

**ERASMUS+ TANULMÁNYI ÉS GYAKORNOKI MOBILITÁS**  
**2016. JÚLIUS 15-AUGUSZTUS 12**  
**MÁLTA**  
**2016-1-HU01-KA116-022776**

I. **At the airport** (At the check-in desk)

**CHECK-IN WORKER:** Hello. Where are you flying today?

**YOU:** Hi, I'm flying to London, England.

**CHECK-IN WORKER:** Can I see your ticket and your passport, please?

**YOU:** Sure. Here's my passport. And here's my e-ticket.

**CHECK-IN WORKER:** Thank you. Would you like a window seat?

**YOU:** No, I'd like an aisle seat please.

**CHECK-IN WORKER:** OK, and is all this luggage yours?

**YOU:** These two bags are mine.

**CHECK-IN WORKER:** All right. One of your bags is overweight... I'm going to have to charge you for the excess weight.

**YOU:** I see. How much extra do I have to pay? And can I pay by credit card?

II. **At the hotel** (Making a reservation)

**HOTEL CLERK:** The Four Seasons Hotel. How can I help you?

**YOU:** Hello, My name is Mr. Wong. I'd like to reserve a room. Do you have any available from March 10th to March 13th?

**HOTEL CLERK:** Yes, we do. Would you like a double room or a single room?

**YOU:** How much is the double room per night?

**HOTEL CLERK:** It's \$75 per night... And the single room is \$65 per night.

**YOU:** I'm looking for a room that would be nice for a romantic weekend. Which of the two do you recommend?

**HOTEL CLERK:** I'd go with the smaller one, the single room. It's much nicer... And two people can stay in that room.

**YOU:** OK, perfect. I'd like to reserve that one then.

**HOTEL CLERK:** Alright. I've made that reservation for you. And how will you be arriving?

**YOU:** We'll be arriving by car.

**HOTEL CLERK:** Perfect. We have an underground lot where you can park your car.

III. **At the hotel** (Checking-in)

**YOU:** Hello, My name is Dennis. I have a reservation.

**HOTEL CLERK:** Certainly, sir. (*CHECKS THE RESERVATION SYSTEM*) Yes, would you like a room facing the pool or the ocean?

**YOU:** Is there a difference in price between the two?

**HOTEL CLERK:** Yes, the rooms that face the ocean are \$100 per night, while the ones facing the pool are \$80 per night.

**YOU:** OK, I'll go with the one facing the ocean, please.

**HOTEL CLERK:** And you would like that for three nights, correct?

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

**HOTEL CLERK:** I'll have the porter bring up your bags.

**YOU:** No, that's fine, I'll do it myself.

IV. **At the hotel** (Getting from the hotel into the city)

**YOU:** How do I get to downtown from here? Can I take a bus or do I have to take a taxi?

**HOTEL CLERK:** There are no buses that go to downtown from here. You'll have to take a cab.

**YOU:** And how much does that cost?

**HOTEL CLERK:** The fare to downtown is usually about \$20. Would you like me to call you one?

**YOU:** Sure, can I get one for 2:00 PM?

**HOTEL CLERK:** Absolutely. It'll be waiting for you in front of the hotel. Is there anything else I can do for you?

**YOU:** Yes, can you get someone to change the sheets in my room?

**HOTEL CLERK:** Yes, of course.

**YOU:** Thanks. You have been very helpful.

v. **At the hotel** (Asking for directions)

**YOU:** Can you recommend a good restaurant around here?

**HOTEL CLERK:** Hmm... there aren't any restaurants around here...

**YOU:** What about in the city?

**HOTEL CLERK:** There are a lot of good restaurants in the area of the city called Uptown. If you go to Central Avenue, you'll see about 10 different restaurants, all of which are highly recommendable.

**YOU:** Great! How do we get to Central Avenue from here?

**HOTEL CLERK:** When you exit the parking lot, turn left on Main Street. Keep driving for about 10 blocks, and you'll come to Central Avenue. Turn right. The restaurant zone is about 5 blocks from there.

**YOU:** So, we have to make a right turn on Central Avenue?

**HOTEL CLERK:** That's correct. Would you like me to draw you a map?

**YOU:** No, thanks, I think we will be fine.

vi. **Buying tickets** (plane, train, bus)

**YOU:** Hello. Could I get two tickets to Boston, please, for the 5:00 PM bus.

**CLERK:** Sure. That'll be \$100.

**YOU:** Oh, I thought these tickets were on sale?

**CLERK:** They are, but only when you book two weeks in advance.

**YOU:** OK, no problem... I'll take them. How much did you say they were?

**CLERK:** \$100. You did want one-way tickets, not round-trip, right?

**YOU:** That's right. Can I pay by credit card?

**CLERK:** No, I'm sorry, we only accept cash.

**YOU:** OK, could you tell me where the nearest ATM (= cash machine) is?

**CLERK:** There's one in the bank across the street from here.

VII. **Restaurant (Seating)**

**HOSTESS:** Hi and welcome to Roberto's. Do you have a reservation?

**YOU:** No, we don't. Do you have any free tables this evening?

**HOSTESS:** Yes, we do... for 2?

**YOU:** No, for 4 please. Some friends will be joining us.

**HOSTESS:** Right this way, please. (*SHOWS YOU A TABLE*)

**YOU:** Could we get a table by the window?

**HOSTESS:** I'm sorry, but all those tables are reserved tonight...

**YOU:** Could you please double check for us? Those tables are really nice.

**HOSTESS:** Certainly. I'll be back in a second... You're in luck! Someone just cancelled their reservation!

**YOU:** That's great! Thank you very much for your help. **Restaurant –Ordering**

**WAITER:** Hi and welcome to Roberto's. Are you ready to order?

**YOU:** Not yet, give us a second, please.

**WAITER:** No problem. I'll be back in a couple of minutes.... (*AFTER A COUPLE OF MINUTES*) What would you like to order?

**YOU:** How big are your portions?

**WAITER:** Very big, you'll definitely get full :)

**YOU:** Perfect. And what does each order come with (= include)?

**WAITER:** Each order includes fries or a salad.

**YOU:** OK. I'll have the chicken breast, and for my wife... the trout.

**WAITER:** Great. And would you like fries or salad with that?

**YOU:** Fries for me and a salad for my wife.

**WAITER:** All right. I'll be right back with your order.

**IX. Leaving a Message**

**Caller 1:** Hello, this is Jane.

**Caller 2:** Hello, this is Ken. May I speak with Andy?

**Caller 1:** I'm afraid Andy isn't in at the moment.

**Caller 2:** Could you take a message?

**Caller 1:** Sure, just a moment let me get a pencil... OK.

**Caller 2:** Great. Can you tell Andy that we're meeting tomorrow at three o'clock.

**Caller 1:** OK ... three o'clock meeting with Ken. Does he know where the meeting is?

**Caller 2:** Tell him we'll be meeting in the corner office downtown.

**Caller 1:** Yes, corner office downtown. Is there anything else?

**Caller 2:** I'll leave my telephone number just in case he doesn't have it.

**Caller 1:** OK, I'm ready.

**Caller 2:** Yes, my cell phone number is 439 908 7754.

**Caller 1:** That's 439 808 7754.

**Caller 2:** No, it's 439 908 7754.

**Caller 1:** Ah, sorry.

**Caller 2:** No problem. Thanks for your help.

**Caller 1:** I'll make sure Andy sees this as soon as he gets in tonight.

**Caller 2:** Thank you. Good bye.

**Caller 1:** Good bye.

X. **Taking a Message**

**Receptionist:** Janson Wine Importers. Good Morning. How can I help you?

**Caller:** Could I speak to Mr Adams, please?

**Receptionist:** Who's calling please?

**Caller:** This is Anna Beare.

**Receptionist:** Sorry, I didn't catch your name.

**Caller:** Anna Beare. That's B E A R E

**Receptionist:** Thank you. And where are you calling from?

**Caller:** Sun Soaked Vineyards

**Receptionist:** OK Ms Beare. I'll try and put you through. ... I'm sorry but the line's busy.  
Would you like to hold?

**Caller:** Could I leave a message?

**Receptionist:** Certainly.

**Caller:** Could you tell Mr Adams that our shipment will be postponed and that the 200 cases ordered should arrive next Monday.

**Receptionist:** Shipment delayed ... arriving next Monday.

**Caller:** Yes, and could you ask him to call me back when the shipment arrives?

**Receptionist:** Certainly. Could you give me your number please?

**Caller:** Yes, it's 503-589-9087

**Receptionist:** That's 503-589-9087

**Caller:** Yes, that's right. Thanks for your help.

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**I. Asking a Question about a Bill**

**Caller 1:** Good afternoon, Northwest Electricity, how may I help you?

**Caller 2:** Good afternoon, this is Robert Tips, I have a question about my electricity bill this month.

**Caller 1:** I'd be happy to help you with that Mr. Tips. Can I have your account number?

**Caller 2:** I'm afraid I don't have that with me.

**Caller 1:** It's no problem, I'll just look your name up in our database.

**Caller 2:** Great.

**Caller 1:** Could you give me your address as well?

**Caller 2:** It's 2368 NW 21st Ave. Vancouver, Washington.

**Caller 1:** Yes, I have your account up on my computer. How may I help you?

**Caller 2:** The last bill I received seemed too high.

**Caller 1:** Yes, I see that it was considerably higher than last year. Did you use more electricity?

**Caller 2:** No, I don't think we used any more electricity that the year before.

**Caller 1:** OK, I'll tell you what I can do. I'll mark this and have a supervisor take a look at the account.

**Caller 2:** Thank you. When can I expect an answer?

**Caller 1:** We should have an answer for you by the end of the week. I'll give you an inquiry number.

**Caller 2:** OK, let me get a pen .... OK, I'm ready.

**Caller 1:** It's 3471.

**Caller 2:** That's 3471.

**Caller 1:** Yes, that's correct.

**Caller 2:** Thank you for your help.

## II. Telephone Banking

**Representative:** Hello. How can I help you today?

**Customer:** Hello. I'd like some information on the telephone banking services offered at by your bank.

**Representative:** Certainly. What is your account number?

**Customer:** at the High Street Branch.

**Representative:** What would you like to know?

**Customer:** How do I sign up?

**Representative:** Just let me know, I'll sign you up immediately.

**Customer:** Can you tell me how the telephone banking services work?

**Representative:** You can do all your day-to-day banking over the telephone, 24 hours a day.

**Customer:** That's great. How do I access my account?

**Representative:** Just call the bank, key in your PIN number and listen to the menu of options available.

**Customer:** How do I choose which option I want?

**Representative:** Just press the number for the service stated by the recording.

**Customer:** What kind of things can I do?

**Representative:** You can check your balance, pay bills, order a statement or even transfer money to another bank.

**Customer:** That's fantastic! Can I trade stocks and bonds.

**Representative:** I'm afraid you will have to have a special account for that.

**Customer:** What about getting help if I have any problems?

**Representative:** There's an automated answering machine and staff are available 9 to 5 seven days a week.

**Customer:** It all sounds very good to me. I'd like to sign up.

**Representative:** Alright, can you answer a few questions please?

**Customer:** Certainly...

### III. Problems with a Client

*(in an office)*

**Ms Adams:** Thank you for coming to the meeting today, Mr Gilder.

**Mr Gilder:** My pleasure, Ms Adams. Now, what problems are we having around here?

**Ms Adams:** Well, unfortunately, we're having a number of problems with our clients in Holland.

**Mr Gilder:** They usually pay on time. I don't understand ...

**Ms Adams:** Yes, you're right. They ARE excellent clients. Unfortunately, they aren't pleased with the merchandise we are sending them.

**Mr Gilder:** How can that be? We always provide first class products.

**Ms Adams:** I know, however they aren't happy. They say they are meeting with a new manufacturer next week.

**Mr Gilder:** Nonsense, and what are we doing to change things?

**Ms Adams:** Well, that's the reason for our meeting today. I'd like to make a few suggestions.

**Mr Gilder:** I'm listening ...

**Ms Adams:** Why don't we change suppliers?

**Mr Gilder:** Is that the problem?

**Ms Adams:** Let's take a look at some of the suppliers in the area. I'm sure we can find a better one.

**Mr Gilder:** OK, what other suggestions have you got?

**Ms Adams:** Shall we invite them to meet with us?

**Mr Gilder:** That's an excellent idea. It'll show them our concern.

**Ms Adams:** OK, I'll arrange a meeting. Thank you Mr Gilder.

**Mr Gilder:** No, thank you Ms Adams.

#### IV. What's in Your Office?

**David:** I've got a new office now...

**Maria:** That's great! Congratulations.

**David:** I'll need a desk and some cabinets. How many cabinets are there in your office?

**Maria:** I think there are four cabinets in my office.

**David:** And do you have any furniture in your office? I mean other than the chair at your desk.

**Maria:** Oh yes, I've got a sofa and two comfortable armchairs.

**David:** Are there any tables in your office?

**Maria:** Yes, I've got a table in front of the sofa.

**David:** Is there a computer in your office?

**Maria:** Oh yes, I keep a laptop on my desk next to the phone.

**David:** Are there any flowers or plants in your office?

**Maria:** Yes, there are a few plants near the window.

**David:** Where's your sofa?

**Maria:** The sofa is in front of the window, between the two armchairs.

**David:** Thanks a lot for your help Janet. This gives me a good idea of how to arrange my office.

**Maria:** My pleasure. Good luck with your decorating!

## V. What Were You Doing?

**Betsy:** I telephoned you yesterday afternoon but you didn't answer? Where were you?

**Brian:** I was in another room when you called. I didn't hear the phone ringing until it was too late.

**Betsy:** What were you working on?

**Brian:** I was photocopying a report that I needed to send to a client. What were you doing when you telephoned?

**Betsy:** I was looking for Tom and couldn't find him. Do you know where he was?

**Brian:** Tom was driving to a meeting.

**Betsy:** Oh, I see. What did you do yesterday?

**Brian:** I met the representatives from Driver's in the morning. In the afternoon, I worked on the report and was just finishing when you telephoned. What did you do?

**Betsy:** Well, at 9 I had a meeting with Ms Anderson. After that, I did some research.

**Brian:** Sounds like a boring day!

**Betsy:** Yes, I don't really like doing research. But it needs to be done.

**Brian:** I agree with you on that, no research - no business!

**Betsy:** Tell me about the report. What do you think of it?

**Brian:** I think the report is a good. Tom believes it's good, too.

**Betsy:** I know that every report you write is excellent.

**Brian:** Thank you Betsy, you are always a good friend!

## VI. Funds Transfer and Deposits

**Maria:** Alice, have you transferred the funds to the Anderson account yet?

**Alice:** No, I haven't done that yet.

**Maria:** Good, there are a few changes we need to make.

**Alice:** Really? It's good I haven't had a chance to go to the bank yet. What has been changed?

**Maria:** They've asked to how the funds transferred into three different accounts. Here's the updated information.

**Alice:** This looks more complicated.

**Maria:** It's not that difficult. Just take along the account numbers, amounts and payment scheme to the bank with you.

**Alice:** Am I authorized to make these changes?

**Maria:** I can call ahead and let them know. Here's the PIN number in any case.

**Alice:** Is there anything else I need to do?

**Maria:** Yes, could you make these deposits when you go.

**Alice:** Certainly, which accounts do you want to use.

**Maria:** Deposit the checks into our savings account. Put the cash into checking

**Alice:** OK, I'll probably leave in about a half an hour.

## VII. Putting Someone Through

**Receptionist:** Janson Wine Importers. Good Morning. How can I help you?

**Caller:** Could I speak to Ms Simpleton, please?

**Receptionist:** Who's calling please?

**Caller:** This is Jack Reilly from Lookout Vineyards.

**Receptionist:** Sorry, I didn't get your name.

**Caller:** Jack Reilly. That's R E I L L Y.

**Receptionist:** Thank you. And where are you calling from?

**Caller:** Lookout Vineyards.

**Receptionist:** OK Mr Reilly. I'll try and put you through.

**Caller:** Thank you.

**Receptionist:** You're welcome.

## VIII. How to Use an ATM

**Susan:** How do I use the ATM?

**Alan:** First of all, put your card in this slot and enter your PIN.

**Susan:** OK. Then I choose withdrawal?

**Alan:** Yes, choose withdrawal, not account information.

**Susan:** What's next?

**Alan:** The ATM calls up your checking or savings account.

**Susan:** And then?

**Alan:** Enter the amount you want to take out of your account.

**Susan:** How much can I take out?

**Alan:** Most accounts have a limit of \$400.

**Susan:** What happens after I enter the withdrawal amount?

**Alan:** The ATM gives you bills, usually \$20 bills. Take the money and receipt from the slots.

## IX. Placing an Order (*on the telephone*)

**Jane Tegal:** Hello, this is Jane Tegal from Excellerator Co. calling. May I speak to Mr. Mitchell?

**Arthur Mitchell:** Hello Ms Tegal, this is Arthur Mitchell.

**Jane Tegal:** Hello, I'd like to place an order for a number of your Millennium desk units.

**Arthur Mitchell:** Certainly. How many were you interested in ordering for purchase?

**Jane Tegal:** Quite a few. Do you have many available in the warehouse?

**Arthur Mitchell:** We keep a large supply in stock. There's also a showroom with quite a few on hand. It shouldn't be a problem.

**Jane Tegal:** Well then. I'd like 75 units by the end of the month. Could I get an estimate before place an order?

**Arthur Mitchell:** Certainly, I'll have it for you by the end of the day.

**Jane Tegal:** What does the estimate include?

**Arthur Mitchell:** Estimates include merchandise, packaging and shipping, duty if required, any taxes and insurance.

**Jane Tegal:** Do you ship door-to-door?

**Arthur Mitchell:** Certainly, all shipments are door-to-door.

Delivery dates depend on your location, but we can usually deliver within 14 business days.

**Jane Tegal:** Thank you for your help.

**Arthur Mitchell:** My pleasure. You can expect an e-mail by 5 this afternoon.

## X. Looking for a Bookkeeper

**Bruce:** Have you finished the balance sheets yet?

**Alice:** I've been working on them since 10 this morning. I'm almost done.

**Bruce:** No need to rush. I don't need them until tomorrow morning.

**Alice:** Janet told me we're looking for a new bookkeeper. Is that true?

**Bruce:** Yes, We've been looking, but no luck yet.

**Alice:** I know someone who'd be perfect.

**Bruce:** Oh really, does she have any experience?

**Alice:** Of course, she's been working for Smith CPA and Co. since 2004.

**Bruce:** Great. Ask her to come in for an interview.

**Alice:** Sounds good. She's not too happy in her current position. I'm sure she'll be interested in interviewing for the job.

**Bruce:** Oh, I almost forgot to ask ... have you opened the new accounts at Wells Fargo?

**Alice:** Yes, I have. Here are the account numbers, PIN number, and paperwork.

**Bruce:** Thanks. Well, let me know when you finish those balance sheets.

**Alice:** Sure, I should be done soon.

## XI. Tomorrow's Meeting

**Alice:** We're having a meeting tomorrow. Can you make it?

**Kevin:** When is it taking place?

**Alice:** We're planning on 10 o'clock. Is that OK?

**Kevin:** Yes, that'll be fine.

**Alice:** We're going to go over last quarter's sales figures.

**Kevin:** Good. I have some input I'd like to make.

**Alice:** Frank is also going to make some suggestions on improving the bottom line.

**Kevin:** That'll be interesting. He's got keen insights.

**Alice:** Yes, he's going to outline some new sales strategies.

**Kevin:** Is Alan attending?

**Alice:** No, he's flying to San Francisco and won't be able to make it.

**Kevin:** Oh well, maybe He'll phone in.