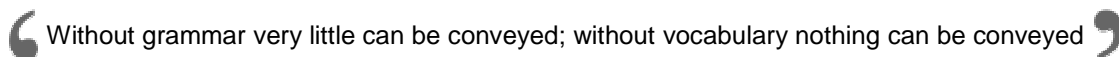


English Vocabulary



Without grammar very little can be conveyed; without vocabulary nothing can be conveyed

D.A. Wilkins, *Linguistics in Language Teaching* - Edward Arnold, 1972

English Idioms

Idioms are fun and useful expressions that usually cannot be understood by defining the separate words. For example, if your host mother says, "I think it's time to **hit the hay**", she means, "I think it's bed-time"! You would not be able to understand her by looking up the words **hit** and **hay**. Like phrasal verbs, these expressions need to be memorized as a whole. Try visualizing them or drawing pictures when you study them. For example, draw a picture of a cow sleeping in some hay. The idiom **out of the blue** means "unexpectedly". Your teacher or homestay family will call you **one smart cookie** if you come up with an idiomatic expression like that when they least expect it!

Most idioms don't seem to make any sense because their origins are so old. Some of them come from ancient literature or even classic films. Learning the background of idioms can help you to remember them. Try checking your dictionary or asking a teacher or native speaker if they know the origin. Remember, not all idioms are considered standard English. Some English-speaking regions use specific idioms that other native English speakers have never heard before. You can find information about most expressions by looking them up online.

Try studying these idioms by learning one list at a time. Or, use these lists to help you when you come across an idiom you don't understand. One important thing to remember is that the subject of the idiom doesn't usually relate to the meaning.

- [Animal Idioms](#)
- [Body Idioms](#)
- [Colour Idioms](#)
- [Clothing Idioms](#)
- [Food Idioms](#)
- [Geography and Weather Idioms](#)
- [Sports Idioms](#)

After you study the idioms, try writing your own sentences with them. If you have studied hard enough, you will find that the quizzes are **a piece of cake**!

Animal Idioms

| Idiom | Meaning | Example Sentence |
|---------------------------------|---|---|
| ants in one's pants | unable to sit still or remain calm out of nervousness or excitement | Lisa had ants in her pants the day before her interview. |
| (the) birds and the bees | sex education | I learned about the birds and the bees when my baby brother was born. |
| cat nap | a short sleep | I'm going to have a cat nap while you're cooking dinner. |
| cat's got one's tongue | said about someone who doesn't speak (usually due to shyness) | It looks like the cat's got your tongue , Lucy. Are you always this quiet? |

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| chicken out | to decide not to do something out of fear (usually just before) | I was going to take a ride on Geoff's motorcyle, but I chickened out when he gave me a helmet to wear. |
| clam up | become quiet suddenly | Arthur clammed up when I asked him about his family. |
| copy cat | a person who does the same thing as someone else | My sister is such a copy cat . First she bought the same car as me, and now she's applying to my school. |
| dog days | very hot days | I sleep in the basement during the dog days of August. |
| dropping like flies | dying/giving up quickly | My roses are dropping like flies in this early frost. |
| eager beaver | a person who is excited about doing certain work | Ever since he got his new drill set my husband has been an eager beaver around the house. |
| fishy | odd, suspicious | I knew something fishy was going on when I saw all of my friends' cars in my mom's driveway. |
| have a cow | get extremely upset (often over something minor) | My teacher had a cow when she realized nobody had done the homework. |
| hold your horses | wait and be patient | Hold your horses! I'll be done in the washroom in a minute. |
| holy cow! | Wow, I'm surprised! | Holy cow! I can't believe you ate everything on your plate. |
| horse around | play roughly | If you're going to horse around , please go outside. |
| get the lion's share | get the greatest percentage | My aunt got the lion's share of the inheritance. |
| in the dog house | in trouble with another person | I don't think Marsha is coming out tonight. She's still in the dog house for forgetting Aaron's birthday. |
| kill two birds with one stone | get two things done at once | If you pick the groceries up when you drop George off for his shift, you will kill two birds with one stone . |
| kitty corner | diagonal direction | The gas station is kitty corner to the library. |
| let the cat out of the bag | reveal a secret | Who let the cat out of the bag about the surprise party? |
| (a) little bird told me | I heard something (usually secretive or unknown) from someone (not named) | A little bird told me that you are thinking of quitting your job. |
| make a beeline | go straight for something | My grandma made a beeline for the smoking room as soon as she got off the airplane. |

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| monkey see, monkey do | silly/unintelligent people tend to copy each other's actions | Our one-year-old is saying bad words now. I told my husband, " Monkey see, monkey do! " |
| nest egg | money saved for the future | We have a nest egg that we might have to use if Jim goes on sick leave. |
| pig out | eat a lot of something | I pigged out on pancakes so I don't have room for lunch. |
| raining cats and dogs | raining heavily | I forgot my umbrella, and it was raining cats and dogs . |
| rat race | fierce, competitive struggle for power, position etc | I'm ready to leave this rat race and retire in Mexico. |
| smell a rat | begin to suspect trickery etc | I asked my brothers not to tell my parents that I went out, but I could smell a rat as soon as I opened the door. |
| straight from the horse's mouth | directly from the original source | I know Jenny is pregnant, because I heard it straight from the horse's mouth . |
| take the bull by the horns | face a challenge or danger boldly | If you really think you deserve a promotion, you'll have to take the bull by the horns . |
| until the cows come home | for a very long time | I could eat pizza and ice-cream until the cows come home . |

Body Idioms

| Idiom | Meaning | Example Sentence |
|--------------------------------------|--|--|
| all ears | fully listening | Give me a minute to finish my work and then I'll be all ears to hear about your project. |
| break a leg | good-luck | Today's the big game, eh? Break a leg! |
| cold feet | nervous just before a big event | My sister didn't get cold feet until she put her wedding gown on. |
| cost an arm and a leg | be very expensive | These cakes are delicious, but they cost an arm and a leg . |
| cry your heart out | cry very hard | I cried my heart out when my best friend moved away. |
| face the music | meet, stand up to unpleasant consequences, for example criticism or punishment | I stayed out all night. When I eventually got home I had to face the music from my wife. |
| (my) flesh and blood | relative | I have to hire Mia. She's my own flesh and blood . |
| get something off one's chest | tell someone your problems | Thanks for listening to me complain about my boss. I just needed to get this off my chest . |

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| give a hand, lend a hand | help (someone) do something | I can give you a hand when you move if you like. |
| have one's head in the clouds | be unaware or unrealistic about something | Amy has her head in the clouds if she thinks she's going to pass her exams without studying. |
| head over heels | deeply in love | My brother is head over heels for his new girlfriend. |
| head start | an earlier start | The kids gave Anthony a head start in the bicycle race because he was the youngest. |
| in over one's head | taking on a task that you can't handle | I was in over my head when I agreed to babysit the triplets and the dogs. |
| keep an eye on | take care of, watch in order to protect | I'll keep an eye on the dinner while you're on the phone. |
| keep one's chin up | try to be cheerful | Keep your chin up. I'm sure you'll make some friends soon. |
| learn by heart, know by heart | memorize | I learned my multiplication tables by heart in the fourth grade. |
| let one's hair down | relax, have fun | Go to the cottage and let your hair down this weekend. |
| (my) lips are sealed | promise to keep a secret | Don't worry, I won't tell your mother how much you spent. My lips are sealed. |
| makes my blood boil | makes me very angry | It makes my blood boil when people don't tie up their dogs. |
| neck of the woods | nearby location or region | I heard that they might be opening a post office in our neck of the woods soon. |
| (an) old hand | an experienced person | My uncle's an old hand at car repair. He'll know what the problem is. |
| over my dead body | not unless I'm dead and can't stop you | My daughter wants a tatoo. I told her she'd get one over my dead body. |
| pat on the back | recognition or a thank-you | The party organizers deserve a pat on the back for a job well done. |
| play something by ear | do something without a plan | We don't know if the weather will be good enough for camping. We'll have to play it by ear. |
| pull one's leg | joke or tease someone | I was just pulling your leg. I'm not really a police officer. |
| rule of thumb | basic rule (not always followed) | The rule of thumb is that the students wear black pants and white shirts. |
| see eye to eye | agree | The couple don't see eye to eye on how to |

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| | | train their pets. |
| (by the) skin of one's teeth | just barely | I passed my exam by the skin of my teeth . |
| stick your neck out | help someone a lot, with possible bad consequences for oneself | I stuck my neck out for Bessie when she was thrown out of her house. |
| sweet tooth | a love of sugar or sweet things | I need three spoonfuls of sugar in my tea. I have a sweet tooth . |
| thick in the head | not very intelligent | I'm a bit thick in the head when it comes to reading a map. |
| wash one's hands of something | stop dealing with an issue or problem | I'm washing my hands of Mary's addiction. She is going to have to get some professional help. |

Colour Idioms

| Idiom | Meaning | Example Sentence |
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| beet red | dark red (usually to describe face) | My sister's face turned beet red when I caught her singing in front of a mirror. |
| black and blue | bruised and beaten | We found the poor guy black and blue near the train tracks. |
| black and white | straight forward, very clear | The rules we gave the kids were black and white . No answering the phone or the door. |
| black out | faint | I always black out at the sight of blood. |
| black sheep | the odd or bad member of the group | My oldest brother was the black sheep in our family. He dropped out of school at fifteen. |
| born with a silver spoon in one's mouth | born into a rich family | Keiko hasn't worked a day in her life. She was born with a silver spoon in her mouth . |
| catch red handed | catch someone in the act of doing something wrong or illegal | The kids were caught red handed stealing chocolate bars. |
| golden opportunity | the perfect chance | The models' conference was a golden opportunity for me to sell my beauty products. |
| grass is always greener on the other side | you always want what you don't have | I always wanted to go to university, but now I wish I had time to get a job. Grass is always greener on the other side . |
| grey area, gray area | something without a clear rule or answer | Writing personal email in the office is a grey area that needs to be discussed at the next meeting. |
| the green light | permission | The builders were given the green light to begin |

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| | | the tower. |
| green with envy | very jealous | I am green with envy over Julio's new wardrobe. |
| (have a) green thumb | be skillful in the garden | You can tell by her flower garden that Sheila has a green thumb . |
| have the blues | be sad or depressed | I always have the the blues during the winter time. |
| in the dark | unaware | Antoine left his wife in the dark about their honeymoon destination until they got to the airport. |
| in the red | in debt | When we were in the red we almost had to sell the house. |
| once in a blue moon | very rarely | We only go out for dinner once in a blue moon . |
| out of the blue | unexpectedly | I got a phone call from a long lost cousin out of the blue last week. |
| red tape | official or bureaucratic tasks | There is still some red tape to deal with in terms of the inheritance. |
| red eye | an airplane flight that takes off after midnight | I caught the red eye so that I would see the sunrise over the mountains. |
| roll out the red carpet | treat someone like royalty | When relatives come to town my grandmother rolls out the red carpet . |
| rose coloured glasses | unrealistic view | Paula imagines Hollywood with rose coloured glasses . |
| see red | be very angry | I saw red when that guy grabbed my sister's purse. |
| tickled pink | very pleased and appreciative | My mom was tickled pink when my father brought roses home for her. |
| true colours | real self | Suzanne doesn't show her true colours when we have guests over. |
| white lie | an innocent lie to protect another person's feelings | We told Grandma that her cake was delicious, which was actually a white lie . |
| with flying colours | with distinction | I passed my road test with flying colours . |

Clothing Idioms

| Idiom | Meaning | Example Sentence |
|-------------------------------------|------------------------------------|--|
| at the drop of a hat | without needing any advance notice | My Grandma will babysit for anyone at the drop of a hat . |
| (have a) bee in one's bonnet | something that is annoying someone | Milan has had a bee in his bonnet all day, but he won't tell me what's wrong. |

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| below the belt | beyond what is fair or socially acceptable | His comment about Manfred's handicap was below the belt . |
| bursting at the seams | not fitting anymore | I ate too much. I'm bursting at the seams in these jeans. |
| caught with one's pants down | unprepared | My students caught me with my pants down on Monday. I forgot about the field trip. |
| (have a) card up one's sleeve | have a secret or reserve plan | I think Josh has a card up his sleeve cause he wants me to wear a dress to the fast-food restaurant. |
| buckle down | work extra hard | It's almost exam time, so I need to buckle down this weekend. |
| burn a hole in one's pocket | money that one is tempted to spend | Let's go to the mall after school. There's a hundred dollar bill burning a hole in my pocket . |
| dress to kill, dress to the nines | dress in nice or sexy clothes | My cousin was dressed to kill on her birthday. |
| fit like a glove | fit perfectly (tight to one's body) | Anita's prom dress fits me like a glove . |
| fine-tooth comb | in great detail, extremely carefully | The police looked for fingerprints with a fine-tooth comb . |
| fly by the seat of one's pants | do by instinct, not by plan | I had never taught art to kids before. I had to fly by the seat of my pants . |
| handle with kid gloves | treat delicately | Please handle my grandmother's tea set with kid gloves . |

Food Idioms

| Idiom | Meaning | Example Sentence |
|---------------------------------|------------------------------------|---|
| apple of one's eye | a person that is adored by someone | Baby Jessica is the apple of her father's eye . |
| (have a) bun in the oven | be pregnant | I don't think Jan will come to the bar because she has a bun in the oven . |
| bad egg | a person who is often in trouble | I don't want my little brother hanging around with the bad eggs on the street. |
| big cheese | very important person (VIP) | I thought I was just going to interview the secretary, but they let me talk to the big cheese himself. |
| bread and butter | necessities, the main thing | Just explain the bread and butter of your report. You don't have to go into details. |
| bring home the bacon | earn the income | My husband has had to bring home the bacon ever since I broke my leg. |

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| (score) brownie points | things done or said that make someone else like you better | I scored brownie points with my teacher by bringing her a cup of coffee. |
| butter someone up | be extra nice to someone (usually for selfish reasons) | We'll have to butter Angie up before we tell her the news about the broken vase. |
| (have one's) cake and eat it too | want more than your fair share or need | Rick wants to have his cake and eat it too . He wants to be single but he doesn't want me to date anyone else. |
| carrot top | person with red or orange hair | Simon is the first carrot top I've ever gone out with. |
| cheesy | silly | I love reading cheesy romance novels because I don't have to think. |
| cool as a cucumber | very relaxed | I thought I was afraid of flying, but I was cool as a cucumber all the way to England. |
| cream of the crop | the best | We hired the cream of the crop to entertain us at the Christmas party. |
| (don't) cry over spilled milk | get upset over something that has happened and cannot be changed | The mirror is broken and we can't fix it. There's no need to cry over spilled milk . |
| cup of joe | cup of coffee | Let's stop for a cup of joe before we head to work. |
| (not my) cup of tea | something you enjoy (usually used negatively) | Opera isn't exactly my cup of tea . |
| egg someone on | urge someone to do something | The gang tried to egg us on but we didn't want to fight. |
| freeze one's buns off | be very cold | I froze my buns off at the ice rink. |
| full of beans | have a lot of (silly) energy | The kids were full of beans after the circus. |
| gravy train | extremely good pay for minimal work | The unionized grocers have been enjoying the gravy train for twenty years. |
| (have something) handed to someone on a silver platter | receive without working for something | The professor's daughter had her college diploma handed to her on a silver platter . |
| hard nut to crack | difficult to understand (often a person) | Angelo is a hard nut to crack when something is bothering him like this. |
| hot potato | a controversial or difficult subject | Choosing a location for our new store is a hot potato right now. |
| in a nutshell | simply | In a nutshell , I'm having a bad day. |
| nuts about something, someone | like a lot | I'm nuts about classical music these days. |

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| out to lunch | crazy or mad | Harry has been out to lunch ever since he lost his job. |
| one smart cookie | a very intelligent person | Your daughter is one smart cookie . She reads much higher than her grade level. |
| peach fuzz | small amount of hair growth | Except for a bit of peach fuzz , the baby came out bald. |
| piece of cake | very easy | The exam was a piece of cake . |
| put all of ones eggs in one basket | rely on one single thing | Even though I'm majoring in Art, I'm taking a maths course because my Dad says I shouldn't put all of my eggs in one basket . |
| souped up | made more powerful or stylish | The car was souped up with shiny rims and a loud stereo. |
| sell like hot cakes | bought by many people | The new Harry Potter books sold like hot cakes . |
| spice things up | make something more exciting | I wanted to spice things up in the office, so I bought some red and gold paint. |
| spill the beans | reveal the truth | On Monday, I'm going to spill the beans about my travel plans. |
| take something with a pinch (grain) of salt | don't consider something 100% accurate | Take Mandy's advice with a pinch of salt . She doesn't always do her research. |
| use your noodle | use your brain | You're going to have to really use your noodle on this crossword puzzle. It's an extra difficult one. |

Geography and Weather Idioms

| Idiom | Meaning | Example Sentence |
|----------------------------|---|--|
| (on) cloud nine | extremely happy | Andrea was on cloud nine when she bought her new car. |
| dig deep | look hard for information | I had to dig deep to find my old report cards. |
| dirt cheap | very inexpensive | The clothes at the thrift shop are dirt cheap . |
| down to earth | natural or real (personality) | Lucile is really down to earth for a woman with so much money. |
| fair-weather friend | a person who is only a friend in good times | I can't talk to Nancy about my boyfriend problems. She's only a fair-weather friend . |
| a field day | a very enjoyable time | The kids had a field day at the water slide park. |
| go downhill | get progressively worse | My grades started going downhill when I got a |

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| | | part-time job. |
| go with the flow | continue in the same way as others | Nobody trained me at work. I just went with the flow . |
| hit the hay | go to sleep | I'm exhausted. I think I'll hit the hay early tonight. |
| hit the road | leave | It's getting late. We had better hit the road . |
| keep one's head above water | have just enough money to live | It's hard to keep my head above water with all of these medical bills. |
| know which way the wind blows | know how things will turn out | Who knows which way the wind will blow ? I just hope Jesse gets one of the jobs he's applied for. |
| make a mountain out of a molehill | make a small problem seem big | The car only got a tiny dent. You're making a mountain out of a molehill . |
| out of the woods | clear of danger | The doctor said my heart is doing better, but I'm not out of the woods yet . |
| over the hill | past middle age | I knew I was over the hill when I started needing glasses to read. |
| rain on someone else's parade | ruin somebody else's happiness | Whenever I had a dance recital, my older brother always rained on my parade . |
| stick-in-the-mud | a loner or person who won't join in | They didn't bother inviting Charles to the party because he's always a stick-in-the-mud . |
| (as) quick as lightning | very fast | Wow! Your shower was as quick as lightning . |
| the tip of the iceberg | a small part of a large problem | The lost tickets were just the tip of the iceberg . |
| take a raincheck | accept at a later date | I'd love to go out for dinner, but can I take a raincheck ? |
| under the weather | ill | I was feeling under the weather so I went back to bed. |
| up the creek | in trouble | If my Dad finds out I had a party I'll be up the creek . |
| win by a landslide | win by a lot of points | The skier in the green coat won by a landslide . |
| (get) wind of something | overhear something about someone or something (often gossip) | My Dad has a new girlfriend. I got wind of it over dinner tonight. |

Phrasal Verbs List

This is a list of about 200 common phrasal verbs, with meanings and examples. Phrasal verbs are usually two-word phrases consisting of **verb + adverb** or **verb + preposition**. Think of them as you would any other English vocabulary. Study them as you come across them, rather than trying to memorize many at once. Use the list below as a reference guide when you find an expression that you don't recognize. The examples will help you understand the meanings. If you think of each phrasal verb as a separate verb with a specific meaning, you will be able to remember it more easily. Like many other verbs, phrasal verbs often have more than one meaning. As well as learning their meanings, you need to learn [how to use phrasal verbs](#) properly. Some phrasal verbs require a direct object (*someone/something*), while others do not. Some phrasal verbs can be separated by the object, while others cannot. Review the [grammar lesson on phrasal verbs](#) from time to time so that you don't forget the rules!

EnglishClub.com Tip

Most phrasal verbs consist of two words, but a few consist of **three** words, which always stay together.

| Verb | Meaning | Example |
|-----------------------------|-------------------------------------|---|
| ask someone out | invite on a date | Brian asked Judy out to dinner and a movie. |
| ask around | ask many people the same question | I asked around but nobody has seen my wallet. |
| add up to something | equal | Your purchases add up to \$205.32. |
| back something up | reverse | You'll have to back up your car so that I can get out. |
| back someone up | support | My wife backed me up over my decision to quit my job. |
| blow up | explode | The racing car blew up after it crashed into the fence. |
| blow something up | add air | We have to blow 50 balloons up for the party. |
| break down | stop functioning (vehicle, machine) | Our car broke down at the side of the highway in the snowstorm. |
| break down | get upset | The woman broke down when the police told her that her son had died. |
| break something down | divide into smaller parts | Our teacher broke the final project down into three separate parts. |
| break in | force entry to a building | Somebody broke in last night and stole our stereo. |

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| break into <i>something</i> | enter forcibly | The firemen had to break into the room to rescue the children. |
| break <i>something in</i> | wear something a few times so that it doesn't look/feel new | I need to break these shoes in before we run next week. |
| break in | interrupt | The TV station broke in to report the news of the president's death. |
| break up | end a relationship | My boyfriend and I broke up before I moved to America. |
| break up | start laughing (informal) | The kids just broke up as soon as the clown started talking. |
| break out | escape | The prisoners broke out of jail when the guards weren't looking. |
| break out in <i>something</i> | develop a skin condition | I broke out in a rash after our camping trip. |
| bring someone down | make unhappy | This sad music is bringing me down . |
| bring someone up | raise a child | My grandparents brought me up after my parents died. |
| bring something up | start talking about a subject | My mother walks out of the room when my father brings up sports. |
| bring something up | vomit | He drank so much that he brought his dinner up in the toilet. |
| call around | phone many different places/people | We called around but we weren't able to find the car part we needed. |
| call someone back | return a phone call | I called the company back but the offices were closed for the weekend. |
| call something off | cancel | Jason called the wedding off because he wasn't in love with his fiancé. |
| call on someone | ask for an answer or opinion | The professor called on me for question 1. |
| call on someone | visit someone | We called on you last night but you weren't home. |
| call someone up | phone | Give me your phone number and I will call you up when we are in town. |
| calm down | relax after being angry | You are still mad. You need to calm down before you drive the car. |
| not care for <i>someone/something</i> | not like (formal) | I don't care for his behaviour. |
| catch up | get to the same point as someone else | You'll have to run faster than that if you want to catch up with Marty. |

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| check in | arrive and register at a hotel or airport | We will get the hotel keys when we check in . |
| check out | leave a hotel | You have to check out of the hotel before 11:00 AM. |
| check someone/something out | look at carefully, investigate | The company checks out all new employees. |
| check out someone/something | look at (informal) | Check out the crazy hair on that guy! |
| cheer up | become happier | She cheered up when she heard the good news. |
| cheer someone up | make happier | I brought you some flowers to cheer you up . |
| chip in | help | If everyone chips in we can get the kitchen painted by noon. |
| clean something up | tidy, clean | Please clean up your bedroom before you go outside. |
| come across something | find unexpectedly | I came across these old photos when I was tidying the closet. |
| come apart | separate | The top and bottom come apart if you pull hard enough. |
| come down with something | become sick | My nephew came down with chicken pox this weekend. |
| come forward | volunteer for a task or to give evidence | The woman came forward with her husband's finger prints. |
| come from somewhere | originate in | The art of origami comes from Asia. |
| count on someone/something | rely on | I am counting on you to make dinner while I am out. |
| cross something out | draw a line through | Please cross out your old address and write your new one. |
| cut back on something | consume less | My doctor wants me to cut back on sweets and fatty foods. |
| cut something down | make something fall to the ground | We had to cut the old tree in our yard down after the storm. |
| cut in | interrupt | Your father cut in while I was dancing with your uncle. |
| cut in | pull in too closely in front of another vehicle | The bus driver got angry when that car cut in . |
| cut in | start operating (of an engine or electrical device) | The air conditioner cuts in when the temperature gets to 22°C. |

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| cut something off | remove with something sharp | The doctors cut off his leg because it was severely injured. |
| cut something off | stop providing | The phone company cut off our phone because we didn't pay the bill. |
| cut someone off | take out of a will | My grandparents cut my father off when he remarried. |
| cut something out | remove part of something (usually with scissors and paper) | I cut this ad out of the newspaper. |
| do someone/something over | beat up, ransack (Br.E., informal) | He's lucky to be alive. His shop was done over by a street gang. |
| do something over | do again (N.Amer.) | My teacher wants me to do my essay over because she doesn't like my topic. |
| do away with something | discard | It's time to do away with all of these old tax records. |
| do something up | fasten, close | Do your coat up before you go outside. It's snowing! |
| dress up | wear nice clothing | It's a fancy restaurant so we have to dress up . |
| drop back | move back in a position/group | Andrea dropped back to third place when she fell off her bike. |
| drop in/by/over | come without an appointment | I might drop in/by/over for tea some time this week. |
| drop someone/something off | take someone/something somewhere and leave them/it there | I have to drop my sister off at work before I come over. |
| drop out | quit a class, school etc | I dropped out of Science because it was too difficult. |
| eat out | eat at a restaurant | I don't feel like cooking tonight. Let's eat out . |
| end up | eventually reach/do/decide | We ended up renting a movie instead of going to the theatre. |
| fall apart | break into pieces | My new dress fell apart in the washing machine. |
| fall down | fall to the ground | The picture that you hung up last night fell down this morning. |
| fall out | separate from an interior | The money must have fallen out of my pocket. |
| fall out | (of hair, teeth) become loose and | His hair started to fall out when he |

| | | |
|----------------------------------|--|---|
| | unattached | was only 35. |
| figure something out | understand, find the answer | I need to figure out how to fit the piano and the bookshelf in this room. |
| fill something in | to write information in blanks (Br.E.) | Please fill in the form with your name, address, and phone number. |
| fill something out | to write information in blanks (N.Amer.) | The form must be filled out in capital letters. |
| fill something up | fill to the top | I always fill the water jug up when it is empty. |
| find out | discover | We don't know where he lives. How can we find out ? |
| find something out | discover | We tried to keep the time of the party a secret, but Samantha found it out . |
| get something across/over | communicate, make understandable | I tried to get my point across/over to the judge but she wouldn't listen. |
| get along/on | like each other | I was surprised how well my new girlfriend and my sister got along/on . |
| get around | have mobility | My grandfather can get around fine in his new wheelchair. |
| get away | go on a vacation | We worked so hard this year that we had to get away for a week. |
| get away with something | do without being noticed or punished | Jason always gets away with cheating in his maths tests. |
| get back | return | We got back from our vacation last week. |
| get something back | receive something you had before | Liz finally got her Science notes back from my room-mate. |
| get back at someone | retaliate, take revenge | My sister got back at me for stealing her shoes. She stole my favourite hat. |
| get back into something | become interested in something again | I finally got back into my novel and finished it. |
| get on something | step onto a vehicle | We're going to freeze out here if you don't let us get on the bus. |
| get over something | recover from an illness, loss, difficulty | I just got over the flu and now my sister has it. |
| get over something | overcome a problem | The company will have to close if it can't get over the new regulations. |
| get round to something | finally find time to do (N.Amer.: get | I don't know when I am going to get |

| | | |
|----------------------------|--|---|
| | around to <i>something</i>) | round to writing the thank you cards. |
| get together | meet (usually for social reasons) | Let's get together for a BBQ this weekend. |
| get up | get out of bed | I got up early today to study for my exam. |
| get up | stand | You should get up and give the elderly man your seat. |
| give someone away | reveal hidden information about someone | His wife gave him away to the police. |
| give someone away | take the bride to the altar | My father gave me away at my wedding. |
| give something away | ruin a secret | My little sister gave the surprise party away by accident. |
| give something away | give something to someone for free | The library was giving away old books on Friday. |
| give something back | return a borrowed item | I have to give these skates back to Franz before his hockey game. |
| give in | reluctantly stop fighting or arguing | My boyfriend didn't want to go to the ballet, but he finally gave in . |
| give something out | give to many people (usually at no cost) | They were giving out free perfume samples at the department store. |
| give something up | quit a habit | I am giving up smoking as of January 1st. |
| give up | stop trying | My maths homework was too difficult so I gave up . |
| go after someone | follow someone | My brother tried to go after the thief in his car. |
| go after something | try to achieve something | I went after my dream and now I am a published writer. |
| go against someone | compete, oppose | We are going against the best soccer team in the city tonight. |
| go ahead | start, proceed | Please go ahead and eat before the food gets cold. |
| go back | return to a place | I have to go back home and get my lunch. |
| go out | leave home to go on a social event | We're going out for dinner tonight. |
| go out with someone | date | Jesse has been going out with Luke |

| | | |
|---|-------------------------------------|---|
| | | since they met last winter. |
| go over <i>something</i> | review | Please go over your answers before you submit your test. |
| go over | visit someone nearby | I haven't seen Tina for a long time. I think I'll go over for an hour or two. |
| go without <i>something</i> | suffer lack or deprivation | When I was young, we went without winter boots. |
| grow apart | stop being friends over time | My best friend and I grew apart after she changed schools. |
| grow back | regrow | My roses grew back this summer. |
| grow up | become an adult | When Jack grows up he wants to be a fireman. |
| grow out of <i>something</i> | get too big for | Elizabeth needs a new pair of shoes because she has grown out of her old ones. |
| grow into <i>something</i> | grow big enough to fit | This bike is too big for him now, but he should grow into it by next year. |
| hand <i>something down</i> | give something used to someone else | I handed my old comic books down to my little cousin. |
| hand <i>something in</i> | submit | I have to hand in my essay by Friday. |
| hand <i>something out</i> | to distribute to a group of people | We will hand out the invitations at the door. |
| hand <i>something over</i> | give (usually unwillingly) | The police asked the man to hand over his wallet and his weapons. |
| hang in | stay positive (N.Amer., informal) | Hang in there. I'm sure you'll find a job very soon. |
| hang on | wait a short time (informal) | Hang on while I grab my coat and shoes! |
| hang out | spend time relaxing (informal) | Instead of going to the party we are just going to hang out at my place. |
| hang up | end a phone call | He didn't say goodbye before he hung up . |
| hold <i>someone/something back</i> | prevent from doing/going | I had to hold my dog back because there was a cat in the park. |
| hold <i>something back</i> | hide an emotion | Jamie held back his tears at his grandfather's funeral. |
| hold on | wait a short time | Please hold on while I transfer you to the Sales Department. |

| | | |
|--|---|---|
| hold onto <i>someone/something</i> | hold firmly using your hands or arms | Hold onto your hat because it's very windy outside. |
| hold <i>someone/something up</i> | rob | A man in a black mask held the bank up this morning. |
| keep on doing <i>something</i> | continue doing | Keep on stirring until the liquid comes to a boil. |
| keep <i>something from</i> <i>someone</i> | not tell | We kept our relationship from our parents for two years. |
| keep <i>someone/something out</i> | stop from entering | Try to keep the wet dog out of the living room. |
| keep <i>something up</i> | continue at the same rate | If you keep those results up you will get into a great college. |
| let <i>someone down</i> | fail to support or help, disappoint | I need you to be on time. Don't let me down this time. |
| let <i>someone in</i> | allow to enter | Can you let the cat in before you go to school? |
| look after <i>someone/something</i> | take care of | I have to look after my sick grandmother. |
| look down on <i>someone</i> | think less of, consider inferior | Ever since we stole that chocolate bar your dad has looked down on me. |
| look for <i>someone/something</i> | try to find | I'm looking for a red dress for the wedding. |
| look forward to <i>something</i> | be excited about the future | I'm looking forward to the Christmas break. |
| look into <i>something</i> | investigate | We are going to look into the price of snowboards today. |
| look out | be careful, vigilant, and take notice | Look out! That car's going to hit you! |
| look out for <i>someone/something</i> | be especially vigilant for | Don't forget to look out for snakes on the hiking trail. |
| look <i>something over</i> | check, examine | Can you look over my essay for spelling mistakes? |
| look <i>something up</i> | search and find information in a reference book or database | We can look her phone number up on the Internet. |
| look up to <i>someone</i> | have a lot of respect for | My little sister has always looked up to me. |
| make <i>something up</i> | invent, lie about something | Josie made up a story about about why we were late. |
| make up | forgive each other | We were angry last night, but we |

| | | |
|--------------------------------------|--|--|
| | | made up at breakfast. |
| make someone up | apply cosmetics to | My sisters made me up for my graduation party. |
| mix something up | confuse two or more things | I mixed up the twins' names again! |
| pass away | die | His uncle passed away last night after a long illness. |
| pass out | faint | It was so hot in the church that an elderly lady passed out . |
| pass something out | give the same thing to many people | The professor passed the textbooks out before class. |
| pass something up | decline (usually something good) | I passed up the job because I am afraid of change. |
| pay someone back | return owed money | Thanks for buying my ticket. I'll pay you back on Friday. |
| pay for something | be punished for doing something bad | That bully will pay for being mean to my little brother. |
| pick something out | choose | I picked out three sweaters for you to try on. |
| point someone/something out | indicate with your finger | I'll point my boyfriend out when he runs by. |
| put something down | put what you are holding on a surface or floor | You can put the groceries down on the kitchen counter. |
| put someone down | insult, make someone feel stupid | The students put the substitute teacher down because his pants were too short. |
| put something off | postpone | We are putting off our trip until January because of the hurricane. |
| put something out | extinguish | The neighbours put the fire out before the firemen arrived. |
| put something together | assemble | I have to put the crib together before the baby arrives. |
| put up with someone/something | tolerate | I don't think I can put up with three small children in the car. |
| put something on | put clothing/accessories on your body | Don't forget to put on your new earrings for the party. |
| run into someone/something | meet unexpectedly | I ran into an old school-friend at the mall. |
| run over someone/something | drive a vehicle over a person or | I accidentally ran over your bicycle in |

| | | |
|--|--|---|
| | thing | the driveway. |
| run over/through <i>something</i> | rehearse, review | Let's run over/through these lines one more time before the show. |
| run away | leave unexpectedly, escape | The child ran away from home and has been missing for three days. |
| run out | have none left | We ran out of shampoo so I had to wash my hair with soap. |
| send <i>something back</i> | return (usually by mail) | My letter got sent back to me because I used the wrong stamp. |
| set <i>something up</i> | arrange, organize | Our boss set a meeting up with the president of the company. |
| set <i>someone up</i> | trick, trap | The police set up the car thief by using a hidden camera. |
| shop around | compare prices | I want to shop around a little before I decide on these boots. |
| show off | act extra special for people watching (usually boastfully) | He always shows off on his skateboard |
| sleep over | stay somewhere for the night (informal) | You should sleep over tonight if the weather is too bad to drive home. |
| sort <i>something out</i> | organize, resolve a problem | We need to sort the bills out before the first of the month. |
| stick to <i>something</i> | continue doing something, limit yourself to one particular thing | You will lose weight if you stick to the diet. |
| switch <i>something off</i> | stop the energy flow, turn off | The light's too bright. Could you switch it off . |
| switch <i>something on</i> | start the energy flow, turn on | We heard the news as soon as we switched on the car radio. |
| take after <i>someone</i> | resemble a family member | I take after my mother. We are both impatient. |
| take <i>something apart</i> | purposely break into pieces | He took the car brakes apart and found the problem. |
| take <i>something back</i> | return an item | I have to take our new TV back because it doesn't work. |
| take off | start to fly | My plane takes off in five minutes. |
| take <i>something off</i> | remove something (usually clothing) | Take off your socks and shoes and come in the lake! |
| take <i>something out</i> | remove from a place or thing | Can you take the garbage out to the street for me? |

| | | |
|----------------------------------|---|---|
| take someone out | pay for someone to go somewhere with you | My grandparents took us out for dinner and a movie. |
| tear something up | rip into pieces | I tore up my ex-boyfriend's letters and gave them back to him. |
| think back | remember (often + to, sometimes + on) | When I think back on my youth, I wish I had studied harder. |
| think something over | consider | I'll have to think this job offer over before I make my final decision. |
| throw something away | dispose of | We threw our old furniture away when we won the lottery. |
| turn something down | decrease the volume or strength (heat, light etc) | Please turn the TV down while the guests are here. |
| turn something down | refuse | I turned the job down because I don't want to move. |
| turn something off | stop the energy flow, switch off | Your mother wants you to turn the TV off and come for dinner. |
| turn something on | start the energy, switch on | It's too dark in here. Let's turn some lights on . |
| turn something up | increase the volume or strength (heat, light etc) | Can you turn the music up ? This is my favourite song. |
| turn up | appear suddenly | Our cat turned up after we put posters up all over the neighbourhood. |
| try something on | sample clothing | I'm going to try these jeans on , but I don't think they will fit. |
| try something out | test | I am going to try this new brand of detergent out . |
| use something up | finish the supply | The kids used all of the toothpaste up so we need to buy some more. |
| wake up | stop sleeping | We have to wake up early for work on Monday. |
| warm someone/something up | increase the temperature | You can warm your feet up in front of the fireplace. |
| warm up | prepare body for exercise | I always warm up by doing sit-ups before I go for a run. |
| wear off | fade away | Most of my make-up wore off before I got to the party. |
| work out | exercise | I work out at the gym three times a week. |

| | | |
|---------------------------|--------------------|--|
| work out | be successful | Our plan worked out fine. |
| work something out | make a calculation | We have to work out the total cost before we buy the house. |

Say or Tell?

Say and **tell** have similar meanings. They both mean to communicate verbally with someone. But we often use them differently.

The simple way to think of say and tell is:

- You **say something**
- You **tell someone something**

| You say something | You tell someone something |
|---|---|
| Ram said that he was tired. | Ram told Jane that he was tired. |
| Anthony says you have a new job. | Anthony tells me you have a new job. |
| Tara said: "I love you." | Tara told John that she loved him. |

But, of course, it is not always so easy. Here are a few rules to help you.

Personal object

We usually follow tell with a personal object (the person that we are speaking to). We usually use say without a personal object:

- She told me that she loved John.
- She said that she loved John.

- He told everybody that he had to leave.
- He said that he had to leave.

Say "to someone"

With say, we sometimes use "to someone":

- He said to me that he was tired.
- Tara said to Ram that he had done very well.
- Anthony said to her, "I hope you come soon."
- "I'd like to sleep," she said to him quietly.

Direct speech

We can use say with direct speech. We use tell only with direct speech that is an instruction or information:

- Amanda said, "Hello John. How are you?"
- "That's great" she said.
- He told her: "Open the door quietly."
- She told me, "I have never been to England."

We can use say with direct questions, but we cannot use tell:

- She said: "Do you love me?"
- The policeman said to the prisoner, "Where were you at 8pm?"

Reported speech

We can use say and tell to talk about reported information:

- She said that it was raining.
- She told me that she would call at 2pm.

We cannot use say or tell to talk about reported questions. We must use ask (or a similar verb):

- She asked if I had ever been there.
- They asked what I wanted to eat.
- She asked where he lived.
- He asked if she wanted to go home.

Orders, advice

We use tell + object + infinitive for orders or advice:

- She told him to sit down.
- They told me not to wait.
- Tell Neil to have a holiday and forget her.

Phrases

Here are a few fixed phrases with tell. We cannot use say with these phrases:

- tell (someone) a story
- tell (someone) a lie
- tell (someone) the truth
- tell the future (= to know what the future will bring)
- tell the time (= know how to read a clock)

Right and wrong

Read these examples of correct and incorrect usage:

| We cannot... | These are NOT possible... | These are possible... |
|---|--|--|
| say someone to do something | Tara said Jo to go away. | Tara told Jo to go away. |
| say someone something | Panita said me that she was hungry. | Panita told me that she was hungry. |
| tell something | He told that he likes coffee. | He said that he likes coffee. |
| tell to someone | Tookta told to me that she was coming. | Tookta told me that she was coming. |
| | | Tookta said to me that she was coming. |
| say a lie | Siriluck always says lies. | Siriluck always tells lies. |
| tell somebody "direct speech" (except instructions and information) | Ram told Nok: "Let's turn on the TV." | Ram said to Nok: "Let's turn on the TV." |
| | | (Ram told Nok, "Turn on the TV.") |
| | | (Ram told Nok: "I was born in 1985.") |
| say or tell a reported question | She said if I wanted to come. | She asked if I wanted to come. |
| | Tookta told what I wanted to do. | Took asked what I wanted to do. |

Interjections

Hi! That's an interjection. :-)

"Interjection" is a big name for a little word. Interjections are short exclamations like **Oh!**, **Um** or **Ah!** They have no real grammatical value but we use them quite often, usually more in speaking than in writing. When interjections are inserted into a sentence, they have no grammatical connection to the sentence. An interjection is sometimes followed by an exclamation mark (!) when written.

Here are some interjections with examples:

| interjection | meaning | example |
|--------------|--|--|
| ah | expressing pleasure | "Ah, that feels good." |
| | expressing realization | "Ah, now I understand." |
| | expressing resignation | "Ah well, it can't be helped." |
| | expressing surprise | "Ah! I've won!" |
| alas | expressing grief or pity | "Alas, she's dead now." |
| dear | expressing pity | "Oh dear! Does it hurt?" |
| | expressing surprise | "Dear me! That's a surprise!" |
| eh | asking for repetition | "It's hot today." "Eh?" "I said it's hot today." |
| | expressing enquiry | "What do you think of that, eh?" |
| | expressing surprise | "Eh! Really?" |
| | inviting agreement | "Let's go, eh?" |
| er | expressing hesitation | "Lima is the capital of...er...Peru." |
| hello, hullo | expressing greeting | "Hello John. How are you today?" |
| | expressing surprise | "Hello! My car's gone!" |
| hey | calling attention | "Hey! look at that!" |
| | expressing surprise, joy etc | "Hey! What a good idea!" |
| hi | expressing greeting | "Hi! What's new?" |
| hmm | expressing hesitation, doubt or disagreement | "Hmm. I'm not so sure." |
| oh, o | expressing surprise | "Oh! You're here!" |
| | expressing pain | "Oh! I've got a toothache." |
| | expressing pleading | "Oh, please say 'yes!'" |

| | | |
|---------|-----------------------|---|
| ouch | expressing pain | "Ouch! That hurts!" |
| uh | expressing hesitation | "Uh...I don't know the answer to that." |
| uh-huh | expressing agreement | "Shall we go?" "Uh-huh." |
| um, umm | expressing hesitation | "85 divided by 5 is...um...17." |
| well | expressing surprise | "Well I never!" |
| | introducing a remark | "Well, what did he say?" |

Irregular Adjectives (comparative, superlative)

The regular way to make comparative/superlative adjectives is to add **-er/-est** or to use **more/most**. A small number of adjectives, however, are irregular and some of these can be regular or irregular. The most important ones are listed here:

| Adjective | Comparative | Superlative | | Example |
|--------------------------|-------------|--------------|-----------|--|
| good | better | the best | irregular | Tara is the best athlete in the school. |
| well (healthy) | better | the best | irregular | He is still in hospital, but he is better than he was last week. |
| bad | worse | the worst | irregular | You are the worst driver I have ever known. |
| far | further | the furthest | irregular | My house is the furthest one. |
| far | farther | the farthest | regular | My house is the farther one. |
| old (people in a family) | elder | the eldest | irregular | Ram is my elder brother. |
| old (general use) | older | the oldest | regular | Your teacher is older than my teacher. |

Prefixes

A **prefix** is placed at the beginning of a word to modify or change its meaning. This is a list of the most common prefixes in English, together with their basic meaning and some examples. You can find more detail or precision for each prefix in any good dictionary. The origins of words are extremely complicated. You should use this list as a guide only, to help you understand possible meanings. But be very careful, because often what appears to be a prefix is not a prefix at all. Note also that this list does not include elements like "auto-" or "bio-", because these are "combining forms", not prefixes.

| Prefix | | Meaning | Examples |
|----------|--|--|--|
| a- | also an- | not, without | atheist, anaemic |
| a- | | to, towards | aside, aback |
| | | in the process of, in a particular state | a-hunting, aglow |
| a- | | of | anew |
| | | completely | abashed |
| ab- | also abs- | away, from | abdicate, abstract |
| ad- | also a-, ac-, af-, ag- al-, an-, ap-, at- as-, at- | movement to, change into, addition or increase | advance, adulterate, adjunct, ascend, affiliate, affirm, aggravate, alleviate, annotate, apprehend, arrive, assemble, attend |
| ante- | | before, preceding | antecedent, ante-room |
| anti- | also ant- | opposing, against, the opposite | anti-aircraft, antibiotic, anticlimax, Antarctic |
| be- | | all over, all around | bespatter, beset |
| | | completely | bewitch, bemuse |
| | | having, covered with | bejewelled |
| | | affect with (added to nouns) | befog |
| | | cause to be (added to adjectives) | becalm |
| com- | also co-, col-, con-, cor- | with, jointly, completely | combat, codriver, collude, confide, corrode |
| contra- | | against, opposite | contraceptive |
| counter- | | opposition, opposite direction | counter-attack, counteract |
| de- | | down, away | descend, despair, depend, deduct |

| | | | |
|--------|---------------------------|-------------------------------------|--|
| | | completely | denude, denigrate |
| | | removal, reversal | de-ice, decamp |
| dia- | <i>also</i> di- | through, across | diagonal |
| dis- | <i>also</i> di- | negation, removal, expulsion | disadvantage, dismount, disbud, disbar |
| en- | <i>also</i> em- | put into or on | engulf, enmesh |
| | | bring into the condition of | enlighten, embitter |
| | | intensification | entangle, enrage |
| ex- | <i>also</i> e-, ef- | out | exit, exclude, expand |
| | | upward | exalt, extol |
| | | completely | excruciate, exasperate |
| | | previous | ex-wife |
| extra- | | outside, beyond | extracurricular |
| hemi- | | half | hemisphere |
| hyper- | | beyond, more than, more than normal | hypersonic, hyperactive |
| hypo- | | under | hypodermic, hypothermia |
| in- | <i>also</i> il-, im- | not, without | infertile, inappropriate, impossible |
| | <i>also</i> il-, im-, ir- | in, into, towards, inside | influence, influx, imbibe |
| infra- | | below | infrared, infrastructure |
| inter- | | between, among | interact, interchange |
| intra- | | inside, within | intramural, intravenous |
| non- | | absence, negation | non-smoker, non-alcoholic |
| ob- | <i>also</i> oc-, of-, op- | blocking, against, concealing | obstruct, occult, offend, oppose |
| out- | | surpassing, exceeding | outperform |
| | | external, away from | outbuilding, outboard |
| over- | | excessively, completely | overconfident, overburdened, overjoyed |
| | | upper, outer, over, above | overcoat, overcast |
| peri- | | round, about | perimeter |

| | | | |
|--------|---|---|---|
| post- | | after in time or order | postpone |
| pre- | | before in time, place, order or importance | pre-adolescent, prelude, precondition |
| pro- | | favouring, in support of | pro-African |
| | | acting for | proconsul |
| | | motion forwards or away | propulsion |
| | | before in time, place or order | prologue |
| re- | | again | repaint, reappraise, reawake |
| semi- | | half, partly | semicircle, semi-conscious |
| sub- | also suc-, suf-, sug-, sup-, sur-, sus- | at a lower position | submarine, subsoil |
| | | lower in rank | sub-lieutenant |
| | | nearly, approximately | sub-tropical |
| syn- | also sym- | in union, acting together | synchronize, symmetry |
| trans- | | across, beyond | transnational, transatlantic |
| | | into a different state | translate |
| ultra- | | beyond | ultraviolet, ultrasonic |
| | | extreme | ultramicroscopic |
| un- | | not | unacceptable, unreal, unhappy, unmanned |
| | | reversal or cancellation of action or state | unplug, unmask |
| under- | | beneath, below | underarm, undercarriage |
| | | lower in rank | undersecretary |
| | | not enough | underdeveloped |

EnglishClub.com Tip

A **prefix** goes at the beginning of a word.
A **suffix** goes at the end of a word.

Other Contractions

Here are some more examples showing some very common contractions.

EnglishClub.com Tip

It is possible, and common, to contract three words, for example: I'd've thought so = I would have thought so.

Informal Contractions >

| Short form | Long form | Example |
|------------|------------|-----------------------------------|
| here's | here is | Here's your meal. |
| there'll | there will | There'll be nobody here tomorrow. |
| there's | there is | There's a taxi! |
| that's | that is | That's my car! |
| that'll | that will | That'll be \$10, please. |
| how's | how is? | How's your wife? |
| what'll | what will? | What'll people think? |
| what's | what is? | What's the matter? |
| when's | when is? | When's the wedding? |
| where's | where is? | Where's the cinema? |
| who's | who is? | Who's your teacher? |
| who'd | who would? | Who'd like ice-cream? |
| who'll | who will? | Who'll be there? |

Informal Contractions

Informal contractions are short forms of other words that people use when speaking casually. They are not exactly slang, but they are a little like slang.

For example, "gonna" is a short form of "going to". If you say "going to" very fast, without carefully pronouncing each word, it can sound like "gonna".

Please remember that these are **informal** contractions. That means that we do not use them in "correct" speech, and we almost never use them in writing. (If you see them in writing, for example in a comic strip, that is because the written words represent the spoken words or dialogue.) We normally use them only when speaking fast and casually, for example with friends. Some people never use them, even in informal speech.

It is probably true to say that informal contractions are more common in American English.

Also note that, unlike normal contractions, we do not usually use apostrophes (') with informal contractions when written.

On the right are some common informal contractions, with example sentences. Note that the example sentences may be a little artificial because when we use a contraction we may also use other contractions in the same sentence, or even drop some words completely. For example:

- What are you going to do? >>
- **Whatcha** going to do? >>
- **Whatcha gonna** do?

or

- Do you want a beer?
- Do you **wanna** beer?
- **D'you wanna** beer?
- **D'ya wanna** beer?
- **Ya wanna** beer?
- **Wanna** beer?

EnglishClub.com Tip

These informal contractions are not "correct" English. Do not use them in a written exam, for example, except in appropriate situations.

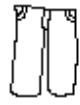
- ain't = am not/are not/is not
I ain't sure.
You ain't my boss.
- ain't = has not/have not
I ain't done it.
She ain't finished yet.
- gimme = give me
Gimme your money.
Don't gimme that rubbish.
Can you gimme a hand?

- gonna = going to
Nothing's gonna change my love for you.
I'm not gonna tell you.
What are you gonna do?
- gotta = (have) got a
I've gotta gun.
I gotta gun.
She hasn't gotta penny.
Have you gotta car?
- gotta = (have) got to
I've gotta go now.
I gotta go now.
We haven't gotta do that.
Have they gotta work?
- kinda = kind of
She's kinda cute.
- lemme = let me
Lemme go!
- wanna = want to
I wanna go home.
- wanna = want a
I wanna coffee.
- whatcha = what are you
Whatcha going to do?
- whatcha = what have you
Whatcha got there?
- ya = you
Who saw ya?

Illustrated Vocabulary - Clothes



coat



trousers (UK)
pants (US)



hat



casual jacket
jacket



shorts



cap



sports jacket
jacket



dress



tie
necktie



jumper



skirt



bow tie



shirt



pants
panties



socks



tee-shirt



bra
brassiere



shoes



waistcoat



dressing gown



trainers

Illustrated Vocabulary - Clothing Accessories



hair ribbon



scarf



wallet



glasses



ring



purse



sun glasses



bracelet



handbag



ear-rings



belt



keys



necklace



watch



umbrella

Illustrated Vocabulary - Transport



bicycle,
bike



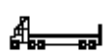
van



submarine



motorbike,
motorcycle



lorry (UK),
truck (US)



balloon



car (UK),
auto, automobile (US)



train



plane,
airplane



bus



ship



helicopter

Computer Vocabulary

Anti-virus software - A program that finds and removes viruses from a computer.

Backup - A copy on [floppy disk](#) or tape of files on a PC's hard disk. A backup is used in case the hard disk file(s) are erased or damaged.

Bit, bytes - A bit is the smallest piece of information that computers use. For simplicity, a PC uses bits in groups of 8 called bytes (8 bits = 1 byte).

Boot, boot up, boot disk - You boot (or boot up) your computer when you switch it on and wait while it prepares itself. Instructions for startup are given to the computer from the boot disk, which is usually the [hard disk](#).

Browser, to browse - A browser is a [program](#) like Netscape or Internet Explorer. You use it to view or browse the [Internet](#).

Bug - A (small) defect or fault in a [program](#).

Cache - A kind of [memory](#) used to make a computer work faster.

CD-ROM - A disk for storing computer information. It looks like an audio CD.

CPU - Central Processing Unit. This is a PC's heart or 'brains'.

DOS - Disk Operating System. The original system used for PCs. You type in commands instead of pointing and clicking.

Driver - A small [program](#) that tells a PC how a [peripheral](#) works.

Electronic mail (email, e-mail) - Messages sent from one computer to another. You can see email on the screen or print it out.

Floppy disk - A cheap, removable disk used for storing or transferring information. It is floppy (soft) because it is plastic. See [hard disk](#).

Floppy drive - The device used to run a [floppy disk](#) (usually drive 'A').

Folder (directory) - A sub-division of a computer's [hard disk](#) into which you put files.

Font - A particular sort of lettering (on the screen or on paper). Arial is a font. Times New Roman is another.

Format - All [hard disks](#) and [floppy disks](#) have to be electronically prepared for use by a process called formatting. Hard disks are pre-formatted by the computer manufacturer. If you buy a floppy disk that is not pre-formatted, you format it yourself, using a [program](#) that comes with your PC.

Graphics card - The equipment inside a computer that creates the image on the screen.

Hard disk - The main disk inside a computer used for storing [programs](#) and information. It is hard because it is metal. See [floppy disk](#).

Icon - A small image or picture on a computer screen that is a symbol for [folders](#), disks, peripherals, [programs](#) etc.

Internet - [International network](#) of computers that you connect to by telephone line. Two popular services of the Internet are the [World Wide Web](#) and [electronic mail](#).

Kb, Mb, Gb - Kilobytes, megabytes, gigabytes. Used to measure computer [memory](#) and storage.

Memory - Memory is for the temporary storing of information while a computer is being used. See [RAM, ROM](#) and [Cache](#).

MHz - Megahertz. This describes the speed of computer equipment. The higher the MHz the better the performance.

Modem - Equipment connected to a computer for sending/receiving digital information by telephone line. You need a modem to connect to the [Internet](#), to send [electronic mail](#) and to fax.

OCR - Optical Character Recognition. OCR lets a PC read a fax or scanned image and convert it to actual lettering.

Parallel port - A socket at the back of a computer for connecting external equipment or [peripherals](#), especially printers.

PC card - A device that is the same size as a thick credit card, for plugging into a slot on notebook computers. You can buy [memory](#), [modems](#) and [hard disks](#) as PC cards.

Peripheral - Any equipment that is connected externally to a computer. For example, printers, [scanners](#) and [modems](#) are peripherals.

Pixel - The image that you see on the screen is made of thousands of tiny dots, points or pixels.

Program Software that operates a PC and does various things, such as writing text (word-processing program), keeping accounts (accounts program) and drawing pictures (graphics program).

QWERTY - The first 6 letters on English-language keyboards are Q-W-E-R-T-Y. The first 6 letters on French-language keyboards are A-Z-E-R-T-Y.

RAM, ROM - Two types of [memory](#). RAM (Random Access Memory) is the main memory used while the PC is working. RAM is temporary. ROM (Read Only Memory) is for information needed by the PC and cannot be changed.

Resolution - The number of dots or [pixels](#) per inch (sometimes per centimetre) used to create the screen image.

Scanner - Equipment for converting paper documents to electronic documents that can be used by a computer.

Serial port - Socket at the back of a PC for connecting [peripherals](#).

Taskbar, Start button - Two areas of the screen in [Windows](#) 95. The taskbar, at the bottom of the screen, shows the [programs](#) in use. The start button, in the bottom left corner, is for opening new [programs](#).

TFT - Thin Film Transistor, a type of high quality screen for notebook computers.

Virus - A small, unauthorized [program](#) that can damage a PC.

Windows - An operating system used by the majority of PCs. The current versions are Windows 98 and Windows NT.

World Wide Web, WWW, the Web - WWW are initials that stand for World Wide Web. The Web is one of the services available on the [Internet](#). It lets you access millions of pages through a system of links. Because it is 'world-wide', it was originally called the World Wide Web or WWW.

WYSIWIG - 'What You See Is What You Get.' With a WYSIWIG program, if you print a document it looks the same on paper as it looks on the screen.

Computers

- 1 **application** *n.* a program dedicated to a specific task [eg: word processing, graphics etc]
- 2 **bit** *n.* binary digit, the basic binary unit for storing data, either 0 or 1 - see byte
- 3 **buffer** *n.* an area in memory used for temporary storage [eg: rapid input from keyboard]
- 4 **byte** *n.* 8 bits - **kilobyte** (approx. 1,000 bytes), **megabyte** (1 million), **gigabyte** (1 billion)
- 5 **Email** *n.* electronic mail; system of sending messages through the internet; e-mail
- 6 **floppy disk** *n.* small, removable magnetic disc for (permanent) storing of data; diskette
- 7 **hard disk** *n.* fixed, magnetic disc inside a PC for (permanent) storing of data
- 8 **hardware** *n.* the mechanical and electronic parts of a computer, not the software
- 9 **input** *n.* data entered into a computer (by keyboard, floppy disk etc) - *also v.*
- 10 **keyboard** *n.* the alphanumeric keys or buttons used to input data [QWERTY = 1st 5 keys]
- 11 **memory** *n.* part of a computer for (temporary) storing of data - see ram
- 12 **modem** *n.* device that converts data to a form that can be transmitted by telephone etc
- 13 **operating system** *n.* software that communicates with hardware, enabling applications to run
- 14 **output** *n.* data delivered by a computer (by printer, screen etc) - *also v.*
- 15 **peripheral** *n.* equipment linked to a computer [eg: printer, scanner, modem, mouse etc]
- 16 **program** *n.* software that contains coded instructions to control a computer - *also v.*
- 17 **RAM** *abbr.* random access memory [it goes away when one switches off]
- 18 **screen** *n.* the surface area of the visual display unit on which the image is formed
- 19 **software** *n.* the programs, routines etc for a computer, not the hardware
- 20 **WYSIWYG** *abbr.* What You See Is What You Get [data prints out exactly as on the screen]



Football Vocabulary

Football or soccer? Football refers to any of several games played with an inflated leather ball by two teams on a field with a goal at each end. The most common forms of football are: Rugby Football; American Football; Association Football—also known as soccer from (as)soc(iation football). The vocabulary on this page is for Soccer, the form most closely related to the original and the form played in the FIFA World Cup.

| | |
|-----------------------|--|
| attack | to make a forceful attempt to score a goal |
| attacker | a player that has possession of the ball |
| away game | a game played at the opponent's ground |
| away team | the team that is visiting the opponent's ground |
| beat | to defeat |
| bench | a long seat for several people |
| captain | the player who leads and directs the other players on the field |
| centre circle | a circular marking in the centre of the field from which kickoffs are taken |
| champions | a team that has beaten all other teams in a sporting contest |
| championship | a sporting contest for the position of champion |
| changing rooms | the rooms where players dress to play |
| cheer | to shout in encouragement and give support |
| corner kick | a restart of the game where the ball is kicked from one of the four corners of the field |
| cross | a pass from an attacking player near the sideline to a team player in the middle or on the opposite side of the field (<i>also a verb</i>) |
| crossbar | the horizontal beam across the top of a goal |
| defend | to resist an attack |
| defenders | the players that do not have possession of the ball |
| draw | a game that ends with both teams having the same number of goals |
| dropped ball | a way of restarting the game where the referee drops the ball between two players |
| equalizer | a goal that makes the score even (the same for both teams) |
| extra time | a further period of play added on to the game if the scores are equal |
| field | the rectangular, grass area where a game is played |
| field markings | the straight and curved white lines painted onto the field |

| | |
|---------------------------|--|
| FIFA | Federation Internationale de Football Association; the official body of international football |
| FIFA World Cup | a solid gold statue given to the champion of each World Cup tournament to keep for the next 4 years |
| first half | the first 45 minutes of the game, before half-time |
| fit | in form, in good health |
| fixture | a game played on a particular date |
| fixture list | a programme of games |
| forward | one of the three or four players on a team who play at the front and are responsible for most of the scoring |
| foul | an unfair or invalid piece of play, against the rules |
| free kick | a kick given to a player for a foul by the opposition; the player kicks the ball without any opposing players within ten feet of him |
| friendly game | a game that is not part of a serious contest |
| goal | 1. a ball that crosses the goal line between the goalposts and below the crossbar, winning one point 2. the structure consisting of two posts linked by a crossbar into which all goals are scored |
| goal area | the rectangular area 20 yards wide by 6 yards deep in front of each goal |
| goal kick | a way of restarting the game where the ball is kicked from inside the goal area away from the goal |
| goal line | the boundary or line at each end of the field |
| goalkeeper, goalie | the player in front of the goal who tries to stop the other team scoring |
| goalpost | one of the two upright posts of the goal, 8 feet high |
| goal scorer | a player who puts the ball into the goal and so "scores a goal" |
| ground | the place where a game is played |
| half-time | the 5-minute rest period between the first half and second half |
| hand ball | a foul, when a player touches the ball with his arm or hand |
| header | the striking of the ball by a player with his head |
| home | a team's own ground. |
| hooligan | a violent troublemaker |
| injury | a wound suffered by a player (for example: broken leg, sprained ankle) |

| | |
|-----------------------------------|--|
| injured player | a player who has been hurt or wounded |
| injury time | time added to the end of the first or second half to compensate for time lost because of player injuries |
| kick | to strike or hit with the foot (<i>also a noun</i>) |
| kick-off | the start of a game, or restart after a goal, when a player kicks the ball forwards |
| Laws of the Game | the 17 main rules for football established by FIFA |
| league | a group of teams that play each other for competition |
| linesman | the 2 officials who help the referee; they watch the sidelines and goal lines |
| match | a game of football |
| midfield | a region of the field near the midfield line |
| midfield line | a line that runs across the centre of the field; centre line; halfway line |
| midfield player | the players that play behind the forwards |
| national team | the team representing a particular country or nation |
| opposing team | a team playing against another team |
| own goal | a mistake, when a team places the ball inside its own goal |
| pass | When a player kicks the ball to a teammate |
| penalty area | a rectangular area in front of the goal, 44 yards wide by 18 yards deep |
| penalty kick, penalty shot | a kick from the penalty spot by a player against the opposing goal keeper; awarded for the most serious violations of the rules or used in the event of a draw |
| penalty spot | the small circle 12 yards in front of the goal |
| possession | control of the ball |
| red card | a small card, red in colour, that the referee holds up to show that a player must leave the game for very bad behaviour |
| referee | the chief official; he starts and stops play, makes all decisions about the rules, and acts as timekeeper |
| score (verb) | to put the ball into the goal and gain a point |
| score (noun) | the amount of goals for each team |
| score a hat trick | When one player gets three goals in the same game |
| scorer | a player who scores or gets a goal |

| | |
|--------------------------|--|
| scoreboard | a large panel or other display that shows the current score or number of goals for each side |
| second half | the second 45 minutes of the game, after half-time |
| send a player off | When the referee tells a player to leave the field for bad behaviour |
| side | one of the two teams playing a game |
| sideline | the line that runs along the length of the field on each side; touchline |
| spectator | a person who watches a game (or other performance) |
| stadium | a special sports ground with seats for spectators where football (or another game) is played |
| striker | a team's best forward who plays near the centre of the field |
| studs | small points on the underneath of a player's boots to help prevent slipping |
| substitute | a player who replaces another player on the field |
| supporter | a spectator who supports one of the teams and wants it to win |
| tackle | to try to take the ball away from another player by kicking or stopping it with the feet |
| team | the members of one side |
| tie | when two teams have scored the same number of goals in a game; a draw |
| tiebreaker | a way of choosing the winner of a game when both teams have the same number of goals, for example by a series of penalty kicks |
| ball | the hollow sphere that players kick in soccer |
| coach | a person who trains a team |
| net | the mesh of cord hung over and behind the goal; can also mean the goal itself |
| pitch | the football field |
| ticket tout | a person who tries to sell tickets at a price higher than the official price |
| to keep goal | to be the goal keeper or goalie |
| to score a goal | to put the ball into the goal or net |
| to shoot at goal | to kick the ball towards the goal |
| touch line | the line that runs along the length of the field on each side; sideline |
| underdog | a team that is not expected to win |
| unsporting | rude or bad conduct |

| | |
|--------------------|---|
| behaviour | |
| whistle | the instrument that the referee blows to create a loud, high-pitched sound |
| winger | a forward who plays to the side of the striker or strikers |
| World Cup | the international soccer competition between nations, organized by FIFA every 4 years |
| yellow card | a small card, yellow in colour, that the referee holds up to warn a player for bad behavior |

Christmas Vocabulary



| | |
|------------------------|---|
| advent | the arrival of someone or something important |
| Advent | the coming (or second coming) of Jesus Christ; the month leading up to Christmas |
| angel | a spiritual being acting as a messenger of God (usually shown as a human being with wings) |
| berry | a small round fruit |
| Bethlehem | the small town in the Middle East believed to be the birthplace of Jesus Christ |
| candle | a cylinder of wax with a central wick (like string) which burns to produce light |
| chimney | a vertical pipe in a house that allows smoke and gases to escape from a fireplace (Father Christmas traditionally enters a house through its chimney) |
| Christ | the title of Jesus (also used as His name) |
| Christian | a person who believes in Christianity; also an adjective |
| Christianity | the religion based on the teachings and person of Jesus Christ |
| Christmas | the annual Christian festival celebrating the birth of Jesus Christ (Christmas Day is on 25 December) |
| Christmas cake | a rich fruit cake covered with white icing, eaten at Christmas |
| Christmas card | a greetings card that people send to friends and family at Christmas |
| Christmas carol | a religious song or popular hymn that people sing at Christmas |
| Christmas Day | 25 December, the birthday of Jesus Christ |
| Christmas Eve | the evening or day before Christmas Day (24 December) |
| Christmas | the holiday period for about a week before and after Christmas Day |

holidays

| | |
|--------------------------|--|
| Christmas present | a gift or present given at Christmas |
| Christmas tree | an evergreen tree (often a spruce) that people decorate with lights and ornaments at Christmas |
| cracker | a decorated paper tube that makes a sharp noise ("crack!") and releases a small toy when two people pull it apart |
| decoration | something that adds beauty; ornament |
| egg-nog | a traditional Christmas drink made of alcohol with beaten eggs and milk |
| Father Christmas | an imaginary being who brings presents for children on the night before Christmas Day (also known as Santa Claus) - traditionally an old man with a red suit and white beard |
| fireplace | a partly enclosed space in a house where people light a fire for warmth |
| frankincense | a gum used for incense, one of the gifts that the three wise men gave to Jesus |
| gold | a yellow precious metal, one of the gifts that the three wise men gave to Jesus |
| holly | an evergreen plant with prickly dark green leaves and red berries |
| Jesus | the name of Christ, the central figure of Christianity (believed by Christians to be the Son of God) |
| Joseph | the husband of Mary (the mother of Jesus) |
| magi | the wise men from the East who brought gifts for the baby Jesus |
| manger | a trough for food for horses or cattle (used by Mary as a cradle or bed for Jesus) |
| Mary | the mother of Jesus |
| mistletoe | a parasitic plant with white berries, traditionally used as a Christmas decoration |
| myrrh | a gum used for perfume or incense, one of the gifts that the three wise men gave to Jesus |
| nativity | the birth of a person |
| the Nativity | the birth of Jesus Christ |
| nativity play | a play that people perform at Christmas based on the birth of Jesus |
| new year | the start of a year; the period just before and after 1 January |
| New Year's Day | 1 January |
| New Year's Eve | 31 December |
| ornament | an object that adds beauty to something; a decoration |
| present | a thing given to somebody as a gift. |
| reindeer | a deer with large antlers found in some cold climates (believed to pull the sleigh for Santa Claus or Father Christmas) |

| | |
|------------------------------|---|
| Santa Claus | an imaginary being who brings presents for children on the night before Christmas Day (also known as Father Christmas) - traditionally an old man with a red suit and white beard |
| shepherd | a person who looks after sheep |
| sleigh | a sledge or light cart on runners pulled by horses or reindeer over snow and ice |
| snow | water vapour from the sky that falls as white flakes and covers the ground |
| star | a bright point in the night sky which is a large, distant incandescent body like the sun |
| the star of Bethlehem | the star that announced the birth of Jesus and guided the wise men to find Him |
| tinsel | a decoration consisting of thin strips of shiny metal foil, traditionally used at Christmas |
| turkey | a bird like a large chicken, traditionally eaten at Christmas |
| white Christmas | a Christmas with snow on the ground |
| Xmas | abbreviation or informal term for Christmas |

Christmas Expressions

- Merry Christmas!
- Happy Christmas
- Happy New Year!
- Wishing you a prosperous New Year
- All the best for the coming year

British/North American Vocabulary

Here are some of the main differences in vocabulary between British and North American English.

| British | Canadian | American |
|-----------------------------|-------------------------|--------------------------------|
| anywhere | anywhere | anyplace |
| autumn | autumn/fall | fall |
| barrister | lawyer | attorney |
| beeper, pager | pager | beeper |
| bill (restaurant) | bill | check |
| biscuit | cookie | cookie |
| block of flats | apartment block | apartment building |
| bonnet | hood | hood |
| boot (<i>of car</i>) | trunk (<i>of car</i>) | trunk (<i>of automobile</i>) |
| car | car | automobile |
| caravan | trailer | trailer |
| chemist | drugstore | drugstore |
| chest of drawers | dresser | bureau |
| chips | French fries/chips | French fries |
| chocolate bar | chocolate bar | candy bar |
| the cinema | movies | the movies |
| clothes peg | clothes peg | clothespin |
| coffin | coffin | casket |
| condom | condom | rubber |
| crisps | potato chips | potato chips |
| crossroads | intersection | intersection |
| cupboard | cupboard | closet |
| cutlery | cutlery | silverware |
| diversion | diversion, detour | detour |
| drawing-pin | thumbtack | thumbtack |
| driving licence | driver's licence | driver's license |
| dummy (<i>for babies</i>) | soother | pacifier |

| | | |
|-------------------------|------------------------------|-------------------------------|
| dustbin | garbage can, trash can | ashcan, garbage can, trashcan |
| dustman | garbageman | garbage collector |
| engine | engine | motor |
| estate agent | real estate agent | realtor |
| film | movie | movie |
| flat | apartment | apartment |
| flat tyre | flat tire | flat |
| flyover | overpass | overpass |
| galoshes | galoshes | toe rubbers |
| gear-lever | gearshift | gearshift |
| Girl Guide | Girl Guide | Girl Scout |
| ground floor | ground floor, main floor | first floor |
| handbag | handbag | purse |
| holiday | holiday | vacation |
| jam | jam | jelly |
| jeans | jeans | blue jeans |
| jug | jug | pitcher |
| lift | elevator | elevator |
| lorry | truck | truck |
| luggage | luggage | baggage |
| mad | crazy | crazy |
| main road | main road, main thoroughfare | highway |
| maize | corn | corn |
| maths | math | math |
| mobile (<i>phone</i>) | cellular phone | cellular |
| motorbike | motorbike, motorcycle | motorcycle |
| motorway | highway, thoroughfare | freeway, expressway |
| motorway | freeway | freeway |
| napkin | serviette, table napkin | napkin |
| nappy | diaper | diaper |

| | | |
|--------------------------|-----------------------------------|-----------------------------|
| naughts and crosses | tick-tack-toe | tic-tack-toe |
| pants | shorts | shorts |
| pavement | sidewalk, pavement | sidewalk |
| petrol | gas, gasoline | gas, gasoline |
| The Plough | Big Dipper | Big Dipper |
| pocket money | pocket money | allowance |
| post | mail, post | mail |
| postbox | mailbox, post-box | mailbox |
| postcode | postal code | zip code |
| postman | mailman, letter carrier | mailman |
| pub | bar, pub | bar |
| public toilet | bathroom | rest room |
| puncture | flat | flat |
| railway | railway | railroad |
| return (<i>ticket</i>) | return | round-trip |
| reverse charge | collect call, reverse the charges | call collect |
| ring road | ring road | beltway |
| road surface | road surface, asphalt | pavement |
| roundabout | roundabout | traffic circle |
| rubber | eraser | eraser |
| rubbish | garbage, trash, refuse | garbage, trash |
| rubbish-bin | garbage can, trashcan | garbage can, trashcan |
| saloon (<i>car</i>) | sedan (<i>car</i>) | sedan (<i>automobile</i>) |
| shop | shop, store | store |
| single (<i>ticket</i>) | one-way (ticket) | one-way |
| solicitor | lawyer | attorney |
| somewhere | somewhere | someplace |
| spanner | wrench | wrench |
| spirits | spirits | hard liquor |
| sweets | candy, sweets | candy |

| | | |
|------------------------------|-------------------------|---------------------|
| tap (<i>indoors</i>) | tap (<i>indoors</i>) | faucet |
| tap (<i>outdoors</i>) | tap (<i>outdoors</i>) | spigot |
| taxi | taxi | cab |
| tea-towel | dish-towel | dish-towel |
| telly, TV | TV | TV |
| third-party insurance | third-party insurance | liability insurance |
| timetable | schedule | schedule |
| tin | tin can | can |
| toll motorway | toll highway | turnpike |
| torch | flashlight | flashlight |
| trousers | pants | pants |
| tube (<i>train</i>) | subway, metro | subway |
| underground (<i>train</i>) | subway, metro | subway |
| underpants | shorts | shorts |
| van | truck | truck |
| vest | undershirt | undershirt |
| waistcoat | vest | vest |
| wallet | wallet | billfold |
| wellington boots | rubber boots | rubbers |
| whisky | whisky, scotch | whiskey, scotch |
| windscreen | windshield | windshield |
| zip | zipper | zipper |

Abbreviations

The rule for punctuation of abbreviations is:

- if last letter of word and abbreviation are the same: no full stop (for example **Ltd**)
- if last letter of word and abbreviation are NOT the same: full stop (for example **Co.**)

| | | |
|----|---------------------------|--|
| 1 | A.G.M. | Annual General Meeting (of company shareholders) |
| 2 | A.O.B. | any other business (at the end of a meeting agenda) |
| 3 | a/c | account, as for bank account [eg: a/c no. 123456789] |
| 4 | c.i.f. | cost, insurance, freight |
| 5 | c/o | care of [on an envelope eg: Mrs G Smith, c/o Mrs B Brown] |
| 6 | cc: | copies to [at the end of a letter eg: cc: TE, JMR, JSA] |
| 7 | Co. | Company |
| 8 | e.g. | for example [from the Latin <i>exempli gratia</i>] |
| 9 | E.G.M. | Extraordinary General Meeting (of company shareholders) |
| 10 | f.o.b. | free on board |
| 11 | f.o.c. | free of charge |
| 12 | HQ | headquarters (of a company or other organisation) |
| 13 | Inc. ^{us} | Incorporated [after the name of a firm organised as a legal corporation] |
| 14 | Ltd ^{uk} | Limited [after the name of a firm organised as a legal company] |
| 15 | O.H.P. | overhead projector |
| 16 | P.A. | personal assistant |
| 17 | PLC ^{uk} | Public Limited Company [for a firm whose shares are sold on the open market] |
| 18 | p.t.o. | please turn over [at the end of a page] |
| 19 | v.a.t. | value added tax |
| 20 | WP | word processing (or creation of text by computer) |

Advertising

| | |
|-------------------------------------|--|
| 1 ad | abbr. advertisement - advert abbr. |
| 2 advertisement | n. item of publicity for a product or service, in magazine, on TV etc |
| 3 advertising agency | n. company specialising in producing and placing advertisements for clients |
| 4 AIDA | abbr. Attention, Interest, Desire, Action - the objective of all advertisements |
| 5 benefit | n. advantage of a product or service, usually derived from its features |
| 6 billboard ^{US} | n. signboard, usually outdoors, for advertising posters; hoarding ^{UK} |
| 7 circulation | n. average number of copies of a magazine sold in a particular period |
| 8 classified ads | n. small advertisements in magazine or newspaper categorised by subject |
| 9 commercial | n. paid advertisement on radio or TV |
| 10 coupon | n. part of a printed advertisement used for ordering goods, samples etc |
| 11 double-page spread | n. advertisement printed across 2 pages in a magazine or newspaper |
| 12 eye-catcher ^{US} | n. something that especially attracts one's attention - eye-catching adj. |
| 13 features | n. special characteristics of a product, usually leading to certain benefits |
| 14 hoarding ^{UK} | n. signboard, usually outdoors, for advertising posters; billboard ^{US} |
| 15 poster | n. large sheet of paper, usually illustrated, used as advertisement |
| 16 prime time | n. hours on radio & TV with largest audience, esp. the evening hours |
| 17 promote | v. to (try to) increase sales of a product by publicising and advertising it |
| 18 slot | n. specific time in a broadcasting schedule, when a commercial may be shown |
| 19 target | n. objective; what one is aiming at - target audience n. |
| 20 U.S.P. | abbr. Unique Selling Proposition; what makes a product different from others |

Air Travel

- | | | |
|----|----------------------------|---|
| 1 | aisle | <i>n.</i> corridor in aeroplane between the seats [there are usually one or two] |
| 2 | baggage claim | <i>n.</i> place where passengers go to find their luggage (cases etc) at the end of a flight |
| 3 | board | <i>v.</i> to get on or enter an aeroplane - on board <i>adv.</i> |
| 4 | boarding pass | <i>n.</i> special ticket showing that passenger has checked in and may board plane |
| 5 | check in | <i>v.</i> to register for a flight, inc. checking of tickets, passports, luggage etc - <i>also n.</i> |
| 6 | confirmation | <i>n.</i> passenger's telephone validation of return reservation; reconfirmation |
| 7 | departures board | <i>n.</i> large display in airport showing times, destinations etc of departing flights |
| 8 | domestic | <i>adj.</i> national, not international [a domestic flight is entirely within one country] |
| 9 | duty free | <i>adj.</i> [of products: cigarettes, perfume etc] not taxable; exempt from customs taxes |
| 10 | excess baggage | <i>n.</i> luggage that is more than the permitted or allowed weight |
| 11 | flight | <i>n.</i> an aeroplane scheduled to fly a certain route at a certain time |
| 12 | gate | <i>n.</i> the point in an airport at which a particular flight arrives and departs |
| 13 | hand luggage | <i>n.</i> light bags, briefcases etc that may be carried on board by passengers |
| 14 | IATA | <i>abbr.</i> International Air Transport Association |
| 15 | immigration officer | <i>n.</i> government official responsible for checking passengers' passports |
| 16 | jet lag | <i>n.</i> extreme tiredness etc after a long flight between extreme time zones |
| 17 | runway | <i>n.</i> the strip on which planes land and take off |
| 18 | stopover | <i>n.</i> a break for a day or two on an international flight |
| 19 | ticket | <i>n.</i> receipt for transportation etc. An air ticket has one coupon for each journey |
| 20 | transit | <i>n.</i> A transit passenger is one stopping at an airport that is not his destination |

Banking

- 1 **balance** *n.* the difference between credits and debits in an account
- 2 **bank charges** *n.* money paid to a bank for the bank's services etc
- 3 **branch** *n.* local office or bureau of a bank
- 4 **checkbook**^{US} *n.* book containing detachable checks; chequebook^{UK}
- 5 **check**^{US} *n.* written order to a bank to pay the stated sum from one's account; cheque^{UK}
- 6 **credit** *n.* money in a bank a/c; sum added to a bank a/c; money lent by a bank - *also v.*
- 7 **credit card** *n.* (plastic) card from a bank authorising the purchasing of goods on credit
- 8 **current account** *n.* bank a/c from which money may be drawn at any time; checking account^{US}
- 9 **debit** *n.* a sum deducted from a bank account, as for a cheque - *also v.*
- 10 **deposit account** *n.* bank a/c on which interest is paid; savings account^{US}
- 11 **fill in**^{UK} *v.* to add written information to a document to make it complete; to fill out^{US}
- 12 **interest** *n.* money paid for the use of money lent - **interest rate** *n.*
- 13 **loan** *n.* money lent by a bank etc and that must be repaid with interest - *also v.*
- 14 **overdraft** *n.* deficit in a bank account caused by withdrawing more money than is paid in
- 15 **pay in** *v.* [**paid, paid**] to deposit or put money in to a bank account
- 16 **payee** *n.* person to whom money is paid
- 17 **paying-in slip** *n.* small document recording money that you pay in to a bank account
- 18 **standing order** *n.* an instruction to a bank to make regular payments
- 19 **statement** *n.* a record of transactions in a bank account
- 20 **withdraw** *v.* [**-drew, -drawn**] to take money out of a bank account - **withdrawal** *n.*

Company Structure

| | | |
|----|--|--|
| 1 | Accounts Dept. | <i>n.</i> department responsible for administering a company's financial affairs |
| 2 | A.G.M. ^{UK} | abbr. Annual General Meeting of a company's shareholders |
| 3 | board of directors | <i>n.</i> a group of people chosen to establish policy for and direct or control a company |
| 4 | chairman ^{UK} | <i>n.</i> person who heads a Board of Directors; head of a company; chairperson |
| 5 | director | <i>n.</i> a member of the board of directors |
| 6 | executive officer ^{US} | <i>n.</i> person who manages the affairs of a corporation - chief executive officer <i>n.</i> |
| 7 | headquarters | <i>n.</i> a company's principal or main office or centre of control |
| 8 | manager | <i>n.</i> person responsible for day-to-day running of a dept.; executive officer ^{US} |
| 9 | managing director ^{UK} | <i>n.</i> senior director after the chairman responsible for day-to-day direction |
| 10 | Marketing Dept. | <i>n.</i> dept. responsible for putting goods on market, inc. packaging, advertising etc |
| 11 | organisation chart | <i>n.</i> a table or plan showing a company's structure graphically |
| 12 | Personnel Dept. | <i>n.</i> department responsible for recruitment and welfare of staff or employees |
| 13 | president ^{US} | <i>n.</i> the highest executive officer of a company; head of a company |
| 14 | Production Dept. | <i>n.</i> department responsible for physical creation of product |
| 15 | Purchasing Dept. | <i>n.</i> department responsible for finding and buying everything needed by a company |
| 16 | R & D Department | <i>n.</i> department responsible for Research and Development of (new) products |
| 17 | reception | <i>n.</i> the place where visitors and clients report on arrival at a company |
| 18 | Sales Department | <i>n.</i> department responsible for finding customers and making sales |
| 19 | shareholder | <i>n.</i> person who holds or owns shares in or a part of a company or corporation |
| 20 | vice president ^{US} | <i>n.</i> any of several executive officers, each responsible for a separate division |

Correspondence

- 1 **address** *n.* the place to which a letter is to be sent
- 2 **Best regards** friendly close to a letter - **Kind regards, Best wishes**
- 3 **Dear** first word of most SALUTATIONS, formal or not [eg: Dear Sir, Dear Mr Won, Dear Jo]
- 4 **Dear Madam** formal SALUTATION to an unnamed woman
- 5 **Dear Sir** formal SALUTATION to an unnamed man
- 6 **Dear Sirs**^{UK} SALUTATION when writing to a firm and not to any particular individual in the firm
- 7 **dictate** *v.* to say or read aloud words to be written down - **dictation n.**
- 8 **enc.** **abbr.** enclosure; enclosed [indicating something that is included with a letter]
- 9 **Gentlemen**^{US} SALUTATION when writing to a firm and not to any particular individual in the firm
- 10 **letterhead** *n.* a sheet of letter paper printed with a person or firm's (name and) address
- 11 **Mr Ms Mrs Miss** **abbr.** of title for man, woman (married or not), married woman, unmarried woman
- 12 **p.s.** **abbr.** postscript [used to indicate a note added at the very end of a letter]
- 13 **per pro** **abbr.** through the agency of; p.p. [eg: A per pro B (where B is signing for A)]
- 14 **registered mail** *n.* a secure postal service for important or valuable letters or packages
- 15 **salutation** *n.* opening or first line of a letter, usually commencing with 'Dear...'
- 16 **shorthand** *n.* a system of speed writing, esp. when taking dictation
- 17 **sign** *v.* to write one's name at the end of a document - **signature n.**
- 18 **Yours faithfully**^{UK} polite close to a letter not naming the recipient as in Dear Sir; Yours truly^{US}
- 19 **Yours sincerely**^{UK} polite close to a letter naming the recipient as in Dear Mr Smith; Yours truly^{US}
- 20 **Yours truly**^{US} polite close to a letter; Sincerely yours^{US}

Contracts

- 1 **agreement** *n.* an arrangement between two or more people, countries etc; contract
- 2 **appendix** *n.* additional or supplementary material at end of contract, book etc
- 3 **arbitration** *n.* settlement of a dispute by a person chosen by both parties - **to arbitrate v.**
- 4 **article** *n.* a particular statement or stipulation in a contract etc; clause
- 5 **clause** *n.* a particular statement or stipulation in a contract etc; article
- 6 **condition** *n.* anything necessary before the performance of something else
- 7 **force majeure** *n.* superior, power; unforeseeable event excusing one party from fulfilling contract
- 8 **fulfil** *v.* to satisfy a condition; to complete the required task; to fulfill^{US}
- 9 **herein** *adv.* in here; in this (document etc)
- 10 **hereinafter** *adv.* in the following part (of this document etc)
- 11 **hereto** *adv.* to this (document etc) [eg: attached hereto]
- 12 **heretofore** *adv.* up until now; until the present; before this
- 13 **in behalf of** in the interests of (person etc); for (person etc); on behalf of^{UK}
- 14 **null and void** invalid; without legal force; not binding
- 15 **on the one hand** on one side - **on the other hand** on the other side
- 16 **party** *n.* the person or persons forming one side of an agreement
- 17 **stipulate** *v.* to specify as an essential condition - **stipulation n.**
- 18 **terms** *n.* conditions or stipulations
- 19 **warrant** *v.* to give formal assurance; to guarantee
- 20 **whereas** conj: it being the case that; in view of the fact that [in introduction to contracts]

CV/Resume

- 1 **background** *n.* the whole of one's education, training and experience
- 2 **bi-lingual** *adj.* able to use two languages with equal ease - see FLUENT
- 3 **career** *n.* the course of one's (professional) life
- 4 **challenge** *n.* a difficult or demanding task that needs special effort - **challenging** *adj.*
- 5 **cover letter** *n.* a letter that is sent with one's CV; letter of application
- 6 **date of birth** *n.* the day on which one was born, usually as day/month/year [eg: 05/11/76]
- 7 **education** *n.* training and instruction at school, university etc - **to educate** *v.*
- 8 **experience** *n.* jobs held, including dates, posts etc; work history - **professional experience** *n.*
- 9 **fluent** *adj.* able to speak and write a foreign language easily - see BI-LINGUAL
- 10 **graphology** *n.* study of handwriting as a guide to the character of the writer - graphologist *n.*
- 11 **interest** *n.* an activity outside work in which one is interested or concerned; hobby
- 12 **job objective** *n.* the kind of work or challenge that one is looking for
- 13 **miscellaneous** *adj.* various; mixed [eg: nationality, languages spoken, marital status]
- 14 **nationality** *n.* the status of belonging to a particular country [eg: Japanese nationality]
- 15 **native language** *n.* the language one first learned to speak; mother tongue
- 16 **qualifications** *n.* the education and experience that make one suitable for a particular job
- 17 **reference** *n.* a written statement by another person about one's character and ability
- 18 **skill** *n.* an ability, expertness or aptitude in a particular activity [eg: language skill]
- 19 **training** *n.* the process of learning a particular SKILL [eg: sales training]
- 20 **work history** *n.* jobs held, inc. dates, posts etc; EXPERIENCE

Employment

- 1 **bonus** *n.* additional pay given to employee as incentive or reward
- 2 **curriculum vitae**^{UK} *n.* short account of one's education, career etc; CV^{UK}; résumé^{US}; resume^{US}
- 3 **dismiss** *v.* to remove or discharge from employment; to sack [colloq.]; to fire^{US}
- 4 **employer** *n.* person or firm who employs people - **employee** *n.* person employed
- 5 **fire**^{US} *v.* [colloq.] to dismiss
- 6 **interview** *v.* an oral examination of an applicant for a job - *a/so v.*
- 7 **make redundant**^{UK} *v.* [made, made] to dismiss because of not being needed - **redundancy**^{UK} *n.*
- 8 **maternity leave** *n.* period of absence from work (for a woman) when having a baby
- 9 **notice** *n.* advance warning of intention to resign - **to give or tender one's notice** *v.*
- 10 **perk** *abbr.* perquisite; something additional to regular salary [eg: free meals; a car]
- 11 **personnel** *n.* the people who work for a firm
- 12 **personnel officer** *n.* manager responsible for recruitment, training and welfare of personnel
- 13 **promotion** *n.* advancement in rank or position - **to promote** *v.*
- 14 **prospects** *n.* opportunity for success, promotion etc
- 15 **recruit** *n.* to look for and employ personnel - **recruitment** *n.*
- 16 **resign** *v.* to give up a job - **letter of resignation** *n.*
- 17 **retire** *v.* to leave employment, esp. because of age - **retirement** *n.*
- 18 **salary** *n.* a fixed, regular payment, usually monthly, made by employer to employee
- 19 **staff** *n.* the people who work for a firm or a particular department; employees
- 20 **take on** *v.* [took, taken] to employ; to hire

Import/Export

| | | |
|----|------------------------------|--|
| 1 | bill of lading | <i>n.</i> list of goods and shipping instructions; waybill |
| 2 | c.&f. | <i>abbr.</i> cost & freight: includes shipping to named port but not insurance |
| 3 | c.i.f. | <i>abbr.</i> cost, insurance & freight: includes insurance and shipping to named port |
| 4 | cargo | <i>n.</i> goods or products that are being transported or shipped |
| 5 | certificate of origin | <i>n.</i> a document that shows where goods come from |
| 6 | container | <i>n.</i> huge box to hold goods for transport - container port <i>n.</i> to containerise <i>v.</i> |
| 7 | customs | <i>n.</i> 1 government tax or duty on imported goods 2 the people who collect this tax |
| 8 | declare | <i>v.</i> to make a statement of taxable goods - customs declaration form <i>n.</i> |
| 9 | f.a.s. | <i>abbr.</i> free alongside ship [includes delivery to quayside but not loading] |
| 10 | f.o.b. | <i>abbr.</i> free on board: includes loading onto ship |
| 11 | freight | <i>n.</i> goods being transported; cargo |
| 12 | irrevocable | <i>adj.</i> that cannot be undone; unalterable - irrevocable letter of credit <i>n.</i> |
| 13 | letter of credit | <i>n.</i> a letter from a bank authorising a person to draw money from another bank |
| 14 | merchandise | <i>n.</i> things bought and sold; commodities; wares - also <i>v.</i> |
| 15 | packing list | <i>n.</i> a document that is sent with goods to show that they have been checked |
| 16 | pro forma invoice | <i>n.</i> an invoice or request for payment sent in advance of goods supplied |
| 17 | quay | <i>n.</i> a solid, artificial landing place for (un)loading ships; wharf - quayside <i>n.</i> |
| 18 | ship | <i>v.</i> to send or transport by land, sea or air - <i>also</i> <i>n.</i> shipment <i>n.</i> |
| 19 | shipping agent | <i>n.</i> a person acting for or representing a ship or ships at a port |
| 20 | waybill | <i>n.</i> list of goods and shipping instructions; bill of lading - air waybill <i>n.</i> |

Insurance

| | |
|-------------------------------|--|
| 1 actuary | <i>n.</i> a person who calculates risks for insurance companies |
| 2 assessor | <i>n.</i> a person who calculates the value of something [eg: a building, car etc] |
| 3 claim | <i>n.</i> an application for payment under an insurance policy - to make a claim v. |
| 4 comprehensive | <i>n.</i> [of an insurance policy] all-inclusive; providing complete protection |
| 5 consequential loss | <i>n.</i> a loss that happens as a consequence of or as a result of another |
| 6 cover^{UK} | <i>n.</i> the protection given by an insurance policy [eg: public liability cover] |
| 7 employer's liability | <i>n.</i> liability or responsibility of a firm for damage caused to one of its employees |
| 8 goods in transit | <i>n.</i> property, merchandise or any goods in the process of being transported |
| 9 insurance broker | <i>n.</i> agent who arranges insurance; middleman between insurer & policyholder |
| 10 liability | <i>n.</i> 1 the state of being liable 2 anything for which a person is liable |
| 11 liable | <i>adj.</i> legally obliged to pay for damage, injury etc; responsible - liability n. |
| 12 loss | <i>n.</i> death, injury, damage etc that is the basis for a claim - to lose v. |
| 13 loss adjuster | <i>n.</i> a person who assesses the amount of compensation arising from a claim |
| 14 policy | <i>n.</i> a contract of insurance [eg: a product liability policy] |
| 15 policyholder | <i>n.</i> the person to whom an insurance policy is issued |
| 16 premium | <i>n.</i> a payment, usually monthly, yearly etc, for an insurance policy |
| 17 product liability | <i>n.</i> liability or responsibility of a firm for damage caused by one of its products |
| 18 public liability | <i>n.</i> responsibility of a firm for damage caused to a member of the public |
| 19 reinsurance | <i>n.</i> the insuring of a risk by one insurance company with another - to reinsure v. |
| 20 risk | <i>n.</i> 1 chance or possibility of injury, loss etc 2 person or thing causing risk |

Law

- 1 **attorney** *n.* 1 a person appointed to act for or represent another 2^{US} lawyer
- 2 **barrister**^{UK} *n.* a lawyer who pleads before a superior court
- 3 **brief** *n.* 1^{UK} instructions to a barrister - *also v.* 2^{US} written statement of facts for a court
- 4 **case** *n.* statement of the facts in a trial, esp. the argument of one side
- 5 **contract** *n.* a formal agreement, usually in writing, between two or more parties
- 6 **court of law** *n.* the place where law cases are heard and decided; court - **courtroom** *n.*
- 7 **evidence** *n.* information presented to a court to prove or support a point in question
- 8 **guilty** *adj.* responsible for wrong; culpable - **guilt** *n.* **not guilty** *adj.*
- 9 **judge** *n.* public official with authority to hear and decide cases in a court of law - *also v.*
- 10 **jury** *n.* a group of people chosen to hear the evidence of a case and give a decision
- 11 **lawsuit** *n.* a trial at court between two private parties
- 12 **lawyer** *n.* a person trained in law and who advises or represents others
- 13 **plead** *v.* 1 to defend a law case 2 to declare oneself to be guilty or not guilty - **plea** *n.*
- 14 **sentence** *n.* 1 decision of a court, esp. as to the punishment 2 the punishment - *also v.*
- 15 **solicitor** *n.* 1^{UK} lawyer advising clients & briefing barristers 2^{US} law officer for a city etc
- 16 **sue** *v.* to start legal action against someone in a court of law - **lawsuit** *n.*
- 17 **sum up** *v.* to summarise & review the evidence of a case [said of a judge] - **summing up** *n.*
- 18 **trial** *n.* a formal examination of a case in a court of law - **to try** *v.*
- 19 **verdict** *n.* the formal decision or finding of a judge or jury
- 20 **without prejudice** without detriment or damage to a legal right or claim

Marketing

- 1 **brand** *n.* a particular make of product - **to brand v.** - **branded adj.**
- 2 **consumer** *n.* the person who buys and uses a product or service - **to consume v.**
- 3 **cost** *v.* [cost, costed, costed] to estimate the price of making a product - **costing n.**
- 4 **develop** *v.* to create a new product or improve an existing one - **product development n.**
- 5 **distribution** *n.* the delivering of products to end-users, inc. advertising, storing etc
- 6 **end-user** *n.* the person, customer etc who is the ultimate (and so real) user of a product
- 7 **image** *n.* the concept or perception of a firm or product held by the general public
- 8 **label** *n.* small piece of paper, metal etc on a product giving information about it
- 9 **launch** *v.* to introduce a new product, with publicity etc - **product launch n.**
- 10 **mail order** *n.* the selling of goods by post - **mail-order catalogue n.**
- 11 **market research** *n.* study of consumers' needs & preferences, often for a particular product
- 12 **packaging**^{UK} *n.* the wrapping or container for a product
- 13 **point of sale** *n.* the place where a product is actually sold to the public - **point-of-sale adj.**
- 14 **product** *n.* something made to be sold; merchandise [includes services] - **to produce v.**
- 15 **public relations** *n.* creation and maintenance of a good public image - **public relations officer n.**
- 16 **registered** *adj.* registered or officially recorded as a trademark - ® **abbr.** - **to register v.**
- 17 **sponsor** *n.* firm supporting an organisation in return for advertising space - *also v.*
- 18 **S.W.O.T.** **abbr.** Strength, Weaknesses, Opportunities, Threats
- 19 **total product** *n.* the whole product, inc. name, packaging, instructions, reliability, after-sales etc
- 20 **trademark** *n.* special symbol, design, word etc used to represent a product or firm - " **abbr.**

Meetings

- 1 **A.G.M.** *abbr.* Annual General Meeting
- 2 **A.O.B.** *abbr.* Any Other Business [usually the last item on an agenda]
- 3 **absent** *adj.* not here; not at the meeting; not present
- 4 **agenda** *n.* a written programme or schedule for a meeting
- 5 **apologies** *n.* item on agenda announcing people who are absent; apologies for absence
- 6 **ballot** *n.* a type of vote, usually in writing and usually secret- **secret ballot** *n.*
- 7 **casting vote** *n.* a deciding vote (usually by the chairman) when the votes are otherwise equal
- 8 **chairman** *n.* the person who leads or presides at a meeting; chairperson; chair
- 9 **conference** *n.* formal meeting for discussion, esp. a regular one held by an organisation
- 10 **conference call** *n.* telephone call between three or more people in different locations
- 11 **consensus** *n.* general agreement
- 12 **decision** *n.* a conclusion or resolution to do something - **to decide** *v.*
- 13 **item** *n.* a separate point for discussion [as listed on an agenda]
- 14 **matters arising** *n.* item on agenda for discussion of what has happened as a result of last meeting
- 15 **minutes** *n.* a written record of everything said at a meeting
- 16 **proxy vote** *n.* a vote cast by one person for or in place of another
- 17 **show of hands** *n.* raised hands to express an opinion in a vote
- 18 **unanimous** *adj.* in complete agreement; united in opinion
- 19 **videoconference** *n.* conference of people in different locations linked by satellite, TV etc
- 20 **vote** *v.* to express opinion in a group by voice or hand etc - *also* *n.* - **to cast a vote** *v.*

Money

- 1 **A.T.M.** *abbr.* Automated Teller Machine; cash dispenserUK
- 2 **banknote** *n.* a piece of paper money; bill^{US}
- 3 **bill**^{US} *n.* a banknote; a piece of paper money
- 4 **black market** *n.* illegal traffic in officially controlled commodities such as foreign currency
- 5 **bureau de change** *n.* establishment where currencies of different countries may be exchanged
- 6 **cash** *n.* 1 coins or bank notes (not cheques); 2 actual money paid as opposed to credit
- 7 **cash dispenser**^{UK} *n.* automatic machine from which clients of a bank may withdraw money; ATM
- 8 **cashier** *n.* person dealing with cash transactions in a bank, store etc
- 9 **coin** *n.* a piece of metal money
- 10 **currency** *n.* the money in general use or circulation in any country
- 11 **debt** *n.* money etc owed by one person to another
- 12 **exchange rate** *n.* the rate at which one currency can be exchanged for another
- 13 **foreign exchange** *n.* the currency of other countries
- 14 **hard currency** *n.* currency that will probably not fall in value and is readily accepted
- 15 **invest** *v.* to put money for profit into business, land etc - **investment** *n.*
- 16 **legal tender** *n.* currency that cannot legally be refused in payment of a debt
- 17 **petty cash**^{UK} *n.* a cash fund for small, everyday expenses
- 18 **soft currency** *n.* currency that will probably fall in value and is not readily accepted
- 19 **speculate** *v.* (risky) buying of foreign currency, land etc for rapid gain - **speculation** *n.*
- 20 **transaction** *n.* a (usually commercial) exchange; a deal - **to transact** *v.*

Newspapers & Journalism

| | |
|-----------------------------------|---|
| 1 article | <i>n.</i> a text or piece of writing on any non-fiction subject |
| 2 broadsheet ^{UK} | <i>n.</i> a large-format newspaper with usually serious contents |
| 3 censor | <i>n.</i> official with the power to stop publication of certain articles - censorship <i>n.</i> |
| 4 chequebook journalism | <i>n.</i> the obtaining of exclusive rights to a story by payment of large sums of money |
| 5 correspondent | <i>n.</i> 1 person who writes a letter to a paper 2 person who writes articles for a paper |
| 6 critic | <i>n.</i> a person who writes articles, esp. stating opinion, about art, music etc |
| 7 desk | <i>n.</i> a department of a newspaper [eg: the sports desk] |
| 8 edit | <i>v.</i> to check, modify and generally prepare written material for publication |
| 9 editor | <i>n.</i> 1 a person who edits 2 the head of a newspaper or newspaper department |
| 10 editorial | <i>n.</i> an article written by the editor stating his opinion |
| 11 exclusive rights | <i>n.</i> rights or permission for one paper to publish a story that no other paper can |
| 12 feature | <i>n.</i> a special or regular article in a newspaper, usually displayed prominently |
| 13 front page | <i>n.</i> the first page of a paper, usually carrying the most important story |
| 14 headline | <i>n.</i> 1 the title at the top of an article 2 headlines the most important stories |
| 15 journalist | <i>n.</i> a person employed to write articles for a newspaper - journalism <i>n.</i> |
| 16 media | <i>n.</i> the media all the means of mass communication (papers, TV, radio etc) |
| 17 opinion | <i>n.</i> what a person thinks about a particular subject; a subjective point of view |
| 18 paper | <i>n.</i> 1 thin, flexible material for writing or printing on 2 newspaper |
| 19 story | <i>n.</i> a news article or report |
| 20 tabloid | <i>n.</i> a small-format paper, with short, sensational stories - see broadsheet |

Numbers

- 1 **add** *v.* to put one number together with another [eg: 2 plus 2] - **addition** *n.*
- 2 **billion** *n.* 1,000,000,000; one thousand million; 10⁹
- 3 **divide** *v.* $2 \div 2$ [is expressed as] two divided by two - **division** *n.*
- 4 **equal** *v.* to be the same as [eg: 2 + 2 equals 4]
- 5 **giga** one billion
- 6 **hundred** *n.* 100; 10²
- 7 **kilo** one thousand - **k, K** *abbr.*
- 8 **mega** one million - **M** *abbr.*
- 9 **million** *n.* 1,000,000; one thousand thousand; 10⁶
- 10 **minus** *p.* 2 - 2 [is expressed as] two minus two
- 11 **multiply** *v.* 2×2 [is expressed as] two multiplied by two - **multiplication** *n.*
- 12 **plus** *p.* 2 + 2 [is expressed as] two plus two
- 13 **square** *v.* to multiply a number by the same number [eg: 3 squared = 9]
- 14 **square root** *n.* number that multiplied by itself gives a certain number [3 is the square root of 9]
- 15 **subtract** *v.* to deduct one number from another [eg: 2 minus 2] - **subtraction** *n.*
- 16 **thousand** *n.* 1,000; 10³
- 17 **times** *p.* 2 x 2 [is expressed as] two times two - see multiply
- 18 **to the power of** multiplication of a number by itself [eg: 2 to the power of 3 = 8]
- 19 **trillion** *n.* 1,000,000,000,000; a million million; 10¹²
- 20 **zero** *n.* 0; oh; nought

Presentations

- 1 **audience rapport** *n.* relationship of presenter with audience, esp. when good
- 2 **body language** *n.* non-verbal communication through facial expressions, body movements etc
- 3 **Finally . . .** Typical word used to signal the last of several points or subjects
- 4 **flip chart** *n.* a pad of large paper sheets on a stand for presenting information
- 5 **For example . . .** Typical phrase used to signal an illustration or sample of a particular point
- 6 **handout** *n.* anything (report, sample etc) handed or given to people at a presentation
- 7 **In conclusion . . .** Typical phrase used to signal the summing up or final part of a presentation
- 8 **ladies & gentlemen** Polite phrase often used to address an audience of men and women
- 9 **marker** *n.* **whiteboard marker** a pen with a broad, felt tip for writing on whiteboards
- 10 **microphone** *n.* electrical instrument that one speaks into for amplification of the voice etc
- 11 **O.H.T.** *abbr.* **overhead transparency**; sheet of film with image for overhead projector
- 12 **overhead projector** *n.* device that projects an o.h.t. onto a screen - **O.H.P.** *abbr.*
- 13 **pointer** *n.* device (rod or electric torch etc) for indicating things on a map, screen etc
- 14 **screen** *n.* large, flat, reflective white surface on which films, slides etc are projected
- 15 **signal** *v.* to help the audience understand where one is in a presentation - **signalling** *n.*
- 16 **slide** *n.* small (usually 35mm) photographic transparency - **slide projector** *n.*
- 17 **To start with . . .** Typical phrase used to signal the beginning of a particular subject or topic
- 18 **Turning now to . . .** Typical phrase used to signal a change from one subject or topic to another
- 19 **visual aids** *n.* things that one can look at in a presentation [eg: films, maps, charts etc]
- 20 **whiteboard** *n.* large, flat, white surface or board on which to write or draw with markers

Property & Real-Estate

- 1 **apartment**^{US} *n.* a room or group of rooms to live in, usually on one floor; flat^{UK}
- 2 **development** *n.* a number of buildings on a large piece of land - **real-estate developer** *n.*
- 3 **elevator**^{US} *n.* a compartment for moving people from floor to floor in a building; lift^{UK}
- 4 **en suite** *adv.* forming one unit [eg: bedroom with bathroom en suite] - *also* **adj.**
- 5 **estate agent**^{US} *n.* a person whose business is to sell or let land or property on behalf of others
- 6 **first floor**^{US} *n.* storey of a building at the same level as the street or ground; ground floor^{UK}
- 7 **flat**^{UK} *n.* a room or group of rooms to live in, usually on one floor; apartment^{US}
- 8 **for sale** offered for purchase; to be sold; available to be bought
- 9 **freehold** *n.* the holding of land or property for an unlimited period of time - *also* **adj.**
- 10 **furnished** *adj.* [of a house, apartment etc] let with furniture - **to furnish** *v.*
- 11 **garden** *n.* space or ground surrounding a building, often with flowers, trees etc; yard^{US}
- 12 **ground floor**^{UK} *n.* storey of a building at the same level as the street or ground; first floor^{US}
- 13 **landlord** *n.* a person who owns an apartment, house, office etc and lets it to a tenant
- 14 **leasehold** *n.* the holding of land or property for a predetermined period of time - *also* **adj.**
- 15 **let** *v.* [**let, let**] to give the use of a building etc in return for periodic payments or rent
- 16 **lift**^{UK} *n.* a compartment for moving people from floor to floor in a building; elevator^{US}
- 17 **rent** *v.* to make periodic payments (monthly etc) for the use of a building etc - *also* *n.*
- 18 **storey**^{UK} *n.* one of the levels of a building; floor; story^{US}
- 19 **tenant** *n.* a person who rents an apartment, house, office etc from a landlord
- 20 **yard**^{US} *n.* space or ground surrounding a building; garden

Publishing

- 1 **© copyright** *n.* exclusive, legal right of an author to the publication of his work - *also v.*
- 2 **author** *n.* the person who writes or originates something (book, article, poem etc)
- 3 **bind** *v.* [**bound, bound**] to put pages of a book together after printing - **binding** *n.*
- 4 **blurb** *n.* short, promotional description of a book usually printed on its jacket
- 5 **chapter** *n.* one of the main divisions or sections of a book
- 6 **contents** *n.* **table of contents** list of chapters etc at front of book
- 7 **edit** *v.* to check, modify and generally prepare written material for publication - **editor** *n.*
- 8 **fiction** *n.* writing that describes imaginary events & people - **fictional** *adj.* see non-fiction
- 9 **front cover** *n.* first, outside part of a book's jacket carrying the title, author's name etc
- 10 **hardback** *n.* a book with hard, stiff covers made of board - *also adj.*
- 11 **index** *n.* alphabetical list of words, names etc at end of book with page numbers - **also v.**
- 12 **inside front cover** *n.* front flap of the book's jacket, sometimes carrying the blurb - IFC *abbr.*
- 13 **jacket** *n.* the protective paper cover supplied with most hardbacks - **dust jacket** *n.*
- 14 **non-fiction** *n.* writing about real, unimagined events [eg: history, biography etc] - see fiction
- 15 **paperback** *n.* a book with soft, flexible covers made of paper or card - *also adj.*
- 16 **spine** *n.* the part of a book's jacket that usually faces outwards on a shelf
- 17 **title** *n.* the name of a book, chapter, poem etc
- 18 **title page** *n.* the page of a book (usually the 3rd) that carries the title in large type
- 19 **type** *n.* **printing type** system of letters (a, b, c etc) for printing text - **typeface** *n.*
- 20 **typeset** *v.* [**-set, -set**] to set in type [eg: to change handwriting to type] - *also adj.*

Punctuation


- 1 - hyphen
- 2 — dash
- 3 ! exclamation mark
- 4 # sharp
- 5 & ampersand
- 6 • bullet
- 7 () (round) brackets; (round) parenthesis
- 8 * asterisk
- 9 , comma
- 10 . 1 full stop 2 point
- 11 ... ellipsis points; ellipsis dots
- 12 / oblique; slash;
- 13 : colon
- 14 ; semi-colon
- 15 ? question mark
- 16 [] (square) brackets; (square) parenthesis
- 17 \ backslash
- 18 __ underline
- 19 “ ” quotation marks; inverted commas
- 20 † dagger

Selling






- 1 **after-sales service** *n.* service that continues after a product has been sold [eg: repairs etc]
- 2 **buyer** *n.* 1 any person who buys anything 2 a person employed by a firm to buy
- 3 **client** *n.* a person who buys services from a lawyer, architect or other professionals
- 4 **close** *v.* to finalise a deal or sale; to make a sale
- 5 **cold call** *v.* to telephone a prospect without previous contact - *also n.*
- 6 **customer** *n.* a person who buys goods or services from a shop or business
- 7 **deal** *n.* a business transaction - *also v. dealer n.*
- 8 **discount** *n.* a reduction in the price; a deduction [usually expressed as a percentage (%)]
- 9 **follow up** *v.* to continue to follow persistently; to maintain contact [eg: after a lead]
- 10 **guarantee** *n.* a promise that a product will be repaired or replaced etc if faulty - *also v.*
- 11 **in bulk** in large quantity, usually at a lower price
- 12 **lead** *n.* useful indication of a possible customer to be followed up
- 13 **objection** *n.* a reason given by a prospect for not buying - **to object** *v.* see overcome
- 14 **overcome** *v.* [-came, -come] **to overcome an objection** to show an objection is invalid
- 15 **product** *n.* something made and usually for sale - **to produce** *v.* see service
- 16 **prospect** *n.* a possible or probable customer; prospective customer
- 17 **representative** *n.* **sales representative** person who represents & sells for a firm; salesperson
- 18 **retail** *v.* to sell in small quantities (as in a shop to the public) - *also n.* see wholesale
- 19 **service** *n.* work done usually in return for payment - **to serve** *v.* see product
- 20 **wholesale** *v.* to sell in bulk (as to a shop for resale to the public) - *also n.* see retail

Weather Vocabulary

| Word <i>Part of speech</i> | Meaning | Example Sentence |
|---|---|--|
| airconditioner/airconditioning <i>noun</i> | an appliance that cools down the air in a home or building | The airconditioner keeps the office nice and comfortable even when it's very hot outside. |
| avalanche <i>noun</i> | a dangerous slide of snow down a mountain | The skiers were warned about a possible avalanche . |
| below freezing <i>preposition/adjective</i> | temperature less than 0 degrees Celsius/(32F) | It's supposed to go below freezing before the weekend. |
| blizzard <i>noun</i> | a storm with lots of snow and wind | The airplane couldn't take-off because of the blizzard . |
| boiling hot <i>adjective + noun</i> | common expression for describing a very hot day | It was boiling hot , so we all jumped into the lake. |
| breeze <i>noun</i> | light wind | Don't bother with a hat. There is always a breeze near the ocean. |
| Celsius <i>noun</i> | measurement of temperature (0 degrees is freezing/100 is boiling) | In the summer, the average temperature here is 20 degrees Celsius . |
| chilly <i>adjective</i> | cold | It's a bit chilly today, so I think you should wear a coat. |
| clear <i>adjective</i> | when the sky is blue because no clouds are blocking the sun | On a clear night you can see a lot of stars. |
| cloud/cloudy <i>noun/adjective</i> | water in the sky that appears as a white or grey mass | It may look cloudy in the morning, but the sun always comes out by afternoon. |
| cold spell <i>adjective + noun</i> | a period of colder than average weather | They're calling for a cold spell , so we put off our camping trip. |
| cool <i>adjective</i> | temperature in between warm and cold | The days were boiling hot, but the nights were cool and comfortable for sleeping. |
| degrees <i>noun</i> | measurement for temperature | I don't feel the heat until it's about forty degrees Celsius outside. |
| drizzling <i>continuous verb</i> | raining slightly | I think I'll take the dog for a walk. It's only drizzling now. |
| drought <i>noun</i> | a long period with no rainfall | Forest fires are a serious danger during a drought . |

| | | |
|--|--|--|
| Fahrenheit <i>noun</i> | measurement of temperature (32 degrees is freezing/212 is boiling) | It was 100 degrees Fahrenheit when we got to San Francisco. |
| flood <i>noun</i> | overflow of rain water | The flood was so bad, our basement was full of water. |
|  flurries <i>noun</i> | very light snowfall | There are a few flurries but the snow isn't sticking to the roads. |
| fog/foggy <i>noun/adjective</i> | thick water vapor that blocks one's vision | We couldn't see the bridge because there was too much fog . |
| forecast <i>noun/verb</i> | the expected weather for the future | According to the 5 day forecast , it's going to rain on our wedding day. |
| freezing cold <i>adjective + noun</i> | common expression used to describe a very cold day | It was a freezing cold day for the Santa Claus parade. |
| frost <i>noun</i> | ice crystals on a frozen surface | Some flowers are so strong they can withstand frost . |
| frostbite <i>noun</i> | a skin condition caused by over exposure to the cold (typically reddish skin with white spots) | I lost my hat while I was skiing, and I ended up with frostbite on my ears. |
| hail <i>noun</i> | small pieces of ice that fall during a storm | There was so much hail that some of the trailer homes were destroyed. |
| heat stroke <i>noun</i> | a flu-like condition one can acquire after spending too long in the sun | Bring lots of water and wear a hat to avoid heat stroke in this weather. |
| heat-wave <i>noun</i> | extremely hot weather that is much higher than average--usually lasts a short time | During the heat-wave we cooled our beds down with ice packs. |
| humid/humidity <i>adjective/noun</i> | moisture in the air | It feels a lot hotter than it actually is because of the humidity . |
| hurricane <i>noun</i> | a tropical storm with very strong wind and rain | Half of the buildings on the island were flattened by the hurricane . |
| icy <i>adjective</i> | slippery because of ice | The roads are icy so please avoid driving down any hills. |
| lightning <i>noun</i> | electric flash caused by two clouds hitting | The outdoor pool always closes when the lifeguards suspect lightning . |
| mild | temperature that is warmer than | It's quite mild out so I didn't |

| | | |
|--|--|---|
| <i>adjective</i> | average(in a cold season) | bother with a hat or mittens. |
| meteorologist <i>noun</i> | a person who studies weather patterns | The meteorologist predicted that the cold spell would be over by now. |
| minus/negative <i>adjective</i> | indicates that a temperature is below zero | It was minus twenty degrees at the top of the skill hill. |
| overcast <i>adjective</i> | no sun is visible | The sky is overcast this morning, but the sun is supposed to come out by late afternoon. |
| partly cloudy <i>adverb + adjective</i> | term often used in a weather forecast to indicate that the skies are sunny and cloudy at the same time | Tomorrow's forecast is partly cloudy with clear skies by nightfall. |
| precipitation <i>noun</i> | rain or snow that falls on an area | There is very little precipitation in the desert. |
| puddle <i>noun</i> | collection of rain water | Children love to splash in puddles when they are wearing rubber boots. |
| rain/raining/rainy <i>noun/continuous verb/adjective</i> | water that falls to earth | My hair is all wet and messy from the rain . |
| raindrop <i>noun</i> | a single measurement of rain | I love catching raindrops on my tongue. |
| rainbow <i>noun</i> | a band of colours found in the sky after a rainfall | According to legend you can find a pot of gold at the end of a rainbow . |
| raining cats and dogs <i>idiom</i> | raining heavily | They cancelled the football game because it was raining cats and dogs . |
| scorching/a scorcher <i>adjective/noun</i> | extremely hot temperature/a very hot day | It was a scorcher , so the whole family slept in the cool basement. |
| season <i>noun</i> | time of year characterized by certain weather Winter, Spring, Summer, Fall (or Autumn) | My favorite season is Fall, because I love to watch the leaves changing colours. |
| shower <i>noun</i> | quick/light rainstorm | They've been calling for showers all week, but so far it's been dry. |
| sleet(similar to hail) <i>noun</i> | rain that freezes as it falls | All-weather-tires are best if you have to drive in sleet . |
| slush/slushy <i>noun/adjective</i> | snow on the ground that has been rained on | The snow turned to slush as soon as it started to rain. |

| | | |
|---|---|---|
| smog <i>noun</i> | heavy, dark cloud cover caused by pollution | You really notice the smog downtown in this type of humidity. |
| snow/snowy/snowing <i>noun/adjective/ continuous verb</i> | frozen water that warms slightly as it falls to earth | It is already snowing up in the mountains, so the ski season should be great this year. |
| snowstorm <i>noun</i> | large amounts of wind and snow | All of the schools were closed because of the snowstorm . |
|  sun/sunshine/sunny <i>noun/noun/adjective</i> | the gassy star that warms the earth | We hope to have sunshine on the day of the beach picnic. |
| sunburn <i>noun</i> | painful red/pink skin caused by being in the sun too long | The bald man got a sunburn on his head. |
| sunglasses/shades <i>noun</i> | dark eyewear that protects you from the sun | I forgot my shades and I was driving right into the sun. |
| suntan/tanned <i>noun(also verb)/adjective(also verb)</i> | brown/golden skin caused by long periods of sun exposure | I got a suntan on the cruise, but it has already faded away. |
| sunscreen/suntan lotion <i>noun</i> | cream that protects your skin from sun damage | Don't forget to reapply your sunscreen when you get out of the lake. |
| temperature <i>noun</i> | how warm or cold the air is | Can you check the temperature before we get dressed for our walk? |
|  thermometer <i>noun</i> | instrument for measuring the temperature of the air | When I checked the temperature this morning, the thermometer said it was already thirty degrees Celsius. |
|  thunder/thunderstorm <i>noun</i> | the crashing of clouds (often followed by a strike of lightning and heavy rain) | Let's close all of the windows. It looks like a thunderstorm is coming. |
|  tornado/cyclone <i>noun</i> | violently spinning windstorm | The tornado picked up everything in its path, including animals and cars. |
|  umbrella <i>noun</i> | held over one's head and body for rain protection | I always keep an umbrella in my car in case of rain. |
| UV (ultra violet) rays <i>noun</i> | the damaging rays from the sun | Ultra violet rays can cause skin cancer if you don't wear sunscreen. |
| wind/windy <i>noun/adjective</i> | blowing air outside | It's too windy to play golf today. |

| | | |
|---|---|---|
| wind chill factor <i>noun</i> | when the wind makes the air feel colder than the actual temperature | It's minus two, but with the wind chill factor it's minus fifteen. |
|---|---|---|

Weight

"Weight" tells us how heavy something is (or how much it weighs). There are basically two systems in use in English-speaking countries.

Metric Weights

The metric system is used in many countries of the world.

| | | Abbreviation | British Equivalent |
|-----------------|-------------------|---------------------|--------------------|
| 1000 milligrams | 1 gram | g | 0.035 oz |
| 1000 grams | 1 kilogram | kg | 2.21 lb |
| 1000 kilograms | 1 tonne | t | 0.98 tons |

British/US Weights

The British and US systems are the same except where shown.

| | | | Abbreviation | Metric Equivalent |
|----------------|------------------|--------------------------------|---------------------|-------------------|
| | 16 drams | 1 ounce | oz | 28.35 g |
| | 16 ounces | 1 pound | lb | 0.454 kg |
| | 14 pounds | 1 stone | st | 6.35 kg |
| British | 8 stones | 1 hundredweight | cwt | 50.8 kg |
| | 20 hundredweight | 1 ton | t | 1,016 kg |
| US | 100 pounds | 1 (short) hundredweight | cwt | 45.36 kg |
| | 2000 pounds | 1 (short) ton | t | 907.18 kg |

The World

The "world" is also called Earth, earth, Mother Earth, the planet, the globe.

The world essentially consists of three parts:

- Air
- Water
- Land

Geographical Divisions

We can divide the land and water into the following major features:

- Continents
- Islands
- Mountains
- Oceans and Seas
- Lakes and Rivers

These features are called "geographical". They are not "man-made". They exist with or without man.

Political Divisions

"Political" divisions are made by man. Politically, we can divide the land into:

- Countries

On these pages we will look in more detail at:

[Continents](#)

[Countries](#)

[Countries & Nationality](#)

Continents

A continent is one of the world's main continuous pieces of land. (The word continent comes from the Latin *terra continens*, meaning "continuous land".)

Unfortunately, even the experts cannot agree on how many continents there are:

- **7 Continents:** Africa, Antarctica, Asia, Europe, North America, Oceania, South America
- **6 Continents:** Africa, Antarctica, Eurasia, North America, Oceania, South America
- **6 Continents:** Africa, America, Antarctica, Asia, Europe, Oceania
- **5 Continents:** Africa, America, Antarctica, Eurasia, Oceania
- **4 Continents:** Eurafasia, America, Antarctica, Oceania

EnglishClub.com Tip

Curiously, we have a word for somebody who comes from Mars (a Martian), but we have no word for somebody who comes from Antarctica.

This chart lists what is probably the most widely-accepted number of continents (7), and shows the associated adjective and the noun used for a person from each continent:

| Continent | Adjective | Person |
|---------------|----------------|------------------|
| Africa | African | an African |
| Antarctica | Antarctic | - |
| Asia | Asian | an Asian |
| Europe | European | a European |
| North America | North American | a North American |
| Oceania | Oceanian | an Oceanian |
| South America | South American | a South American |

"Continent" is a geographical term, not political.

Countries & Nationality

This chart lists many of the countries or nations in the world, with the following information:

- Name of country
- Adjective used for that country (also describes nationality)
- Noun used for a person from that country

Look at these example sentences:

She comes from France. She is French. Her nationality is French. She is a Frenchwoman. She drives a French car. She speaks French.

| Country | Adjective | Person |
|-------------|-------------|----------------|
| Afghanistan | Afghan | an Afghan |
| Albania | Albanian | an Albanian |
| Algeria | Algerian | an Algerian |
| Andorra | Andorran | an Andorran |
| Angola | Angolan | an Angolan |
| Argentina | Argentinian | an Argentinian |
| Armenia | Armenian | an Armenian |
| Australia | Australian | an Australian |
| Austria | Austrian | an Austrian |

| | | |
|---------------------------------------|------------------------------------|--|
| Azerbaijan | Azerbaijani | an Azerbaijani |
| Bahamas | Bahamian | a Bahamian |
| Bahrain | Bahraini | a Bahraini |
| Bangladesh | Bangladeshi | a Bangladeshi |
| Barbados | Barbadian | a Barbadian |
| Belarus | Belorussian <i>or</i> Byelorussian | a Belorussian <i>or</i> a Byelorussian |
| Belgium | Belgian | a Belgian |
| Belize | Belizian | a Belizian |
| Benin | Beninese | a Beninese |
| Bhutan | Bhutanese | a Bhutanese |
| Bolivia | Bolivian | a Bolivian |
| Bosnia-Herzegovina | Bosnian | a Bosnian |
| Botswana | Botswanan | a Tswana |
| Brazil | Brazilian | a Brazilian |
| Britain | British | a Briton |
| Brunei | Bruneian | a Bruneian |
| Bulgaria | Bulgarian | a Bulgarian |
| Burkina | Burkinese | a Burkinese |
| Burma (<i>official name</i> Myanmar) | Burmese | a Burmese |
| Burundi | Burundian | a Burundian |
| Cambodia | Cambodian | a Cambodian |
| Cameroon | Cameroonian | a Cameroonian |
| Canada | Canadian | a Canadian |
| Cape Verde Islands | Cape Verdean | a Cape Verdean |
| Chad | Chadian | a Chadian |
| Chile | Chilean | a Chilean |
| China | Chinese | a Chinese |
| Colombia | Colombian | a Colombian |

| | | |
|--------------------|--------------------------|--------------------------------|
| Congo | Congolese | a Congolese |
| Costa Rica | Costa Rican | a Costa Rican |
| Croatia | Croat <i>or</i> Croatian | a Croat <i>or</i> a Croatian |
| Cuba | Cuban | a Cuban |
| Cyprus | Cypriot | a Cypriot |
| Czech Republic | Czech | a Czech |
| Denmark | Danish | a Dane |
| Djibouti | Djiboutian | a Djiboutian |
| Dominica | Dominican | a Dominican |
| Dominican Republic | Dominican | a Dominican |
| Ecuador | Ecuadorean | an Ecuadorean |
| Egypt | Egyptian | an Egyptian |
| El Salvador | Salvadorean | a Salvadorean |
| England | English | an Englishman, an Englishwoman |
| Eritrea | Eritrean | an Eritrean |
| Estonia | Estonian | an Estonian |
| Ethiopia | Ethiopian | an Ethiopian |
| Fiji | Fijian | a Fijian |
| Finland | Finnish | a Finn |
| France | French | a Frenchman, a Frenchwoman |
| Gabon | Gabonese | a Gabonese |
| Gambia, the | Gambian | a Gambian |
| Georgia | Georgian | a Georgian |
| Germany | German | a German |
| Ghana | Ghanaian | a Ghanaian |
| Greece | Greek | a Greek |
| Grenada | Grenadian | a Grenadian |
| Guatemala | Guatemalan | a Guatemalan |

| | | |
|---|------------|----------------------------|
| Guinea | Guinean | a Guinean |
| Guyana | Guyanese | a Guyanese |
| Haiti | Haitian | a Haitian |
| Holland (<i>a/so</i> Netherlands) | Dutch | a Dutchman, a Dutchwoman |
| Honduras | Honduran | a Honduran |
| Hungary | Hungarian | a Hungarian |
| Iceland | Icelandic | an Icelander |
| India | Indian | an Indian |
| Indonesia | Indonesian | an Indonesian |
| Iran | Iranian | an Iranian |
| Iraq | Iraqi | an Iraqi |
| Ireland, Republic of | Irish | an Irishman, an Irishwoman |
| Israel | Israeli | an Israeli |
| Italy | Italian | an Italian |
| Jamaica | Jamaican | a Jamaican |
| Japan | Japanese | a Japanese |
| Jordan | Jordanian | a Jordanian |
| Kazakhstan | Kazakh | a Kazakh |
| Kenya | Kenyan | a Kenyan |
| Korea <i>see</i> North Korea, South Korea | | |
| Kuwait | Kuwaiti | a Kuwaiti |
| Laos | Laotian | a Laotian |
| Latvia | Latvian | a Latvian |
| Lebanon | Lebanese | a Lebanese |
| Liberia | Liberian | a Liberian |
| Libya | Libyan | a Libyan |
| Liechtenstein | - | a Liechtensteiner |
| Lithuania | Lithuanian | a Lithuanian |

| | | |
|--|--------------------------------|--|
| Luxembourg | - | a Luxembourger |
| Macedonia | Macedonian | a Macedonian |
| Madagascar | Malagasay <i>or</i> Madagascan | a Malagasay <i>or</i> a Madagascan |
| Malawi | Malawian | a Malawian |
| Malaysia | Malaysian | a Malay |
| Maldives | Maldivian | a Maldivian |
| Mali | Malian | a Malian |
| Malta | Maltese | a Maltese |
| Mauritania | Mauritanian | a Mauritanian |
| Mauritius | Mauritian | a Mauritian |
| Mexico | Mexican | a Mexican |
| Moldova | Moldovan | a Moldovan |
| Monaco | Monégasque <i>or</i> Monacan | a Monégasque <i>or</i> a Monacan |
| Mongolia | Mongolian | a Mongolian |
| Montenegro | Montenegrin | a Montenegrin |
| Morocco | Moroccan | a Moroccan |
| Mozambique | Mozambican | a Mozambican |
| Myanmar <i>see</i> Burma | - | - |
| Namibia | Namibian | a Namibian |
| Nepal | Nepalese | a Nepalese |
| Netherlands, the (<i>see</i> Holland) | Dutch | a Dutchman, a Dutchwoman, <i>or</i> a Netherlander |
| New Zealand | - | a New Zealander |
| Nicaragua | Nicaraguan | a Nicaraguan |
| Niger | Nigerien | a Nigerien |
| Nigeria | Nigerian | a Nigerian |
| North Korea | North Korean | a North Korean |
| Norway | Norwegian | a Norwegian |
| Oman | Omani | an Omani |

| | | |
|------------------|-------------------------------------|---|
| Pakistan | Pakistani | a Pakistani |
| Panama | Panamanian | a Panamanian |
| Papua New Guinea | Papua New Guinean <i>or</i> Guinean | a Papua New Guinean <i>or</i> a Guinean |
| Paraguay | Paraguayan | a Paraguayan |
| Peru | Peruvian | a Peruvian |
| the Philippines | Philippine | a Filipino |
| Poland | Polish | a Pole |
| Portugal | Portuguese | a Portuguese |
| Qatar | Qatari | a Qatari |
| Romania | Romanian | a Romanian |
| Russia | Russian | a Russian |
| Rwanda | Rwandan | a Rwandan |
| Saudi Arabia | Saudi Arabian <i>or</i> Saudi | a Saudi Arabian <i>or</i> a Saudi |
| Scotland | Scottish | a Scot |
| Senegal | Senegalese | a Senegalese |
| Serbia | Serb <i>or</i> Serbian | a Serb <i>or</i> a Serbian |
| Seychelles, the | Seychellois | a Seychellois |
| Sierra Leone | Sierra Leonian | a Sierra Leonian |
| Singapore | Singaporean | a Singaporean |
| Slovakia | Slovak | a Slovak |
| Slovenia | Slovene <i>or</i> Slovenian | a Slovene <i>or</i> a Slovenian |
| Solomon Islands | - | a Solomon Islander |
| Somalia | Somali | a Somali |
| South Africa | South African | a South African |
| South Korea | South Korean | a South Korean |
| Spain | Spanish | a Spaniard |
| Sri Lanka | Sri Lankan | a Sri Lankan |
| Sudan | Sudanese | a Sudanese |

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|--------------------------------|----------------------------|------------------------------------|
| Suriname | Surinamese | a Surinamer <i>or</i> a Surinamese |
| Swaziland | Swazi | a Swazi |
| Sweden | Swedish | a Swede |
| Switzerland | Swiss | a Swiss |
| Syria | Syrian | a Syrian |
| Taiwan | Taiwanese | a Taiwanese |
| Tajikistan | Tajik <i>or</i> Tadjik | a Tajik <i>or</i> a Tadjik |
| Tanzania | Tanzanian | a Tanzanian |
| Thailand | Thai | a Thai |
| Togo | Togolese | a Togolese |
| Trinidad and Tobago | Trinidadian and Tobagan | a Trinidadian and Tobagan |
| Tunisia | Tunisian | a Tunisian |
| Turkey | Turkish | a Turk |
| Turkmenistan | Turkmen <i>or</i> Turkoman | a Turkmen <i>or</i> a Turkoman |
| Tuvalu | Tuvaluan | a Tuvaluan |
| Uganda | Ugandan | a Ugandan |
| Ukraine | Ukrainian | a Ukrainian |
| United Arab Emirates (UAE) | - | - |
| United Kingdom (UK) | British | a Briton |
| United States of America (USA) | - | a citizen of the USA |
| Uruguay | Uruguayan | a Uruguayan |
| Uzbekistan | Uzbek | an Uzbek |
| Vanuata | Vanuatuan | a Vanuatuan |
| Vatican City | - | - |
| Venezuela | Venezuelan | a Venezuelan |
| Vietnam | Vietnamese | a Vietnamese |
| Wales | Welsh | a Welshman, a Welshwoman |
| Western Samoa | Western Samoan | a Western Samoan |

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| Yemen | Yemeni | a Yemeni |
| Yugoslavia | Yugoslav | a Yugoslav |
| Zaire | Zairean | a Zairean |



| | | |
|----------|------------|--------------|
| Zambia | Zambian | a Zambian |
| Zimbabwe | Zimbabwean | a Zimbabwean |

English for Hotel Staff

Working in the hotel industry you will come across many types of travellers. Some will be business guests, others will be tourists and visitors. Many will speak a different language other than your own. Chances are, plenty of your guests will speak English. Do you know how to speak politely to a guest in English? Can you understand their requests and serve them accordingly? Whether your job is to take reservations or clean the hotel rooms, these pages can help you learn important words and expressions to use on the job in the hotel industry. Read and listen to the lessons. Then take the quizzes to test your comprehension.

| Word <i>part of speech</i> | Meaning | Example sentence |
|---|--|---|
| adjoining rooms <i>noun</i> | two hotel rooms with a door in the centre | If you want we can book your parents in an adjoining room . |
| amenities <i>noun</i> | local facilities such as stores and restaurants | We are located downtown, so we are close to all of the amenities . |
| attractions <i>noun</i> | things for tourists to see and do | The zoo is our city's most popular attraction for kids. |
| baggage <i>noun</i> | bags and suitcases packed with personal belongings | If you need help with your baggage we have a cart you can use. |
| Bed and Breakfast <i>noun</i> | a home that offers a place to stay and a place to eat | I can book you into a beautiful Bed and Breakfast on the lake. |
| bellboy <i>noun</i> | a staff member who helps guests with their luggage | The bellboy will take your bags to your room for you. |
| book <i>verb</i> | arrange to stay in a hotel | I can book your family in for the weekend of the seventh. |
| booked <i>adj</i> | full, no vacancies | I'm afraid the hotel is booked tonight. |
| brochures <i>noun</i> | small booklets that provide information on the local sites and attractions | Feel free to take some brochures to your room to look at. |
| check-in | go to the front desk to receive keys | You can check-in anytime after four |

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| <i>verb</i> | | o'clock. |
| check-out <i>noun</i> | return the keys and pay for the bill | Please return your parking pass when you check-out . |
| complimentary breakfast <i>noun</i> | free of charge | All of our rooms have complimentary soap, shampoo, and coffee. |
| cot, rollaway bed <i>noun</i> | a single bed on wheels that folds up | If you need an extra bed, we have cots available. |
| damage charge <i>noun</i> | money a guest owes for repairs to hotel property (when caused by violent or careless acts) | We will have to add a damage charge for the hole you put in the wall. |
| deposit <i>noun</i> | amount paid ahead of time to secure a reservation | You will not receive your deposit back if you cancel. |
| double bed <i>noun</i> | a bed large enough for two people | They are a family of four, so give them a room with two double beds . |
| floor <i>noun</i> | a level of the building | The swimming pool is on the main floor . |
| front desk, reception <i>noun</i> | the place where guests go to check in and out and to get information | Towels are available at the front desk . |
| guest <i>noun</i> | a person that is staying at the hotel | Our washrooms are for guests only. |
| hostel <i>noun</i> | a very inexpensive place for backpackers and travelers on a budget | In the hostel you probably won't get your own room. |
| hotel manager <i>noun</i> | person in charge at the hotel | I'll let you make your complaint to the hotel manager . |
| housekeeping, maid <i>noun</i> | staff members that clean the rooms and linen | Put a sign on the door if you want housekeeping to come in and change the sheets on the bed. |
| ice machine <i>noun</i> | a machine that automatically makes ice that guests can use to keep drinks cold | There is an ice machine by the elevator on all of the even numbered floors. |
| indoor pool <i>noun</i> | place for guests to swim inside the hotel | The heated indoor pool is open until 10 pm. |
| inn <i>noun</i> | another word for "hotel" | There's an inn on the other side of town that has a vacancy. |
| Jacuzzi, hot tub, whirl pool <i>noun</i> | a small hot pool for relaxation | Our honeymoon room has a personal hot tub . |
| king-size bed <i>noun</i> | extra large bed | A room with a king size bed costs an extra ten dollars a night. |
| kitchenette <i>noun</i> | a small fridge and cooking area | Your room has a kitchenette so you can prepare your own breakfasts and lunches. |
| late charge <i>noun</i> | a fee for staying past the check-out time | You will be charged a ten dollar late charge for checking out after 11 am. |

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| linen <i>noun</i> | sheets, blankets, pillow cases | We will come in and change the linens while you are out of your room. |
| lobby <i>noun</i> | large open area at the front of the hotel | You can stand in the lobby and wait for your bus. |
| luggage cart <i>noun</i> | a device on wheels that guests can push their luggage on | Please return the luggage cart to the lobby when you are finished with it. |
| maximum capacity <i>noun</i> | the most amount of people allowed | The maximum capacity in the hot tub is ten people. |
| motels <i>noun</i> | accommodations that are slightly cheaper than hotels | Our motel is very clean and is close to the beach. |
| noisy <i>adj</i> | loud | The guests next to you have complained that you are being too noisy . |
| parking pass <i>noun</i> | a piece of paper that guests display in the car window while in the hotel parking lot | Display this parking pass in your window to show that you are a hotel guest. |
| pay-per-view movie <i>noun</i> | extra charge for movies and special television features | If you order a pay-per-view movie, the charge will appear on your bill. |
| pillow case <i>noun</i> | the covering that goes over a pillow | Room 201 doesn't need their sheets changed, but they requested one new pillow case . |
| queen size bed <i>noun</i> | bed with plenty of space for two people (bigger than a double) | They have a queen size bed so the small child can easily fit in the middle. |
| rate <i>noun</i> | cost of renting a room for a certain time period | Our rates change depending on the season. |
| reservation <i>noun</i> | a request to save a specific room for a future date | They say they made a reservation but it doesn't show on the computer. |
| room service <i>noun</i> | delivery of food or other services requested by guests | If you would like a bottle of wine, just call room service . |
| sauna <i>noun</i> | a hot room for relaxation, filled with steam | We don't recommend bringing young children into the sauna . |
| single bed <i>noun</i> | a bed for one person | The economy priced room includes one single bed . |
| sofa bed, pull-out couch <i>noun</i> | a bed built into a sofa or couch | The room contains a sofa bed so the room actually sleeps five. |
| towels <i>noun</i> | used to cover and dry the body after swimming or bathing | You can get your swimming pool towels at the front desk. |
| vacancy <i>noun</i> vacant <i>adj</i> | available rooms | We only have one vacancy left, and it is for a single room. |
| valet <i>noun</i> | staff that parks the guests' vehicles | If you leave your car keys with us, the valet will park your car underground. |
| vending machine | a machine that distributes snacks and | The vending machine on the fifth floor has |

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| <i>noun</i> | beverages when you insert coins | chocolate bars and chips. |
| view <i>noun</i> | a window that offers a nice image for guests | The room is more expensive because it has a spectacular view of the beach. |
| wake up call <i>noun</i> | a morning phone call from the front desk, acts as an alarm clock | What time would you like your wake up call ? |
| weight room, workout room, gym <i>noun</i> | a room that guests can use for exercise and fitness | Our weight room has a stair climber and a stationary bicycle. |

Taking a Reservation

Front Desk Receptionist

- Enterprise Hotels, Lise speaking. How can I help you?
- What date are you looking for?
- How long will you be staying?
- How many adults will be in the room?
- I'm afraid we are booked that weekend.
- There are only a few vacancies left.
- We advise that you book in advance during peak season.
- Will two double beds be enough?
- Do you want a smoking or non-smoking room?
- The dining room is open from 4 pm until 10 pm.
- We have an indoor swimming pool and sauna.
- We serve a continental breakfast.
- Cable television is included, but the movie channel is extra.
- Take Exit 8 off the highway and you'll see us a few kilometers up on the left hand side.
- The rate I can give you is 99.54 with tax.
- We require a credit card number for a deposit.

Guest

- I'd like to make a reservation for next week.
- Is it necessary to book ahead?
- Do you charge extra for two beds?
- How much is it for a cot?
- Do you offer free breakfast?
- Is there a restaurant in the hotel?
- Do the rooms have refrigerators?
- Do you do group bookings?
- Is there an outdoor pool?
- Do you have any cheaper rooms?
- When is it considered off- season?

Sample Conversation

Receptionist: Thanks for calling Quality Inn. Morine speaking.

Caller: Hello. I'm interested in booking a room for the September long weekend.

Receptionist: I'm afraid we're totally booked for that weekend. There's a convention in town and we're the

closest hotel to the convention centre.

Caller: Oh, I didn't realize. Well what about the weekend after that?

Receptionist: So... Friday the seventeenth?

Caller: Yes. Friday and Saturday.

Receptionist: It looks like we have a few vacancies left. We recommend that you make a reservation, though. It's still considered peak season then.

Caller: Okay. Do you have any rooms with two double beds? We're a family of four.

Receptionist: Yes, all of our rooms have two double beds. The rate for that weekend is \$129 dollars a night.

Caller: That's reasonable. And do you have cots? One of my daughters might be bringing a friend.

Receptionist: We do, but we also charge an extra ten dollars per person for any family with over four people. The cot is free.

Caller: Okay, but I'm not positive if she is coming. Can we pay when we arrive?

Receptionist: Yes, but we do require a fifty dollar credit card deposit to hold the room. You can cancel up to five days in advance and we will refund your deposit.



Caller: Great, I'll call you right back. I have to find my husband's credit card.

Receptionist: Okay. Oh, and just to let you know...our outdoor pool will be closed, but our indoor pool is open.

English for Airline Staff

Getting airline passengers safely and happily from one destination to another requires teamwork. The airline industry employs many different people, from pilots and flight crew to caterers and grounds crew. Many of these jobs require communication in English, whether it be among co-workers or with passengers. Most airline companies require that the flight crew be fluent in at least two languages. English is the most common second language that crew members need to learn. Whether your job is to book passengers on their flights, assist passengers with luggage, or fly the airplane itself, these pages can help you learn important words and expressions to use on the job in the airline industry. Read through the vocabulary, listen to the spoken English, and take the quizzes to test your comprehension.

Airline Vocabulary

| Word <i>part of speech</i> | Meaning | Example sentence |
|-------------------------------|---|---|
| airfare <i>noun</i> | cost of a plane ticket | The cost of your meal is covered in your airfare . |
| aisle <i>noun</i> | the long empty space that you walk down | Please keep your bags out of the aisle so that nobody trips. |
| aisle seat | the seat that is next to the aisle | I'll give you an aisle seat in case you |

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| <i>noun</i> | | need to walk around with the baby. |
| assist <i>verb</i> | help | Please wait until everyone is off the plane so that we can assist you. |
| baggage <i>noun</i> | the bags and suitcases that travellers put their belongings in | I'm afraid your baggage got on the wrong airplane. |
| baggage, luggage claim <i>noun</i> | place where you pick up your baggage after arrival | The announcement will direct you to the correct baggage claim . |
| blanket <i>noun</i> | warm covering | If you feel cold I can get you a blanket . |
| boarding pass <i>noun</i> | part of the ticket that you give to the crew as you step onto the plane | You must present your boarding pass at the gate. |
| bumpy, rough <i>adj</i> | up and down movement of the aircraft | It might be a bumpy ride because we are flying through a storm. |
| cabin <i>noun</i> | interior of the aircraft | There is no smoking allowed inside the cabin . |
| call light <i>noun</i> | a button passengers can press to get a crew member's attention | If you need anything, just press the call light . |
| captain <i>noun</i> | the person who is in charge of the plane | Would the kids like to go and meet the captain ? |
| charter <i>noun</i> | discount airline | If you take a charter it will cost you half as much. |
| cockpit <i>noun</i> | the part of the plane where the captain and his co-pilots sit | We aren't doing any more tours of the cockpit because it's almost time to land. |
| comfortable <i>adjective</i> | feel good physically, able to relax | Because you have long legs you might be more comfortable in an aisle seat. |
| complimentary <i>adjective</i> | free of charge | We offer complimentary coffee or tea, but you have to pay for alcohol. |
| co-pilot <i>noun</i> | person who helps the captain fly the plane | If the captain gets sick the co-pilot can take over. |
| domestic <i>adjective</i> | within the same country | You should be at the airport two hours ahead of time for domestic flights. |
| emergency exit <i>noun</i> | section of the plane that opens in the case of an accident | Are you comfortable sitting next to the emergency exit ? |
| e-ticket <i>noun</i> | airfare purchased on the internet | You will need to present your identification along with your e-ticket . |
| excess baggage <i>noun</i> | heavier/more bags than you are allowed | You can either pay for your excess baggage or leave one of your bags behind. |
| first-class <i>noun/adj</i> | more expensive seating, with better services | When you sit in first-class you get a better meal to eat. |

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| gate <i>noun</i> | place where passengers go to wait to board a plane | Gate 3B is down this hall and to your right. |
| headset, earphones <i>noun</i> | device that allows passengers to listen to music or a movie | We will be coming around to sell headsets for five dollars. |
| international <i>adj</i> | worldwide | For international departures, go up one level. |
| jet lag <i>noun</i> | tiredness due to travelling through different time zones | I'm used to travelling now. My body doesn't suffer from jet lag anymore. |
| land <i>verb</i> | returning to the ground after being in the air | We will be landing in Tokyo in approximately ten minutes. |
| life vest, life jacket <i>noun</i> | a blow-up device that you put on in an emergency over water | Please take a moment to locate the life vest under your seat. |
| motion sickness <i>noun</i> | a bad feeling in the stomach that passengers get during a rough ride | There is a paper bag in front of you in case you experience motion sickness . |
| overbooked <i>adj</i> | more passengers than available seats | The flight is overbooked . Four of our passengers will have to wait for the next flight. |
| overhead bin/compartments <i>noun</i> | place above the seats for storing luggage | You'll have to put your bag under your seat because all of the overhead bins are full. |
| over-sized baggage <i>adj</i> | items that do not fit in suitcases | Infant car seats and sporting equipment can be picked up at the over-sized baggage counter. |
| oxygen mask <i>noun</i> | a device that goes over a person's face, provides air in case of cabin air pressure loss | Put your oxygen mask on first before putting one on your child. |
| passport <i>noun</i> | document that proves a person's identification and nationality | Please have your passport out when you go through security. |
| pilot <i>noun</i> | the person who drives the plane | The pilot is circling over the airport until it is safe to land. |
| refreshments <i>noun</i> | drinks and snacks | It's a short flight, so we will be serving refreshments but not a meal. |
| row <i>noun</i> | a number of seats beside each other | You are in seat B of row nine. |
| runway <i>noun</i> | the strip of land that an airplane takes-off and lands on | The plane almost missed the runway because it was such a bad storm. |
| seatbelt <i>noun</i> | device that holds passengers in their seats | Please remain in your seats while the seatbelt light is on. |
| steward (male), stewardess (female), flight attendant, air host <i>noun</i> | man or woman who provides service for passengers during a flight | Ask one of the stewardesses for a pillow if you're tired. |
| stopover <i>noun</i> | touching down at more than one airport during a flight | It's not a direct flight. We're making one stopover in Toronto. |

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| take off <i>noun/verb</i> | when the plane leaves the ground | We are next in line to take off on this runway. |
| taxi in, out <i>verb</i> | driving an airplane to the correct place for taking off or deboarding | Please remain in your seats until we taxi in to the gate. |
| touch down <i>verb, noun</i> | when the aircraft wheels land on the ground | That was a very smooth touch down . |
| turbulence <i>noun</i> | rough flight | This turbulence should only last a few minutes. |
| wheelchair <i>noun</i> | a seat for pushing elderly, disabled, or injured people | A steward will take you to the gate with a wheelchair . |
| window seat <i>noun</i> | seat next to the window where passengers can look out | If your child wants a window seat I can move you back a row. |

Checking In Passengers

Check-in Assistant

- Can I see your ticket, please?
- Do you have your passport with you?
- I'm afraid your passport has expired.
- Do you have a second piece of identification?
- I'll need to see your child's birth certificate.
- How many bags are you checking?
- Will you be bringing a carry-on bag?
- I'm afraid that bag exceeds the size restrictions.
- Did you pack your bags yourself?
- Would you like an aisle or a window seat?
- Would you like a wheelchair?
- You'll board at Gate 7.
- Please be at the gate thirty minutes before your scheduled flight.
- Did you need any tags for your luggage?
- Your flight is expected to take off on time.
- Your flight has been delayed by one hour.
- Flight 87B to Toronto has been canceled.
- I'm afraid you're too late to check-in.
- Your flight is overbooked. Would you be interested in giving up your seat?
- Enjoy your flight.

Passenger

- I'm not sure which of these papers is my ticket.
- Is it possible to get an aisle seat?
- I requested a vegetarian meal. Can you check to confirm?
- Can I take my child through security?
- Is the flight on time?
- Will they be serving a meal today?
- Will they be showing an inflight movie?
- Where can I get a luggage cart?
- Can I use my laptop on board?

Sample Conversation

- Check-in Assistant:** Hello. Are you flying to St. Martin today?
- Passenger:** Yes, I have my ticket here.
- Check-in Assistant:** Great. I'll need to see your passport as well.
- Passenger:** I have an e-ticket. Uh...is this the part you need?
- Check-in Assistant:** Actually I just need your name and I can find you on the computer.
- Passenger:** Oh OK. It's Bates. Frank Bates.
- Check-in Assistant:** Great. Here we are. Oh, you're traveling with an infant today.
- Passenger:** Yes, my daughter Mia. She's 14 months.
- Check-in Assistant:** Okay. I'll need to see your daughter's birth certificate to prove that she is under two years of age.
- Passenger:** Here you are. Say, would we be able to get an aisle seat? I may have to walk her around if she gets fussy.
- Check-in Assistant:** Sure. I'll put you near the washroom too.
- Passenger:** Thanks. Can I take my stroller to the gate?
- Check-in Assistant:** Yes, we'll check it in the over-sized luggage after you board. Are you just checking these two bags today?
- Passenger:** Yes, I'll take my knapsack as my carry-on.
- Check-in Assistant:** Did you pack these bags yourself?
- Passenger:** Yes.
- Check-in Assistant:** Okay. Here is your boarding pass. Be at the gate one hour prior to boarding time. You will be able to preboard because you are traveling with an infant. Our flight crew will have some special instructions for take-off and landing.

English for Food and Drink Staff

Are you a chef, bartender, or waiter/waitress working in a tourist spot? Maybe you're a student who wants to work part-time in a restaurant while you go to school abroad. Whatever the case may be, you will come across many English customers and staff members in the food and beverage industry. These pages are designed to help people who are employed, or looking for work in many different areas of the hospitality industry, including in the kitchen, on the floor, or behind the bar. You will learn helpful English vocabulary and expressions that will allow your guests to enjoy their dining experience and help you to communicate with your fellow staff members. Studying and practicing Food and Beverage English and gaining a better understanding of the industry may even help you find a job. Do the exercises and take the quizzes to test your knowledge and understanding.

Vocabulary

Note: Many English words and expressions about food come directly from French. This is why some words about food are written with an accent (for example: à la carte). However, you may also see such words written without accent.

| Vocabulary <i>part of speech</i> | Meaning | Example sentence |
|--|--|---|
| à la carte <i>adjective</i> | without a side dish | Is it possible to get the steak à la carte ? I don't eat potatoes. |
| à la mode <i>adjective</i> | with ice cream | Would you like your apple pie à la mode ? |
| alcohol, liquor <i>noun</i> | a distilled liquid such as rum or whiskey | This beer has 5% alcohol . |
| all you can eat <i>adjective</i> | customers pay one fee and can eat as much as they wish | These are all you can eat fries, so let me know if you want more. |
| appetizer <i>noun</i> | small snack before a meal | Would you like some garlic bread or another appetizer to start? |
| appetizing <i>adjective</i> | looks pleasing to eat | I'm afraid these pancakes don't look very appetizing . |
| apron <i>noun</i> | a cloth covering worn over the clothes while cooking | Remove your apron before you come out to the dining room. |
| awful (taste) <i>adjective</i> | very bad taste | The customer said that her pasta was awful . |
| bar <i>noun</i> | place in an establishment where people go to get a drink (especially alcoholic drinks) | If you sit up at the bar you don't have to order any food. |
| barbeque <i>noun/verb</i> | southern style of cooking over a grill | The barbeque wings are our specialty. |
| barstool <i>noun</i> | tall seats that customers use at the bar | The guest fell off his barstool before he even ordered a drink. |
| bartender <i>noun</i> | staff member that mixes, pours, and serves alcoholic beverages | I do part-time work as a bartender in a local pub. |
| beverage <i>noun</i> | drink | Can I bring you some beverages while you look at the menus? |
| bill, cheque, check <i>noun</i> | the slip of paper that tells the customer how much to pay | Table 3 would like you to bring them their cheque . |
| black coffee <i>adjective + noun</i> | coffee without any milk | Should I bring some cream, or do you take your coffee black ? |
| boil <i>verb</i> | style of cooking that involves placing food in a deep pot of extremely hot water | We usually boil the potatoes first so that they will cook faster. |
| book off <i>verb</i> | mark a day that you cannot work | I need to book off the first week of May. |
| booster seat | a plastic unit that fits on top of a chair to help | Will your child be needing a booster seat |

| | | |
|--------------------------------------|---|---|
| <i>noun</i> | small children reach the table | today? |
| booth/bench <i>noun</i> | type of seating in which people sit side by side on a cushioned area | We'd prefer a booth if you have one available. |
| booze <i>noun(idiom)</i> | alcohol | You've been into the booze already, haven't you? |
| bottle opener <i>noun</i> | a device used for opening beer bottles that don't twist off | All of the servers keep bottle openers on their keychains. |
| bread basket <i>noun</i> | slices of bread and butter served before and with a meal | I'll bring you a bread basket to hold the kids down until dinner. |
| breaded <i>adjective</i> | rolled and cooked in bread crumbs | The shrimp is breaded in our homemade batter. |
| buffet <i>noun</i> | self-serve tables of food that are set out for the customer to pick and choose from | The plates and everything you need are up at the buffet . |
| burnt <i>adjective</i> | overcooked to the point of turning black | The toast is burnt around the edges. |
| buspan <i>noun</i> | rubber tub used for collecting dirty dishes | The buspan is stacked so high it's too heavy for me to carry. |
| busboy, busser <i>noun</i> | a person who helps out in a restaurant (especially clearing and setting tables) | Ask the busboy to help you bring out all of the food. |
| cash <i>noun</i> | paper money payment | I don't have any cash . Do you accept Visa? |
| cash out <i>verb</i> | counting and submitting the payment of all of the customers bills at the end of one's shift | Don't forget to include any coupons from tonight when you cash out later. |
| cashier <i>noun</i> | staff member responsible for collecting customer's money at the front of an establishment | We don't have a cashier ; you have to pay your server. |
| charge <i>verb</i> | to add a fee | I will have to charge you an extra dollar to add ice cream. |
| check on <i>verb</i> | make sure the guests are satisfied | You should always check on your guests about two minutes after you serve the meal. |
| chef <i>noun</i> | staff member who is professionally trained to prepare food | Our head chef is one of the best cooks in town. |
| clear <i>verb</i> | remove finished or unused items from a table | You need to clear this table and set it for four. |
| cocktail <i>noun</i> | an alcoholic drink with juice | Would anyone care for a cocktail on this warm sunny day? |
| coffee maker <i>noun</i> | machine that dispenses coffee into a glass container for pouring | You need to teach the new waitress how to operate the coffee maker . |
| coffee round <i>noun</i> | an offering of coffee and refills around a section of a restaurant | Let's ask the busboy to do a coffee round while we take a smoke break. |
| combo, | mixture | The combo platter has veggies, ribs, and |

| | | |
|---|---|---|
| combination <i>noun</i> | | chicken fingers. |
| comment card <i>noun</i> | a piece of paper that customers are given to record their dining experience | When she asked for a comment card I knew she was going to complain about the food. |
| complaint <i>noun</i> | a problem with service or food | The guest brought his complaint to the manager. |
| condiments <i>noun</i> | types of sauces that are added for flavouring (i.e. mustard) | All of the condiments you should need are on the table. |
| cook <i>verb/noun</i> | prepare and heat food until it is ready to serve | The guest says that this chicken isn't cooked enough. |
| corkscrew <i>noun</i> | tool for removing the cork from the top of a wine bottle. | You will need to learn how to work a corkscrew before you start bartending. |
| counter <i>noun</i> | flat area often used for placing dishes on or preparing food | I left one of the salads on the kitchen counter by mistake. |
| coupon <i>noun</i> | a slip of paper that offers the customers a discounted rate | Your coupon is only valid for food, not for alcoholic drinks. |
| complimentary <i>adjective</i> | free of charge | The desserts are complimentary because the dinner took so long. |
| creamer <i>noun</i> | small plastic container of cream for coffee | Will you need more than two creamers for your coffee? |
| credit card <i>noun</i> | a plastic card that allows people to pay for something later | You forgot to sign your credit card slip. |
| customer, guest <i>noun</i> | person who goes to an establishment to be served | It is our policy that the customer is always right. |
| customer service <i>noun</i> | treatment of guests | Our restaurant got the award for having the best customer service this year. |
| cutlery, silverware, utensils <i>noun</i> | tools for eating with (fork, knife, spoon) | In a fine dining restaurant the staff has to polish the silverware . |
| cut off <i>verb</i> | stop serving a customer any more alcohol | I cut off the man with the beard because he'd had too much to drink. |
| debit <i>noun</i> | use bank card to pay directly from bank account | Can we pay by debit here, or do you only take credit cards? |
| deep fried <i>adjective</i> | cooked in a large pot of oil | Most of the appetizers on our menu are deep fried . |
| defrost, thaw <i>verb</i> | remove frozen food from the freezer to prepare | Don't forget to defrost some pies for tomorrow. |
| delicious <i>adjective</i> | very good taste | The cookies were so delicious they were gone in half an hour. |
| delivery <i>noun</i> | food brought to the home | Do you have delivery or do we have to come in to eat? |

| | | |
|---|--|--|
| designated driver <i>adjective + noun</i> | person in a party who agrees not to consume alcohol in order to drive everyone home safely | Is there a designated driver in your party or are you taking a taxi? |
| dessert <i>noun</i> | sweet treat after a meal | I think we're too full to have dessert tonight. |
| dessert tray <i>noun</i> | a plate of all of the desserts that customers can view and order from | I'll bring the dessert tray around and see if I can tempt any of you with a slice of cake or pie. |
| dirty dishes <i>adjective + noun</i> | plates that customers are finished with | I'll just clear these dirty dishes and make some room for you. |
| discount <i>noun</i> | at a cheaper cost | We got a discount because we are regular customers. |
| dishpit <i>noun</i> | area in the restaurant where the dirty dishes are placed. | Jody is not going to want to go into the dishpit today. |
| dishwasher <i>noun</i> | the staff member/machine that washes the dirty dishes | Can you bring the dishwasher these pans to clean? |
| doggie bag <i>noun</i> | unfinished food that is packed up for the customer to take home | I can't finish my steak, but I'll take a doggie bag . |
| double <i>noun</i> | two shots of alcohol in one drink | Make that a double in a tall glass, please. |
| draft <i>noun</i> | beer from a keg that pours out of a tap | We have a selection of local beers on draft . |
| dressing <i>noun</i> | liquid topping for salads | Would you like Italian or French dressing ? |
| dry <i>adjective</i> | no sauce | I'll have dry toast with two eggs. |
| entrée, main course <i>noun</i> | the largest part of a meal (after appetizer, before dessert) | The entrées are after the lunch specials on page 6 of the menu. |
| fast-food <i>noun</i> | an eatery that offers quick inexpensive food | We don't provide table service. This is a fast-food restaurant. |
| fine dining <i>noun</i> | a very expensive eating establishment | The waiters wear bowties because it's a fine dining restaurant. |
| float <i>noun</i> | small amount of cash used to make change at the beginning of a server or bartender's shift | I need a roll of quarters for my float . |
| free refills <i>adjective + noun</i> | beverages that can be filled again without any cost | Have all of the soda you want; it's free refills here. |
| fry <i>verb</i> | cook over an element in oil | Don't fry the vegetables too long or they will go soggy. |
| garnish <i>noun/verb</i> | food that is added to a plate for appearance or colour(i.e. parsley or fruit) | Don't forget to garnish all of the entrees that go out. |
| glassware | group of drinking glasses | Make sure the glassware doesn't have |

| | | |
|--|--|--|
| <i>noun</i> | | any spots before you put it away. |
| gloves (plastic) <i>noun</i> | covering for the hands to prevent the spread of germs | Whenever you are handling food make sure you are wearing gloves . |
| gratuity/tip <i>noun</i> | extra money given as a thank you for service | When we have a large party we're allowed to add a 15% gratuity to the bill. |
| greet <i>verb</i> | say hello and welcome customers to the establishment | Your priority as a hostess is to greet the guests at the door with a smile. |
| grill <i>noun/verb</i> | cooking over iron slats that allow for oil and fat to drop down | The healthiest way to prepare meat is on a grill . |
| hairnet <i>noun</i> | a covering worn on the head while preparing food | If you don't want to wear a hat, you can wear a hairnet . |
| happy hour <i>noun</i> | short amount of time when alcoholic drinks are on sale | We're expecting a rush because it's almost happy hour . |
| highball <i>noun</i> | alcohol served with soda | Our highballs are on for half price today. |
| highchair <i>noun</i> | a tall chair with a plastic tray designed for a baby | The party is for ten plus a highchair . |
| hold <i>verb</i> | leave off/without | I'll take a hamburger, hold the bun. |
| homemade <i>adjective</i> | made from a recipe | We serve the best homemade soup in town. |
| host, hostess <i>noun</i> | staff member in charge of greeting and seating customers in a restaurant | Please wait and the hostess will seat you. |
| ingredients <i>noun</i> | all of the different foods that are combined in a recipe | I'll check the ingredients to make sure there aren't any nuts. |
| kettle <i>noun</i> | pot for boiling water for tea | I'll put the kettle on and make some fresh tea. |
| last call <i>noun</i> | the last chance for a person to get an alcoholic drink before the establishment closes | We'll have two more screwdrivers for last call . |
| lemon, lime wedge <i>noun</i> | a small segment of lemon or lime put on the rim of a glass | I'd like a lemon wedge for my ice water please. |
| lineup <i>noun/verb</i> | a number of people waiting for something | Is this the lineup to pay or get seated? |
| liqueur <i>noun</i> | alcohol that has a syrupy/sweet taste | Can I offer you a coffee liqueur to go with your dessert? |
| make change <i>verb + noun</i> | give customers money back from a payment | We can make change if all you have is large notes. |
| manager <i>noun/adjective</i> | person in charge of a section of a restaurant | I'd like to speak to the floor manager about the service. |
| melt <i>verb</i> | warm to soften (i.e. cheese/butter) | First, melt two tablespoons of butter in the microwave. |

| | | |
|--|--|--|
| menu <i>noun</i> | a booklet of all of the food that can be ordered | Do you have a children's menu we could see? |
| microwave <i>noun</i> | a small appliance that heats and cooks food quickly | We can heat your dinner in the microwave if you like. |
| mild <i>adjective</i> | not spicy | I'd like a half dozen mild chicken wings. |
| nightclub <i>noun</i> | establishment where adults go to dance and drink alcoholic beverages | If you work at the nightclub you will have to stay until 2 AM. |
| non alcoholic beverage <i>adjective + noun</i> | a drink that resembles a certain drink without the alcohol | Can I order a non alcoholic beer? |
| notepad <i>noun</i> | paper that a server uses to write down orders | Just let me grab my notepad and I'll take your order. |
| on the rocks <i>preposition + noun</i> | on ice | I'll take a whiskey on the rocks . |
| on the side <i>preposition + noun</i> | request for a food item to NOT be put on top of another food item | For the nachos, can we have the sour cream on the side ? |
| order <i>verb/noun</i> | make a request to a server | Is everyone ready to order lunch now? |
| over charge <i>verb</i> | give a customer a bill that is too high (by mistake) | I think you over charged us for our drinks; we only had one each. |
| pack up <i>verb</i> | put in a take-out container for the customer to bring home | Would you like me to pack up the rest of that pizza? |
| party <i>noun</i> | group of people at or waiting for a table | A party of twelve just walked in without a reservation. |
| patio <i>noun</i> | outdoor seating | We closed the patio because it looks like it's going to rain. |
| paycheque <i>noun</i> | money given to the staff every week or two | You'll get a paycheque every other Monday. |
| pitcher, jug <i>noun</i> | a container with a spout to pour water, beer, or other beverages out of | We'll take a pitcher of beer with four glasses. |
| portion <i>noun/verb</i> | a separate amount of food | The chicken fingers are already portioned in the freezer. |
| pour <i>verb</i> | dispense liquid from a container | Can I pour you folks another glass of water? |
| prepare <i>verb</i> | get food ready | The servers have to prepare the salads themselves. |
| pub <i>noun</i> | establishment that specializes in casual food and alcoholic beverages | I can wear whatever I want when I work at the pub . |
| punch clock and punch card <i>noun</i> | a machine that staff members place a card into when they begin and finish a work shift | I don't want staff members hanging around the punch clock . |

| | | |
|--|---|--|
| punch in, out <i>verb</i> | put a card in the punch clock to mark the time you start and end a shift | You can punch out as soon as you finish sweeping the floors. |
| punch something in <i>verb</i> | enter an order into a computer system | I'm going to punch in a large order now, so get ready. |
| rare <i>adjective</i> | cooked meat that is pink inside | This steak is too rare for me to eat. |
| recipe <i>noun</i> | list of ingredients and instructions for preparing a certain type of food | Our chef is so talented that he almost never bothers with a recipe . |
| regulars <i>noun</i> | people who come into an establishment often | You can give the regulars a complimentary drink from time to time. |
| reservation <i>noun</i> | a request to have a table saved for a certain amount of people | We don't take any reservations ; it's first come first served here. |
| restrooms <i>noun</i> | place for people to use a toilet and wash hands | The restrooms are to your left and down the stairs. |
| roll-up <i>noun</i> | a set of cutlery wrapped in a napkin | Before we punch out we have to prepare enough roll-ups for the night shift. |
| rush <i>noun</i> | a large amount of customers arriving at the same time | We always have a rush after church on Sundays. |
| rush <i>noun/verb</i> | prepare quickly for a certain reason | Can you put a rush on this spaghetti; I forgot to punch it in. |
| sauce <i>noun</i> | liquid flavouring added to food | What kind of sauce would you like on your ice cream, butterscotch or chocolate? |
| schedule <i>noun/verb</i> | a notice of the time and date each staff member has to work in a certain period of time | If you want to book off a day, let me know before I make the schedule . |
| seasoning <i>noun</i> | dry flavouring added to food | He wants the chicken plain without any seasoning . |
| self-serve <i>adjective</i> | the customers bring their own food items to the table and do not pay for service | We have a buffet on, so it's self-serve for lunch. |
| senior's discount <i>noun</i> | a reduced price for people over a certain age (i.e. over 65) | We have a senior's discount of 25% off on Mondays. |
| separate cheques <i>adjective + noun/verb + noun</i> | a different bill for each member/group sitting at a table | We asked for separate cheques but it all came on one bill. |
| serve <i>verb</i> | look after a customer, bring items to a customer | Is there someone in charge of serving out on the patio? |
| set <i>verb</i> | get a table ready with items such as cutlery and glassware | I need you to clear and set table five for a party of eight. |
| shade <i>noun</i> | place outside that is not in the sun | We'd like to sit on the patio if there is any shade . |
| shot | one ounce of alcohol served in a small glass | Let's do a shot to get this party started. |

| | | |
|--|---|--|
| <i>noun</i> | (shot glass) | |
| shooter <i>noun</i> | an ounce of alcohol and juice combined | Is there a shooter that has orange juice in it? |
| side dish <i>noun</i> | choice of food that goes with a main meal | The two side dishes are mashed potatoes or french fries. |
| sour <i>adjective</i> | acid or fermented taste | I think the milk has gone sour from sitting out of the fridge too long. |
| sous chef <i>noun</i> | staff member who works under and assists the main chef | Our sous chef is leaving to become the head chef at another restaurant. |
| specials <i>noun</i> | items that were prepared particularly for a certain day and are usually at a reduced price | Would you like to hear the specials before you decide on lunch. |
| specialty <i>noun</i> | food item that a restaurant is popular for | Homemade fish and chips is our specialty . |
| spicy <i>adjective</i> | hot flavour | Any item with three chilies beside it means that the dish is very spicy . |
| stay <i>verb</i> | to eat in the restaurant | Are these coffees to go or to stay . |
| stir, mix <i>verb</i> | spin round and round with a spoon | Stir the soup for a few minutes before you serve it. |
| straw <i>noun</i> | long hollow plastic stick for drinking out of | Can I please get a straw for my ice tea? |
| straight up <i>adjective</i> | alcoholic drink without any mix or ice | He always has a straight up glass of rum after his meal. |
| substitute <i>verb</i> | replace one item for another | Can I substitute the carrots for corn? |
| supervisor <i>noun</i> | staff member in charge of watching over things and dealing with problems | When I'm not here George will be your supervisor . |
| sweet <i>adjective</i> | taste with a lot of sugar | If you like sweet things, you'll love our chocolate cheesecake. |
| take-out <i>adjective/verb</i> | food that is packed up and eaten at home | You can either eat in or order food to take-out . |
| two-minute check <i>noun</i> | a visit to a table approximately two minutes after the food has been served to check for satisfaction | Don't forget to do your two-minute check to make sure the steak is cooked properly. |
| terminal <i>noun</i> | computer system for punching in food orders | There's one terminal in the kitchen and one on the bar. |
| till <i>noun</i> | drawer of a cash register that money is kept in | You need a key to open the till and make change. |
| to go <i>verb</i> | to take out of the restaurant | We're just going to order a pizza to go . |
| toppings | food items that go on top of other food items | What type of toppings would you like to |

| | | |
|---|--|--|
| <i>noun</i> | to add flavour | have on your pizza? |
| uniform <i>noun</i> | clothing that staff members have to wear | The uniform here is black pants and a white shirt. |
| waiter, waitress <i>noun</i> | staff member in charge of taking orders and serving food and beverages | When I got promoted from a hostess to a waitress I started making tips. |
| waiting list <i>noun</i> | list of groups who want a table to eat at | We have a twenty minute waiting list tonight. |
| warm up <i>verb</i> | heat food to an enjoyable temperature for eating | Would you mind warming up the baby's bottle for me? |
| well- done <i>adjective</i> | cooked for longer than average | The meat was so well-done it had no flavour. |
| wine list <i>noun</i> | a menu of all of the wine you can order from the glass, litre, or bottle | You will notice that we have a lot of local wine on our wine list . |
| winery <i>noun</i> | a place where wine is made, tasted, and sold | There is another winery up the hill that you might enjoy stopping at. |
| wine tasting <i>adjective</i> | sampling different types of wine | If you are intersted in trying some wines you should go on a wine tasting tour. |

Understanding the Menu

If you are going to be working in a restaurant, it is important that you understand the menu. Different menus use different words to mean the same thing. They also use certain words to make food sound more delicious. It isn't just the server who should know the menu. Hosts, bartenders, and bussers may also get asked questions about the menu from the guests. Cooks have to know the menu inside-out as well. After all, if an item says it is smothered in mozzarella cheese it can't just have a sprinkling of cheddar.

Most menus are divided into sections. You may need to help a guest find the entrees, or desserts. A guest might call a drink a *beverage* or a *refreshment*. Learn the different terms that are used so that you can understand and serve your guests promptly and accurately.

Menu Section

| | Also Known As | Example Items |
|---------------------------|---|--|
| Appetizers | Appies, Finger Food, Combo Platters, Snacks, Starters | Garlic Bread, Cheese Plate, Nachos |
| Salads (and Soups) | Garden Fresh, Greens, Light Fare, Lighter Favourites, Low Calorie Choices, Low-fat Selections | Tossed Salad, Caesar Salad, Soup of the Day |
| Sandwiches | Burgers, From the Deli, From the Grill, Lunch Menu, Wraps | Grilled Chicken Sandwich, Veggie (Garden) Burger, Steak Sandwich |
| Italian | Noodles, Pasta, Pizza | Spaghetti, Pepperoni Pizza, Fettucini |
| Main Course | Entrée, Dinners, Main Dish, Main Event | New York Steak, Chicken Stirfry, Hearty Stew |
| Sides | Accompaniments, On the Side, Side Dishes | French Fries, Rice, Grilled Veggies |
| Seafood | Catch of the day, Fish, Fresh from the Sea | Fish and Chips, Battered Shrimp, Smoked Salmon |

| | | |
|----------------------|---|--|
| Mexican | South of the Border, Tex-Mex | Fajitas, Nachos, Enchilladas |
| Specialties | Signature items, Favorites, Pleasers, 5 Stars | BBQ Ribs, Hot Wings, Chicken Cordon Bleu |
| Desserts | Sweets, Treats, For the Sweet Tooth | Apple Pie, Mocha Cheesecake, Banana Split |
| Beverages | Drinks, Non-alcoholic beverages, Refreshments | Soda Pop, Juice, Milk |
| Wine and Beer | Coolers, Draft, Liquor, Specialty Drinks, Spirits, From the Bar | House Wine, Jug of Beer, Peach Cider |
| Kids Menu | Juniors, Kids Stuff, Little Tikes, For the Munchkins | Spaghetti and Meatballs, Cheeseburger, Chicken Fingers |

Descriptive Words and Expressions on a Menu

Menus often contain special language to make items sound delicious. These words and expressions can also convince the guests to order more food, such as appetizers or dessert. It is useful for servers to learn these expressions in order to sound more knowledgeable and achieve better sales. In many English speaking countries, especially North America, having higher sales means earning better tips.

| Description | Meaning | Example item |
|--|---|--|
| available with | Guests can have this food served a different way. | All burger selections are available with whole wheat buns. |
| bottomless (free refills) | Guests can have more without paying. | Coffee and tea is bottomless . |
| chunky | many large pieces of meat or vegetables | A steaming bowl of chunky vegetable soup |
| coated in, glazed | covered in a sauce (often before cooking) | Breast of chicken coated in teriyaki sauce |
| crispy | makes a crunchy sound when you chew | Caesar salad with fresh lettuce and crispy croutons |
| drizzled with | a small amount of liquid poured over top | Apple pie and vanilla ice cream drizzled with butterscotch |
| finished with | final step of the food preparation | A generous portion of spaghetti and garlic tomato sauce, finished with homemade meatballs |
| fresh | just off the farm/ out of the garden/ | All omelettes are made with three fresh egg whites. |
| garnished with | decorated with | Our dinners are garnished with fresh parsley and seasonal fruit. |
| generous portion, heaping, loaded with | a large amount of | All sandwiches are served with a generous portion of fresh cut fries. |
| home style, homemade, made from scratch | from a recipe (not a package) | Try our chef's homemade chili with fresh baked bread. |
| juicy | with liquid remaining for taste | Garden salad with juicy tomatoes, |

| | | |
|----------------------------------|---|--|
| | | cucumbers, and onions |
| lightly breaded, battered | rolled in bread crumbs, eggs, or other mixture and cooked | Our fish is lightly battered in beer. |
| marinated in | left in fridge to soak up sauce/juice/flavoring | Our steaks are marinated in a rich peppercorn sauce. |
| medley | variety, mixture | A vegetable medley tossed in olive oil and served over rice |
| mouth watering | appearance causes mouth to salivate | Finish your meal off with one of our mouth watering desserts. |
| on a bed of | on top of a layer of | A ginger chicken stir fry served on a bed of rice |
| seasonal | produce varies at different times during the year | Ask your server about our seasonal fruit pies. |
| seasoned with | herbs and spices added | Roasted chicken seasoned with fresh basil and oregano |

Matching Exercise

Match the menu items with the menu section they belong in.


- | | |
|-----------------------|---|
| 1 Dessert | a <i>Big Daddy's Hamburger with fresh cut fries</i> |
| 2 Starters | b <i>Homemade Iced Tea</i> |
| 3 Specialties | c <i>Junior Spaghetti and Meatballs</i> |
| 4 Refreshments | d <i>Peach pie a la mode</i> |
| 5 Seafood | e <i>Mouth watering garlic cheese toast</i> |
| 6 Sides | f <i>Loaded mashed potatoes</i> |
| 7 Kids Menu | g <i>Chef Brian's homestyle chili</i> |
| 8 Sandwiches | h <i>Lemon and herb glazed Salmon</i> |
| 9 Spirits | i <i>Seasonal tossed greens</i> |
| 10 Salads | j <i>1/2 litre house white</i> |



ANSWERS: 1d, 2e, 3g, 4b, 5h, 6f, 7c, 8a, 9j, 10i

Behind the Bar

Tending bar requires special skills, such as learning special recipes, measuring, mixing and serving drinks, and chatting with guests. No matter which country you are working in, you are sure to come across English patrons who want a cold drink. Study the lists and expressions bartenders use. Then read the dialogue and check your understanding.

Glassware

| | |
|-------------------------|---|
| brandy snifter |  |
| half litre/litre | a glass container for serving house wine |

| | |
|---------------------------|---|
| highball glass | a tall straight glass |
| martini glass |  |
| mug | a cup or glass with a handle used for hot beverages |
| pint glass | 20 oz glass for draft |
| pitcher/jug | Approximately 60 oz container for draft or water |
| rock glass/tumbler | short glass for mixed drinks |
| shot glass | 1 oz glass for shots and shooters |
| sleeve | 12 oz glass for draft |
| wine glass |  |

Classic Cocktails

There are many different ways to prepare classic cocktails. Every bar or restaurant has rules about how much alcohol to put in a cocktail and how to build it. The following recipes do not contain specific amounts. Use them to learn the names of the cocktails, liquors, and mixes.

| | |
|-----------------------------|--|
| Black Russian | vodka, coffee liqueur, on ice (for a white russian-add milk) |
| Bloody Mary | vodka, tomato juice, tobasco sauce, worchestershire sauce, salt, pepper, celery salt, slice celery, on ice |
| Cosmopolitan | vodka, orange liqueur, cranberry juice, lime, on ice |
| Daquiri | light rum, lime juice, sugar, blended with ice (for a strawberry daquiri use strawberry mix or syrup) |
| Long Island Iced Tea | vodka, gin, rum, orange liqueur, lemon juice, cola, on ice |
| Margarita | tequila, lime, salt, blended with ice |
| Martini | gin, dry vermouth, (garnish with olive) |
| Pina Colada | rum, coconut milk, pineapple juice, blended with ice |
| Screwdriver | vodka and orange juice, on ice |
| Tom Collins | gin, lemon juice, sugar, soda water, on ice |

Common Liquor

| | |
|----------------|--|
| Gin | clear alcohol flavoured with juniper berries |
| Liqueur | various sweet alcohols |
| Rum | clear alcohol made from sugar cane, origin Caribbean |
| Vodka | clear alcohol made from grain or potato, origin Russia |

| | |
|-------------------------------|--|
| Whisky (Rye in Canada) | light brown alcohol made from grain, origin Scotland |
| Tequila | golden or clear alcohol, origin Mexico |

Beer and Coolers

| | |
|-----------------|--|
| Domestic | beer from country that bar is located in |
| Local | beer brewed nearby |
| Cans | beer served in a tin |
| Bottles | beer served in glass bottle |
| Draft | beer on tap |
| Keg | beer in a large barrel |
| Ciders | alcoholic drink from apples or other fruit |
| Coolers | premixed and bottled alcoholic drinks |

Sample Conversation

Bartender: Hi there. What can I get for you?

Guest: I need something cold.

Bartender: You've come to the right place.

Guest: Do you have any specials on?

Bartender: We have highballs on for half price.

Guest: Sorry, I meant for beer.

Bartender: Our beer special tonight is a pitcher of local draft with a half dozen wings for \$12.99.

Guest: I guess I should have brought a friend. I think I'll just have a Heineken for now.

Bartender: Sure, would you like that on tap or in a can?

Guest: Do you have it in a bottle?

Bartender: No, I'm afraid we don't.

Guest: That's okay. I'll take a pint.

Bartender: A pint of Heineken coming up.

Guest: Actually, you better just make it a sleeve.

Bartender: Sure. And should I start you a tab?

Guest: No, I'm driving. How much do I owe you?

Bartender: \$5.25.

Guest: Here's 6. Keep the change.

Bartender: Thank you.

Back of the House

Working in the food and beverage industry may also mean working where the food gets stored, prepared, and cooked. The kitchen area, which is also where the dishes get cleaned, is commonly referred to as **the back of the house**. Whether the establishment is a restaurant, cafe, or fast-food joint, there are a number of different jobs in the back of the house, all requiring different types of English skills. Even though you may not have to deal with English guests directly, you will have to understand their needs. You may also need to communicate with coworkers whose first language is English. Study the expressions, vocabulary, and dialogue and then check your understanding by taking the quiz.

| | |
|---------------------------------|---|
| baker: | specializes in baking bread and desserts |
| dishwasher: | cleans dishes, floors, restrooms |
| executive chef: | highest cook, trained in culinary arts |
| food preparation worker: | helps other cooks by doing odd jobs such as slicing and portioning |
| head cook: | cook with the most seniority and experience |
| kitchen manager: | person who is in charge of the staff in the back of the house |
| line cook: | cook that helps with food preparation, but may not have experience or training |
| short order cook: | specializes in fast-food, simple cooking |
| sous chef: | chef that is second in command, works under and learns from executive/head chef |

Wait staff to chef

- Can you put a rush on table two's order?
- What's the ETA (estimated time of arrival) on the lasagna?
- How much longer for the roasted chicken?
- What's the soup of the day?
- One of my customers wants to know what you put in your cream sauce.
- Didn't I punch in a garlic bread with cheese?
- I'm missing three side salads.
- Table seven said to give compliments to the chef.
- My customer says this hamburger isn't cooked enough.
- Are you too busy to make me a staff meal?
- How much should I charge for an extra side of salsa?

Chef to wait staff

- Can you run this food? It's getting cold.
- The special is a rack of lamb with a tossed salad.
- I can do it, but it's going to cost extra.
- We just got five orders at once.

- It's going to be another minute for the rice.
- Are all of these separate cheques for the same table?
- Did you want the chicken wings to come up first?
- You asked for that hot sauce on the side, right?
- How does your table like their cheesecake?
- Don't forget to punch in those salads.
- Taste this soup and tell me what you think.

Sample Conversation

Executive chef: Get ready. Anna is punching in her order of ten now.

Line cook 1: Should I get the salads and soups ready?

Executive chef: Yes, let's see. We need five caesar salads and two soups of the day.

Line cook 1: Any holds?

Executive chef: Yes, hold the croutons on one salad, and put the dressing on the side for another one.

Line cook 2: Should I get the steaks on the grill?

Executive chef: We're going to hold on the steaks until the appies are out. I need you to put down two orders of fries.

Line cook 2: I thought we were all out of fries?

Executive chef: Oh, that's right. Did you tell Anna that when she started?

Line cook 2: No, but I wrote it on the notice board.

Executive chef: Mary, can you tell Anna there's no fries left for her table's order. Ask her what they want instead.

Waitress: She just went for a smoke break. I'll check with them.

Executive chef: It's to go with the kids' meals. Tell them we can do roasted or mashed potatoes instead.

Waitress: Kids? Oh, they're not going to be happy about that.

Executive chef: Tell them ice cream for dessert is on me.

English for Tour Guides

Being a tour guide is a very important job. In many cases, the tour guide is a traveller's first impression of a foreign country. In other cases a tour guide may be responsible for teaching tourists about the culture and sites in a city or town. In addition, many tour guides hold the responsibility of teaching tourists about safety. Even if you are only responsible for taking a tourist from the airport to his or her hotel, it is your responsibility to make the short trip interesting, informative, and safe. The following pages will help you learn some important vocabulary and phrases that you can use with your English-speaking tourists. Check your understanding as you go.

Vocabulary (nouns)

| Word | Meaning | Example sentence |
|-------------------------------|--|--|
| activities | things to do | There are lots of activities that the whole family will enjoy. |
| architecture | design of a building | The architecture of this building is typical of the Renaissance age. |
| art gallery | place to look at professional paintings and drawings | We are going to visit the art gallery where local painters exhibit their art. |
| attractions | places for tourists to see | The water park is our most recent attraction . |
| bearings | feeling for understanding one's location/surroundings in an unknown area | If you're having trouble getting your bearings just remember that the mountains are west. |
| business district | area in a city that has many offices | Keep in mind that this is the business district so that grocery store may be expensive. |
| castle | a building for royalty | No one has lived in this castle since the last king died twenty years ago. |
| church | a place to worship God | The church is the central meeting place in this town. |
| conveniences | things that make life easier | There you will find all of your conveniences , from suntan lotion to shampoo. |
| custom | something people of a region do often | It's a custom to hang beads in the windows at this time of year. |
| en route | on the way | While we are en route to the hotel I will point out the beach and the golf course. |
| entertainment district | a place where there are theatres and concert halls | If you want to catch a movie while you're here, the entertainment district is off to your left. |
| exception | something/someone that does not follow the usual rules or expectations | With the exception of Johnson Street , it is safe to walk around here at night. |
| exhibition | objects (i.e. art) displayed for a short time for the public to view | It may be tough to find parking with the car exhibition on this week. |

| | | |
|----------------------------------|--|--|
| grocery store/supermarket | place to buy food to take home | Since you have a kitchenette at your hotel you will need to know where the grocery store is. |
| highlight | the best part | People often say that the highlight of their trip is the botanical gardens. |
| legend | a person or story known for a long time | According to an old legend , a sea monster lives in this lake. |
| lobby | front entrance | We will meet in the lobby at 8 am sharp. |
| locals | people who live in an area | The locals are usually happy to show tourists around. |
| location | place where something can be found | This location is the best because you don't need to bother renting a car. |
| map | shows roads and directions to places | I'll give you each a map so you can follow along as we walk. |
| market | place to buy fresh food and homemade items | Every Sunday there is a farmer's market on Wade Street. |
| monument | a statue/structure that honours an event or person | This monument honours the men and women who died during the war. |
| museum | a place where historical items are displayed | The museum charges a small fee for adults, but children are free. |
| necessities | things that people need for every day living | We recommend that you only carry necessities in your purse and leave everything else at the hotel. |
| original state | the way something appeared from the beginning | Except for the roof, this home has been left in its original state . |
| photograph | picture taken with a camera | You may not take photographs here, but you can purchase a postcard. |
| postcard | a card with a picture on one side(usually an object or place that tourists see) that can be mailed without an envelope | The gift shop has many great souvenirs, such as postcards of the beautiful waterfalls. |
| questions or concerns | things that tourists may want to say or ask | The plane almost missed the runway because it was such a bad storm. |
| request | something that has been asked for politely | The driver has made a request that you throw all of your garbage in the bin at the front on your way out. |
| restaurant district | part of a town/city with many places to eat | You will see there are many more eateries to choose from when we head to the restaurant district . |
| ritual | tradition, custom, action (religious or cultural) that people do often | It is an old native ritual to dance during the sunrise. |
| scenery | natural beauty to look at | It is impossible to capture the beauty of this scenery in pictures. |

| | | |
|---------------------------|--|---|
| settlers | people who first made a home in an area | The original settlers relied on oxen to carry their wares. |
| shopping district | area of town where there are many stores | You may want to save some spending money because we'll be visiting the shopping district this afternoon. |
| site | place, location | This is the site of a very famous battle. |
| stairway/stairwell | steps going up or down | The stairwell is very steep, so please watch your step. |
| street people | people who live on the street, often begging for money | You may be surprised how many street people ask you for money. |
| surroundings | things that you see around you | I hope you enjoy the castle and its surroundings , including the secret garden. |
| voice | the sound you make when speaking | I apologize for my voice today as I have a bit of a cold. |
| voucher | a piece of paper that shows you have paid | Don't forget to bring your voucher for a free coffee in the hotel lobby. |
| waterfront | piece of land next to an ocean, lake, or river | There will be plenty of live entertainment down at the waterfront . |
| window | glass that you look out | We can peer in the window but I think they are probably closed for the day. |

Vocabulary (verbs)

| Word | Meaning | Example sentence |
|-----------------------|---|---|
| arrive | reach a destination | I am glad to see you all arrived safely. |
| close | to finish | We will close the tour with a view of the city at sunset. |
| continue on | keep going | If you're all finished looking here, we will continue on with the tour. |
| depart | leave | The last ferry departs at 4pm, so make sure you don't miss it. |
| enjoy | have a good experience | I have enjoyed meeting all of you today. |
| expect | think that something will be/happen a certain way | You probably weren't expecting to see snow. |
| permit | allow | You are permitted to have a beverage on the bus, but please do not eat any food. |
| proceed | go forward | Please proceed all the way to the back of the bus. |
| raise (a hand) | lift | If you have any questions during the tour, please raise your hand. |
| recommend | suggest | We recommend that you only keep a small amount of cash in your wallet. |

| | | |
|----------------------------|----------------------------------|--|
| refer | suggest | I will gladly refer you to my favourite restaurants, if you are interested. |
| relax | sit back and enjoy time in peace | Tomorrow you will have a day to just relax on the beach. |
| show someone around | take people to see an area | When we get to the museum someone else will show us around . |
| sit back | relax in a seated position | Please sit back and enjoy the bus tour. |
| speak up | talk louder | If you need me to speak up or slow down, please let me know. |

Vocabulary (adjectives)

| Word | Meaning | Example sentence |
|---------------------------|---------------------------------------|--|
| ancient | very old | The ancient village has been left untouched. |
| beautiful/gorgeous | very nice looking | You will find beautiful homemade jewellery in that shop. |
| breathtaking | when a view is very impressive | Under the starlight the waterfall is simply breathtaking . |
| customary | traditional | It is customary to shake hands and bow as you enter. |
| dangerous | not safe | It is dangerous to accept a ride from a local. |
| devastating | very sad, unfortunate | The tsunami was devastating for local hotels. |
| elegant | attractive, yet simple | There is an elegant dining room for guests to eat in. |
| enormous | very large | This enormous sculpture stands one-hundred feet high. |
| exciting | makes one feel very happy/energetic | It's so exciting to see new places, isn't it? |
| extensive | covers a lot | This house has an extensive history, and you can read more in the brochures. |
| fascinating | very interesting to learn about/see | It is fascinating to know how people lived back then. |
| haunted | believed to have ghosts living there | The house is said to be haunted and no one has lived in it for fifty years or more. |
| heritage | of historical importance | The government named this school as a heritage site last year. |
| international | around the world | Every year it is an international celebration, with people coming from as far away as Africa. |
| lovely | very nice (appearance or personality) | This is a lovely place to sit and watch the local birds. |
| magnificent | amazing | This part of town is known for its magnificent wall murals. |
| popular | liked by many | June is the most popular time for tourists to come here. |
| prevalent | very noticeable | Crime is prevalent in the old parts of town. |

| | | |
|----------------------|---|---|
| reconstructed | built again | The village was reconstructed after the major fire in 1910. |
| restored | returned to its original state | All of the antique furniture has been professionally restored . |
| safe | not dangerous | The water is safe to drink here. |
| scenic | nice to look at (nature) | We will go up to the balcony for a scenic view of the grounds. |
| superb | very good (i.e. service, food, entertainment) | The children put on a superb concert at Christmas time. |
| thrilling | exciting | Cliff jumping is a thrilling experience for those of you who aren't afraid of heights. |
| unbelievable | too amazing/strange to seem true | It is unbelievable what some of these street entertainers can do. |
| visible | able to be seen | The top of the tower may not be visible because of the fog. |

Answering Questions

As a tour guide you will face new challenges every day. One of the hardest parts of your job may be answering questions. Unlike a speech that you can memorize, you won't always know what questions people will ask. However, you can anticipate certain types of questions and certain ways that questions will be asked. You should also learn how to use variety when you answer questions or respond to comments. You may lose interest in your job if you say the same thing each time. Finally, it is important to know how to politely explain that you don't understand a question.

Tour Guide

- Do you have a question, Sir?
- Yes? (if you see a hand raised)
- Is there something I can help you with?
- I'll try my best to answer your questions.
- I'm afraid I don't have the answer to that. (Sorry I don't know.)
- That's an interesting question.
- I wish I knew the answer. (Sorry, I don't know.)
- Hmm. That's a tough (difficult) question.
- I'll have to look into that further.
- I'll have to ask someone about that.
- Hmm. I've never been asked that before.
- Pardon my English; I don't quite understand your question.
- I'm not sure, but I can find out for you.

Tourist

- Where is the _____ from here?
- How long has _____ been here?
- Where are we headed (going) now?
- What time does _____ stay open until?
- What else is there to do here?
- Which _____ do you recommend?
- Are we allowed to take pictures?

- What's that over there? (tourist points)
- Where's the best place to buy _____?
- My son wants to know if _____? (parent asking a question for shy child)
- Do you know where the nearest washroom is?
- Could you tell us where the nearest bank is?
- You don't happen to have a first-aid kit, do you?

Sample Conversation

Guide: If you have any questions while we're going along, please don't hesitate to ask.

Man: I have a question actually.

Guide: Sure, what's that?

Man: Where's the best place to have dinner around here?

Guide: Well, that's a tough question. There are so many good restaurants. My personal favourite is Spaghetti Alley.

Man: How do we get there?

Guide: I'll point it out when we pass it. It's going to come up on your right in a few minutes.

Woman: My daughter wants to know if we're going to be passing any castles today?

Guide: Castles. No I'm afraid all of the castles are further into the city. We're going to be staying near the coast today. I can give you a map of the city, though. It shows where all of the castles are.

Man: Sorry, I have another question.

Guide: No problem. That's what I'm here for.

Man: Are we allowed to take pictures once we get inside the museum?

Guide: Oh, I'm glad you asked that. I forgot to mention that taking photographs inside the art gallery and the museum is prohibited. However, you can take pictures of the grounds and the outside of the buildings. The architecture is beautiful.

Woman: Oh, and what time will we be stopping for lunch?

Guide: We'll break around noon and meet back at the bus at 12:45 sharp.

Explaining Rules, Safety and Etiquette

When giving a tour there may be rules and safety precautions that you need to explain. It is best if you memorize a speech rather than read from a card. People will pay more attention to you and understand you more clearly if you look into their eyes as you speak. After you have explained the rules and safety precautions make sure that guests have understood you, by asking, "Are there any questions about this?" or "Is everyone clear on the rules?". Also, tourists will appreciate any helpful advice you can give them, such as where to exchange their money, what types of transportation to use, and how to obey the traffic rules. Finally, if there are any customs or matters of etiquette that you think tourists should be aware of, this is a good time to let them know.

Explaining rules

Tour Guide

- You are strictly forbidden from taking photographs inside the museum.
- Please stay on the marked path.
- I'm sure this goes unsaid, but remember to place all trash in the garbage bins.
- Please pay attention to the time. We don't want to keep the driver waiting.

- Classes are in session, so we need to keep our voices down.
- The bus will be leaving at 5:00 pm sharp.
- You'll have some free time to look around after lunch.
- Please meet back here in one hour.

Explaining safety

Tour Guide

- Please keep your seatbelts fastened at all times.
- I ask that you keep your hands inside the train.
- As a safety precaution, please stand behind the yellow line.
- For your own safety, we ask that you refrain from putting your arms out the window.
- Please do not feed the animals.
- Please remain seated until we come to a full stop.
- Please stay with your group at all times.
- Please keep to the sidewalk.
- I do not recommend swimming here. The water is very rough.
- We suggest only carrying small amounts of cash.
- These rules are for your own comfort and safety.

Explaining etiquette and customs

Tour Guide

- It is customary in our country to tip the friendly bus driver.
- In this region we bow rather than shake hands during a first meeting.
- Though the all-inclusive includes tips for the servers, it does not include tips for the bellboy.
- To indicate that you want to get on or off the bus simply wave your hand at the driver.

Showing Places of Interest

Silence can be uncomfortable during a tour. While you can't talk the whole time, you should try to know as much about the history, scenery, and culture (in English) for the places where you are giving tours so that you can keep the tourists interested. If you ever run out of something to say, you can always point out something such as a landmark or a type of tree or flower. Here are some different ways you can point out interest points during the tour.

Tour Guide

- In front of you is...
- On your right/left you will see...
- Up ahead...
- On your left you will see...
- As we turn the corner here, you will see...
- In the distance...
- If you look up you will notice...
- Off to the north...
- Look to the east...
- To your west...
- In a few minutes we'll be passing...
- We are now coming up to...
- As you will see...
- You may have noticed...

- Take a good look at...
- I'd like to point out...
- Keep your eyes open for...

Tourist Questions

- Is that the...you were talking about?
- Are we going to pass the...?
- Are we going to see any...?
- Is it on the right or the left?
- I don't see it. Can you point it out again?
- Did I miss it?
- Will we see it on the way back?

Sample Conversation

Guide: It's about a three minute ride up to the top of the mountain. As we pass the two towers the gondolla may sway a little.

Man: This thing is safe, right?

Guide: Yes, you don't have anything to worry about. We do about 100 trips a day up the mountain, and these tours have been going on for over ten years without any accidents. Keep your eyes open for wildlife as we ascend. It isn't uncommon to see deer and even bears.

Woman: What's that mountain to the left called?

Guide: That's Mount Karen. And to the right of that with the three small points is Mount Brown. Now, if you look up straight ahead, you should be able to see a large eagle's nest. Does everyone see it there?

Man: Are there any baby birds?

Guide: That's a good question. I haven't seen any yet, but we usually see them around this time of year.

Woman: What's that lake down there, to the right of the green meadow?

Guide: I'm glad you asked. That's John Lake. It's actually a man made pond that was built as part of a conservation effort over twenty years ago. During the 70's there was a lot of clearcutting of forests in the area, and much of the wildlife was lost. Since John Lake was built, ducks, swans, and geese have returned to the area.

Man: Is this the highest mountain in this region?

Guide: No, actually, Mount Heather, which you we will be able to see in just a minute or so has the highest peak. But, this is the highest mountain for recreational purposes like skiing and guided tours.

Woman: Can you ski throughout the year?

Guide: No, it warms up enough to actually suntan up there in the summer. Oh, look everyone. There are two deer feeding in the clearing right below us.

Man: Thanks, that should be a great photo. So... what is there to do besides ski at the top of the hill at this time of year?

Guide: Oh, there's plenty to do. We have horseback riding, snowmobile tours, and a petting zoo for children. If you look to your left you'll see the snowmobile trail going through the mountain.



English for Nurses and Medical Professionals

Patients come in all different shapes and sizes. They also speak many different languages. Whether you are working abroad or at home, there will come a time when you will need to rely on English to communicate. These pages can help nurses, doctors, pharmacists, paramedics, receptionists, specialists or even those who volunteer. They will help you learn some basic English expressions and vocabulary related to the medical field. By studying and practising Medical English, you will be able to make your patients feel more comfortable, and have a better understanding of their needs. You will also learn how to talk to their loved ones and communicate with other medical staff who speak English. Do the exercises and take the quizzes to test your knowledge and understanding.

Vocabulary

| Word <i>part of speech</i> | Meaning | Example sentence |
|--|--|---|
| abnormal <i>adj</i> | not normal for the human body | This amount of weight loss is abnormal for women your age. |
| ache <i>noun/verb</i> | pain that won't go away | I can't sleep because my knees ache in the night. |
| acute <i>adj</i> | quick to become severe/bad | We knew the baby was coming right away because the woman's labour pains were acute . |
| allergy <i>noun</i> allergic <i>adj</i> | a body's abnormal reaction to certain foods or environmental substances (eg causes a rash) | Your son is extremely allergic to peanuts. |
| ambulance <i>noun</i> | emergency vehicle that rushes people to a hospital | We called the ambulance when Josh stopped breathing. |
| amnesia <i>noun</i> | a condition that causes people to lose their memory | I can't remember the accident because I had amnesia . |
| amputation <i>noun</i> amputate <i>verb</i> | permanent removal of a limb | We had to amputate his leg because the infection spread so quickly. |
| anaemia <i>noun</i> anaemic <i>adj</i> | occurs when the body doesn't have enough red blood cells | I have low energy because I am anaemic . |
| antibiotics <i>noun</i> | medication that kills bacteria and cures infections | My throat infection went away after I started the antibiotics . |
| anti-depressant <i>noun</i> | medication that helps relieve anxiety and sadness | The anti-depressants helped me get on with life after Lucy died. |
| appointment <i>noun</i> | a scheduled meeting with a medical professional | I've made you an appointment with a specialist in three week's time. |

| | | |
|---|---|--|
| arthritis <i>noun</i> | a disease that causes the joints to become swollen and crippled | My grandmother can't knit anymore because the arthritis in her hands is so bad. |
| asthma (attack) <i>noun</i> | a condition that causes a blockage of the airway and makes it difficult for a person to breathe | I carry an inhaler when I run because I have asthma . |
| bacteria <i>noun</i> | a disease-causing organism | To prevent the spread of bacteria it is important that nurses wash their hands often. |
| bedsore <i>noun</i> | wounds that develop on a patient's body from lying in one place for too long | If you don't get up and take a walk, you will develop painful bedsores . |
| benign <i>adj</i> | not harmful (not cancerous) | We're hoping that the tests will show that the lump in your breast is benign . |
| biopsy <i>noun</i> | removal of human tissue in order to conduct certain medical tests | The biopsy ruled out a number of illnesses. |
| blood count <i>noun</i> | the amount of red and white blood cells a person has | You will be happy to know that your blood count is almost back to normal. |
| blood donor <i>noun</i> | a person who gives blood to a blood bank or other person | Blood donors have to answer questions about their medical history. |
| blood pressure <i>noun</i> | the rate at which blood flows through the body (high/low) | High blood pressure puts you at risk of having a heart attack. |
| brace <i>noun</i> | a device that holds injured body parts in place | You will probably always have to wear a brace on your ankle when you jog. |
| breech <i>adj</i> | position of an unborn baby in which the feet are down and the head is up | We thought it was going to be a breech birth, but the baby turned himself around. |
| broken <i>adj</i> | a bone that is divided in two or more pieces as a result of an injury | We thought it was just a sprain, but it turned out his leg was broken . |
| bruise <i>noun</i> bruised <i>adj</i> | injured body tissue that is visible underneath the skin | The woman was badly bruised when she came into the emergency room. |
| Caesarean section, C-section <i>noun</i> | procedure that involves removing a baby from its mother through an incision in the woman's lower abdomen | The baby was so large that we had to perform a Caesarean section . |
| cancer <i>noun</i> | disease caused by the uncontrollable growth of cells | There are many different options when it comes to treating cancer . |
| cardiopulmonary resuscitation (CPR) <i>noun</i> | restoring a person's breath and circulation | You saved your brother's life by performing CPR . |
| cast <i>noun</i> | a hard bandage that is wrapped around a broken bone to keep it in place | My leg was in a cast for graduation. |
| chapel, chapeline <i>noun</i> | a place where loved ones can go to pray for a patient's recovery; a priest who visits patients in the hospital | If you want a place to pray, the chapel is on the third floor. |
| chemotherapy | type of treatment used on cancer patients | My mother has already had three |

| | | |
|--|---|---|
| <i>noun</i> | | rounds of chemotherapy . |
| chickenpox <i>noun</i> | a virus commonly contracted by children, characterized by itchy spots all over the body | It is best to get chickenpox as a child so that you don't get it worse as an adult. |
| coroner <i>noun</i> | a person who determines the cause of death after a person dies | We only call the coroner if we think a death is suspicious. |
| critical condition <i>noun</i> | requiring immediate and constant medical attention | You can't see her right now; she's in critical condition . |
| crutches <i>noun</i> | objects that people with injured legs or feet use to help them walk | I'd rather hop on one foot than use crutches . |
| cyst <i>noun</i> | a sac in the body-tissue filled with fluid (sometimes diseased) | We're going to remove the cysts just to be on the safe side. |
| deaf <i>adj</i> | unable to hear | The accident left the patient both deaf and blind. |
| deficiency <i>noun</i> | a lack of something necessary for one's health | The tests show that you have an iron deficiency . |
| dehydrated <i>adj</i> | in need of water | It is easy for the elderly to become dehydrated in this heat. |
| dementia <i>noun</i> | loss of mental capacity | It is hard to watch a loved one suffering with dementia . |
| diabetes <i>noun</i> | type of disease typically involving insulin deficiency | People with diabetes have to constantly check their blood sugar levels. |
| diagnosis <i>noun</i> | medical explanation of an illness or condition | The doctor would prefer to share the diagnosis with the patient himself. |
| discomfort <i>noun</i> | experiencing pain | This pain medication should relieve some of your discomfort . |
| disease <i>noun</i> | a medical disorder that is harmful to a person's health | I understand that this disease runs in your family. |
| dislocated <i>adj</i> | when a bone is temporarily separated from its joint | You will have to wear a sling because of your dislocated shoulder. |
| emergency <i>noun</i> | a medical problem that needs immediate attention | It is important that children know which number to dial in case of an emergency . |
| ER (emergency room) <i>noun</i> | the hospital room used for treating patients with immediate and life-threatening injuries | The child was rushed into the ER after he had a severe allergic reaction to a bee sting. |
| external <i>adj</i> | on the outside | This cream is for external use only. Do not get it near your ears, eyes, or mouth. |
| false negative <i>noun</i> <i>adj</i> | a test that incorrectly comes back negative | We had two false negative pregnancy tests, so we didn't know we were having a baby. |

| | | |
|--|---|---|
| family history <i>noun</i> | medical background of a person's family members | The doctor was concerned about my family history of skin cancer. |
| fatal <i>adj</i> | causing death | The doctor made a fatal error when he wrote the wrong prescription. |
| fever <i>noun</i> feverish <i>adj</i> | higher than normal body temperature | He is very feverish , and his temperature is near danger point. |
| flu (influenza) <i>noun</i> | many types of respiratory or intestinal infections passed on through a virus | People who have the flu should not visit hospital patients. |
| fracture <i>noun</i> fractured <i>adj</i> | broken or cracked bone | Your wrist is fractured and needs a cast. |
| germ <i>noun</i> | a micro-organism, especially one that causes disease | Flowers are not allowed in the ward to avoid the risk of germs being brought in. |
| genetic <i>adj</i> | a medical condition or physical feature that is passed on in the family | The disease is part genetic and part environmental. |
| growth <i>noun</i> | a ball of tissue that grows bigger than normal, either on or under the skin | That growth on your shoulder is starting to worry me. |
| heart attack <i>noun</i> | instance in which blood stops pumping through the heart | People who smoke are at greater risk of having a heart attack . |
| HIV <i>noun</i> | the virus that infects the human T-cells and leads to AIDS | HIV can be passed down from the mother to her fetus. |
| hives <i>noun</i> | bumps that appear on the surface of the skin during an allergic reaction | I broke out in hives after I ate that potato casserole. |
| illness <i>noun</i> ill <i>adj</i> | general term for any condition that makes a person feel sick for a certain period of time | Her illness went away when she started eating better. |
| immune system <i>noun</i> | the parts of the body that fight diseases, infections, and viruses | You can't have visitors because your immune system is low. |
| immunization <i>noun</i> immunize <i>verb</i> | an injection that protects against a specific disease | Babies are immunized three times in their first year. |
| incision <i>noun</i> | cut in the body made during surgery | I had to have stitches to close the incision . |
| inconclusive <i>adj</i> | unclear | We have to do more x-rays because the first ones were inconclusive . |
| infant <i>noun</i> | young baby | The nurse will demonstrate how to bathe an infant . |
| infection <i>noun</i> infected <i>adj</i> | diseased area of the body (viral or bacterial) | The wound should be covered when you swim to prevent it from becoming infected . |
| inflamed <i>adj</i> | appearance (red and swollen) of an injured body part | My right ankle was so inflamed it was twice the size of my left one. |
| injury <i>noun</i> | damage to the body | Her injuries were minor; just a few cuts and bruises. |

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| intensive care unit (ICU) <i>noun</i> | section of the hospital where patients get constant attention and doctors rely on specialized equipment | She will remain in the ICU until she can breathe on her own. |
| internal <i>adj</i> | under the skin, inside the organs | The doctors will be monitoring her for any internal bleeding. |
| itchy <i>adj</i> | feeling discomfort on the skin's surface | If you are allergic to this medication your skin will get red and itchy . |
| IV <i>noun</i> | a tube that pumps liquids and medication into a patient's body | The toddler was so dehydrated that the doctor decided to get him on an IV . |
| lab results <i>noun</i> | tests that come back from a laboratory and help doctors make a diagnosis | The lab results have come in and you are free to go home. |
| lab (laboratory) <i>noun</i> | place where samples of blood/urine etc. are taken for testing | I'll take these samples down to the lab on my way out. |
| life support <i>noun</i> | a machine that keeps patients alive by helping them breathe | The woman has severe brain damage and is currently on life support . |
| life-threatening <i>adj</i> | when injuries and conditions are extremely serious | The victim was shot in two places but the bullet wounds are not life-threatening . |
| light-headed <i>adj</i> | feeling of dizziness and being off-balance, caused by lack of oxygen in the brain | If you are feeling light-headed again, lie down and call me. |
| malignant <i>adj</i> | expected to grow and get much worse (especially related to cancerous cells) | I'm afraid at least one of the tumours is malignant . |
| medical school (med. school) <i>noun</i> | place where someone trains to be a doctor | After eight years of medical school I can finally practice medicine. |
| newborn <i>noun</i> | an infant that is less than three months old | You have to support her neck because she is still a newborn . |
| numb <i>adj</i> | no feeling in a certain body part | The needle will make your lower body feel numb . |
| OR (operating room) <i>noun</i> | the place where major surgeries and operations take place | You must wear a face mask and gloves while you are in the OR . |
| operation <i>noun</i> operate on <i>verb</i> | a medical procedure that involves going inside a person's body in an attempt to fix a problem | The operation lasted seven hours, but it was successful. |
| pain <i>noun</i> | strong discomfort in certain areas of the body | We gave your husband some medicine to relieve some of the pain . |
| pain killer, pain reliever <i>noun</i> | type of medicine that takes away some or all of the discomfort of an illness or injury | You can take two pain killers every four hours. |
| paralyzed <i>adj</i> | unable to move certain areas of the body | We thought her legs were paralyzed for life, but she is learning how to walk. |
| patient <i>noun</i> | a person staying in a hospital or medical facility | The patients in Room 4 are not getting along. |

| | | |
|---|---|--|
| pharmacist <i>noun</i> | a person who fills a doctor's prescription and gives people advice about medication | Ask the pharmacist if there is a generic brand of this medication. |
| pharmacy, drugstore <i>noun</i> | a place where people go to buy medication and other medical supplies | You should be able to buy a bandage at the pharmacy . |
| physician <i>noun</i> | doctor | Ask your family physician to refer you to a specialist. |
| poison <i>noun</i> poisonous <i>adj</i> | a substance that is very dangerous if it enters the human body | The child was bitten by a poisonous snake. |
| prenatal <i>adj</i> | of the time period leading up to giving birth | The woman was well prepared for labour because she took the prenatal classes. |
| prescription <i>noun</i> prescribe <i>verb</i> | the correct amount and type of medication needed to cure an illness or relieve symptoms | You will need to visit your doctor to get another prescription . |
| privacy <i>noun</i> private <i>adj</i> | being alone; personal (eg test results) | You will have to pay for a private hospital room if you don't want a room-mate. |
| radiation <i>noun</i> | high energy X-rays that destroy cancer cells | If the radiation doesn't kill all of the abnormal cells, the cancer will come back. |
| residency resident <i>noun</i> | part of a doctor's training that takes place in the hospital; a student working under a doctor | John is a resident under Dr Brown. |
| routine check-up <i>noun</i> | a doctor's appointment to check a person's general health | I'd like to see you a year from now for a routine check-up . |
| scrubs <i>noun</i> | plain uniform (usually green, white, or blue) worn by medical professionals | I have some extra scrubs in my locker. |
| scrub up <i>verb</i> | carefully wash hands before and after seeing a patient | I have to scrub up and get ready for surgery. |
| second opinion <i>noun</i> | input from a second doctor about an illness or symptom | I went to another doctor to get a second opinion about these headaches. |
| seizure <i>noun</i> | sudden violent movements or unconsciousness caused by electrical signal malfunction in the brain | People who suffer from epilepsy are prone to seizures . |
| shock <i>noun</i> | body not getting enough blood flow | The woman was in shock after being pulled from the river. |
| side effects <i>noun</i> | other symptoms that might occur as a result of a certain medication or procedure | One of the side effects of antidepressants is a loss of appetite. |
| sore <i>adj</i> | painful | I have a sore throat and a runny nose. |
| spasm <i>noun</i> | the uncontrollable tightening of a muscle | Ever since I injured my leg I've been having muscle spasms in my upper thigh. |

| | | |
|--|---|--|
| specialist <i>noun</i> | a doctor that is an expert in a certain kind of medicine | My family doctor is sending me to a specialist . |
| sprain <i>noun/verb</i> | an injury (less serious than a break) to a joint (ankle, wrist, knee etc) | I sprained my knee playing soccer. |
| stable condition <i>noun</i> | a patient is stable if their medical condition is no longer changing rapidly | You can see your husband now; he is in a stable condition . |
| sting <i>noun/verb</i> | sharp, temporary pain | It may sting when I insert the needle. |
| stress <i>noun</i> stressed <i>adj</i> | worry that causes muscles to tighten and blood pressure to rise | You need to take some time off work and relieve some of your stress . |
| swelling <i>noun</i> swollen <i>adj</i> | ligaments (parts that hold the joints together) growing bigger and rounder after an injury to a joint | I knew my ankle was sprained because it was so swollen . |
| symptoms <i>noun</i> | pain or physical changes that occur because of an illness or disease | You have all of the symptoms of a diabetic. |
| temperature <i>noun</i> | amount of heat measured in a body; higher than normal temperature | We brought Jesse to emergency because he was running a (high) temperature . |
| tender <i>adj</i> | painful when touched or used | The incision was tender after the surgery. |
| test results <i>noun</i> | medical information that helps doctors understand a patient's condition or body | The test results came back negative. You aren't pregnant. |
| therapy <i>noun</i> | treatment aimed at improving a person's mental or physical condition | I was able to go back to work a few weeks after starting the therapy . |
| transplant <i>noun</i> | moving of an organ from one human to another | The heart transplant saved your life. |
| ultrasound <i>noun</i> | a test that examines the body's internal organs and processes using sound waves (often used during pregnancies) | The ultrasound shows that we are expecting a baby boy. |
| umbilical cord <i>noun</i> | the lifeline from the mother to the fetus (when cut at birth this forms the belly button) | I had an emergency C-section because the umbilical cord was wrapped around the baby's neck. |
| unconscious <i>adj</i> | alive, but appearing to be asleep and unaware of the surroundings | I hit my head on the steering wheel and was still unconscious when the ambulance arrived. |
| urine sample <i>noun</i> | a small amount of the body's liquid waste that is tested for different medical reasons | The urine sample tells us how much alcohol is in your blood. |
| vein <i>noun</i> | the thin tubes that transport blood around the body and back to the heart | I'm just looking for the best vein in which to insert the needle. |
| virus <i>noun</i> | a dangerous organism that causes the spread of minor and major diseases | The virus is contractable through the exchange of bodily fluids. |
| visiting hours <i>noun</i> | time of day when friends and family are allowed to visit patients in hospital | I'm afraid you'll have to come back during visiting hours . |

| | | |
|---|--|---|
| vomit <i>noun/verb</i> | discharge of a person stomach contents through the mouth | The pregnant woman can't stop vomiting . |
| ward <i>noun</i> | a section of a hospital or health facility where patients stay | I should warn you that we're entering the mental health ward . |
| wheelchair <i>noun</i> | a chair on wheels used for transporting patients from place to place | If you get in the wheelchair I'll take you down to see the garden. |
| wound <i>noun</i> wounded <i>adj</i> | injury to body ("flesh wound" means not deep) | The wounded soldiers are being airlifted to the hospital. |
| x-ray <i>noun/verb</i> | a photograph of a person's bones and organs | The technician took x-rays of my shoulder to make sure it wasn't broken. |

Human Body

One of the first things you need to know when working in English is the parts of the body. You will need to learn the names of the internal (inside the skin) and external body parts. You will also need to learn the words for the functions of each of these body parts. Here are the basics to get you started.

Head

Inside the head is the **brain**, which is responsible for thinking. The top of a person's **scalp** is covered with **hair**. Beneath the hairline at the front of the **face** is the **forehead**. Underneath the forehead are the **eyes** for seeing, the **nose** for smelling, and the **mouth** for eating. On the outside of the mouth are the **lips**, and on the inside of the mouth are the **teeth** for biting and the **tongue** for tasting. Food is swallowed down the **throat**. At the sides of the face are the **cheeks** and at the sides of the head are the **ears** for hearing. At the bottom of a person's face is the **chin**. The **jaw** is located on the inside of the cheeks and chin. The **neck** is what attaches the head to the **upper body**.

Upper Body

At the top and front of the upper body, just below the neck is the **collar bone**. On the front side of the upper body is the **chest**, which in women includes the **breasts**. Babies suck on the **nipples** of their mother's breasts. Beneath the **ribcage** are the **stomach** and the **waist**. The **navel**, more commonly referred to as the **belly button**, is located here as well. On the inside of the upper body are the **heart** for pumping **blood** and the **lungs** for breathing. The rear side of the upper body is called the **back**, inside which the **spine** connects the upper body to the lower body.

Upper Limbs (arms)

The **arms** are attached to the **shoulders**. Beneath this area is called the **armpit** or **underarm**. The upper arms have the **muscles** known as **triceps** and **biceps**. The joint halfway down the arm is called the **elbow**. Between the elbow and the next joint, the **wrist**, is the **forearm**. Below the wrist is the **hand** with four **fingers** and one **thumb**. Beside the thumb is the **index** finger. Beside the index finger is the **middle** finger, followed by the **ring** finger and the **little** finger. At the ends of the fingers are **fingernails**.

Lower Body

Below the waist, on left and right, are the **hips**. Between the hips are the reproductive organs, the **penis** (male) or the **vagina** (female). At the back of the lower body are the **buttocks** for sitting on. They are also commonly referred to as the **rear end** or the **bum** (especially with children). The internal organs in the lower body include the **intestines** for digesting food, the **bladder** for holding liquid waste, as well as the **liver** and the **kidneys**. This area also contains the woman's **uterus**, which holds a baby when a woman is pregnant.

Lower Limbs (legs)

The top of the leg is called the **thigh**, and the joint in the middle of the leg is the **knee**. The front of the lower leg is the **shin** and the back of the lower leg is the **calf**. The **ankle** connects the **foot** to the leg. Each foot has five **toes**. The smallest toe is often called the **little toe** while the large one is called the **big toe**. At the ends of the toes are **toenails**.

Medical Supplies and Tools

Here is a list of some of the most common supplies found in doctor's offices, operating rooms, and medical kits. Study the vocabulary and try the matching exercise.

| | |
|----------------------------------|---|
| antiseptic | liquid used to sterilize (clean) the surface of the skin |
| bandage | a cloth covering that is placed over a wound to prevent bleeding, swelling and infection |
| bandage scissors | tool used to cut bandages |
| blood pressure monitor | a tool that measures the force of blood flow through a person's body |
| dressing | protective covering that is placed over a wound |
| elastic tape | a thin roll of stretchy material that is sticky on one side |
| eye chart | a poster of letter, word, and number combinations of various sizes used to test a person's eyesight |
| forceps | instrument used during operations and medical procedures (assists the doctor in pulling, holding, and retrieving) |
| gauze | thin, netted material used for dressing wounds |
| hypodermic needle | sharp pointed metal piece that pricks the skin (attached to a syringe), used for taking blood or administering medicine |
| IV bag | the pouch that contains liquids to be pumped into a patient's body |
| medicine cup | small plastic measuring cup |
| microscope | equipment that makes small things appear larger than they are |
| otoscope | a device used for looking into a patient's ears |
| oxygen mask | equipment that fits over the nose and mouth and supplies oxygen |
| privacy screen | an object that is used to separate the doctor and patient from others in an open room |
| scales | a device that measures a person's weight |
| stethoscope | equipment for listening to a person's heart and lungs |
| syringe | a cylinder-shaped piece that attaches to a needle and can be filled with liquid |
| table and head-rest paper | paper that is placed on an examining table or head-rest to prevent the spread of germs |

| | |
|--------------------|--|
| test tube | glass cylinder that is filled with blood or other liquids and can be capped and placed in a storage area |
| thermometer | an instrument used to check a person's body temperature |
| vial | a small bottle or container used for storing liquids |

Matching Exercise

Match the comments with the supplies that are needed:

- | | |
|---|-----------------------------|
| 1 I can't catch my breath. | a table and head-rest paper |
| 2 Prepare the examining table for the next patient. | b thermometer |
| 3 We'll have to get a blood sample. | c oxygen mask |
| 4 I need to sterilize the wound. | d hypodermic needle |
| 5 We'll have to feed him with liquids. | e bandage scissors |
| 6 Let's find out your weight. | f scales |
| 7 I need to examine the patient in private. | g eye chart |
| 8 Let's check your vision. | h antiseptic |
| 9 Let's see if you are running a fever. | i IV bag |
| 10 Can you cut this gauze for me? | j privacy screen |

Answers: 1c, 2a, 3d, 4h, 5i, 6f, 7j, 8g, 9b, 10e

Medical Specialists

Medical specialists are experts in certain fields of medicine. They either treat specific parts of the body, such as the back or the brain, or they specialize in certain diseases, such as cancer. Family doctors keep a list of local specialists and can help patients choose the right specialist for each medical issue. In many cases specialists require a **referral** from a family doctor before they will see a patient. Here is a list of the most common types of specialists. Study the list and then check your understanding by taking the quiz.

- | | |
|------------------------------|---|
| allergist: | specializes in determining food and environmental allergies |
| anesthesiologist: | specializes in pain prevention during surgery |
| cardiologist: | heart specialist |
| chiropractor: | back specialist |
| dentist: | tooth specialist |
| dermatologist: | skin specialist |
| fertility specialist: | helps people who have difficulty getting pregnant |
| gynecologist: | specializes in women's needs |
| massage therapist: | specializes in muscle relaxation |
| midwife: | helps women deliver babies in a natural way |

| | |
|--------------------------------|---|
| naturopath: | specializes in natural cures and remedies |
| neurologist: | brain specialist |
| obstetrician: | specialist for pregnant women |
| occupational therapist: | specializes in workplace health |
| oncologist: | tumour specialist, including cancer |
| ophthalmologist: | specializes in eye diseases |
| pediatrician: | specialist for babies and children |
| physical therapist: | specializes in the body's movement |
| podiatrist: | foot specialist |
| psychiatrist: | specialist in mental health |
| radiologist: | specializes in imaging tests |

Doctor's Diagnosis

Physician

- Your test results have come in.
- I'm afraid the prognosis isn't good.
- You have a long road to recovery.
- We have several options to discuss.
- The blood test came back negative.
- The transfusion was a success.
- It looks like you're ready to go home.
- I'd like to keep you here over night.
- We'll know more in a few days.
- You're not in the clear yet.
- We've ruled out diabetes.
- I'm hoping to get to the bottom of this soon.

Patient

- I don't understand what this means.
- Am I going to need surgery?
- Is it good news or bad?
- When will the tests results come in?
- How long do I have to stay in the hospital?
- What is the success rate?
- Are they going to run more tests?
- Is this a common problem for people my age?
- I'd like to discuss other options.
- I'm going to get a second opinion.

Sample Conversation

Doctor: Hi Jessica. How are you feeling today?

Patient: A bit better.

Doctor: That's good to hear. Are you still feeling nauseous?

Patient: No, I haven't felt sick to my stomach since you switched my medication.

Doctor: Great. Say, your test results came in this morning.

Patient: It's about time. Is it good news or bad?

Doctor: I guess it's a bit of both. Which do you want first?

Patient: Let's get the bad news over with.

Doctor: Okay. It looks like you're going to need surgery to remove the tumour from your leg. After the operation you're going to have to stay off your feet for at least three weeks. That means no soccer.

Patient: I was afraid you were going to say that.

Doctor: Now for the good news. The biopsy shows that the tumour is benign, which means it's not cancerous. We're going to take it out anyway just to be on the safe side.

Patient: Wow, that's a load off my mind. Thanks Doctor.

Doctor: Don't get too excited. We still need to get to the bottom of all of this weight loss.

Patient: I've probably just been so worried about this stupid lump.

Doctor: These things often are stress related, but we're still going to do a few blood tests just to rule a few things out.

Patient: Things like what? Cancer?

Doctor: Actually, I'm thinking more along the lines of a food allergy.

Visiting Hours

Part of being a nurse, involves dealing with the people who are close to your patients. When a patient is staying in a hospital or other health facility, it is often necessary to welcome, monitor, and inform visitors on a daily basis. In many cases you may form stronger relationships with the patients' visitors than the patients themselves. Depending on the condition of the patient, certain loved ones will be allowed to visit, while others will not. It is a difficult time for people who have loved ones in the hospital. Showing them compassion and explaining the rules is much easier if you have the necessary English skills.

Study the different people that may come to visit the patient. Then read some typical concerns and questions that visitors may have, and some appropriate responses that you may be able to give them.

Immediate family

Mother and Father (patient's parents)

Husband or Wife (the man or woman the patient is married to)

Son and Daughter (children of the patient, boy and girl)

Brother and Sister/siblings (other children of the patient's parents)

Extended family

Grandmother and Grandfather (mother and father of patient's parents)

Aunt and Uncle (brother and sister of patient's parents)

Niece and Nephew (girl and boy child of patient's siblings)

Cousins (children of patient's aunt or uncle)

Friends and other loved ones

Best friend (patient's closest friend)

Room-mate (a person the patient lives with)

Neighbour (a friend who lives near the patient)

Co-worker (a person who works with the patient)

Boyfriend or Girlfriend (the man or woman the patient loves/dates)

Fiancé (the man or woman the patient is engaged to marry)

Questions and Concerns of Loved Ones

- We're Michael's grandparents.
- Could you tell me which room Mrs Smythe is in?
- Is my child going to be okay?
- When can we speak with the doctor?
- What time are visiting hours?
- I'm trying to locate my sister. (*I'm trying to find my sister's room.*)
- Is there anything you can do to make him more comfortable.
- My child would like something to drink.
- Is there somewhere I can lie down for a while.
- Could you tell me where the chapel is?
- Please tell her to get well soon.

Questions and Responses from Nurses

- What is your relation to Jessica?
- You'll have to come back during visiting hours.
- Ms Lee is too tired for visitors.
- Room 7 is down the hall to your right.
- I'll give you two some privacy now.
- Does your daughter need anything?
- I'm afraid she's not having a very good day today.
- We do the best we can around here.
- There's a quiet room for families down the hall.
- The doctor would like to have a word with you. (*The doctor wants to speak to you.*)
- She's doing much better this morning.
- He's in isolation because of the transplant.
- We had to transfer your mother-in-law to the ICU.
- It's in your brother's best interest.

Sample Conversation

Nurse: I'm afraid visiting hours are over, sir

Visitor: My wife's in room 3B.

Nurse: Sorry, you'll have to come back in the morning.

Visitor: And leave her all alone overnight?

Nurse: I'm afraid that's the policy, sir.

Visitor: Surely you can make an exception? What if she needs me in the night?

Nurse: Don't worry, we'll look after her. What she really needs is her rest.

Visitor: Some of her friends want to see her too. When can they come?

Nurse: Visiting hours are from 9 to 11 in the morning and 4 to 7 in the evening, but I'm afraid while your wife is

on bedrest the doctor has requested that only immediate family members come in to see her.

Visitor: Can't her friends even stop by to bring her flowers?

Nurse: Flowers are not permitted in this ward. We just can't risk any germs that might come in with them.

Visitor: Well, I guess it's all in her best interest.

Nurse: Thanks for understanding. Now, I'm going to bring your wife her dinner. Why don't you head home and get something to eat yourself?

Visitor: Okay. I really hate to leave her, but that's probably a good idea.

Nurse: She's in good hands here. I'll tell her you were here and that you'll see her in the morning.

Booking a Doctor's Appointment

Patient

- I need to make an appointment.
- I need to see the doctor.
- When is the doctor free?
- I need to renew my prescription.
- Do you think the doctor could squeeze us in today?
- I need to make an appointment for my husband.
- My child needs to come in for a check-up.
- The doctor wants to see me again in two week's time.

Receptionist

- What is your chart number?
- What is the appointment regarding?
- Which day/what time is good for you?
- Is January the 3rd okay with you?
- How does four o'clock sound?
- We'll see you then.
- I'm sorry the doctor is not taking new patients.
- We'll call you if there are any cancellations.
- We're running an hour behind schedule.
- Dr Jones is away. You'll be seeing Dr Lindsay.

Sample Conversation

Receptionist: Doctor's office. Jane speaking. How can I help you?

Caller: I need to make an appointment with Dr. Harris.

Receptionist: Do you know your chart number?

Caller: No, sorry. It's at home and I'm at work right now.

Receptionist: No problem. What's your name, please?

Caller: George Mason.

Receptionist: Okay Mr Mason. Hold one moment while I grab your chart, please.

Caller: Sure.

Receptionist: Thanks for waiting. Now, what do you need to see the doctor about?

- Caller:** Well, I've been fighting a cold for more than a week, and I think I might have a chest infection or something. My cough is getting worse each day.
- Receptionist:** Hmm. Doctor Harris is off tomorrow. Do you think it can wait until Wednesday?
- Caller:** Oh, I was really hoping to get in today or tomorrow in case I need some antibiotics. Maybe I'll have to go to the walk-in-clinic instead.
- Receptionist:** Actually, we had a cancellation for 2:00pm today if you can get away from the office.
- Caller:** Gee, it's almost 1:00pm already. I think I can make it if I leave right now.
- Receptionist:** We're running a bit behind schedule, so you can probably count on seeing the doctor around 2:30.
- Caller:** That's great. Thanks for fitting me in.
- Receptionist:** No problem, Mr. Mason. We'll see you in an hour or so.



English for Police

As a police officer you have one of the most important jobs in the world: to serve and protect the people. While you are fighting crime and handling emergencies you probably come across many English speakers. Some may commit crimes, while others may be victims of crime. In both cases, you need to ask and answer questions in English. Your job may also require you to speak to English witnesses. Time can be a key factor in solving a crime or saving a life. You cannot always wait for an interpreter. These pages will help you learn vocabulary and phrases that will be useful when you encounter English speakers. Do the exercises and take the quizzes to test your knowledge and understanding.

Vocabulary

| Vocabulary <i>part of speech</i> | Meaning | Example sentence |
|--|---|---|
| arrest <i>verb</i> | take into police control | My partner arrested the man who set fire to the building. |
| assailant <i>noun</i> | person who assaults or attacks | Did you see the assailant run away? |
| at large (on the loose) <i>preposition + adjective</i> | not caught, running free | I'm afraid that the man who robbed the bank is still at large . |
| armed and dangerous <i>adjective</i> | is carrying a weapon and has a violent background | Do not approach the thief if you see him. He is considered armed and dangerous . |

| | | |
|--|--|--|
| back-up <i>noun</i> | police that are called in to support or help | We're calling for back up now that we know she has a gun. |
| bail <i>noun</i> | large amount of money that someone pays as a promise to appear in court | Your husband's bail is posted at 20, 000 dollars. |
| baton (night stick) <i>noun</i> | heavy stick that police use for controlling crowds or defending themselves | No, we don't carry guns. We only have batons . |
| book someone <i>verb</i> | register someone as a criminal | We're taking your brother down to the station to book him. |
| break into <i>verb</i> | enter a residence, car, or business illegally | Do you have any idea who would have broken into your car? |
| burglar <i>noun</i> | a person who breaks into a home or business and steals items | We think the burglar got in through your chimney. |
| cell <i>noun</i> | individual room in a jail/prison | We'll have to keep you in a cell until someone comes to pay your bail. |
| convict <i>noun</i> | a person who is doing (or supposed to be doing) jailtime | Please be aware that there is a convict on the loose. |
| cop/copper <i>noun</i> | police officer (<i>common slang</i>) | Did somebody here call the cops ? |
| criminal record <i>noun</i> | a file that lists all of the crimes a person has committed | We don't allow anyone with a criminal record into our country. |
| crime scene <i>noun</i> | the place where a crime happened | Please stay outside the yellow tape. This is a crime scene . |
| cruiser (squad car) <i>noun</i> | police car | Please step out of your vehicle and get into the police cruiser . |
| (in) custody <i>noun</i> | under police control | You will be happy to know that we have taken the kidnapper into custody . |
| DUI/DWI | (Driving Under the Influence/Driving while Intoxicated). Driving after drinking too much alcohol | Your record says that you have two previous DUIs . |
| detective <i>noun</i> | police officer responsible for solving crime | The detective is going to ask you a few questions about the man's appearance. |
| do time <i>verb + noun</i> | receive punishment for a crime by spending time in jail | You won't be required to do any time but you will have to pay a fine. |
| domestic dispute <i>adjective + noun</i> | argument/trouble in the home (often leads to violence) | We've had a number of calls reporting a domestic dispute in your hotel room. |
| escape <i>verb</i> | get away from a holding place | If you try to escape we will have to restrain you with handcuffs. |
| felony <i>noun</i> | a major crime (e.g. murder) | Murder is considered a felony and is punishable by life in prison. |
| fine <i>noun</i> | money that a person pays for breaking a law | You can get charged a large fine for speeding in a school zone. |

| | | |
|--|--|---|
| fingerprints <i>noun</i> | marks left by fingers that identify a person | We're going to have to check your personal belongings for fingerprints . |
| firearms <i>noun</i> | weapons that shoot | It is illegal to carry unregistered firearms such as rifles and pistols. |
| gang <i>noun</i> | a group of people often associated with crime and drugs | Stay away from this area at night as there is a lot of gang activity. |
| guilty <i>adjective</i> | responsible for a crime, deserving of punishment | You will be considered innocent until you are proven guilty . |
| handcuffs <i>noun</i> | metal rings that attach to wrists to keep criminals (or the accused) from escaping | We put your boyfriend in handcuffs , because we saw him climbing through your window and thought he was an intruder. |
| innocent <i>adjective</i> | not responsible for the crime | We'll believe you are innocent when you show us your receipt for the items in the bag. |
| intruder <i>noun</i> | a person who enters a home or business illegally | Someone called to report an intruder on the third floor. |
| jail (prison) <i>noun</i> | a place where criminals are confined | The guards will be patrolling the prison all day long. |
| misdemeanor <i>noun</i> | a minor crime (punishment is usually a fine or less than one year in jail) | Stealing a road sign is considered a misdemeanor , but is punishable by a large fine. |
| noise complaint <i>noun</i> | a call to the police to complain of disturbing noise (usually music or a party) | Two of your neighbours have made a noise complaint tonight. |
| partner <i>noun</i> | another officer that a policeman drives and works with | I'm going to get you to tell your story to my partner . |
| patrol (on patrol) <i>verb</i> | observe and protect an area | We always patrol the downtown core on the weekends. |
| perpetrator <i>noun</i> | person who committed the crime | The perpetrator is still at large. |
| pickpocket <i>noun</i> | a thief who steals from people's pockets in transit or in crowds | Beware of pickpockets on the subway. |
| pistol <i>noun</i> | a hand held firearm | Our local cops carry pistols but rarely use them. |
| pursuit <i>noun</i> | the act of searching for | We are in pursuit of a man in a green jacket and orange pants. |
| radar <i>noun/adjective</i> | radio wave transmission that helps police track cars and map crime scenes | According to our radar you were driving well above the speed limit. |
| robbery <i>noun</i> | theft; taking something that does not belong to you, often with force | We have twenty officers investigating the bank robbery . |
| speeding ticket <i>noun</i> | a fine given to a driver who gets caught driving beyond the speed limit | Your license shows a clean driving record except for one speeding ticket from five years ago. |
| steal | to take something that does not belong | Do you know who stole your wallet? |

| | | |
|--|---|--|
| <i>verb</i> | to you | |
| street crime <i>noun</i> | crime such as drugs and prostitution | Don't give the beggars any money. You will only be promoting street crime . |
| thief <i>noun</i> | somebody who steals | We have found the thief who stole your car. |
| walkie-talkie <i>noun</i> | hand held radio each partner carries | My partner told me your license plate over his walkie-talkie . |
| wanted <i>adjective</i> | being searched for by police | A man from your hotel is wanted for his involvement in a murder. |
| witness <i>verb</i> | to see something happen | Three people witnessed the murder but they are afraid to speak. |
| young offender (juvenile delinquent) <i>noun</i> | a minor who commits a crime (usually under age of 18) | Your punishment will be less severe because you are a young offender . |

Crime and Punishment

A crime is a serious offence such as murder or robbery. A punishment is a penalty imposed on somebody who is convicted of a crime. A punishment could be, for example, time in prison or a fine.

EnglishClub.com Tip

There is an important difference between **criminal** law and **civil** law. Criminal law deals with matters such as murder. Civil law deals with matters such as contracts or divorce. The police are not normally involved in civil law.

Questions from law breakers or suspected criminals

- Why did you pull me over?
- Have I done something wrong?
- Is this illegal?
- What are my rights?
- Can I call a lawyer?
- Where are you taking me?
- Can I make a phone call?

Questions police may ask a suspected criminal

- Are you carrying any illegal drugs?
- Do you have a weapon?
- Does this belong to you?
- Whose car is this?
- Where were you at eight last night?

Informing someone of laws and police procedures

- You are under arrest.

- Put your hands on your head.
- I am taking you to the police station.
- Please get in the police car.
- You will have to pay a fine for this.
- I will give you a warning this time.
- I'm going to write you a ticket.
- We'll tow your car to the station.
- Smoking in restaurants is illegal in this country.
- It is against the law to do drugs in public.

Types of crime

| Crime | Definition |
|--|--|
| abduction/kidnapping | taking a person to a secret location using force |
| armed robbery | using a weapon to steal |
| arson | setting fire to a place on purpose |
| assault | hurting another person physically |
| attempted murder | trying to kill someone (but failing) |
| burglary, breaking and entering | going into another person's home or business with force |
| child abuse | injuring a child on purpose |
| domestic violence | physical assault that occur within the home |
| drug trafficking | trading illegal drugs |
| drunk driving | driving after having too much alcohol |
| fraud | lying or cheating for business or monetary purposes |
| hijacking | holding people in transit hostage (usually on a plane) |
| murder/homicide | taking someone's life through violence |
| shoplifting | stealing merchandise from a store |
| smuggling | bringing products into a country secretly and illegally |
| speeding | driving beyond the speed limit |
| terrorism | acts of crime against a group (political/religious) or another country |
| theft | Stealing |
| torture | extremely cruel and unfair treatment (often towards prisoners) |
| vandalism | damaging public or private property (for example with spray paint) |
| white collar crime | breaking the law in business |

Types of punishment

| Punishment (example offence) | Definition |
|---|-------------------|
|---|-------------------|

| | |
|--|--|
| traffic ticket (speeding, parking) | leaves marks on driving record/involves paying a fine |
| license suspension (drunk driving) | driving rights are removed for a certain period of time |
| fine (hunting out of season) | pay money as punishment for minor/petty crime |
| house arrest (a young offender who is waiting to go to court) | remain in one's home for a certain period of time |
| community service (a youth that steals a car for the first time) | do volunteer work such as teaching children about crime or cleaning up garbage |
| jail time (man who assaults his wife) | spend a certain amount of months or years locked away from society |
| life in prison (a woman who commits homicide) | spend the rest of one's life in prison with no chance of going back into society |

Helping Tourists

Questions tourists ask police

- I'm lost. Can you help me find the *Pacific Hotel*?
- I'm looking for *the American Consulate/Embassy*.
- My *luggage/suitcase* was stolen. What should I do?
- Who can we trust to exchange our money?
- Where is the bad part of town?
- Please help us. Our child is missing.

Questions police ask tourists

- Which hotel are you staying at?
- When did you lose *your wallet*?
- How much money was in your purse?
- What did the thief look like?
- What was the man wearing?
- Did he have a weapon?
- Where/When did you last see your child?
- How old is your child?
- What was your child wearing?

Comforting a tourist in distress

- Please stay calm. I am going to help you.
- We will do everything we can.
- I'll give you a map of the city.
- Try not to panic.
- I can give you a ride to the hospital.
- The ambulance is on its way.
- Don't worry, everything is going to be okay.



Sample Conversation

A Spanish police officer helps a British woman find her missing child...

Woman: Help! Police!

Police: What's wrong?

Woman: My daughter is missing. I can't find her anywhere!

Police: Okay. Calm down. I'm going to help you find her. What's her name?

Woman: Erica. She's only five. She doesn't know how to speak Spanish!

Police: Okay. What does Erica look like?

Woman: She has brown curly hair. She's skinny and small for her age.

Police: Okay. What is she wearing today?

Woman: Blue shorts and a pink T-shirt. She has a hat on too, I think.

Police: How long ago did she go missing?

Woman: I've been looking for her for almost an hour now.

Police: And where did you last see her?

Woman: We were just shopping in the vegetable section. I turned around and she was gone.

Police: Don't worry, everything is going to be okay.

Woman: What should I do?

Police: Stay right at the front of the store in case she comes looking for you. We'll start looking for her now.

Traffic and Accidents

Pulling over drivers

- Can I see your driver's licence and passport?
- Have you been drinking tonight?
- How much have you had to drink?
- How fast do you think you were going?
- Do you know what the speed limit is?
- Is this a rental car?

- You were driving too fast.
- You broke the speed limit.
- You were driving on the wrong side of the road.
- You're driving the wrong way in a one-way street.
- You were travelling too close to the car in front of you.
- You cut off another car.
- You didn't obey the traffic signals.
- You aren't wearing your seatbelt.
- You aren't allowed to park here.

- I'm going to keep your driving licence and give you a ticket. You can go to the police station to pay the fine. They will give your driving licence back to you.

Questions police ask an injured driver

- Are you hurt?
- Can you stand up/move?
- Where does it hurt most?
- How did the accident happen?
- Who was at fault?
- What did the other car look like?
- Is there someone you want to call?
- Don't worry. We've called an ambulance.

Sample Conversation

A Japanese police officer pulls over an American driver on the highway for speeding...

Police: Can I see your driver's license please?

Man: Ah, yeah. I think it's in my pocket. No. Maybe my wallet. Uh. Yeah here.

Police: Do you know how fast you were driving?

Man: No, sorry. It's a rental car. I'm not used to it.

Police: Have you been drinking tonight, Mr. Davidson?

Man: I had one or two drinks. I'm okay to drive, though. I know my limit.

Police: How long have you been in Japan?

Man: A few weeks, why?

Police: It seems you are unaware of our zero tolerance for drinking and driving.

Man: I'm not drunk. I'll blow into a breathalyzer.

Police: In Japan you cannot operate a vehicle after consuming any alcohol.

Man: Oh, I didn't know that.

Police: You were also going over the speed limit, Mr. Davidson. I'm going to have to ask you to step out of your vehicle and get into my car.

Man: This is crazy. But what about my car?

Police: We'll have the rental car towed to the agency. When you're in our country you have to respect our rules.

Questioning a Witness

to witness (verb): to see something happen

a witness (noun): a person who sees something happen

Witnesses are valuable to the police. A witness is somebody who is actually present when something happens and sees what happens. The police usually like to question all witnesses as soon as possible after a crime, accident or other event.

Questions police ask witnesses

- Did you see what she was wearing?
- Did he have a weapon?
- Was the gun loaded?
- What kind of car was the thief driving?
- I will need to get a statement from you.
- How long ago did this happen?
- If you think of anything else, please notify us.

Description of a suspect

- He was wearing sunglasses.
- He had a mustache.
- He had a beard.
- She was dressed in black.
- She had a baseball cap on.
- She was wearing gloves.
- Hair: short, long, shoulder length, curly, straight, spiky, brown, blond, black, red, in a ponytail
- Body: skinny, fat, chubby, medium build, muscular, tall, short, average height

Sample Conversation

An ESL teacher working in Korea witnesses a bank robbery. The police question her as a witness...

Police: I understand you were the key witness for the robbery.

Woman: Yes, I was the only other person in the bank besides the tellers.

Police: Are you okay to answer some questions for me?

Woman: Sure. I don't know how much help I'll be. He made me get on the ground so I didn't get a very good look at him.

Police: Was he carrying a weapon?

Woman: Yes, he had a pistol in his back pocket. He threatened to use it, but I doubt it was loaded.

Police: What makes you say that?

Woman: He was just a kid. Probably fifteen or younger.

Police: Can you describe him for me?

Woman: He was Asian. Probably five foot six. He was wearing a baseball cap and sunglasses. I can't remember what else he was wearing.

Police: Did he talk directly to you? I mean, did he ask you for your money or anything?

Woman: No, he just told me to get on the ground. That's all I know. I'm running late for a class. Is it okay if I go now?

Police: I just want to get your name and phone number. If you think of anything else, please notify us.

Asking for Identification (ID) and Information

- May I see some photo ID?
- Can I see your passport?

- Driver's license, please.
- Do you have your birth certificate?
- How long have you been in the country?
- Are you here for a holiday?
- Do you have another piece of ID?


ID is different in every country

It is important to keep in mind that every country requires different documentation that proves someone's identification (ID). In many countries such as Greece and Spain a national **ID card** is compulsory. Citizens are expected to have these cards on them at all times. However, in other countries ID cards are not required. Police and officials in these countries often use another system to identify people, such as asking for two pieces of ID.

Types of ID

- Passport
- Government-issued Photo ID card
- Driving licence/Driver's license
- Birth certificate
- Permanent residence card
- Social security card
- Medical/Health card
- Voter registration card

Information/security items that may appear on documentation

| | |
|----------------------------|---|
| bar code | a series of thick and thin black lines that holds computerized information |
| Date of birth (DOB) | date when the ID holder was born: day/month/year: 23/05/1970 (23rd May 1970) month/day/year: 05/23/1970 (23rd May 1970) year/month/day: 1970/05/23 (23rd May 1970) |
| Date of Issue | date when documentation was created |
| Eye colour | blue, brown, green, black, grey |
| Fingerprint | markings of a person's thumb or finger tip  |
| Height | how tall a person is in centimetres or feet and inches |
| Hologram | a laser photograph which makes a picture or image look life-like |
| Magnetic stripe | a long black stripe found on the back of a card that can be swiped into a computer for information |
| Maiden name | a woman's surname before marriage |
| Marital status | single, married, divorced (no longer married), separated, common law wife, common law husband |
| National status | citizenship (native citizen, immigrant, landed immigrant, permanent resident, refugee) |

| | |
|--|---|
| Photograph | recent picture of ID holder |
| Place of birth | city, country where ID holder was born |
| Profession | current job (doctor, teacher, retired) |
| Serial number or PIN (Personal Identification Number) | number that can be entered into government systems to find information about a person |
| Sex | M (male), F (female) |
| Signature | hand-written name of ID holder |
| Valid until/expiry date | the last date when an ID document can be used |

Reading Exercise: Identity Fraud

Read the vocabulary and then try to fill in the blanks.

| | |
|---------------------------|--|
| ID fraud | <i>lying about one's identity</i> |
| counterfeit | <i>fake, not real</i> |
| illegal immigrants | <i>people who do not have government permission to live or work in a country</i> |
| crack down on | <i>to put a real stop to</i> |
| authentic | <i>real, true</i> |
| identity theft | <i>stealing someone else's identity for personal use (or sale)</i> |
| underground | <i>not publicly known, usually illegal</i> |
| getting away with | <i>not getting caught by police or the authorities</i> |
| controversy | <i>disagreement surrounding an issue</i> |

Today, _____ is a major concern for police around the world. Many young people use _____ ID to access adult venues, such as concerts and nightclubs. As police find new ways to _____ fake ID (e.g. searching the Internet for _____ companies), new technology is created to help make fraudulent ID look _____. ID cards with security measures, such as magnetic stripes and barcodes help to prevent people from _____ fake ID. However, an even greater problem for police is the concern of _____. Some thieves make a profession out of stealing wallets, purses, or personal mail in order to sell new identities to criminals or _____. There is great _____ over whether or not all countries should opt for national ID cards. Some people do not think that the police should have access to such personal information, while others think it would help to prevent crime and illegal immigration.

Answer

Today, *ID fraud* is a major concern for police around the world. Many young people use *counterfeit* ID to access adult venues, such as concerts and nightclubs. As police find new ways to *crack down on* fake ID (i.e. searching the Internet for *underground* companies), new technology is created to help make fraudulent ID look *authentic*. ID cards with security measures, such as magnetic stripes and barcodes help to prevent people from *getting away with* fake ID. However, an even greater problem for police is the concern of *identity theft*. Some thieves make a profession out of stealing wallets, purses, or personal mail in order to sell new identities to criminals or *illegal immigrants*. There is great *controversy* over whether or not all countries should opt for national ID cards. Some people do not think that the police should have access to such personal information, while others think it would help to prevent crime and illegal immigration.

EnglishClub.com Tip

In English the word **police** is an uncountable noun. We therefore treat it as plural and say, for example: The Police **are** coming. The words **policeman** or **policewoman** are countable, so can be singular or plural, for example: The policeman **is** asking questions. Three policewomen **are** coming.

English Speaking

Weather

English speakers love to talk about the weather. It is a way of *breaking the ice* (starting a conversation). People talk about the weather on the phone and in person. Friends and family talk about the weather before they discuss what's new. Co-workers talk about the weather before starting a hard day of work. Even strangers discuss the weather. Learn the proper vocabulary and expressions, and you will find it easy to start a conversation anytime and anywhere with anyone you meet!

Common questions and responses about Weather

| | |
|---|--|
| What's it like out? | It's miserable out. |
| How's the weather? | It's ten below. (-10 degrees) |
| Do you have rain? | We haven't had a drop of rain for weeks. |
| What's the temperature there? | It's 22 degrees Celcius. |
| It's snowing here, what's it doing there? | It's pouring outside. (<i>raining heavily</i>) |
| Beautiful day, huh? | We couldn't ask for a better day than this. |
| What's the weather forecast? | They're calling for blue skies all week. |

Telephone English

If the phone rings in English, don't be afraid to answer it! The fear of talking on the phone in a second language will disappear if you practise often. The hardest part about using the phone in a language that is not your own is the fact that you cannot see the other person's eyes, mouth and body movements (body language). Although you might not be aware of it, in face-to-face conversation you lip-read and watch for smiles, frowns and moving hands. Listening to someone on the telephone is like doing a section from a taped recording in class. The only difference is that you have to talk back!

In this lesson we look at some of the words and expressions that we use for telephoning. There are also some practice sessions and a quiz for you to check your understanding. And remember, practice makes perfect! Ring, ring...

Telephone Terms

Here are some of the words and terms that we use to talk **about** telephoning.

| | |
|-----------------------------|---|
| answer | to say "hello" into the phone when it rings |
| answering machine | something that you can record a message on if the person you are calling isn't home |
| busy signal | a beeping sound that tells the caller that the other person is already on the phone with someone else |
| call | a telephone conversation; to telephone |
| caller | the person who telephones |
| call back/phone back | to call someone who called you first |
| call display | a screen that shows you who is calling |

| | |
|----------------------------------|--|
| cellular phone/cell phone | a telephone that you can take with you away from your house; mobile phone |
| cordless phone | a phone that is not attached to the wall (you can walk short distances with it at home or in the garden) |
| dial | to press the buttons on the phone |
| dial tone | the sound the phone makes when you pick it up |
| directory/phone book | a book that alphabetically lists local phone numbers of people and businesses |
| hang up | to put the receiver down and end a call |
| operator | a person who answers telephone-related questions when you dial "0" |
| pager | a small machine you wear that makes a noise (or vibrates) when someone wants you to call them |
| phone | a telephone; to telephone |
| phone booth/pay phone | a place where you can pay to use a telephone in public |
| pick up | to answer the phone |
| receiver | the piece on the phone that you speak into and listen from |
| ring | the sound a phone makes when somebody calls; to make that sound |
| ringer | the sound-piece that alerts a person that a call is coming through |

Telephone Language

Here are some typical phrases that you can use in a telephone conversation.

| | |
|-------------------------------------|--|
| Answering the phone | <ul style="list-style-type: none"> • Hello? (informal) • Thank you for calling Boyz Autobody. Jody speaking. How can I help you? • Doctor's office. |
| Introducing yourself | <ul style="list-style-type: none"> • Hey George. It's Lisa calling. (informal) • Hello, this is Julie Madison calling. • Hi, it's Gerry from the dentist's office here. • This is she.* • Speaking.* |
| Asking to speak with someone | <p>*The person answering says this if the caller does not recognize their voice.</p> <ul style="list-style-type: none"> • Is Fred in? (informal) • Is Jackson there, please? (informal) • Can I talk to your sister? (informal) • May I speak with Mr. Green, please? • Would the doctor be in/available? |
| Connecting someone | <ul style="list-style-type: none"> • Just a sec. I'll get him. (informal) • Hang on one second. (informal) • Please hold and I'll put you through to his office. • One moment please. • All of our operators are busy at this time. Please hold for the next available person. |
| Making special requests | <ul style="list-style-type: none"> • Could you please repeat that? • Would you mind spelling that for me? • Could you speak up a little please? |

- Can you speak a little slower please. My English isn't very strong.
- Can you call me back? I think we have a bad connection.
- Can you please hold for a minute? I have another call.

Taking a message for someone

- Sammy's not in. Who's this? (informal)
- I'm sorry, Lisa's not here at the moment. Can I ask who's calling?
- I'm afraid he's stepped out. Would you like to leave a message?
- He's on lunch right now. Who's calling please?
- He's busy right now. Can you call again later?
- I'll let him know you called.
- I'll make sure she gets the message.

Leaving a message with someone

- Yes, can you tell him his wife called, please.
- No, that's okay, I'll call back later.
- Yes, it's James from Complnc. here. When do you expect her back in the office?
- Thanks, could you ask him to call Brian when he gets in?
- Do you have a pen handy. I don't think he has my number.
- Thanks. My number is 222-3456, extension 12.

Confirming information

- Okay, I've got it all down.
- Let me repeat that just to make sure.
- Did you say 555 Charles St.?
- You said your name was John, right?
- I'll make sure he gets the message.

Listening to an answering machine

- Hello. You've reached 222-6789. Please leave a detailed message after the beep. Thank you.
- Hi, this is Elizabeth. I'm sorry I'm not available to take your call at this time. Leave me a message and I'll get back to you as soon as I can.
- Thank you for calling Dr. Mindin's office. Our hours are 9am-5pm, Monday-Friday. Please call back during these hours, or leave a message after the tone. If this is an emergency please call the hospital at 333-7896.

Leaving a message on an answering machine

- Hey Mikako. It's Yuka. Call me! (informal)
- Hello, this is Ricardo calling for Luke. Could you please return my call as soon as possible. My number is 334-5689. Thank you.
- Hello Maxwell. This is Marina from the doctor's office calling. I just wanted to let you know that you're due for a check-up this month. Please give us a ring/buzz whenever it's convenient.

Finishing a conversation

- Well, I guess I better get going. Talk to you soon.
- Thanks for calling. Bye for now.
- I have to let you go now.
- I have another call coming through. I better run.
- I'm afraid that's my other line.
- I'll talk to you again soon. Bye.

Telephone Tips

1. Speak slowly and clearly

Listening to someone speaking in a second language over the telephone can be very challenging because you cannot see the person you are trying to hear. However, it may be even more difficult for the person you are talking with to understand you. You may not realize that your pronunciation isn't clear because your teacher and fellow students know and understand you. Pay special attention to your weak areas (such as "r's" and "l's" or "b's" and "v's") when you are on the phone. If you are nervous about using the phone in English, you may notice yourself speaking very quickly. Practise or write down what you are going to say and take a few deep breaths before you make a phone call.

2. Make sure you understand the other speaker

Don't pretend to understand everything you hear over the telephone. Even native speakers ask each other to repeat and confirm information from time to time. This is especially important if you are taking a message for someone else. Learn the appropriate expressions that English speakers use when they don't hear something properly. Don't be afraid to remind the person to slow down more than once. Keep your telephone in an area that is away from other noise distractions such as a radio or television.

3. Practise with a friend

Ask another student to practise talking on the phone with you. You might choose one night a week and take turns phoning each other at a certain time. Try to talk for at least fifteen minutes. You can talk socially, or role play different scenarios in a business environment. If you don't have access to a telephone, you can practise by setting two chairs up back to back. The most important thing about practising telephone English is that you aren't able to see each other's mouths. It is amazing how much people lip-read without realizing.

4. Use businesses and recordings

There are many ways to get free telephone English practice. After business hours, you can call and listen to recorded messages. Write down what you hear the first time, and then call back and check if your notes are accurate. Use the phone in your everyday life. Call for a pizza delivery instead of going out to eat. Call a salon to book a hair appointment. You can even phone the movie theatre to ask for the listings instead of using the newspaper. Some large cities have free recordings you can call for information such as your daily horoscope or the weather. (Make sure that you aren't going to get charged for these numbers first.) Some products have free phone numbers on the packaging that you can call for information. Think of a question you might want to ask and call the free number! For example, call the number on the back of the cereal box and ask for coupons. You will have to give your name and address. Make sure you have a pen handy so that you can repeat the information and check your comprehension.

5. Learn telephone etiquette (manners)

The way that you speak to your best friend on the phone is very different to the way you should speak to someone in a business setting. Many ESL speakers make the mistake of being too direct on the telephone. It is possible that the person on the other line will think that you are being rude on purpose if you don't use formal language in certain situations. Sometimes just one word such as "could" or "may" is necessary in order to sound polite. You should use the same modals you would use in a formal "face-to-face" situation. Take the time to learn how to answer the phone and say goodbye in a polite manner, as well as all the various ways one can start and end a conversation casually.

6. Practise dates and numbers

It only takes a short time to memorize [English Phonetic Spelling](#), but it is something that you will be able to use in any country. You should also practise saying dates and numbers aloud. You and a friend can write out a list of dates and numbers and take turns reading them over the phone to each other. Record what you hear. Swap papers the next day and check your answers. Click [here](#) to learn more about numbers.

How to answer and speak on the phone

Answering the phone

Good morning/afternoon/evening, York Enterprises, Elizabeth Jones speaking.
Who's calling, please?

Introducing yourself

This is Paul Smith speaking.
Hello, this is Paul Smith from Speakspeak International.

Asking for someone

Could I speak to John Martin, please?
I'd like to speak to John Martin, please.
Could you put me through to John Martin, please?
Could I speak to someone who ...

Explaining

I'm afraid Mr Martin isn't in at the moment.
I'm sorry, he's in a meeting at the moment.
I'm afraid he's on another line at the moment.

Putting someone on hold

Just a moment, please.
Could you hold the line, please?
Hold the line, please.

Small Talk

In most English-speaking countries, it is normal and necessary to make "small talk" in certain situations. Small talk is a casual form of conversation that "breaks the ice" or fills an awkward silence between people. Even though you may feel shy using your second language, it is sometimes considered rude to say nothing. Just as there are certain times when small talk is appropriate, there are also certain topics that people often discuss during these moments.

Read through the Who, What, Where, When, Why? page to gain a better understanding of small talk. The hardest part about making small talk is knowing how to start a conversation. Review the conversation starters and practise them with a friend. Finally, take the time to see how much you have learned about small talk by taking the Small Talk Quiz. And remember, in an English-speaking environment it is often better to make a few mistakes than to say nothing at all!

Small Talk: Who, What, Where, When, Why?**WHO makes small talk?**

People with many different relationships use small talk. The most common type of people to use small talk are

Problems

I'm sorry, I don't understand. Could you repeat that, please?
I'm sorry, I can't hear you very well.
Could you speak up a little, please?
I'm afraid you've got the wrong number.
I've tried to get through several times but it's always engaged.
Could you spell that, please?

Putting someone through

One moment, please. I'll see if Mr Jones is available.
I'll put you through.
I'll connect you.
I'm connecting you now.

Taking a message

Can I take a message?
Would you like to leave a message?
Can I give him/her a message?
I'll tell Mr Jones that you called
I'll ask him/her to call you as soon as possible.

those who do not know each other at all. Though we often teach children not to talk to strangers, adults are expected to say at least a few words in certain situations (see where). It is also common for people who are only acquaintances, often called a "friend of a friend", to use small talk. Other people who have short casual conversations are office employees who may not be good friends but work in the same department. Customer service representatives, waitresses, hairdressers and receptionists often make small talk with customers. If you happen to be outside when the mailman comes to your door you might make small talk with him too.

WHAT do people make small talk about?

There are certain "safe" topics that people usually make small talk about. The weather is probably the number one thing that people who do not know each other well discuss. Sometimes even friends and family members discuss the weather when they meet or start a conversation. Another topic that is generally safe is current events. As long as you are not discussing a controversial issue, such as a recent law concerning equal rights, it is usually safe to discuss the news. Sports news is a very common topic, especially if a local team or player is in a tournament or play-off or doing extremely well or badly. Entertainment news, such as a celebrity who is in town, is another good topic. If there is something that you and the other speaker has in common, that may also be acceptable to talk about. For example, if the bus is extremely full and there are no seats available you might talk about reasons why. Similarly, people in an office might casually discuss the new paint or furniture. There are also some subjects that are **not** considered acceptable when making small talk. Discussing personal information such as salaries or a recent divorce is not done between people who do not know each other well. Compliments on clothing or hair are acceptable; however, you should never say something (good or bad) about a person's body. Negative comments about another person not involved in the conversation are also not acceptable: when you do not know a person well you cannot be sure who their friends are. You do not talk about private issues either, because you do not know if you can trust the other person with your secrets or personal information. Also, it is not safe to discuss subjects that society deems controversial such as religion or politics. Lastly, it is not wise to continue talking about an issue that the other person does not seem comfortable with or interested in.

WHERE do people make small talk?

People make small talk just about anywhere, but there are certain places where it is very common. Most often, small talk occurs in places where people are waiting for something. For example, you might chat with another person who is waiting for the bus to arrive, or to the person beside you waiting to get on an aeroplane. People also make small talk in a doctor's or dentist's waiting room, or in queues at the grocery store. At the office, people make small talk in elevators or lunchrooms and even in restrooms, especially if there is a line-up. Some social events (such as a party) require small talk among guests who do not know each other very well. For example, you might talk to someone you do not know at the punch bowl, or at the poolside. It is called "mingling" when people walk around in a social setting and talk to a variety of people.

WHEN do people make small talk?

The most common time for small talk to occur is the first time you see or meet someone on a given day. For example, if you see a co-worker in the lounge you might say hello and discuss the sports or weather. However, the next time you see each other you might just smile and say nothing. If there is very little noise, that might be an indication that it is the right time to initiate a casual conversation. You should only spark up a conversation after someone smiles and acknowledges you. Do not interrupt two people in order to discuss something unimportant such as the weather. If someone is reading a book or writing a letter at the bus stop it is not appropriate to initiate a conversation either. Another good time to make small talk is during a break in a meeting or presentation when there is nothing important going on. Finally, it is important to recognize the cue when the other person wants the conversation to stop.

WHY do people make small talk?

There are a few different reasons why people use small talk. The first, and most obvious, is to break an uncomfortable silence. Another reason, however, is simply to fill time. That is why it is so common to make small talk when you are waiting for something. Some people make small talk in order to be polite. You may not feel like chatting with anyone at a party, but it is rude to just sit in a corner by yourself. After someone introduces you to another person, you do not know anything about them, so in order to show a polite interest in getting to know them better, you have to start with some small talk.

Small Talk: Conversation Starters

Talking about the weather

- Beautiful day, isn't it?
- Can you believe all of this rain we've been having?
- It looks like it's going to snow.
- It sure would be nice to be in Hawaii right about now.
- I hear they're calling for thunderstorms all weekend.
- We couldn't ask for a nicer day, could we?
- How about this weather?
- Did you order this sunshine?

Talking about current events

- Did you catch the news today?
- Did you hear about that fire on Fourth St?
- What do you think about this transit strike?
- I read in the paper today that the Sears Mall is closing.
- I heard on the radio today that they are finally going to start building the new bridge.
- How about those Reds? Do you think they're going to win tonight?

At the office

- Looking forward to the weekend?
- Have you worked here long?
- I can't believe how busy/quiet we are today, can you?
- Has it been a long week?
- You look like you could use a cup of coffee.
- What do you think of the new computers?

At a social event

- So, how do you know Justin?
- Have you tried the cabbage rolls that Sandy made?
- Are you enjoying yourself?
- It looks like you could use another drink.
- Pretty nice place, huh?
- I love your dress. Can I ask where you got it?

Out for a walk

- How old's your baby?
- What's your puppy's name?
- The tulips are sure beautiful at this time of year, aren't they.
- How do you like the new park?
- Nice day to be outside, isn't it?

Waiting somewhere

- I didn't think it would be so busy today.
- You look like you've got your hands full (with children or goods).
- The bus must be running late today.
- It looks like we are going to be here a while, huh?
- I'll have to remember not to come here on Mondays.
- How long have you been waiting?