







Role-play one of the conversations.

A hotel reception

B: Good afternoon. Can I help you?

F: Good afternoon. Yes, I have a reservation here.

B: OK. What's your name?

F: David.

Role-play

B: David? Is that your first name?

F: No, it's my family name.

B: I see. What's your first name?

F: Tom. Tom David.

B: OK, Mr David. Can you fill in this form, please?

F: Sure.

B: And sign here... and here.

F: There you are.

B: Thanks. Here's your key card. It's room 2023.

F: 23?

B: No, 2023. It's on the twentieth floor.

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F: OK.

B: The elevator is over there.

F: Thank you.

Now I can... • greet people.

ask for and give personal information in English. respond to foreign visitors in a work situation.

A doctor's room

B: Good morning.

F: Good morning.

B: Can I help you?

F: Yes, please. I want to see a doctor.

B: What's the problem?

F: Look! It's my eye.

B: Your eye... oh, yes.

F: It's red. And it's very painful... I can't see... look!

B: Yes, I see.

F: It's a mosquito bite, I think...

B: OK. Now, what's your name?

F: Baker. Judy Baker.

B: Right, Ms Baker. Please fill in your personal details.

F: But I can't see! I can't see... my eye...

B: OK, I'll help you. So, your first name... family name... date of birth... address...

F: Wait, wait!

ion	Complete the exchanges with these forms of the verb to be: am, are, or is.						
Consolidation	1. B: How	you?	F: I	fine, thanks.			
	2. B: What	the problem?	F: It	my eye.			
	3. B:	_ that your family name?	F: No, it	my family name.			
	Pronunciation pract	sten and repeat.	E 2				

Remember these greetings in	n English. N	otice the	inform	al forms.	F eb
Good morning.	Good Good bye.		on. od night.	Good evening.	My language
Informal:	Hello!	Hi!	Bye!	See you!	My

Action research

Make a note of greetings in English in movies, on TV, i the street, or in your personal work context. Formal or informal? Who are the speakers?	n r
= 3	
= 13	
* 3	- 1

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