:** Thanks. Terrible. Not fashionable at all!

**Detective:** I mean... what did he have on?

**Witness 2:** Well. He was wearing a blue golf shirt with red stripes, and a pair of brown shorts. And he had on black socks. Can you believe it? Red and blue and brown and black? Terrible.

**Detective:** Ok. That's everything. Thanks again, and could you send in the next person, please?

### Conversation 3

**Detective:** Come in please, and have a seat. So, can you describe the man for me?

**Witness 3:** Ok. What do you want to know?

**Detective:** Let's start with clothes. What was he wearing?

**Witness 3:** Hmm...Hmmm. I think it was a blue shirt.

**Detective:** Anything else?

**Witness 3:** May be... brown pants.

**Detective:** How about height? How tall was he?

**Witness 3:** I'm pretty sure he was tall, but he was sitting down. I remember he was pretty thin. And his hair ... his hair was brown and curly. It was about medium-length.

**Detective:** Just one more question. His age... about how old was he?

**Witness 3:** I guess he was a teenager. In his late teens. He looked kind of young.

**Detective:** OK. Thank you for the information. I'm sure we'll catch him soon.

**Look at the chat. What do you think the suspect looked like?**

### Let's talk!

**Practice 16. Someone you know is going to win an award today. You know who it is, but you can't tell anyone. However, the other members of your group might be able to guess from a description.**

**Get into groups of four people. Each member of the group thinks of a person who is well-known to all the group members: a teacher? Another student? A co-worker? Fill in one column of the chart below, but don't show it to anyone. The other group members will ask for information and fill in their charts. Then they will guess who you are describing. Take turns.**

**Start like this:** 'I can't tell you who it is, but I can answer questions!'

Your names:				
Descriptions:				
Sex				
Age				
Height				
Weight				
Hair color				
Hair length				
Hair style				
Other details				
Person's name				

### EXTRA READING

**Practice 17. Read the Internet article about *How to Meet New People*. What do you think of the advice given by the author? Can you share your experience how to meet new people and make friends in Russia?**

#### How to Meet New People

*Source: vikitavel.ca/2008/11/21/how-to-meet-new-people*

Moving, whether it be to a new neighborhood, city, province or country, can be alienating.

In this fast paced world we live in, sometimes we don't make time to socialize or don't know how to meet people to socialize with. As a result you sit night after night watching TV or spending your time on the computer.

The computer, you say, can help you meet people. Sometimes it can, but more often than not, it's just faceless, meaningless chat-room conversation. It's better to get outside of your home, see people face-to-face, socialize and have fun!

There are many reasons you may not get out to meet people. You're too busy, too tired, too shy, or overwhelmed by it all. The alternative to making an effort to getting out there to meet people is to be alone.

Listed next are places and ways to meet people. All you have to do is leave your house! You have nothing to lose and so much to gain: FRIENDS! Change your attitude, be open to possibilities, relax, and have fun. Bars and nightclubs are not mentioned as there are better and preferred ways to meet people.

1. Join a health club: solves two problems; you'll become less of a couch potato and more fit. Think of all the people you will meet. The friends you meet here will most likely be healthy, athletic and attractive. You'll look better and feel better at the same time.
2. Take a class, any class: again a two in one tactic; you'll learn something new and make new friends with similar interests. Conversation is easier if you have something in common.
3. Go to Museums: Many museums have special events and members' only events. Become a member and meet lots of cultured people.
4. Got to sporting events: Go to sporting events of any kind; soccer, football, basketball etc. Go to professional games or college games, guaranteed to have fun.
5. Go to Flea Markets and Antique Shows: While you're browsing the finds, you can watch people.
6. Play a Sport: Have you ever wanted to play soccer after watching a game on TV? Lots of towns have adult sport programs. Volleyball and tennis are common town recreational sports you could join.
7. Join a Book Club: Check this out at your local library. Reading books and sharing them is another great way to get to know people.
8. Join a Singles Group: Self-explanatory, there are many singles organizations out there that plan singles dances, get-aways, etc.
9. Volunteer: Help build houses for Habitat for Humanity; give out beverages at marathons, or join one of the many volunteer organizations.
10. Have a Party: Invite your friends and have them invite two friends and so on and so on.
11. Learn a craft: take craft classes at your local community center.
12. Join a Business Association: If you are a professional, join your local association network for your business and your personal life.
13. Go to School reunions. A great way to reconnect with your old best friend!
14. Get a dog and walk everywhere. Dogs are great people meeters!
15. Go to every party you are invited to: even if you don't want to go...go. You never know who you'll meet.
16. Join an Investment Club: make money and friends!
17. Travel and talk to everyone you meet. Learn about their life, culture, etc.
18. Go to seminars: lots of people go to seminars alone; great place to start a conversation.
19. Go to Wine Tastings: sometimes local restaurants have a wine-tasting night.
20. Go skiing, snowmobiling, snowboarding
21. Take yoga, Tai Chi class: relieve tensions and meet other enlightened people.
22. Get a job. A new job is a great place to make some new relationships.
23. Join a women's or men's group
24. Take up acting; go to acting workshops, help create scenery.
25. Talk to everyone, everywhere. Remember, you can never have too many friends!

## UNIT 2. At the Hotel

### *1. Booking a Hotel at a Travel Agency*

**Practice 1. Read the dialogue. Act it in pairs.**

**Agent:** So, how can I help you?

**Mrs. Evans:** My husband and I are going to Vancouver next month. We don't usually do this ... but we'd like to stay in a first-class hotel for a change.

**Agent:** Why don't you try the York Hotel?

**Mrs. Evans:** How much is it?

**Agent:** A double room is \$200 a night.

**Mrs. Evans:** Where is it?

**Agent:** It's near the center of town.

**Mrs. Evans:** Does it have parking?

**Agent:** Yes. Here. Take a look at their brochure.

**Mrs. Evans:** This looks perfect. Ok, I'd like to reserve a double room from September twenty-second to the thirtieth under the name of Mr. and Mrs. Henry Evans.

## 2. Asking about Types of Hotels

**Practice 2. Read the conversations.**

### Conversation 1

**A:** We'd/I'd like to stay in a first-class hotel.

**B:** Why don't you try the York-Hotel?

### Conversation 2

**A:** Can you recommend a nice bed-and-breakfast?

**B:** You could try Harbor House B & B.

**Practice 3. Role-play.**

**Student A:** Your partner is a travel agent. Ask him/her about the following types of accommodations:

1. A family resort hotel
2. A large luxury hotel

**Student B:** Choose from the places below to make a recommendation.

**Sleep in**




- America's favorite chain
- kids stay free
- in the heart of downtown
- cable TV, pool, coffee shop

**The imperial hotel**


A gracious, old hotel situated in the center of town, with a 4-star restaurant, pool, and parking

parking




**Traveler's rest**

Historical bed & breakfast  
Located by the harbor  
Near shopping & dining  
Parking  
George Washington slept here



**The white sand**

An all season resort located on the lake



A full range of summer and winter sports

**Practice 4. Role-play.**

*Student B* asks *Student A* about these types of accommodations:

1. A chain motel
2. A bed-and-breakfast

**3. Asking for Details**

**Practice 5. Read the conversations.**

**Conversation 1**

**A:** Where is it?

**B:** It's near the center of town.

**Conversation 2**

**A:** Does it have a parking?

**B:** Yes, it does. / No, I'm sorry, it doesn't.

**Conversation 3**

**A:** Is there a swimming pool?

**B:** Yes, there is. / No, I'm afraid there isn't.

**Conversation 4**

**A:** How much is a suite [swi:t]?

**B:** \$ 250 a night, including breakfast.

**A:** And a standard double room?

**B:** \$140 a night, including breakfast.

**Practice 6. Role-play.**

*Student A:* Cover the answers on the chart below. Ask your partner for details about **The White Sands** and **The Imperial Hotel**.

*Student B:* Use the pictures on the previous page and the chart below to answer.

	Cable TV	Coffee shop	Dining room	Parking	Room service	Swimming pool	Tennis courts
<b>Sleep in</b>	+	+		+		+	
<b>The Imperial Hotel</b>	+		+	+	+		
<b>The White Sands</b>	+		+	+		+	+
<b>Traveler's rest</b>			+	+			

**Practice 7. Think about the most interesting or best hotel you've stayed at, and add it to the chart above. Your partner will ask you for details about it.**

**4. Making a Reservation by Phone**

**Practice 8. Read the dialogue. Role-play a similar one using the above-mentioned hotels. Make a reservation.**

(*R* = receptionist, *J* = George Jefferson)

**R:** Good morning. Holiday Inn Hotel. How can I help you?

**J:** Can I make a reservation, please?

**R:** Yes, sir. When for?

**J:** Next Thursday, 23<sup>rd</sup> (twenty-third) of June.

**R:** Yes, of course. What name, please?

**J:** George Jefferson.

**R:** How do you spell that?  
**J:** G-E-O-R-G-E J-E-double F-E-R-S-O-N.  
**R:** OK, Mr. Jefferson. Would you like a single room or a double?  
**J:** How much is a single room with a view of the sea?  
**R:** It's \$120 a night, including breakfast.  
**J:** Does it have a shower?  
**R:** Yes, sir. All the rooms have a shower and a bath. It's a four star hotel.  
**J:** Can I have a single, non-smoking room with the sea view near the ice machine, please?  
**R:** Yes, of course. How many nights would you like to stay?  
**J:** Four nights, from 23<sup>rd</sup> to 27<sup>th</sup>, please.  
**R:** What's your address, Mr. Jefferson?  
**J:** 89, Franklin Street, Boston, the USA.  
**R:** And your phone number?  
**J:** (616) 326 1204.  
**R:** OK. That's fine, Mr. Jefferson. A single, non-smoking room with the sea view near the ice machine for four nights from next Thursday.  
**J:** Yes, that's right. Thank you.  
**R:** You're welcome, Mr. Jefferson. See you on Thursday. Goodbye.  
**J:** Goodbye.

### 5. Checking in

**Practice 9. Read two dialogues. Then find a partner you haven't worked yet and role-play checking in at a hotel.**

**Dialogue 1. I'd like to check in, please.**

*(R = receptionist, B = Paola Benedetti)*

**R:** Good evening, madam.  
**B:** Hello. I'd like to check in, please.  
**R:** Do you have a reservation?  
**B:** Yes, the name's Benedetti, Paola Benedetti.  
**R:** Can you spell that, please?  
**B:** Yes, sure. It's P-A-O-L-A B-E-N-E-D-E-double T-I.  
**R:** A single room for two nights.  
**B:** Yes, that's right. And can I have a room overlooking the pool?  
**R:** Yes, certainly. Do you want a smoking or non-smoking room?  
**B:** Non-smoking, please.  
**R:** Can I see your passport, please?  
**B:** Just a moment. Here you are.  
**R:** Can you sign here, please?  
**R:** Here's your key. It's room 878, on the eighth floor.  
**B:** Thank you. Where's the lift?  
**R:** It's over there. Do you need help with your suitcase?  
**B:** No, it's OK, thanks.  
**R:** Enjoy your stay, Ms. Benedetti.  
**B:** Thank you.

**Dialogue 2. I have a reservation**

*(R = receptionist, M = Dave Martin)*

**M:** I'd like to check in, please. I have a reservation. The name is Martin. Dave Martin. It's for three nights.  
**R:** Here it is. A single, smoking room with a park view. Could you fill out the registration form, please? And I'll need your passport and credit card.  
**M:** Here you are.

**R:** Thank you. Your pin-code, please.

**M:** And do you have a room far away from the elevators?

**R:** I'm afraid not. I'm sorry. Those rooms are all taken. Do you need any help with your bags?

**M:** No, that's all right. I can manage.

### 6. Calling Hotel Services

**Practice 10. Read the dialogues. Then role-play telephone conversations at a hotel making requests.**

#### Dialogue 1. Can I get...?

(*R = receptionist, H = John Hall*)

**R:** Reception desk. Can I help you?

**H:** Yes. This is John Hall from Room 1436. I forgot to pack my razor. **Can I** get one somewhere?

**R:** Yes, sure. Just call Courtesy Services at extension 105.

**H:** Thank you.

#### Dialogue 2. I'd like to make dinner reservation

(*R = receptionist, C = clerk in a hotel restaurant, G = hotel guest*)

**R:** Reception desk. May I help you?

**G:** Yes, please. This is room 2311. **I'd like to** make a lunch reservation.

**R:** Please call the hotel restaurant at extension 120.

...

**C:** Hotel restaurant. How can I help you?

**G:** **I'd like to** have lunch in my room, please.

**C:** What's your Room number, please?

**G:** Room 2311.

**C:** Fine. It'll be ready in 15 minutes. Anything else?

**G:** Yes, can I reserve a table for two for tonight, please?

**C:** Yes, certainly. What time?

**G:** At 8 o'clock.

**C:** And your name, please.

**G:** Mark Travers.

#### Dialogue 3. Calling hotel services

(*R = receptionist, G = hotel guest*)

**R:** Reception desk. Can I help you?

**G:** Yes, please. This is room 1817. **Can I** have my suit ironed?

**R:** Yes, sure. Just call Laundry Service at extension 106. Anything else?

**G:** Yes. **Can you** make a wake up call at 5.25 tomorrow morning, **please?**

**R:** Yes, certainly. Would you like me to call a taxi for you?

**G:** No, thanks. I'll take a Metro and then a train to the airport.

#### Practice 11. Role-play.

**Student A:** You are a hotel guest. Call the reception desk with the requests listed below.

**Student B:** You are a reception desk clerk. Look at directory and tell your partner where to call.

1. Hotel directory	
Service	Dial
Airport shuttle	116
Baby-sitting	107
Courtesy services	105
Dining room	120
Fax service/Internet	102
Front desk	101
Health club	110

Housekeeping	115
Laundry service	106
Room service	121
Tennis courts	111
Tour information	103
Wake-up calls	101

### ***Student A's requests***

1. You'd like to have a cup of coffee and a cake in your room.
2. You'd like to get one more pair of slippers for your friend.
3. You need a wake-up call at 6.30 am.
4. You want to get to the airport cheaply.
5. You would like to print a document from your memory stick (USB flash memory).

**Now, *Student A* is a reception desk clerk and *Student B* is a hotel guest.**

### ***Students B's requests***

1. You need some more towels.
2. You'd like to send a fax to Novosibirsk.
3. You want to get tour information.
4. You'd like to arrange a tennis game.
5. You would like your suit to be cleaned.

## **7. Checking out**

**Practice 12. Read the dialogue. Then find a partner you haven't worked yet and role-play checking out of a hotel.**

*(R = receptionist, J = George Jefferson)*

**R:** Good morning, sir.

**J:** Good morning. Can I have my bill, please? I'm checking out.

**R:** Which room is it?

**J:** Room 878.

**R:** Did you have anything from the minibar last night?

**J:** Yes, mineral water.

**R:** Here you are. How would you like to pay?

**J:** American Express.

**R:** Thank you. OK. Can you sign here, please? Thank you. Would you like me to call a taxi for you?

**J:** Yes, please. My flight is at 11.25 am. How far is it to the airport?

**R:** It's about 40 minutes, if the traffic's OK. But I'm afraid the traffic this morning is terrible.

**J:** Well, I think the best thing is for me to take a taxi to the station and then get the train to the airport.

**R:** Fine. The taxi will be outside the entrance in 10 minutes. Do you need any help with your luggage?

**J:** No, I'm fine, thanks.

**R:** Have a good trip, Mr. Jefferson.

**J:** Thank you.

**R:** Goodbye.

**J:** Goodbye.

## **EXTRA PRACTICE**

**Practice 13. Role-play.**

You and your partner are visiting Toronto together. When you arrived at your hotel, you found out that the hotel had lost your reservations. To make matters worse, the hotel was all booked up and

couldn't give you a room. The reception desk clerk gave you information about two other places to stay, the Downtowner hotel and the Ford Hotel.

**Student A:** You have the information about the Downtowner Hotel. Your partner will ask you questions about it. Use the information below to answer.

**The Downtowner hotel**

- Located in the heart of the shopping and entertainment district
- Free transportation to and from the airport
- Casual dining in our coffee shop
- Fax and other business services available
- Conference hall and banquet rooms available
- Indoor swimming pool
- Cable television
- Tours arranged

**Rates**

Single - \$75.00

Double - \$ 95.00

Per extra person - \$ 20.00

**Student B:** Your partner has information about the Downtowner Hotel. Get details about the hotel from him/her. Make brief notes.

Now **Student B** has the information about the Ford Hotel and answers **Student A's** questions about it. **Student A** makes brief notes about the Ford Hotel.

**The Ford Hotel**

- downtown location
- close to shopping & entertainment
- TV in every room
- restaurants and coffee, tea & Danish pastry
- steps to subway
- fax services available
- Wi-Fi in every room
- show your room key for discounts at participating clubs & restaurants

**Rates:** single (\$ 100)

double (\$ 110)

extra person (\$ 30)

And finally, decide with your partner if you are in Toronto for business or pleasure. Then compare the two hotels and decide which one you want to stay at.

**EXTRA READING**

**Practice 14.** Read some useful information about *Hotel Victoria Guest Rules* in Barcelona Field Studies Centre S.L. which is a Spanish company that offers a range of Physical and Human Geography, Biology, Ecology, Environmental Science, Business Studies, Travel and Tourism, etc. field studies options for GCSE students. Field study programmes range in duration from 1 to 7 full days. Accommodation is provided in one of a selected number of quality 2 or 3 star hotels, in one of several resorts along the Catalonian coastline, including Sitges and Calafell. Full board or half board can be included.

**Hotel Victoria Guest Rules**

Source: Barcelona Field Studies Centre S.L. <http://geographyfieldwork.com/SPHotelRules.htm>

We would appreciate you complying with the following points for the health and safety of your group and for the convenience and comfort of the rest of the guests staying at the hotel. It is important to respect their needs for a peaceful and relaxing stay.

- Dress appropriately inside the hotel (for example with shirt and shoes).
- Please dry yourself before entering the hotel after swimming or showering.
- Please do not slam doors or behave noisily in the hotel corridors.
- It is forbidden to jump or climb from one balcony to another.
- The hotel pool is open for the use of guests between 10.00 and 20.00; please do not use it outside these hours.
- Please dispose of litter in the bins provided.
- After using the beach, please clean yourself and your belongings of sand before entering the hotel.
- No ball games are allowed in the vicinity of the hotel.
- Please report any problems or damage in your hotel room immediately to reception to avoid any misunderstanding.
- Please look after the hotel facilities and report any damage immediately to hotel reception.
- External telephone calls can be made through the two telephones available at reception; the room telephones should not be used for this purpose.
- Please keep to the hotel restaurant eating hours. The hotel management reserves the right not to serve group members arriving more than 15 minutes late for a meal reservation.
- The Hotel Victoria does not allow students to use the sauna or gymnasium. Food and drink purchased elsewhere may not be consumed on the premises.
- Alcohol will be served to students only with the permission of the group leader.
- Students may use the swimming pool and games room with the permission of the group leader as long as they are supervised appropriately.
- Soft and alcoholic drinks, including coffee must be paid for separately.
- An open credit card deposit may be required upon arrival as security against non-accidental damage by members of the group. This will be returned on departure.
- If in doubt please ask at reception; the receptionist speaks English and will be pleased to assist in any way possible.

Thank you for your kind co-operation.

### UNIT 3. At the Restaurant

#### Practice 1. Answer the following questions.

*How often do you eat out at restaurant? What is your favorite kind of restaurant?*

**1. I'll have a (steak), please!**

#### Wordlist. Translate these words and expressions into Russian (The given definitions in English will help you!).

- What are you going to have? = What are you having (ordering, eating)?

- (I think) I'll have the spaghetti and a salad. / I feel like a steak (short form for *I feel like having a steak.*)

*Home fries* = fried sliced potatoes –

A customer, to be served with, muffin, waffles, to order, order, cereal, the main course, a waitress/waiter, what kind of dressing? *Medium-rare*: instruction for how meat is to be cooked ranges from *rare* to *well-done*: medium-rare, rare, well-done.

*Clam chowder*: a type of soup made with clams and potatoes, usually in a milk base.

#### Practice 2. Read and translate the dialogue. Study the *Culture Note* and *Language Note* after the text.

**Ted:** Everything looks good. What are you going to have, Julia?

**Julie:** I think I'll have the spaghetti and a salad. How about you? What are you having?  
**Ted:** Spaghetti sounds good, but I feel like a steak. I guess we're ready to order. Excuse me!  
**Waitress:** Good evening. Have you decided yet?  
**Julie:** Yes. I'll have the spaghetti and a salad.  
**Waitress:** And what kind of dressing would you like on your salad?  
**Julie:** I'd like oil and vinegar.  
**Waitress:** OK. And what would you like, sir?  
**Ted:** I'd like a steak, medium-rare, please.  
**Waitress:** Would you like soup or salad with that?  
**Ted:** What kind of soup do you have tonight?  
**Waitress:** Cream of mushroom and clam chowder.  
**Ted:** Clam chowder, please. And I'll have a baked potato and carrots.  
**Waitress:** I'll be right back with your soup and salad.  
**Julie:** Thank you.

**Culture note:** *I'll be right back with your soup and salad.* It's customary to bring soup, salad and drinks first. As a waiter/waitress takes an order he or she will usually ask: *'Do you want that now or with your meal?'* The customer can decide when to be served.

**Language note:** The use of *Would* and *Could* is considered polite and appropriate in restaurants. The response using *will* as in *'I'll have a (steak), please'* is particularly appropriate for restaurants.

## 2. Discussing the menu

**Practices 3. You're at a restaurant having breakfast with a friend. Ask what he/she wants to eat and drink. He/she answers using the cues below.**

1. scrambled eggs, home fries, and wheat toast/tea
2. a cheese omelet and sausages/a large glass of milk
3. some cereal/a small glass of orange juice/some cocoa
4. fried eggs and bacon/a large glass of apple juice
5. the blueberry pancakes/coffee

**Practice 4. Try it again. This time, choose from the menu below.**

<b>Good morning menu</b>	
Breakfast served from 7.00 to 11.30 A.M.	
<p><b>Eggs &amp; Omelettes</b>  Eggs (2) .....\$ <b>3.95</b>  <i>(Fried, Scrambled, Poached or Boiled)</i>  Omelettes.....\$ <b>4.95</b>  Fluffy 3-egg omelette \$ <b>6.95</b>  <i>(Ham, Cheese or Western)</i>  <i>All egg orders are served with bacon or toast.</i></p> <p><b>Other specialties</b>  Pancakes.....\$ <b>5.25</b>  Waffles.....\$ <b>5.25</b>  French Toast.....\$ <b>4.25</b></p>	<p><b>From our bake shop</b>  Fresh Muffins .....\$ <b>1.50</b>  <i>(Bran, Blueberry, or Oatmeal)</i>  Croissant.....\$ <b>2.50</b></p> <p><b>Beverages</b>  Juice <b>small.... 75 large... \$1.25</b>  <i>(Orange, Apple, Tomato or Grapefruit)</i>  Milk <b>small.... 85 large... \$1.50</b>  Pot of Tea.....\$ <b>1.25</b>  Coffee ..... \$ <b>1.00</b>  Cocoa.....\$ <b>1.75</b></p>

## 3. Ordering

**Practice 5. Read and translate these phrases into Russian. Make a short conversation.**

1. What would you like, ma'am?
2. What will you have, sir?
3. Are you ready to order, miss?
4. Have you decided, yet, miss?
5. I'd like a steak, medium-rare, please.
6. I'll have/Could we have a few more minutes, please?

#### 4. Specifying wants

**Practice 6. Read, translate and act out these short conversations.**

**Conversation 1**

- What kind of dressing would you like?
- I'll have (take)/I'd like creamy garlic (please).

**Conversation 2**

- Would you like soup or salad?
- I'd like soup, please.

Menu

**Today's lunch specials**

- **Chicken Fingers**

*Juicy strips of tender white meat deep-fried in crispy batter*

- **Crab and Asparagus Quiche**

*Made with real crab meat and tender, young asparagus tips*

- **Hot Roast Beef Sandwich**

*Thick slices of beef cut fresh from the roast*

- **Breaded Filet of Sole**

*Fresh sole, rolled lightly in bread crumbs, and baked to flaky Perfection*

All specials come with your choice of

- **Cream of Mushroom Soup or Green Salad**

*(French or Oil & Vinegar Dressing)*

- **Potatoes:** Baked, Mashed or French Fries

- **Vegetables:** Buttered or Glazed Carrots

- **Dessert:** Vanilla Ice Cream or Fresh Fruit

**Practice 7. Role-play a restaurant scene. Take turns being the waiter/waitress and customer.**

**Begin like this:**

**A:** Excuse me!

**B:** Yes, sir/ ma'am. What would you like?

**Student A: You are the waiter/waitress. Ask the customer about the following items.**

1. soup or salad, 2. vegetables, 3. dressing for your salad, 4. dessert, 5. potatoes

**Practice 8. Student B: You are the customer. Choose from today's lunch specials.**

**Practice 9. A family is having dinner at their local fast-food restaurant. Read (without a dictionary) and write down what each person orders.**

Davey \_\_\_\_\_

Father \_\_\_\_\_

Mother \_\_\_\_\_

**Culture note:** At a fast-food restaurant a customer is often asked at the end of the order *Is that for here or is it to go/take away?* This means will the customer eat there or take it out.

**Practice 10. Read, translate and make a similar dialogue.**

**Cashier:** Hi. Is everybody ready to order?

**Father:** Yes? I think so. Davey? What are you going to have?

**Davey:** I want a cheeseburger, large French fries, a chocolate milk shake.

**Father:** Davey... are you sure you can eat all that?

**Davey:** Sure, Dad! I'm starving!

**Father:** Ok. How about you dear? What are you having?

**Mother:** I haven't decided yet. You go ahead.

**Father:** OK. I'll have the chicken nuggets, a large order of fries, and a coffee.

**Cashier:** What kind of sauce do you want to the chicken nuggets?

**Father:** Let see... You have sweet and sour sauce and honey sauce... I'll take the sweet and sour sauce.

**Mother:** OK, well then... I think I'll have the fish sandwich, a garden salad, and a coffee.

**Cashier:** And what kind of dressing for your salad?

**Mother:** Oh, ummm. French dressing, please.

**Cashier:** All right. So... the little is having a cheeseburger, large fries, and a chocolate milk shake. You're having chicken nuggets with sweet and sour sauce, large fries and a coffee, and your wife is having a fish sandwich, a garden salad with French dressing, and a coffee.

**Father:** That's right.

**Cashier:** Is that for here or to go?

### 5. *Would you care for any dessert?*

**Practice 11. Answer the following questions.**

1. Do you take a long time to decide what to order in a restaurant? 2. Do you like trying new foods? 3. Do you like eating dessert? 4. What is your favorite dessert? 5. What new foods do you want to try?

**Practice 12. Read, translate and make a similar dialogue.**

**Waiter:** Ok, so that's one cheeseburger and one order of chicken wings, extra spicy. Would you like something to drink with that?

**Carol:** Do you have any diet Coke?

**Waiter:** I'm sorry, we don't. We have diet Pepsi.

**Carol:** I'll have that, then.

**Linda:** Make it two.

**Waiter:** Would you like to have now?

**Linda:** Yes, please.

**Carol:** No, thank you. I'll wait for my cheeseburger.

**Waiter:** And would you care for any dessert?

**Linda:** No thanks. I'm sure I'll be full.

**Carol:** They have fantastic chocolate cheesecake here...

**Linda:** They do? Well, maybe we could split some.

**Waiter:** Would you like me to bring two forks?

**Carol:** Yes, please. Good idea.

**Vocabulary:**

*(I'll have that) then:* in that case (i.e., if you don't have my first choice)

*Make it two:* colloquial ways to say *Please bring two.*

*To care for:* polite way to say *want, would like to have*

*To split some:* to share something

### *Give it a try!*

#### *1. Asking about Wants*

**Practice 13. Read and translate the following expressions into Russian.**

- Would you care for anything to drink?/Would you like something to drink?/Can I get you something to drink?

- Do you have any iced tea?

- I'm afraid we don't. / I'm sorry, we're all out. / I'm sorry we've run out.

- Yes, certainly. I'd like some orange juice, please. / I'll have that, please.

- (I'll have) a Coke, then.

**Practice 14. Student A (customer): Ask for the following drinks. If they are not available, choose something else.**

1. iced tea/ice coffee, 2. lemonade, 3. 7 Up/Coke, 4. milk/hot chocolate, 5. ginger ale/Pepsi, 6. espresso/café au lait

**Student B (waiter/waitress): To answer look at this list.**

<p><b>NOT AVAILABLE TODAY</b> ICED TEA GINGER ALE COCOA 7-UP ICED COFFEE</p>
--

## 2. Offering Service

**Practice 15. Read and translate the following expressions into Russian.**

- Shall I bring your coffee now?/Would you like me to get you coffee now?/Would you like (to have) your coffee now?/Would you like some more coffee?
- Yes, please. / No, thank you.

**Practice 16. Ask if the customer would like the following:**

1. some coffee/tea, 2. a glass of water, 3. an extra plate, 4. two forks with the dessert, 5. some ketchup, 6. extra cream for the coffee

**Language Note:**

*Would you care for...?* is a polite way to ask: *Do you want to have...? We're all out and we've run out* are alternative ways to say *We don't have...* Point out that *I'd like some...* and *I'll have some...* have the same meaning. In rapid speech *would you* is pronounced [wu-juh].

*Espresso* is a strong coffee that is usually served in a small cup. *Café au lait* is coffee served with warm milk.

## 2. Asking the Way

**Practice 17. Read and translate the following expressions into Russian.**

- Would you like anything else?/Would you care for some dessert?
- No, thank you./ Not right now, thank you.
- Yes, could you bring me some more rolls?/some chocolate cheesecake?
- Just the bill (Br.E.)/check (Am.E.), please.

**Practice 18. Student A: Ask the customer (B) if he/she wants anything else. Student B: You can choose a dessert from the list below or decline if you don't want one.**

<p><i>Desserts</i> <b>Pies:</b> apple, cherry, peach, pecan <b>Cakes:</b> chocolate, carrot, cheesecake <b>Ice Cream:</b> chocolate, vanilla, rum raisin, coffee <b>Mousse:</b> double chocolate, strawberry, lemon</p>
---

**Culture note:**

Customers are expected to leave a tip in restaurants that have table service. The standard formula is 15% of the bill. Some people tip over or above that in response to the quality of the service. Students who come from cultures where a service charge is added instead need to be reminded of this practice.

**Practice 19. Read, translate and write down the thing(s) that the waiter/waitress is going to bring.**

**Conversation 1** \_\_\_\_\_

**Conversation 2** \_\_\_\_\_

**Conversation 3** \_\_\_\_\_

**Conversation 1**

**Waitress:** Would you like something to drink?

**Woman:** Do you have apple juice?

**Waitress:** No, I'm sorry. We have orange, tomato, and cranberry.

**Woman:** OK. I'll take orange. A large one, please.

### **Conversation 2**

**Waitress:** Would you care for some dessert?

**Man:** Well... What do you have?

**Waitress:** Tonight we have cheesecake, homemade pie, sherbet, and a fresh fruit salad with whipped cream.

**Man:** Do you have any ice cream?

**Waitress:** Yes, sir. We have vanilla, chocolate, and maple walnut.

**Man:** What kind of pie do you have?

**Waitress:** Pecan, peach, and apple.

**Man:** Could I have pecan pie with some vanilla ice-cream on the side?

**Waitress:** Certainly, sir.

### **Conversation 3**

**Waiter:** Shall I bring you some coffee?

**Woman:** Please. I'd love some.

**Waiter:** Here you are, ma'am.

**Woman:** And could I get a little more cream, please?

**Waiter:** Of course. Anything else?

**Woman:** I think... just check, thanks.

**Waiter:** Right away.

### **Culture note:**

*Could I have pecan pie with vanilla ice cream on the side?*

*On the side* means in a separate dish, not on top of the pie (a la mode). Customers also use *on the side* for sauces, salad dressings, toppings, etc., if they want it in a separate dish.

**Language note:** Waiters and waitress use *sir*, *ma'am*, and *Miss* to indicate politeness.

### **Practice 20. Read and translate the dialogue.**

**Waiter:** Have you decided yet, sir?

**Man:** Yes, I think so. Marian?

**Woman:** Yes, I'll have the salmon teriyaki, please.

**Waiter:** And what kind of potatoes would you like with that?

**Woman:** Baked, please. For the vegetables, I'd like broccoli.

**Waiter:** And would you care for soup or salad to start?

**Man:** What is your soup today?

**Waiter:** We have cream of cauliflower and French onion.

**Woman:** Oh, they both sound heavy. I think I'll have a salad, please.

**Waiter:** Very good. With what kind of dressing?

**Woman:** I'd like blue cheese. Oh, wait; can you change that to oil and vinegar?

**Waiter:** Certainly. And you, sir? What will you have?

**Man:** Those lobster tails look pretty good.

**Waiter:** I'm very sorry, sir. We don't have any lobster tonight.

**Man:** No lobster? Well... I guess I'll take the steak then. Could you tell the chef I like my steak very rare?

**Waiter:** Of course. Mashed, boiled, or baked potatoes?

**Man:** Mashed, please.

**Waiter:** Vegetable?

**Man:** I'd like asparagus.

**Waiter:** And, soup or salad?

**Man:** I think I'm going to try the cream of cauliflower. I've never had that before.

**Waiter:** Dessert?

**Woman:** We'll decide later, if that's all right. But, could you bring me some extra butter with my potato?

**Waiter:** Certainly. Anything to drink while you wait?

**Woman:** An iced coffee, please.

**Man:** Make that two.

### Practice 21

Write *W* for woman next to the choices she makes and *M* for man next to the choices he makes.

MENU	
ENTREES	
<u>  </u> <i>M</i> New York sirloin steak <i>Broiled to sizzling perfection</i>	<u>  </u> Lobster tails <i>Served with melted butter, lemon wedges and a bib</i>
<u>  </u> Halibut creole <i>Fresh halibut cooked in a zesty sauce of tomatoes, onions, and green peppers</i>	<u>  </u> Barbecued chicken <i>Tender breast of chicken with our spicy barbecue sauce from a secret family recipe</i>
<u>  </u> Salmon teriyaki <i>Fresh Atlantic salmon with a taste of the Orient</i>	
<b>All of the above entrees are served with your choice of</b> Potato ( <u>  </u> mashed, <u>  </u> boiled or <u>  </u> baked) Vegetable ( <u>  </u> broccoli, <u>  </u> asparagus <u>  </u> peas and carrots) <b>and</b> Soup of the day (ask your server about today's soup) <b>or</b> Salad ( <u>  </u> French, <u>  </u> blue cheese or <u>  </u> oil and vinegar dressing) <b>Dessert</b> ( <u>  </u> ice cream, <u>  </u> French pastry or <u>  </u> fresh fruit) <b>Beverage</b> ( <u>  </u> coffee, <u>  </u> iced coffee, <u>  </u> tea or <u>  </u> iced tea)	

What extra request does the woman have? \_\_\_\_\_

**Practice 22 . Join another pair of students. Using the menu above, one of you will take the part of the waiter/waitress. The rest of you will look at the menu and discuss what you're going to have. Then call the waiter/waitress and place your order.**

### Guest Check

Thank you – Call Again

Table/No.persons/Waiter/Waitress

## EXTRA READING

**Practice 23. Read and translate the text. What are your eating habits?**

### Young People's Eating Habits

Most young people today, unfortunately, have very unhealthy eating habits. Studies have shown that teenagers today eat more processed foods than ever before. When eating out they choose fast-food restaurants for the obvious reasons. They are cheap, noisy and usually filled with people their own age. However, fast-food restaurants are not their only source of unhealthy food. The modern day family usually has both parents working outside the home and this means parents don't often have the time to prepare healthy nutritious meals for example, you can get mashed potatoes in a packet (just add water), tinned or packaged soups, as well as a large variety of frozen ready made dishes such as lasagna, meat pies, and many others. Therefore, even home cooked meals might not be that nutritious.

Another contributing factor to young people's unhealthy eating habits is the fact there seem to be no regular meal times these days. Most people skip breakfast because they don't have or, if they do have something, it is usually of little nutritious value such as toast and jam or a doughnut or

croissant. Lunch is also a problem, if you have a lunch break a lot of people use their lunch hour to socialize or run errands and they don't want to spend a lot of time eating. As a result, the most popular food at lunch time are snacks. These come in the form of burgers, fries, hotdogs or sandwiches, which are usually on white bread with plenty of mayonnaise or butter and processed foods, such as cheese or luncheon meats. After school, most young people are hungry so they fill up on biscuits, crisps or other unhealthy snacks. If they end their day with a meal of pizza or some other ready made food they have not had anything fresh or nutritious to eat all day. Combined with sugary soft drinks, the average young person's diet is unhealthy now than it has ever been.

## UNIT 4. Shopping

### 1. Hi. Can I help with something?

**Wordlist. Translate the Department names into Russian:** infants, boys, girls, women's, men's, shoe, sporting goods, jewelry, furniture, toys, house wares, appliances.

**Practice 1. Read the dialogue and translate it.**

**Clerk:** Hi. Can I help with something?

**Paulina:** Yes, please. We're looking for the men's department.

**Clerk:** It's right over there, by the escalator.

**Diego:** Here we are... and here are the sport shirts.

**Paulina:** Look at this one. The color is perfect for you!

**Diego:** I like it, too. How much is it?

**Paulina:** It's on sale for \$ 19.98.

**Diego:** That's a good price. But I think they only have it in large.

**Paulina:** Excuse me! Could you help me?

**Clerk:** Sure. What can I do for you?

**Paulina:** Does this shirt come in medium?

**Clerk:** Yes, it does. Here's a medium.

**Diego:** Great. We'll take it.

**Clerk:** Will that be cash or charge?

### 2. Getting and giving help

**Practice 2. Read and translate the following expressions into Russian.**

1. Excuse me. Could/ can you help me? 2. Certainly./ Sure. 3. What can I help you with? 4. What can I do for you? 5. Can I help you with something? 6. Is there something I can help you with? 7. No, thanks. I'm just looking. 8. Yes, please. I'm looking for the men's sweaters.

**Practices 3. You are shopping in a department store. Name some things you can buy in a department store. Make a list of the departments in which these items would be found. Your partner is a sales clerk. Ask him/ her for help.**

**Practice 4. You are a clerk in a department store. Your partner is a customer. Ask if he/ she needs help.**

### 3. Getting information

**Practice 5. Read and translate the following conversations into Russian.**

1. Do you have this in size 10? - Yes, we do. 2. Do you have/carry these in green? - No, I'm sorry. We don't. 3. Does this come in medium? - Yes, it does. 4. Do these come in beige/size 8? - Yes, they do. 5. Does this come in a larger size? - No, I'm sorry. It doesn't. 6. Do these come in smaller size? - No, I'm sorry. They don't.

**Practices 6. Your partner is a salesperson. Get his/her attention and ask for information about two of the items below. Then reverse roles.**

**Men's sweaters**

Available in sizes: small, medium and large. Available colors: white, green, light grey, blue.

**Women's shoes**

Available in sizes: 6-10. Available colors: white, brown and black.

<p><b>Bicycles</b>  Frame size: small, medium, and large.  Available colors: Silver, gold, metallic blue, green and yellow and red racing bike.</p> <p><b>Decorator lamps</b>  Available colors: light blue, pink, pale yellow, cream and white.</p>
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**4. Asking prices**

**How to talk about prices?**

\$1.98 = a dollar ninety-eight (*not one dollar and ninety-eight cents*)

\$100 = a hundred dollars (*not one hundred dollars*)

\$ 39.95 = thirty-nine ninety-five

\$ 250 = two hundred and fifty or often two

\$ 2.50 = two dollars fifty (*we assume we know by the object we're talking about whether it is \$250 object or \$2.50 object*).

**Practice 7. Read and translate the following conversations into Russian.**

1. How much is this (radio)/it? - (It's) \$ 59.98. 2. How much are these (speakers)/they? - (They're) \$ 299. 3. Could you tell me the price of this? - (It's) \$129. 4. Can you tell me the price of those speakers? - (They're) \$600.

**Practice 8. Ask your partner the price of four of the following items. Then reverse roles.**

**Student A**

1. shoes
2. CD player
3. pen
4. postcards
5. silk jacket
6. T-shirts
7. cassette tape
8. silver picture frame

**Students B**

1. \$ 59.95
2. \$299
3. \$ 1.59
4. 10 for \$1
5. \$ 235
6. 3 for \$ 19
7. \$ 7.99
8. \$89.98

**Practice 9. Ask classmates for the prices of four items that you often buy in your city. Use the list below or think of your own.**

1. a cup of coffee, 2. a movie ticket, 3. bus fare from home to school, 4. an ice-cream cone, 5. a CD, 6. a video rental, 7. a Coke, 8. a pack of gum.

**Practice 10. A man and his wife are in a department store buying Christmas gifts for their three children. Write down the information they get from the sales clerk. Put a tick (V) if they buy the item.**

	<b>Ski Jacket</b>	<b>Leather gloves</b>	<b>Golf bags</b>
Size needed			
Size available			
Color wanted			
Color available			
Price			
Bought item			

**Practice 11. Wordlist. Read the definitions in English and translate the expressions into Russian.**

1. *Size available* means the sizes of that item that the store carries. 2. *Color available* means the colors of that item the store carries. 3. Sizes: S (small), M (medium), L (large). 4. *I'll think about it. /Thanks anyway.* = I'm not going to buy it now.

**Now read, translate and act the conversations.**

**Conversation 1**

**Wife:** Excuse me. Could you help me?

**Clerk:** Certainly. What can I do for you?

**Wife:** We're looking for a girl's ski jacket. I like this style. Do you have it in size 10?

**Clerk:** Let me see... Size 4, 6, 8... Here we are. Size 10.

**Wife:** Oh. I don't really like yellow. What other colors does it come in?

**Clerk:** It comes in red, pink, light blue, and black.

**Wife:** The pink is nice. How much is it?

**Clerk:** It's \$ 160.

**Wife:** Oh, well, we'll have to think about it.

### **Conversation 2**

**Clerk:** Good afternoon. Is there something I can help you with?

**Husband:** Yes, there is. We'd like to see some men's leather gloves.

**Clerk:** Yes sir. Do you know what color or size you'd like?

**Husband:** What sizes do you carry?

**Clerk:** We carry small, medium, and large.

**Husband:** My son wears medium. This style is perfect. Do you have these in tan?

**Clerk:** I'm sorry, sir. They only come in black and brown.

**Husband:** Hmm. And how much are they?

**Clerk:** They're usually \$ 50, but they're on sale this week. Half price.

**Husband:** In that case, I think we'll take the brown.

### **Conversation 3**

**Clerk:** HI. Can I help you with something?

**Wife:** Yes, please. I'm interested in a golf bag for my daughter.

**Clerk:** Of course. I think this red and black one is very nice. It also comes in white and red, and white and navy. The quality is excellent, and it's only \$150.

**Wife:** She's just a beginner. Do you have a smaller one?

**Clerk:** I'm sorry. This large size is the only size we have.

**Husband:** That's too bad. Well, thanks anyway.

## **EXTRA READING**

**Practice 12. Read the article about Shopping from Wikipedia. Do you like shopping? Where do you like shopping? Do you use modern forms of shopping?**

### **Shopping**

Shopping is the examining of goods or services from retailers with the intent to purchase at that time. Shopping is an activity of selection and/or purchase. In some contexts it is considered a leisure activity as well as an economic one.

To many, shopping is considered a recreational and diversion activity in which one visits a variety of stores with a premeditated intent to purchase a product.

"Window shopping" is an activity that shoppers engage in by browsing shops with no intent to purchase, possibly just to pass the time between other activities, or to plan a later purchase.

To some, shopping is a task of inconvenience and vexation. Shoppers sometimes go through great lengths to wait in long lines to buy popular products as typically observed with early adopter shoppers and holiday shoppers.

Nowadays a larger commercial zone can be found in many cities, called downtown or in Arab cities, souks. Shopping hubs, or shopping centers, are collections of stores; that is a grouping of several businesses. Typical examples include shopping malls, town squares, flea markets and bazaars.

### **Stores**

As to stores, they are divided into multiple categories of stores which sell a selected set of goods or services. Usually they are tiered by target demographics based on the disposable income of the shopper. They can be tiered from cheap to pricey.

Some shops sell secondhand goods. Often the public can also sell goods to such shops. In other cases, especially in the case of nonprofit shops, the public donates goods to these shops, commonly known as thrift stores in the USA or charity shops in the UK. In give-away shops goods can be taken for free. In antique shops, the public can find goods that are older and harder to find. Sometimes people are broke and borrow money from a pawn shop using an item of value as collateral. College students are known to resell books back through college textbook bookstores. Old used items are often distributed through surplus stores.

Many shops are part of a shopping center that carry the same trademark (company name) and logo using the same branding, same presentation, and sell the same products but in different locations. The shops may be owned by one company, or there may be a franchising company that has franchising agreements with the shop owners often found in relation to restaurant chains.

Various types of retail stores that specialize in the selling of goods related to a theme include bookstores, boutiques, candy shops, liquor stores, gift shops, hardware stores, hobby stores, pet stores, pharmacies, sex shops and supermarkets.

Other stores such as big-box stores, hypermarkets, convenience stores, department stores, general stores, dollar stores sell a wider variety of products not horizontally related to each other.

### **History of modern shopping**

Fairs and markets have a long history that started when man felt the need to exchange goods. People would shop for goods at a weekly market in nearby towns. Then shops began to be permanently established. Shops were specialized, e.g. a bakery, a butchery, a grocer. Then supermarkets appeared.

There have been three major phases in the shopping/trading world in the last 100 years. In a way, these link up into a full circle.

1. Customers would be served by the shopkeeper, who would retrieve all the goods on their shopping list. Shops would often deliver the goods to the customers' homes.
2. Customers have to select goods, retrieve them off the shelves using self service, and even pack their own goods. Customers deliver their own goods.
3. Customers select goods via the internet. The goods are delivered to their homes as in phase one.

### **Home Shopping**

Home mail delivery systems and modern technology (such as television, telephones, and the Internet), in combination with electronic commerce and business-to-consumer electronic commerce systems, allow consumers to shop from home. There are three main types of home shopping: mail or telephone ordering from catalogs; telephone ordering in response to advertisements in print and electronic media (such as periodicals, TV and radio); and online shopping. Online shopping has completely redefined the way people make their buying decisions; the Internet provides access to a lot of information about a particular product, which can be looked at, evaluated, and comparison-priced at any given time. Online shopping allows the buyer to save the time and expense, which would have been spent traveling to the store or mall.

### **Neighborhood Shopping**

Sometimes peddlers and ice cream trucks pass through neighborhoods offering services and goods. Also, neighborhood shopping takes place through various garage sales found in United States.

### **Party Shopping**

The party plan is a method of marketing products by hosting a social event, using the event to display and demonstrate the product or products to those gathered, and then to take orders for the products before the gathering ends.

### **PSS**

A Personal Shopping System, or PSS, is a system designed to help people while they are buying in a supermarket or any kind of self-service retailer. In this system, when the customer

arrives at a supermarket, instead of picking a shopping cart, he/she picks an equipment (PDA or similar) which provides a friendly shopping interface.

Using some known technologies (barcode or RFID), the equipment is capable of showing on the screen all sort of information about any product available on the shelves. If customers prefer, they do not have to drive a shopping cart, which means they won't have the effort to load and push. The same way people buy in the Internet will do in the store, with the only difference that they'll take their purchase to home immediately instead of waiting for delivery.

## UNIT 5. Illnesses and Their Treatment

### At the Doctor's

#### 1. Seeing a Doctor

**Wordlist 1. Topical words. Translate into Russian:** appendicitis, attack of sth, cholera, complication, cough, cure, diphtheria, disease, indigestion, injection, insomnia, prescription, recover from a disease, remedy, sneeze, sore (throat, eye, finger, etc.), surgery, symptom, tonic, treat sb for a disease, treatment, flu, the grippe (*Amer.*), tuberculosis (t.b.), heartache, fever, quinsy.

**2. Word combinations. Translate into Russian:** to feel smb's pulse, to feel sick and giddy, to write out prescriptions, a waiting-room, to go to the chemist's, to take out a tooth, to have one's tooth filled, to follow the doctor's directions, to catch a cold, to have one's chest, heart x-rayed, to get into an accident, to test smb's blood, to be short of breath, to have one's blood pressure tested, to examine a patient, to have (give) an injection, to breathe in deeply, to have a heart attack, to consult a doctor, to have a fever, to check smb's heart, lungs, etc.; to have a headache, stomachache, toothache; to have a sore throat, to have a nervous break-down, to have a running nose, to have a cold, to be on sick leave, to be on a diet, to put on plaster, bandage; to take a medicine **for** cold, to fall ill with.

**Practice 1. Read the dialogues and translate into Russian.**

#### Dialogue 1. Well, What's the Matter with You?

**D = Doctor, P = Patient**

**D:** Well, what's the matter with you, Mr. Walker?

**P:** You'd better ask me what not the matter with me, doctor is. I seem to be suffering from all the illnesses imaginable: insomnia, headaches, backaches, indigestion, constipation and pains in the stomach. I've caught a cold, I've got a sore throat and I'm constantly sneezing and coughing. To crown it all, I had an accident the other day, hurt my right shoulder, leg and knee, and nearly broke my neck. If I take a long walk, I get short of breath. In fact, feel more dead than alive.

**D:** I'm sorry to hear that. Anyhow, I hope things aren't as bad as you imagine. Let me examine you. Your heart, chest and lungs seem to be all right. Now open your mouth and show me your tongue. Now breathe in deeply, through the nose... There doesn't seem to be anything radically wrong with you, but it's quite clear that you're run down, and if you don't take care of yourself, you may have a nervous breakdown and have to go to hospital. I advise you, first of all, to stop worrying. Take a long rest, have regular meals, keep to a diet of salads and fruit, and very little meat. Keep off alcohol. If possible, give up smoking, at least for a time. Have this tonic made up and take two tablespoonfuls three times a day before meals. If you do this, I can promise you full recovery within 2 or 3 months.

**P:** And if I don't doctor?

**D:** Then you'd better make your will, if haven't yet done so.

**P:** I see. Well, thank you, doctor. I will have to think it over and decide which is lesser evil; to follow your advice or prepare for a better world.

#### Dialogue 2. I Feel Terrible

**Beth:** You look a little pale. Are you OK?

**Jerry:** To tell you the truth, I feel terrible.

**Beth:** Why? What's the matter?

**Jerry:** I have a horrible headache and sore throat.

**Beth:** Why didn't tell me?

**Jerry:** I thought they might go away after a good night's sleep, but I feel worse this morning.

**Beth:** Hmm. You feel warm, too. Did you take anything for it?

**Jerry:** Yeah. But it didn't do any good. I feel awful. My whole body aches.

**Beth:** There's a pretty bad flu going around.

**Jerry:** That's all I need!

**Beth:** You'd better go and lie down. I'll call the doctor and see what she says. Let me just take your temperature first.

### **Dialogue 3. I Need to See a Doctor.**

**HR = Receptionist at the hotel, P = Patient**

**R:** Good morning, Mr.Okker. It's 8.00.

**P:** Thank you.... Oh, I feel awful.... I need to see a doctor.

**R:** Just a moment. The doctor for this hotel is Doctor Kriangsak. That's K-R-I-A-N-G-S-A-K. I'll give you her number. It's 7649763. You have to make an appointment.

**P:** Does she speak English?

**R:** Yes, very well.

**P:** Thanks.

**R = Receptionist at the doctor's, P = Patient**

**P:** Hello. Do you speak English?

**R:** Yes, a little.

**P:** Could I make an appointment to see doctor as soon as possible, please? I'm a tourist.

**R:** Yes, could I have your name, please?

**P:** Pieter. P-I-E-T-E-R. Okker. That's O-double K-E-R.

**R:** What nationality are you?

**P:** I'm Dutch.

**R:** Have you got any medical insurance?

**P:** Yes, I have.

**R:** Is half past nine this morning OK for you?

**P:** Nine thirty. Yes, that's fine.

**R:** Don't forget to bring your passport and insurance documents.

**P:** All right. What's the address?

**R:** In Rama Road, that's R-A-M-A, number 428.

**P:** R-A-M-A, Rama, number 428, is that it?

**R:** That's right.

**P:** Thank you. Good bye.

### **Dialogue 4. I've Got a Really Bad Stomachache...**

**D = Doctor, P = Patient**

**D:** Good morning. Mr. Okker, isn't it?

**P:** Yes, that's right.

**D:** Please sit down. Now, what's the matter?

**P:** I've got a really bad stomachache and a headache. I feel terrible.

**D:** What did you have for dinner last night?

**P:** I had fish, some vegetables, and I had a few glasses of wine...

**D:** Well, Mr. Okker, I think you've got a stomach virus. It's very common at the moment. You must rest for a few days.

**P:** Does that mean I can't go out?

**D:** Well? You can go out if you like, but don't try to do too much.

P: I won't. I'll take it easy.

D: The most important thing is your diet. You mustn't eat any fried food or drink any alcohol.

P: Don't worry, I won't.

D: Here's prescription for some medicine. There's a pharmacy on the corner of this street. Read the instruction in the box. How long are you staying in Bangkok?

P: Only for another two days.

D: Well, if you don't feel better, come back and see me tomorrow.

P: Thank you very much.

**Practice 2. Translate the sentences into English. See Dialogue 1.**

1. Я страдаю от бессонницы. 2. Я все время чихаю и кашляю. 3. У меня болит горло. 4. В довершении ко всему я простудился. 5. Я задыхаюсь. 6. С легкими у вас все в порядке. 7. У вас может быть нервное расстройство. 8. Регулярно питайтесь и придерживайтесь овощной диеты. 9. Я это обдумую.

**Practice 3. Correct the following statements using: *Nothing of the kind! / On the contrary! / Surely not! / By no means!***

**Example:**

- You never take your temperature when you are ill.

- ***On the contrary!*** I always take my temperature when I'm ill.

1. Sick people never stay in bed while they are ill. 2. It's not dangerous to take care of a person who has got a catching disease. 3. People often feel sick and giddy when they are quite well. 4. We seldom sneeze and cough when we have a cold. 5. You are to consult a dentist when you have a stomachache.

**Practice 4. Answer the following questions.**

1. What are the symptoms of flu? 2. Who is treated at polyclinic and who is treated at hospital? 3. What do you do when you fall ill? 4. What does a doctor do when he comes to examine you? 5. How does a sick person look?

## 2. Talking about symptoms

**Practice 5. Read and translate the conversation into Russian.**

- Are you OK?

- To tell you the truth, I feel terrible. / I don't feel very well.

- What's the matter?

- I have a headache/ a sore throat/ a pain in my back.

- Oh, I'm sorry to hear that.

**Practice 6. Tell your partner that you are not feeling well. Answer your partner's questions, using the cues below. Start like this:**

**Student A:** I don't feel very well today.

**Student B:** Why? What's the matter?

**Cues**

1. a fever, 2. an allergy, 3. a bad cold, 4. stiff muscles, 5. a backache, 6. a sore throat, 7. a toothache, 8. Insomnia.

**Reverse roles. This time Student B doesn't feel well, and Student A finds out what's wrong.**

## 3. Giving advice

**Practice 7. Read and translate the conversation into Russian.**

- I have a headache.

- I'm sorry to hear that. Did you take any aspirin?/You should take an aspirin./You'd better go and lie down.

- I've already tried that, but it didn't do any good/help./Maybe you're right. I'll give it a try.

**Practice 8. Student B: Listen to your partner's problem and give him/her advice. Choose from the list below.**

**Student A: You've already tried it.**

Try a heating pad; take allergy pills; take aspirin; try throat lozenges; try hot milk before bed; take cold capsules; see a dentist; put on ointment.

**Practice 9. Now make your own dialogues using the situations below:**

• **At the Doctor's**

- a) A patient enters the room and tells the doctor what he/she is suffering from.
- b) The doctor asks the patient to strip to the waist and examine him/her.
- c) The patient asks the doctor what's wrong with him/her.
- d) The doctor tries to comfort the patient and writes out a prescription.

• **At the Dentist's**

- a) A patient complains of a bad toothache.
- b) The doctor examines his/her mouth. One of his/her teeth should be taken out.
- c) The patient feels sick and giddy.
- d) The doctor comforts him/her and takes off the tooth.

**Practice 10. Translate into English:**

1. Я, должно быть, схватил грипп. - Советую тебе измерить температуру и лечь в постель. 2. Ты долго была у доктора? - Да, врач пощупал пульс, прослушал сердце, осмотрел горло. 3. У меня болит зуб, но я боюсь, что его удалят, если я обращаюсь к дантисту. - Может, зуб нужно запломбировать. Но к врачу все же придется пойти. 4. Почему у вас одышка? Высокое давление или что-нибудь с сердцем? - Доктор говорит, это возрастное, кроме того, я слишком полная.

**Practice 11. Make a list of catching diseases. Mind their pronunciation.**

**Practice 12. Let's talk! Do you think your daily habits influence your health?**

Take turns giving and taking the following two-part survey with your partner.

Start Part A like this: 'I have a few questions about your living habits. First...'

**Part A**

- 1. How many hours of sleep do you get every night? 2. What time do you usually go to bed? 3. Do you take any vitamins? Which ones? 4. How much cola, coffee, or tea do you drink every day? 5. Tell me three foods that are good for your health. 6. How often do you eat them? 7. Tell me three foods that are bad for your health. 8. How often do you eat them? 9. What do you do to relax? 10. How much physical exercise do you get?

Start Part B like this: 'Now, I'm going to ask you a few questions about your health. Please answer using *always, often, sometimes, or never*'

**Part B**

How often do you...	always	often	sometimes	never
get headaches?				
feel very tired?				
catch colds?				
have insomnia?				
feel absolutely fantastic?				

Now, look over each other's answers. Use the information from Part A and your own ideas to make suggestions about any health problems in Part B. If your partner always "feels fantastic", discuss why, using the answers to Part A.

**At the Pharmacy**

*1. At the Chemist's (shop) (Br E)/Drugstore (Am E)*

**1. Wordlist. Translate into Russian.**

To write out a prescription/to fill the prescription/make up..., to buy ointment, (eye) drops, iodine, painkiller, medicine, tablets, bandage, adhesive tapes, nappies, cotton, wool, laxative, lotion, soap, shampoo, polish remover, sponge, mixture, chew, try, home remedies, non-drowsy allergy pills, make me sleepy, cure.

**Practice 13. Read and translate the dialogues into Russian.**

**Dialogue 1**

**At the Pharmacist**

**P = Pharmacist, C = Customer**

**P:** Can I help you?

**C:** Yes, please. I'd like to get this prescription filled.

**P:** OK. It'll be a few minutes.

**C:** Oh, while I'm here....., my daughter was coughing quite a bit last night. Can you suggest anything?

**P:** How old is your daughter?

**C:** She's four.

**P:** This is a good children's cough syrup. Give her two teaspoons before she goes to bed. If her cough doesn't clear up in a day or two, you should take her to the doctor.

**C:** I will. Thanks.

**P:** And here's your prescription.

**C:** Are there any special instructions?

**P:** They're on the bottle. You have to take it on an empty stomach. That means at least one hour before meals or two hours after.

**C:** Ok. And thanks again.

**Dialogue 2**

**Can you make up this prescription, please?**

- Can you make up this prescription, please?

- Yes. Would you like to wait? Your medicine will be ready in 20 minutes.

- Do you have anything for heartache?

- We've got strong painkiller. Take it for 20 drops when you have an attack.

- I see. What can you recommend for my throat?

- This mixture is very good. Take it in accordance with the prescription. Anything else?

- I'd like a tube of toothpaste.

- With fluoride or without?

- With fluoride, please. Then I want a toothbrush.

- Nylon or natural bristle?

- Nylon, please.

- Hard, soft, medium?

- Hard, please.

- Total bill is 20\$. Your medicine is ready. Take it before meals.

**Practice 14. Make up the dialogues using the phrases.**

1. I'm at your service. - I want....

2. I can't find cotton wool. -.....

3. I've got some problems with my stomach. - I recommend you.....

**Practice 15. Find out the correct reply from a-e.**

\_\_\_ 1. Can I help you?

\_\_\_ 2. I have bad toothache.

\_\_\_ 3. My eyes are sore.

\_\_\_ 4. My child has cut his finger.

\_\_\_ 5. Do you have shampoo to remove dandruff?

a. Here is a bandage and cotton- wool.

b. I'm sorry, we've run out of it.

c. I recommend you this ointment.

d. Please, fill this prescription.

e. You can take this painkiller, but I advise you to consult the doctor.

## 2. Talking about prescription

**Practice 16. Read and translate the following expressions.**

- Are there any special instructions? / Is there anything special I should do?
- You have to take it on empty stomach. / shake it well before you use it.
- You can't take aspirin with this medicine.
- I will. / I won't.

**Practice 17. Look at the drug warning labels below and decide with your partner what they mean. Then match the labels with the cues.**

Keep refrigerated

Take with food

Keep out reach of children

Avoid prolonged exposure to direct and/or artificial sunlight where taking this medicine

Important: Chew tablets before swallowing

Finish all this medicine unless otherwise directed by prescriber

For external use only

Shake well

- |                                |                               |
|--------------------------------|-------------------------------|
| 1. take all the medicine       | 5. take this with a meal      |
| 2. keep it in the refrigerator | 6. don't eat or drink this    |
| 3. shake the bottle first      | 7. keep it away from children |
| 4. chew this medicine          | 8. don't sit out in the sun   |

**Practice 18. Now, role-play a pharmacist and a customer. Start like this, then follow the model above: *Student A*: I'd like to get this prescription filled. *Student B*: OK. It'll be a few minutes.**

*A*: Are there any special instructions? - *B*: Yes....

*Student B* gives the following warnings: 1. take this with lots of water, 2. can't take aspirin with this.

**Practice 19. Reverse roles. *Student A* gives the following warnings: 1. keep this in the refrigerator, 2. can't drink alcohol with this medication.**

## 3. Asking about non-prescription drugs

**Practice 20. Read and translate.**

1. My daughter was coughing quite a bit last night.
2. Can you suggest anything?
3. What do recommend for a bad cough? / that?
4. This is a good children's cough syrup. / Try (giving her) this.

**Practice 21. *Student A*: You are a customer asking the pharmacist for advice. Describe your problem, using the cues given. *Student B*: you are the pharmacist. Choose the best advice from the list below.**

**Customer**

1. played tennis yesterday / have stiff muscles now
2. cold and flu season / am worried about getting sick
3. have bad allergies / allergy pills make me sleepy

**Pharmacist**

- try these non-drowsy allergy pills
- try using this muscle ointment
- take some good vitamin pills

**Practice 22. Follow the instructions for Practice 21. Now, *Student B* is the customer. *Student A* is the pharmacist.**

**Customer**

1. studying a lot recently / always have dry, red eyes
2. went jogging this morning / have twisted ankle
3. ate spicy food for lunch / have terrible heartburn

**Pharmacist**

- try chewing these antacid pills
- try wrapping it with elastic bandage

- try using these eye drops

**Practice 23. Some people prefer 'home remedies' to other cures. Some examples are eating chicken soup to cure a cold, or putting vinegar on sunburn to stop the pain.**

**a) You are going to interview your partner about his/her family's home remedies for common health problems. Ask what he/she recommends for the following, and take brief notes.**

<b>The problem</b>	<b>Your partner's home remedy</b>
The common cold	
Hiccups	
Insomnia	

**b) Now, your partner will interview you. Talk about your family's home cures.**

<b>The problem</b>	<b>Your partner's home remedy</b>
Sunburn	
Bee sting	
Sore throat	

**c) With your partner, join another pair of students. Describe your partner's home remedies. Were any of the home cures different? Are there any you might try?**

**Practice 24. Answer the questions.**

1. How often do you go to the chemist's? 2. What did you buy there last time? 3. What shampoo and soap do you usually buy? 4. Are nappies comfortable for children? 5. Do you always consult the doctor before buying medicine? 6. What do you buy at the drugstore if you catch a cold? 7. What medicine do people take when they have heart-attack?

**Practice 25. Translate into English.**

1. Мне нужны глазные капли и пластырь. 2. У вас есть жаропонижающие таблетки? 3. К сожалению, у нас закончилась вата. 4. Дайте мне сильное обезболивающее. 5. Принимайте эти таблетки по рецепту. 6. У вас есть пластырь? 7. Он купил шампунь от перхоти. 8. Она уже приняла обезболивающее, когда приехал врач. 9. У меня воспалены глаза. Мне нужна мазь или капли. 10. Вы уже были в аптеке? 11. Я простыла. Я пила лекарство, когда пришла мама. 12. Мой друг порезал палец. 13. Я купила вчера йод и бинты. Мне нужна вата. 14. Доктор уже выписал рецепты. 15. Она только что ушла в аптеку.

## **EXTRA READING**

**Practice 26. Read the article about Family Medicine from Wikipedia. What do you think of it?**

### **Family Medicine**

Family medicine (FM) is a medical specialty devoted to comprehensive health care for people of all ages. It is a division of primary care that provides continuing and comprehensive health care for the individual and family across all ages, sexes, diseases, and parts of the body. It is based on knowledge of the patient in the context of the family and the community, emphasizing disease prevention and health promotion. According to the World Organization of Family Doctors (Wonca), the aim of family medicine is to provide personal, comprehensive and continuing care for the individual in the context of the family and the community.

### **Scope of Practice**

Family physicians in the United States may hold either an M.D. or a D.O. degree. Physicians who specialize in family medicine must successfully complete an accredited three-year family medicine residency in the United States in addition to their medical degree. They are then eligible to sit for a board certification examination now required by most hospitals and health plans. The American Board of Family Medicine requires its Diplomats to maintain certification through an ongoing process of continuing medical education, medical knowledge review, patient care oversight

through chart audits, practice-based learning through quality improvement projects and retaking the board certification examination every 7 to 10 years.

The term "family medicine" is used in Canada and many European and Asian countries, instead of "general medicine" or "general practice". In Sweden, certification in family medicine requires five years working with a tutor, after the medical degree. In India, those who want to specialize in family medicine must complete a three-year family medicine residency, after their medical degree (MBBS). They are awarded either a DNB or an MD in family medicine. Similar systems exist in other countries.

Family physicians deliver a range of acute, chronic and preventive medical care services. In addition to diagnosing and treating illness, they also provide preventive care, including routine checkups, health-risk assessments, immunization and screening tests, and personalized counseling on maintaining a healthy lifestyle. Family physicians also manage chronic illness, often coordinating care provided by other subspecialists. Many American family physicians deliver babies and provide prenatal care.

Family medicine and family physicians play a very important role in the healthcare system of a country. In U.S., for example, nearly one in four of all office visits are made to family physicians. That is 208 million office visits each year — nearly 83 million more than the next largest medical specialty. Today, family physicians provide more care for America's underserved and rural populations than any other medical specialty.

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