

Conversation guide

GREETING A CUSTOMER AND SELLING

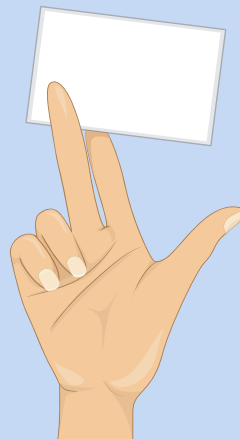
- Good morning, How can I help you?
- Good morning I would like some information about your products
- Certainly, let me show you our latest catalogue. What exactly are you looking for ?
- I'm looking for a new _____
- I can recommend our bestseller. This is _____. The main features are _____. What do you think?
- I think this is great. How much is it?
- At the moment there is a special offer on this product. You could have it installed and delivered for _____ euros.
How does that sound?
- Fantastic. In that case I would like to order it please
- Great. Can I have your name please? And your phone number? Do you have any email address I can use? Just sign here and the deal is done. Do you have any other questions?
- No that's all thanks. You were most helpful.
- Great. You're welcome. Please don't hesitate to call me if you have any questions, here is my card.
- Thank you. Good bye
- Good bye and have a nice day. It was a pleasure to do business with you.
- Likewise



Conversation guide

GREETING SOMEONE AT AN EVENT - SOCIALIZING

- Hello, my name is Lara, and you?
- I'm Mathieu, Nice to meet you Lara
- Nice to meet you too.
- Where are you from Lara?
- I'm from Belgium and you?
- I'm from Italy, from Milan actually. Are you from Brussels?
- Yes I am. I am a writer. I write for Harraps and you, what do you do?
- I'm a book editor. I work for Harraps too in Milan. What a coincidence?
- Yes indeed. Have you been in Brussels long?
- I've just arrived actually. My wife and I are settling in.
- Great. Do you have any children?
- Yes. Two boys. They love it here and you?
- One boy and two girls. They study in Brussels too.
- That's interesting. Do you live in Brussels?
- Yes just on the outskirts and you? Have you found some accommodation yet?
- Not quite. We only have found some temporary accommodation. Brussels is a tight market for rentals.
- Yes it is. I know a good estate agent. Call him on my behalf. He will find you something in no time.
- Thank you very much. This is very much appreciated.
- You're welcome. I am happy to be of any help.
- I have to go. I hope we'll meet again
- Sure. Here is my phone number.
- Great. Have a nice day!
- You too.



Conversation guide

GREETING SOMEONE AT AN EVENT - INTRODUCING A NEW COLLEAGUE

- Hello Mathieu, how are you ?
- Hi Lara. Nice to see you again. I'm fine thanks. And you.
- Great, thank you. Let me introduce you to my new colleague, Larry !
- Hi Larry, how do you do ?
- How do you do.
- So Harry. What do you do?
- I'm a screenwriter. I'm planning to adapt Lara's book for the cinema.
- Fantastic. That sounds very interesting. Do you have any actors in mind?
- Yes we have. We are studying a few proposals as we speak.
- This sounds very exciting. You'll need to keep me posted about your progress.
- Sure and we will need a book editor soon so do you think you would be interested to join us for a drink and discuss this in further details.
- Of course. I'm free all day Friday. Are you available on Friday?
- I could do Friday lunch. Shall we have lunch together the three of us? I know a very good place in La Grand Place. I could book a table.
- Please do that. Looking forward to it.
- So do we. See you on Friday.
- See you. Have a good one !
- You too. Bye !



Conversation guide

GOING TO THE RESTAURANT - ORDERING FOOD

- Hi. We've booked a table for three please.
- Sure. What was the name?
- Strel.
- That's right. Here is your table. Is everything all right?
- It is perfect. Could you tell me where the toilets are please?
- Of course. This way, down the stairs, first door on your left.
- Great thank you.
- Would you like anything to drink first?
- Yes I'd like a kir please. Which flavour do you have?
- Blueberry, raspberry or special.
- We'll have three specials please.
- Sure. Would you like any starters?
- Yes, what is your speciality?
- I can recommend our tomates crevettes. It is a local speciality.
- Sounds good. I'll have that please and as main course I'll have your carbonade flamande.
- Very good choice indeed. Will you be having any wine with this?
- Of course. I'll have one of your nice Chardonnay bottles.
- All right Madam. Any dessert?
- Later on, please. And please bring me some bread and tap water.
- Of course right away Madam !
- Thank you



Conversation guide

GOING TO THE RESTAURANT - ASKING FOR THE BILL

- How was your meal Madam. Did you enjoy it?
- It was perfect thank you. My compliments to the chef.
- Very kind of you Madam. Would you like any coffee?
- No thank you.
- And any dessert?
- No thank you. I'm full. Just the bill please.
- Of course. Coming right away.
- Tell me, are there any good places to walk around here?. I would appreciate a digestive walk.
- Sure. By the river, it is very quiet at this time and the air is fresh.
- Sounds very good.
- Here is the bill Madam. Will you pay by card?
- Yes please. Do you accept contactless?
- Yes, of course. Just tap your card here.
- Here you are. Here is your tip. Thank you very much. We had a lovely time.
- It was a pleasure. Please come again.
- We'll be happy to. Goodbye for now.
- Good bye.
- Have a nice walk.
- Thank you



Conversation guide

GOING TO A SPEED DATING - TALKING ABOUT WHAT YOU LIKE

-Hi, I'm Jeremy. What's your name?

I'm Maria. How are you?

- I'm great thanks. A bit nervous to be honest.

-Me too. Is it your first time here?

- Yes it is. So let's start. How would you describe yourself?

- I'm a positive person, very talkative and hardworking.

What about you? What are your strengths?

- I'm sociable and I like working too.

-Great. Do you have any hobbies?

- Yes, I like playing piano and I do a lot of sport.

- I'm very sporty too. What type of sport do you do?

- I enjoy skating, cycling and running. I like to keep fit really.

- Me too. I train three times a week. Do you like to cook?

- I love to cook. My mother is a Cordon Bleu and she teaches me how to cook.

- How interesting. Cooking is a great passion of mine. I'm planning to take part in the next season of Master Chef.

- Fantastic. Maybe we could do it together.

- Why not? This is a great idea.

- Would you like to have dinner with me one of these nights? My treat.

- I would love too. Next Saturday is good for me.

- Saturday it is then. I can come and pick you up at 7 pm. What's your address?

- My address is _____. Looking forward to it. See you on Saturday.

- Me too. See you. Take care.



Conversation guide

INTERVIEWING A FAMOUS ACTOR



- Good morning, my name is Sally. It is a great pleasure to meet you. Is it OK if I ask you a few questions?
- Hi Sally. The pleasure is mine. Go ahead
- Are you shooting a film at the moment?
- Yes we are. An action movie. Coming out in spring.
- Brilliant. Can you tell us a bit more about it.
- Sure. I'm a space traveller and my daughter has been kidnapped by aliens. I need to find her.
- That sounds very interesting. Who is the leading actress?
- It will be Slovan O'Connor.
- What a great choice. This is so good to see her back on the screen.
- Yes we are very pleased.
- Could you tell me a bit more about those rumours that are going around?
- What rumours? Have you heard anything?
- About your wife and her decision to move to LA.
- Ah that, yes. We have decided that a change of scenery would do us good. Getting away from the paparazzi. In LA we are more anonymous.
- Really. This is hard to believe. What about music? Any new project?.
- Yes as a matter of fact, I am compiling a new album with my dear friend Bolo.
- Fantastic. Looking forward to that. When is it coming out?
- We are recording it now. It should be ready by next summer.
- That's good news. How are you getting used to your new house? I heard you bought a great mansion in Beverly Hills.
- Living in America is fantastic. I'm getting my marks there. But I will always be fond of France. My family is here. I plan to come back as often as I can.
- Please do and come back and see us too.
- Yes, of course, count on it



Conversation guide

BOOKING A HOLIDAY AT THE TRAVEL AGENCY

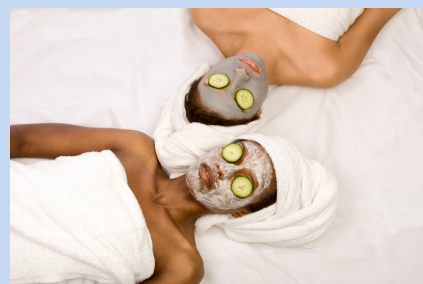
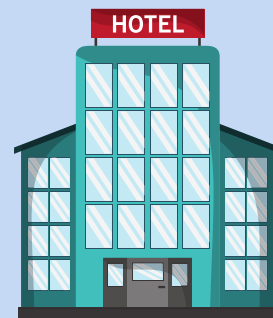
- Good morning. Can I help you?
- Yes, I'd like some information about flights to London?
- When would you like to travel?
- On October 15th.
- Single or return?
- Return please
- OK let me check..There is a flight to London on October 15th with British Airways leaving Brussels at 7 am.
- Yes, that's fine. How much is the return fare?
- When would you like to return?
- October 27th.
- OK so the tickets costs 140 euros plus airport tax.
- That's all right. Could you make the reservation please?
- May I have you name, email address and phone number please?
- Certainly. My name is _____ My email address is _____ and my phone number is _____
- Excellent thank you. Here you are. So you leave on October 15th at 7 am and return on October 27th, departure time is 4pm, arriving at Brussels at 5.30 pm. You have to be at the airport one hour beforehand.
- Thank you very much. Can I pay by credit card?
- Yes certainly. The total cost is 180 euros please.
- Fine. Here you are. Thank you very much.
- Thank you. Goodbye and have a nice trip.
- Thank you. Goodbye.



Conversation guide

BOOKING A HOTEL ROOM

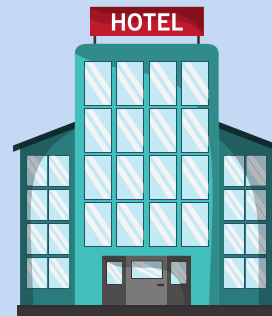
- Hello Sir. How can I help you?
- Yes I'd like to book a double room please?
- Of course. When for?
- This weekend please. Arriving on Saturday.
- Great. How many people?
- Just my wife and I
- Good I can offer you a suite or a standard double. Which one do you prefer?
- I'll have the standard double please. Is breakfast included?
- Yes it is. Would you like dinner as well?
- No thanks we'll eat out. What time is breakfast?
- Breakfast is a buffet and it is served from 8 to 10 am.
- Great and I will need a wake-up call too please
- Yes of course. What time?
- Let's make it 7 o'clock.
- Of course. It is all set sir. Will you pay by credit card?
- Yes please. Here is my card.
- Thank you. It's all done. We're looking forward to seeing you on Saturday.
- Great thank you. One last thing, is there a spa in the hotel?
- That's right all our guests have access to the spa and the indoor pool.
- Fantastic. Good to know.
- Anything else sir?
- No that will be all for now. Thank you very much for your help
- You're welcome



Conversation guide

CHECKING IN AT THE HOTEL

- Hello. I have a reservation.
- Certainly sir. Can I have your name please.
- Steve Morrisson
- that's right Mr Morrisson. Two nights breakfast included.
- That's correct.
- Your room is 202. Here is your key. It is on the second floor.
- Great thanks. Is there a lift?
- Yes, go down the corridor. It is on your left.
- Great thank you very much.
- One more thing. Will I be needing the wifi code?
- Yes. Just type in guest as the username and your room number and you are connected.
- Great. Is there room service?
- Of course from 8 am to 8 pm. You will find the menu card in your room. Just call the reception to order. Pick up the phone and dial zero.
- Thank you. I will be going to the pool. Do you have any complimentary towels?
- Yes. You will find them in your room along with your bathrobe and your slippers.
- Fantastic. Do you require anything else?
- no that's all. Thank you very much.
- You're welcome
- We wish you a lovely stay with us.
- Thank you.



Conversation guide

GOING SHOPPING

- Good morning Sir. Can I help you?
- Hello yes, I'd like to try on that suit in the window. Do you have it in size 44?
- Yes here you are. The fitting rooms are on your left.
- It fits really well. Do you have it in navy blue?
- No I'm sorry. We only have it in brown and black.
- OK I'll have the black one then. Do you have any matching ties?
- Of course. Here is a selection. Which one do you fancy?
- I'll have the blue dotted one please
- It suits you well. Would you like to try on a shirt to go with it?
- Why not. My size is 33. I prefer long-sleeved ones please.
- Here you are. This is 100% cotton. What do you think?
- I'm very happy with that. I'll have the lot please. Could you have it delivered to my hotel room? I have more shopping to do.
- Certainly sir. How will you be paying?
- By credit card.
- That will be 750 euros please.
- Here you are.
- Thank you very much for your custom and have an excellent stay in London.
- Thank you. Goodbye



Conversation guide

ASKING FOR DIRECTIONS



- Excuse me where is the post office please?
- It is not far. Go straight down this road, past the bookshop, then turn left, the post office is right at the corner.
- Great. Is there a supermarket nearby?
- Yes there is a big Tesco. At the end of this street, turn right then left. It is right there. Opposite the bank.
- Great. Thank you very much.
- How far is the station please?
- It is not far, 5 minutes walk. Follow the high street, past the pub and opposite the chemist you will find the station.
- Thank you very much. You are most helpful.
- You're welcome.
- It's just started raining, I think I'll just hail a cab !
- There is one coming
- Hi there !
- Hello. Where are you going sir?
- To the station please.
- No problem !
- Thank you

