

## Lower Intermediate – Dealing with the Public

### VOCABULARY

#### People

participant  
user  
colleague  
staff  
the public  
customer  
client  
member  
employee

#### Written things

form  
ID card  
receipt  
sign  
notice  
message  
document  
timetable

#### Areas of work

admin building  
registration department  
accounts department  
message boards

#### Parts of a building

car park  
corridor  
fire escape  
first floor  
ground floor  
lift  
main entrance  
reception area  
stairs  
toilets  
top floor

#### Information

duration  
size  
number  
level  
age

#### Computers

document  
icon  
key  
keyboard  
screen  
mouse  
flash drive  
printer  
to type  
password  
username  
cursor

### GRAMMAR

#### Talking about conditions

You receive a certificate **if** you do the exam.

You can't receive a certificate **unless** you do the exam.

You have to do the exam, **otherwise** you won't receive a certificate.

#### Obligation

You **have to** do it. / You **need to** do it. / You **must** do it.

#### No obligation

You **don't have to** do it. / There **is no need to** do it.

#### Prohibition

You **mustn't** do it. / You **are not to** do it.

#### Permission

You **are allowed to** do it. / You **may** do it. / You **can** do it.

#### *Because, so that and in case*

I have to leave now **because** my flight is at 7:30. (giving a reason)

Allow 45 minutes **in case** there's a lot of traffic. (describing a precaution)

I'll leave early **so that** I have more time. (describing a purpose)

#### Question tags

The first session **is** at eight o'clock, **isn't it?**

The first session **starts** at eight o'clock, **doesn't it?**

You **phoned** for a taxi, **didn't you?**

## USEFUL PHRASES

### Greetings and introductions

Hello. My name's ...  
Pleased to meet you. / Nice meeting you.  
Welcome to ...  
Could you tell me your name, please?

### Small talk

Thank you very much for coming today.  
I look forward to seeing you again soon.  
I hope you enjoy the conference.  
It's great that you are able to be here.

### Giving help

The lifts are at the end of this corridor.  
Yes, I think that will be possible.  
Come this way, please.  
Yes, I'll certainly try.  
I suggest you take a taxi.

### Responding

Yes, no trouble at all. I'll do it now.  
I'm afraid not. You'll have to ...

### Giving instructions

First you have to ...  
Once you have done that, you need to ...  
Finally, when you have ...  
I also suggest that you ...

### Explaining where to go

Go in the main entrance and ...  
Turn right at the top of the stairs ...  
... over to your left ...  
Go up the stairs to ...  
Go straight ahead.  
Go downstairs.  
It's opposite the lift.

### Talking about prices

The price for one week is ...  
... which means a saving of ...  
... dollars per month  
That would cost you ...  
... which comes to a total of ...

### Saying dates

the first of June  
the second of July  
the third of August

### Explaining what to do

Enter your username and password.  
Fill in ... details.  
Follow instructions.  
Go to ...  
Hand in one copy of ...  
Print a copy of ...

### Signs and instructions

Out of order  
Keep out  
Please queue here  
Please keep clear  
Beware of the step  
Staff only

### Describing problems

The computer isn't working properly.  
The lift is out of order.  
The chair is broken.  
The book is damaged.  
The printer has run out of toner.  
There is a page stuck in the photocopier.

### Saying times

7:10 = seven ten = ten past seven  
7:15 = seven fifteen = a quarter past seven  
7:20 = seven twenty = twenty past seven  
7:30 = seven thirty = half past seven  
7:45 = seven forty-five = a quarter to eight  
7:50 = seven fifty = ten to eight