

# مکالمات موضوعی در انگلیسی

نمونه محاورات

رسمی      نیمه رسمی      عمومی

تدوین و نگارش

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## پیشگفتار

یکی از اصلی ترین اهداف زبان برقراری ارتباط جهت انتقال اطلاعات عواطف و احساسات می باشد . در راستای نیل به این هدف رویکرد به تعامل های گفتاری در حیطه ارتباطات اجتماعی از اهمیتی ویژه برخوردار است . اهمیت این حوزه از کاربرد زبان که به شکلی غیر مستقیم با مولفه های جامعه شناسی زبان در ارتباط است با گسترش صنعت جهانگردی بیش از گذشته نمایان شده است.

در این کتاب الگوهای متونی که به شکل شفاهی در محاورات روزمره قابل مشاهده هستند معرفی شده است . فراگیری این متون نه صرفاً به عنوان ساختار ثابت بلکه به عنوان الگوی نمونه برای ساخت متن های شفاهی مشابه توصیه می شود .

## بخش اول

جمله گفتارها و گفتگوهای نیمه رسمی و رسمی در محیط کار اداری

A: "How are things at work"?

B: "It's not too bad. But I hate our office setting".

A: "Are you in a cubicle"?

B: "No. I would be happy with a cubicle. We have 10 desks all in a large room. The supervisor is at one end with a view of everyone".

A: "That sucks. You have no privacy".

B: "I know. I can't even take a small break because everyone is watching. But that's not the worst part. I can hear everyone talking all day long and it's so distracting".

A: "I feel sorry for you".

B: "I can't even complain about something to the supervisor because everyone can hear".

A: "Why do they have the office set up like that"?

B: "I'm not sure. Maybe they want to save money, or maybe they think it's more effective".

A: "Is anybody in an office"?

B: "Only the people above the supervisor".

A: "Maybe if they got out of their office and worked in the open space they would realize how terrible it is".

B: "I guess I'll just have to tolerate it for now".

جمله گفتارهایی برای پیشنهاد تغییر جایگاه استقرار در اداره

"I'm next in line for a window office. How come you gave it to Paul?"

"There is an empty office across the hall. Can I have it?"

"It's great having my own office because I can surf the Internet and take a real break anytime I want."

"The privacy is probably the best thing about having my own office. I can't imagine working in a cubicle again."

جمله گفتارهایی در باره معرفی جایگاه استقرار کارمند در اداره

"I sit in the cubicle down the hall. It's next to the conference room."

"My cubicle is directly on the other side of this wall. Come by sometime."

"The files are on my desk in my cubicle. I'll get them for you."

"I walked by your cubicle and saw a heater. Where did you get such a small one like that? I think I want one for my cubicle as well."

"How big is your cubicle?"

"My cubicle is about 5 feet by 6 feet."

"It's roughly 5 by 6."

"I'm not sure, but it fits two small desks and a drawer. I guess it's big enough for me."

#### جمله گفتارهایی برای ابراز نظر در باره جایگاه کار در اداره

"It's not that bad, but there is no privacy."

"I wouldn't mind it so much if the manager couldn't see every minute of my day."

"I hate it. Even if they can't give us offices, they could at least give us cubicles."

"The reason I hate it so much is because I can't take a small break. Since the manager is always looking at everyone, even when I am not working, I have to pretend like I am."

"There are a lot of distractions. I can hear everything everyone says in the whole office."

"Mary sometimes turns on the music. It's not that bad, but sometimes I want it quiet."

"If I have a complaint about something, I can't talk to the manager because everyone will hear. I have to set up a meeting and use the conference room."

#### پرسش ها و درخواست ها

"I don't have another outlet near my desk. Can I get a power strip?"

"Can I move to a different location? The sun always glares off my monitor and I have trouble working."

"Can I sit on the other side of the room? This is too close to the door and it gets cold here."

"I get hot easily. Would it be possible if I sit next to the door? It is much cooler there."

### تماسهای تلفنی

"A: "Hello, ABC Company  
"?B: "Hi, this is Janet from Consult R Us. May I speak with Alex please  
"?A: "He's in a meeting right now. Would you like to leave a message  
B: "Yes. Can you have Alex call me back when he is available? My name again is Janet, and he  
".can reach me at 555-987-6543  
"?A: "It's Janet at 555-987-6543. Can I tell him what this is regarding  
B: "He sent over a fax, and the last page didn't print out. I will need for him to resend the fax to  
".me  
".A: "I'll let him know  
".B: "Thank you  
".A: "Thank you for calling ABC  
".B: "Good bye  
".A: "Bye

### گذشتن پیام تلفنی

وقتی تماس تلفنی با شرکتی برقرار می کنید ولی کسی پاسخگوی شما نیست می توانید بر روی پیغام گیر تلفن پیام بگذارید .  
توجه کنید که اسمتان ، نام شرکت و شماره تماس خود را بگذارید

"Hi Mary, this is Josh from ABC Company. I have some questions regarding the financial data you sent me yesterday. Can you give me a call back when you have time? My number is 555-123-4567. Thank you."

"Hi Jack, this is Julie from Consult R Us. I am missing a couple of pages on the document you sent me. Can you call me when you are free? My number again is 555-321-7654. Thank you."

اگر پیغامی مانند بالا دریافت کردید و با شماره تلفنی که داده شد تماس گرفتید و کسی پاسخگو نبود با عبارت زیر پیغام بگذارید

"Hi Josh, this is Mary and I am returning your call. I'll be in the office for the next three hours, so feel free to call me back any time. Just in case, my number is 555-234-5678."

"Hi Julie, this is Jack. I double checked the documents I sent you and I am not sure what pages you are missing. I might not be at my desk, so feel free to call me on my cell phone. The number is 227-1000. Hope to hear from you soon so we can straighten this out."

اگر برای شرکت یا اداره ای پیام گذاشتید و کسی به شما جواب نداد برای بار دوم با عبارت زیر می توانید پیام خود را بگذارید

"Hi Mary, this is Josh again from ABC Company. I'm not sure if you got my first message so I am leaving one more. I have some questions regarding the financial data you sent me several days ago. Can you call me at 555-123-4567 when you get a chance? Thank you."

اگر شرکتی که با آن تماس گرفته اید پیغام گیر نداشت پیام خود را به منشی شرکت بگویید تا به فرد مورد نظر برساند

"Can you have Julie return my call? This is Jack, and my number is 555-123-4567

ارجاع دادن تماس تلفنی

"I believe Joe Carry in marketing can help you with that. Do you have his contact information?"

"I'm not sure about that. I'm pretty sure Mitch Smith will be able to answer this and other questions. Let me give you his number".

درخواست ارجاع

"Can you redirect me to that person"?

"Can I get his contact information"?

"Can I get his phone number"?

"What is the best way to contact her"?

"Can you direct me to someone who can help"?

"Hi, this is Matt from ABC Company. I have some questions on your Platinum level business package. Can you redirect me to someone who can help?"

جمله گفتارها در تماس های تلفنی اداره

"Hello, this is Mike."

"Microsoft, this is Steve."

"Hi Mary, this is Michael Johnson from ABC Consulting. I am reviewing the financial data for the payroll project. I will need the 2002 fiscal report to complete this task. Do you know where I can get a copy?"

"Hi Bob. This is Steven from ABC Company. I'm calling in regards to the data entry program you created. I'm having trouble locating where the connection is made to the server. Can you help me with this"?

technical writer for this project. I had a question regarding the Hi Bob. I'm George. I'm the installation process? I'm having installation process. If you have a minute, can you show me the problems on the confirmation section

Hi Debra, I'm analyzing the log files and noticed entry 14 was negative 42. Can you confirm if " "this is accurate

I see that our April 2003 revenue was 1.2 million dollars. Can you double check that this figure " "is accurate

I am going to meet with the CFO in an hour. Can you look through this report and double check my finding .

اگر سوال فرد تماس گیرنده را نمی دانستید به او بگویید که بعدا تماس بگیرد یا به کسی دیگری تلفن را وصل کنید

off hand. I'll need to find that information for you. Will it be ok if I I don't have the answer right"  
"?call you back in about 30 minutes

I believe I can find that information for you. It might take 10 minutes or so. Can I call you back "  
"?with the information

"?I'm not sure about the answer. I'll find the information and call you right back. Will that be ok"

جمله گفتارها در طی جلسه ها و دیدارهای اداری

"I have to go. I have a meeting I'm late for."

"I have to go to a meeting now. I'll talk to you later."

"I forgot about my 1:00 meeting. I don't have much time for lunch."

"I'll finish the feedback form after my meeting."

"I'll be in meetings all day today."

"I have five meetings today, so I won't have time to help you with this now. Let's set up a time for tomorrow."

"The meeting went an hour over."

"The meeting was canceled."

"The meeting started 15 minutes late."

"George didn't arrive to the meeting on time."

"We finished late because John had problems with his computer during the presentation portion of the meeting."

"Are you going to the company meeting next week?"

"Can you set up a meeting for our brainstorm session?"

"My calendar looks pretty clear on Thursday. Set up a meeting for that day."

"I hate meetings. I think they are a waste of time. I'm an engineer, not a planner."

"I don't know why I have to go to those meetings. I never learn anything from them and I never say a thing."

"I can't believe our weekly meeting is at six o'clock in the morning. I hate waking up that early."

"If I skip that meeting, I wonder if anyone will notice."

"That meeting was hilarious. I can't believe the manager forgot John's name."

"I get so sleepy at meetings."

"I almost fell asleep during that meeting."

"I had a hard time keeping myself from laughing. I saw you falling asleep during the meeting."

جمله گفتارهای قبل از کنفرانس ها یا جلسه های اداری

"?Hi Jack. Do you know who is coming to your meeting at 2:00"

"?Who all did you invite to the triage meeting"

"?Hi Jack. How long do you think the meeting will be"

I have to schedule another appointment at 4:00 but I don't want it to overlap with yours. How "

"?long is the meeting going to be

"?Is the meeting going to be more than an hour"

"?What time was the meeting again"

"?When are you going to make that presentation? I thought it was today"

وقتی افراد نتوانند در ملاقات ها حاضر باشند از عبارات زیر استفاده می کنند

".I have another appointment that conflicts with your meeting. I will not be able to make it"

".I have another meeting that I cannot miss. I won't be able to make yours"

".I won't be able to go to the 3:00 meeting. I have another appointment at the same time"



"I can't go to the meeting at 4:00. I have a doctor's appointment. Can you take notes for me"

I'm going to be out of town tomorrow, so I won't be able to attend the quarterly meeting. Can "  
"?you send me a mail on the topics that were discussed

#### گفتگوهای در طول کنفرانس یا جلسات اداری

"I have a question. Why is marketing not handling the portion on end user analysis? They usually did this work in the past."

"?How will the new addition to our project affect the deadline that we have"

"?Are we making sure to incorporate user feedback on the changes we are making"

اظهار نظر هایی که در طی جلسه می توانید مطرح کنید

I agree with Mark. The correct approach is to send out the tools to our partners before making "  
".it public to everyone

In my opinion, I think we should introduce our new line of printers in August. Many companies "  
market will be more funding at this time, and students are school shopping. Our target get more "  
".responsive to our ads during this time period

".I think we can go either way. I believe both solutions will take care of it"

پرسش برای واضح شدن مطالبی که در طول جلسه مطرح می شود

I didn't understand why we are going to be late. I thought we had everything planned out early. "  
"?What were the reasons again

"?Can you elaborate on how this process can help the sales department"

Can you clarify the second step in your solution proposal? I don't understand why it is necessary"

#### جمله گفتارهای بعد از جلسه های اداری

"What did you think about my presentation?"

"Did you think the meeting went ok?"

"Can you provide feedback on the meeting we just had?"

"Did you find the meeting useful?"

"Did the meeting help to clarify the current situation?"

"Is there any part of our discussion during the meeting that you are still unsure about?"

بعضی مواقع جلسات مفید و جالب نیستند پس وقتی با دوستانتان در مورد آن صحبت می کنید جواب های حرفه ای بدهید

"I thought the presentation went well. You provided great information and I think everyone was impressed."

"The meeting went well but covered little information and made few important decisions."

"The whole presentation went pretty well, but next time I would recommend that you talk a little slower. When we were running out of time, you started speaking too fast, it was hard to keep up."

"Most of the time, our weekly meeting is pretty good, but today it was quite dull."

"I understand what is happening to our project now, but I'm still unclear about exactly who is affected by this change"

#### گفتگو کردن با همکاران

A: "Hey Jordan, did you go to the team meeting this morning?"

B: "Yeah. The manager presented a new project to us that we'll have to do."

A: "Damn it. I shouldn't have missed that meeting, but I was stuck in another meeting. What else did you guys talk about?"

B: "Everything else was the same. We talked about progress of current assignments, due dates, about hiring another worker, that's all."

A: "What's the new project about?"

B: "It's hard to explain. She sent out mail to all of us. You can just review the document she sent out."

A: "Ok. I'll do that."

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A: "Hey Bob, do you have a few minutes?"

B: "Sure. What's up?"

A: "I'm having problems with my computer. I don't know what's wrong with it."

B: "Let's go take a look at it. Oh. Here is the problem. You have a boot sector virus. Install the anti-virus software. That should take care of the problem."

A: "Great thanks."

#### جمله گفتارهایی درباره تجربه کاری

"I worked at ABC Company. I was a market analyst researching what the user wants in portable devices".

"I was over in the sales department on the second floor. I was in charge of overseeing the sales made by all the sales associates each month".

"I was a software engineer at Sun Microsystems. I created internal tools using Java to help automate the recruiting process

جمله گفتارهایی در باره شکایت از ماهیت کار

"This is a dead end job. I don't see much of a future here."

"I hate the redundancy. It's so boring."

"Work isn't exciting for me anymore. I am doing the same thing over and over again."

"This company doesn't care about employees that much. I haven't received a fair raise in 3 years."

"I don't know if it is my manager or this company, but I'm really getting sick of my job."

"What do you think about all the politics in this company?"

"The politics suck here. But it is the same for any large corporation. The best way to deal with it is to take advantage of the rules."

"I don't know how much longer I can take this job. I've been thinking about applying to a different company."

"Have you ever thought about leaving this company?"

"What company do you want to switch to?"

"I started applying for other jobs. There are a lot of positions open."

"I've been looking for jobs on monster.com. They have a lot of positions available."

جمله گفتارهایی در زمینه گلایه یک همکار از همکار دیگر

"Have you worked with Jake yet? He can't do anything right."

"The problem with Jake is that he doesn't know that he is an idiot."

"I remember helping Jake out so much, and then he stabs my back."

"I don't think he does his own work. He goes around asking everyone to do a portion of his work and says he did it all."

"If you have to work with Jake, remember the things I told you."

"Is management blind or am I being too sensitive about this?"

"I think the manager likes him because he kisses her ass all day long"

درخواست کمک از همکاران یا پیشنهاد کمک به آنها

جمله هایی برای پیشنهاد کمک به همکاران

"I finished my project already so I have extra bandwidth. Let me know if you need help with anything."

"You're doing the analysis on ABC Company? I did that last year. If you need any help, just let me know."

"I'm pretty familiar with your project so if you have any questions, feel free to ask me."

برای درخواست کمک از همکاران می توانید از عبارات زیر استفاده کنید

"I'm having trouble implementing Plan A on ABC Company. Can you look at my work and see if I am missing a step?"

"Can you help me analyze the finance data? This is my first time and I don't want to screw it up."

"Do you have a few minutes to help me with the data migration tool? I can't figure it out"

گفتگو با همکاران در اداره

اگر شما جلسه یا ملاقاتی را در اداره از دست دادید می توانید از همکارانتان در مورد این که چه مسائلی در آن اتفاق افتاد سوال کنید

"I missed the meeting. Can you fill me in?"

"I had a doctor's appointment so I missed the meeting. What happened?"

"I couldn't make it to the meeting today. Anything interesting I should know about?"

"I missed the meeting. Was there anything new?"

زمان دیگری که معمولاً با همکارانتان صحبت می کنید وقتی است که رئیس خود را دوست ندارید یا رفتار های نامعقول از او مشاهده کرده اید در این گونه مواقع توجه کنید که همکاران مورد اعتماد باشد در غیر این صورت صحبت های شما را به ریاستان انتقال می دهد

"Matt looks pretty upset right now. Do you know what's going on?"

"Did something happen recently? Matt looks pissed off."

"I think Matt is mad about something. Do you know what it could be?"

هنگامیکه ریاستان با شما درست برخورد نمی کند نیز می توانید از همکارانتان سوال کنید که رفتار رئیس با آنها چگونه است

"Matt talks to me like he is mad all the time. Does he do that to you?"

"Does Matt talk to you like he is upset? Or is it just me?"

"It's not you at all. He talks to me that way too."

"Matt is way too moody."

"If he knew what he was doing, we wouldn't be in this mess."

"What is wrong with Matt these days?"

"He is having one of those days again. I think his manager just gave him a hard time."

"What do you think about our manager?"

"He gets too mad easily and he doesn't really help us out that much. What do you think?"

گفتگو درباره صحبت کردن با رئیس اداره

A: "Hi Matt, I finished the assignment on the documents. Did you get a chance to review them?"

B: "Yeah. I already reviewed them. It was pretty good."

A: "Since it was my first project, I was wondering if I can get some feedback."

B: "Well, you finished the project on time. And seeing how it was your first assignment, you did very well."

A: "Thanks. If it wasn't my first assignment, where do you think I need to improve?"

B: "That's a fair question... I think you could have spent a little more time documenting the difference between Process A and Process B. You showed a lot of the similarities, but lacking a little on the differences."

A: "I'll keep that in mind. How about the structure? I changed the template a little because I wanted to add a section for recommendation."

B: "I liked the addition. Usually people just enter it into the comment section on the bottom but

having a clear section makes it stand out. That was good."

A: "Was there anything else? I like to get feedback early so I can improve."

B: "No problem. Everything else on the assignment was great. The only other tip I can give you is sending me more updates. If I knew you were stuck on section C for a while, I could have saved you a lot of time. So keep me aware on your status."

A: "That makes sense. I'll do that. Thanks for the feedback."

B: "Don't mention it. And good job on the assignment."

A: "Thanks."

#### پرسش برای انجام کار های دیگر در اداره

"Hi Mark, I finished all my weekly duties already. Do you have more work I can do"

"I've been completing my work early on a regular basis. Can I have more responsibilities"

I have a lot of extra time. I usually double check all my work, but that doesn't take much time.

#### جمله گفتارهایی با رئیس‌تان در مورد رنیزی دیگر

گاهی اوقات اداره ها چندین رئیس دارند که همزمان با هم کاری را به شما واگذار می کنند در اینگونه موارد شما

می توانید به رئیس مستقیم خود مراجعه کنید و عباراتی مانند زیر را بیان کنید

"Hey Mark. I'm doing all the projects you gave me, but John gives me additional work. I don't mind it, but lately it's been too much."

"Hey Mark. John has been assigning a lot of work to me. I have a lot of current work I am doing, so I would like to know what work has more priority."

"John wants me to do the payroll analysis. He said he needs it by end of week. But didn't you want the employee headcount finished by Friday? I can't finish both. What should I do first?"

"I'm having some problems with John lately. He is very critical and puts me down in public. I don't know what I am doing wrong so I don't know where I need to improve. What do you think I should do about this?"

"John has been very difficult to work with. He is very bossy and expects everything to be done his way. I have been tolerating it because he is a manager, but some of his methods are wasting a lot of time. I always suggest other ways, but he will not hear me out."

### گفتگو درباره استعفا دادن از شغل

A: "Hi Mark, I have something important to tell you."

B: "Come on in. What's on your mind?"

A: "Well, I have decided to leave the company. I had a wonderful time here, but it is time to move on for me."

B: "May I ask why?"

A: "I got an offer from ABC Company. It's a management position and I really don't want to let this opportunity pass me by. You know I have been looking for a management position here, but all the positions here are full."

B: "I understand your decision and you have my support."

A: "Thanks for understanding. I can work here two more weeks."

B: "Ok. Will you be able to finish your current assignment?"

A: "Yes I will. And if you hire someone within two weeks, I would be happy to provide training on my areas."

B: "That would be great. We're going to miss you here."

A: "I'm going to miss this place too. Thanks."

### جمله گفتارهایی درباره استعفا از شغل

وقتی پیشنهاد جدید کاری برایتان پیش بیاید باید از شغل قبلی خود استعفا کنید نمونه ای از جملاتی که میتوانید استفاده کنید

"Hi Mark, I have a wonderful opportunity to work at a different company. I enjoyed my time here, but I shouldn't pass this up. I am putting in my two week notice."

"Hi Mark, unfortunately I have to tell you that I am leaving the company. I really enjoyed my time here and I appreciated all your help on my tasks. I have to put in my two week notice."

"Hi Mark, I received an offer from a different company. This is a great opportunity for me so I accepted the offer. My decision on leaving is not because I didn't like my duties here. I really enjoyed my experience. But I am at a point where I want to find other challenges. I hope you can understand".

"Hi Mark, I am at a crossroad in my career. I have recently interviewed with a different company and they extended an offer to me. I haven't decided yet, but I wanted to tell you before coming to a decision."

عبارات عمومی که هنگام استعفا دادن می توانید به همکارانتان بگویید

“ Next Friday is my last day here.”

"I already put in my two week notice"

"I'm leaving the company"

"I accepted a job offer from ABC Company. This Friday will be my last day here".

"I'm leaving this dump".

"I would've left a lot sooner but I had to get a job lined up first".

"I got screwed here so many times. I don't want to work here anymore. My last day is Friday".

"It was great working with you. I wish you the best on this project".

"I had a wonderful time here. I wish the best for you".

"I really enjoyed working with you. I'll send you my personal email so keep in touch".

وقتی همکاران در حال ترک اداره است می توانید از چنین عباراتی استفاده کنید

"I hope you enjoy your new job. Let me know if they have any another opening."

"Good luck in your new job. We'll keep your seat warm for you in case you want to return."

"Hey Jack, good luck with your new job and save me a seat."

"We'll miss you here. Good luck with your new career."

گفتگو درباره نرفتن به سر کار

A: "Hi Martha. This is Jack. I think I caught a flu or something. I feel worse than yesterday".

B: "You better stay home today then".

A: "I think that will be best. I'll log my sick day tomorrow when I get in".

B: "No problem. Just get some rest. We have everything covered here so don't worry".

A: "Ok. Just in case something happens, you can call me at home. I'll be here all day".

B: "Ok. Thanks for calling. I'll see you when you get better".

A: "Aright. Thanks. Bye

جمله گفتارها درباره مرخصی گرفتن

"?Can I use a vacation day this Friday"

"?Will it be ok if I use a personal day this Thursday"

"?I have to catch up on a lot of errands, so can I use a vacation day on Monday"

"?My parents are coming into town. Can I take Thursday and Friday off"



"I would like to use my vacation days for the first week of June. Will that be ok?"

Will it be ok if I take the last week of July off?"

"Can I schedule a vacation for the second week of August?"

"I was wondering if I can take a vacation. Can I take the first two weeks off in September?"

جمله گفتارها درباره غیبت در سر کار به علت بیماری

"Martha? This is Jack. I have a fever and I will not be able to come in today"

"Hi Mary, I have to use a sick day today. I'm feeling terrible right now"

"Hi Steve, this is Mark. I wanted to let you know that I am too sick to come in today

جمله گفتارهای مرتبط با زود تر از سر کار برگشتن

"I have to leave a little early today. Is it ok if I finish my work at home?"

"I have a dentist appointment at four. I have to leave early today."

"I have a dentist appointment tomorrow at four. Is it ok if I leave early tomorrow?"

"I have to pick up my wife at the airport tomorrow. Is it ok if I leave at three

"I have a conference with my son's teacher tomorrow at three thirty. I have to leave at three. Will that be ok?"

I have a terrible headache. Is it ok if I leave early today?"

"I think I might be coming down with the flu. I should get some rest and try to fight this thing off early. May I leave early today?"

"I'm not feeling well. I think I should get some rest. Will it be ok if I go home early today?"

جمله گفتارهای مرتبط با دیر رسیدن به سر کار

"Sorry I'm late. Traffic was unusually bad today."

"I apologize for being late. I had to drop off my wife at work. It took longer than I thought."

"I had a dentist appointment this morning and it was longer than I expected."

"I'm sorry for being late. I got stuck in every light this morning."

هنگامی که دیر کرده اید رئیس شما از چنین جملاتی استفاده می کند

"Running late this morning?"

"What held you up this morning?"

"Do you have a reason for being late?"

"Why are you late?"

اگر دیر کردن عادت هر روز شما باشد ممکن ریاستان کمی عصبانی شود

"You have been late three times in the last two weeks. Is this going to be a continual problem?"

"Your tardiness is getting out of hand. You better start managing your morning time better."

"I expect you to be at your desk at eight o'clock. Do you have a problem with this?"

اگر چنین اتفاقی افتاد بهتر است برای آرام کردن او از عباراتی مانند زیر استفاده کنید

"I am terribly sorry. It won't happen again."

"I had a lot of recent changes at home, but it's all taken care of. I will not be late again."

"I'm really sorry. It's been one of those weeks. It won't happen again."

اگر بیش از چند دقیقه دیر خواهید کرد

"Hi Barbara, I'm going to be 30 minutes late today. My car is having trouble this morning, so I arranged for a ride with a friend."

"Hey Jack, I'm running a little late today. I just got out of my dentist appointment and it was longer than I expected."

"Mark? This is Pat. I'm stuck in traffic. I think there is an accident that is holding up traffic. I'm going to be a little late."

وقتی از قبل برنامه ریزی و هماهنگ کرده اید در هنگام دیر کردن نگران نیستید

"I have a doctor's appointment tomorrow morning. Remember I told you earlier this week? I'll come in right after my appointment."

"My daughter has been sick, so I'm going to take her to see the doctor tomorrow morning. Is it ok if I'm a little late? My appointment is at seven in the morning, so I'll only be an hour late."

"I have to take my parents to the airport tomorrow. I shouldn't be too late, but wanted to tell you ahead of time."

### گفتگوی اداری

A: "I can't get the printer to work."

B: "Did you check to see if it had paper?"

A: "Yeah. That's the first thing I checked."

B: "I don't know then. You might have to call the technician."

A: "How do I do that?"

B: "Just tell the admin and she should take care of it."

A: "Is there another printer that I can use?"

B: "Yeah. There's one down the hall next to the supply room."

A: "Oh yeah... I remember that one. Thanks."

B: "No problem."

A: "Do you have a lot of work?"

B: "Yeah. I'm pretty busy. Why?"

A: "Oh. I needed some help on documenting this process."

B: "Does this have to be done right now?"

A: "The manager wants it by Friday."

B: "I'll try to free up my schedule. Remind me again tomorrow morning, and I'll help you in the afternoon."

A: "Do you need to read the documents first?"

B: "Yeah. That would help."

A: "I'll print you a copy and then drop them off."

B: "Make sure you drop it off before five because I have to leave early."

A: "No problem. Thanks."

### جمله گفتارهای متداول در محاوره های کارمندان

"I'm busy with work."

"Can I do this later?"

"Does this have to be done now?"

"When do you need this by?"

"When is the deadline?"

"I'm not going to have time for any other assignment until Thursday."

"I'll try to free up my schedule."

"I'm pretty sure I can meet the deadline."

"If I don't get any help on this, I won't be able to complete it on time."

"I'll do whatever I can do make sure this is done on time."

"You can count on me."

"Have I ever let you down?"

وقتی فایلی یا پوشه ای را پیدا نمی کنید می توانید از همکاران بپرسید

"Do you know where the ABC file is at?"

"Do you have the ABC file?"

"Is anybody using the ABC file right now?"

"Did you check the file cabinet? It should be there."

"Check the bin. Sometimes people throw it in there after they are done."

"Oh... it's in my desk. I forgot to put it back."

"It's in my office. I'll get it for you."

وقتی به کتاب یا پوشه ای نیاز دارید که روی میز همکاران است می توانید از او قرض بگیرید

"Are using this book right now?"

"Can I borrow this book?"

"Are you finished with this file?"

"Are you done with this report?"

"Can I use this file?"

عبارات عمومی دیگر که در اداره یا شرکت می توانید در هنگام نیاز به کار ببرید

"Do you have an extra mouse? Mine broke".

"Do you have another network cable? The one I have is too short".

"Do you have a blank floppy disk I can have"?

"I ran out of labels. Do you have any I can have"?

Can I borrow your stapler?

"?Do you have a hole puncher"

"?Do you have a staple remover by any chance"

درخواست تجهیزات در اداره ها

"?I'm out of staples. Do we have any more in the supply room"

".The supply room is running low on pens. I think we should get more"

"I would like an ergonomic keyboard. I can type much faster with those."

"Can I get a new chair? This one is so uncomfortable".

"Can you get me a headset for the telephone? I'm on the phone most of the day and I would like to free up my hands".

جمله گفتارهایی در مورد قوانین اداره ها

"How long are we allowed for lunch?"

"How long is our lunch break?"

"If I only take a 30 minute lunch, can I leave 30 minutes earlier?"

"What time should I report to work?"

"Is there a strict policy on working hours?"

"Are we allowed to start work an hour later if we work an hour more?"

"What is the dress code here?"

"Are we allowed to wear casual clothes on Friday?"

"Does this company have the casual Friday thing?"

"If I have ten vacation days, am I allowed to use them all at once?"

"What holidays do we have off?"

"Do our vacation days expire?"

"Does this company allow telecommuting?"

"Are we allowed to work from home

گفتگو درباره اشکال های فنی ماشین های اداری

"Do you know what's wrong with the printer"?

"Who do we call to report a problem with the printer"?

"When is the printer going to be fixed"?

"The printer next to the break room is broken. Where is the other printer"?

\*\*\*\*\*

"The copy machine is jammed again".

"The copy machine is broken".

"We need to get the copy machine fixed".

"A technician is coming this afternoon to fix the copy machine".

"Where is the paper for the copy machine"?

"We need to order more paper. We're running low.

گروهی غذا خوردن در طول سفر های تجاری

در بعضی از سفر ها برای صرف غذا در یک گروه ممکن است هر شخص یک سلیقه داشته باشد و یا حتی گرسنه نباشد

"What kind of food do you guys want to eat today

Anybody want to go for lunch"?

"I'm going to lunch. Anybody want to join me"?

"Let's go in 20 minutes. I have to finish this real quick".

I can't make it. I have to finish this and it will take me another 30 minutes

".I'm going to pass today. I brought a bagel with me"

".I have a small sandwich. I'm just going to eat here"

"Where should we have dinner tonight"?

"Hey, let's go to the Italian restaurant next to the hotel".

"We can either go to the steak house in the hotel, or the Italian restaurant next door

### گفتگو درسفرهای تجاری

A: "Hey Seth, you wanna go for lunch soon?"

B: "How about in 30 minutes. I'm almost done with this section."

A: "Ok. Where do you want to eat?"

B: "I'm ok with anything, but let's go to a fast food place."

A: "There's a Burger King around the corner. Let's go there."

B: "Sounds good. One quick question... I'm going to finish all my work tomorrow. If we finish tomorrow, I suggest we head back home tomorrow evening. What do you think?"

A: "I think that's doable. We'll see how much we get done today, and if we're close, I'll let them know that we'll be done tomorrow."

B: "Sounds good."

### جمله گفتارها در باره اولین سفر تجاری

وقتی برای اولین بار به سفر تجاری می روید سوالات زیادی برایتان مطرح می شود اگر مطمئن نیستید که چه وسایلی باید با خودتان ببرید می توانید از رئیس یا همکارانتان سوال کنید

"How much do you usually pack for a week long business trip?"

"How big is the suitcase you take with you on a business trip?"

"Do the hotels we stay at have a hair dryer?"

"How many pieces of luggage do you bring with you on a business trip?"

"Where do you usually park when you go to the airport"?

"Is long term parking available at the airport

"How early should I go to the airport"?

"Where should we meet

"Should we meet at the airport"?

"?Where are we going for our business trip"

"?Where are we going this time"

"?What city are we traveling to"

"?What is the objective for this business trip"

"?What is our goal for this business trip"

"?What do we want to accomplish for this business trip"

"?What is the primary purpose for this business trip"

"?What day are we departing for our business trip to Los Angeles"

"?How long are we going to be there"

"?How long is the business trip scheduled for"

"?What time is ABC Company expecting us"

"?Who should I report to when I get to ABC Company"

"How much is the per diem?"

"?How much per diem do we get a day"

"?How do we get the per diem"

"?Isn't the per diem too low""

"?What do they expect us to eat with this amount of per diem"

" ?Is the business trip really going to take us all five days "

" If we finish on the fourth day, can we come back early? "

"I think we can finish a day early. Can we come back on Thursday if we complete our work early?"



"?A: "Do you need help finding anything  
".B: "I'm looking for this shirt in a small  
".A: "Let me see if we have any in the back  
".B: "Thank you  
".A: "I found a couple. Here you go  
"?B: "Thank you. Do you sell belts here  
".A: "Yes. They are on the other side of the counter there  
".B: "Thank you  
".A: "You're welcome. Let me know if you need anything else

\*\*\*\*\*

"?A: "Do you have disposable cameras  
".B: "Yes. They are next to the film on aisle 6A  
"?A: "Which way is 6A  
".B: "Two rows that way  
".A: "Great. Thank you

\*\*\*\*\*

".A: "Hi. I would like to send this to Korea  
"?B: "How would you like to send it  
"?A: "What is the price difference  
".B: "You can send it priority airmail for \$17.68 or regular airmail for \$13.95  
".A: "I'll send it through regular airmail  
"?B: "Is there any food items in here  
".A: "No  
"?B: "Is there any firearms or explosives  
".A: "No  
"?B: "Is there anything fragile  
".A: "No  
"?B: "Would you like to insure the contents  
"?A: "How much is insurance  
".B: "For \$200, it comes to \$3.76  
".A: "Yes please  
"?B: "Do you need any stamps today  
".A: "No thank you  
B: "Ok. Your total is \$18.63

### جمله گفتارها درباره تبدیل پول

- "?Do you exchange foreign currency"  
"?What is your exchange rate for the Korean Won"  
"?Can I cash my traveler's checks here"  
"The exchange rate is .0009 cents for one won".  
"I would like to exchange 500,000 won please".

### جمله گفتارها در سوپرمارکت

- "?Where is the fruit section"  
"?Do you sell ice cream here"  
"?Where can I find batteries"  
"?Where is the toothpaste"  
"?Can you point me to the medicine area"  
"?Where is the bakery section"  
"?Do you sell fresh seafood"  
"Do you sell postcards  
"Where can I find camera film?  
"Where are the shopping carts?  
"Where can I find a shopping basket?"

### جمله گفتارها در فروشگاه های چند بخشی

- "Do you have different sizes for this shirt"?  
"Where are your blue jeans"?  
"Do you have regular T-Shirts here"?"

"Where is the dressing room"

"Do you have a dressing room"

"Can I try this shoe on in a seven?"

"Can I get this in nine and a half?"

"Can I get this in a size six?"

"I don't know what my size is"

"I don't know what size I am"

"Can you take my measurement"

وقتی به صندوق مراجعه کردید لازم نیست چیزی بگویید خودشان از شما می پرسند

"Did you find everything you needed today?"

"Was anyone helping you with this?"

"Would you like to open a credit card? You can get 10 percent off of everything for today."

### گفتگو در رستوران

"A: "Welcome to McDonald's. May I take your order

".B: "I'll take the number one

"A: "What size would you like

".B: "Medium please

"A: "Will that be for here or to go

".B: "Here please

A: "The total comes to \$4.89. We'll have that right out for you

\*\*\*\*\*

"A: "Can I get a drink started for you

".B: "I'll take a coke

".A: "One coke. I'll be right out with your coke

"Pause-- "Here's is your coke. Are you ready to order--

"B: "Can I have one more minute

".A: "Sure. I'll be back in a little bit

"Pause-- "Do you need more time--

".B: "I'm ready now. I'll have the Patty Melt with fries  
"?A: "Do you want regular fries or steak fries  
".B: "Steak fries please  
".A: "I'll have that out for you in a few minutes  
"?Pause-- "Here you go. Do you need anything else--  
"?B: "Can I have a bottle of ketchup  
".A: "I have one right here  
".B: "Great. Thanks  
"?A: "Is everything ok here  
".B: "Yes. Thank you  
"?Pause-- "Excuse me. Can I have my bill--  
A: "Sure. Here you go

### جمله گفتارهایی برای دادن سفارش در رستوران

"Can I get you a drink?"

"Can I get a drink for you?"

"Would you like to order a drink now?"

"Can I get a drink started for you?"

"What would you like to drink?"

"I'll take a coke."

"I'll have an orange juice."

"Water will be fine."

"Can I have a glass of water?"

وقتی نوشیدنی تان را آوردند از شما در مورد دستور غذایی را می پرسند علت این کار این است که بیشتر مردم می دانند چه می خواهند بنوشند اما برای دستور دادن غذا به زمان بیشتری نیاز دارند

"May I take your order?"

"What would you like to order?"

"Are you ready to order?"

"What would you like today?"

اگر به زمان بیشتری نیاز داشتید به راحتی می توانید بگویید

"Can I have a couple more minutes?"

وقتی که آماده دستور بودید فقط کافی است که آن را بخوانید

"I'll take the Salisbury steak with hash browns."

با توجه به غذایی که انتخاب کرده اید ممکن است موارد دیگری از شما سوال شود بنابراین با دقت منوی غذایی را مطالعه فرمایید و به سوالاتی که از شما پرسیده می شود توجه کنید

"Would you like toast, a muffin, or a cornbread?"

وقتی اولین بار به رستورانی می روید از شما خواهند پرسید که همه چیز خوب است در این لحظه شما می توانید نظرتان را مطرح کنید سوالاتی که می پرسند

How is everything?"

"Is everything ok?"

"How is your dinner?"

"How is your lunch?"

"Are you guys doing ok?"

"Do you need anything else?"

وقتی غذایان تمام شد از شما برای دسر سوال می کنند

"Would you like dessert today?"

"Would you like our dessert menu?"

"Would you like to order any dessert?"

"Any dessert for you today?"

"Would you like to hear our dessert special?"

هنگامی که می خواهید درخواست صورت حساب کنید به اطراف نگاه کنید و از گارسون می خواهید که آن را برایتان بیاورد

"Can I have my check?"

"Can I have my bill?"

"I'm ready for my bill."

"I would like my check please."

### گفتگو در رستوران فست فود

در رستوران های فست فود ابتدا به پیشخوان می روید ، دستور غذا می دهید و همان لحظه صورتحساب غذا را پرداخت می کنید

"?Welcome to McDonald's. May I take your order"

".I'll take a Big Mac and a small coke"

"?One Big Mac and one small coke. Will that be all"

".Yes"

"?Will that be for here or to go"

".For here please"

".The total comes to \$3.87"

### جمله گفتارهایی مربوط به آدرس و نشانی

.Question: "Excuse me. I'm looking for a supermarket. Do you know where the closest one is"?

Question: "Excuse me. Do you know where Starbucks is located"?

Question: "Excuse me. I'm looking for Best Western. Wasn't there one around here?"

Answer: "Yeah. Let me think... the best way to get there is by turning right at the next street. Immediately take another right on the next street. Go for about 2 miles. When you see Greenwood Avenue, turn left. Head down Greenwood for about 3 miles. I believe it will be on your left hand side. If you pass a school, that means you went too far."

Question: "Excuse me. How do I get to the airport from here"?

Answer" :Turn around and you'll see an entrance to the freeway. Go south .You'll have to go for about 15 miles. You should see airport signs, but just in case, it is exit number 154. Turn right off the ramp and it will be straight ahead".

"Excuse me. Do you know where the post office is?"

"Excuse me. Can you point me to the nearest gas station?"

"Excuse me. Can you give me quick directions to the movie theatre?"

"Excuse me. Do you know how to get to the Shopping mall from here?"

"Excuse me. How do I get to the freeway from here?"

"Excuse me. I'm looking for Bank of America. I thought it was around here. Do you know where it is?"

"Excuse me. I'm looking for the post office. Do you know how to get there?"

"Excuse me. What is the best way to get to Seattle?"

پاسخ های مرتبط

"Take a left at the next light."

"Take a right at the gas station."

"When you get to Robson Street, take a left."

"After you pass 7-11, take a right at the next light."

"Take a left when you come to a stop sign."

"Turn right on 112th."

"Turn left after you pass McDonalds."

"When you see a church on your left hand side, turn right on the next street."

"Turn left at the next street and immediately take another left."

"It's just right around the corner on the left side."

"It's right around the corner from the Starbucks over there."

"Go down the street, turn left on Williams Street, and it will be right around the corner from the gas station."

Go for five blocks/After three blocks

"After you turn right, go for five blocks and turn left. It will be right around the corner."

"After three blocks, turn left. You will see it on your right hand side."

"Go for four blocks and then turn right."

"It's across the street from the library."

"It's directly across from Taco Bell."

"Go for three blocks, turn left at the next light. You'll see it across the street from McDonalds."

"Go down the street. You'll see it directly across from the gas station."

"It's pretty far from here. Go on Washington Street for about 2 miles. You'll see it next to a school."

"Turn right at the stop sign and go straight for a couple of miles. At 112th turn left. You'll see it on your right hand side."

"Go straight on this street for about 3 miles. You'll see it next to Wendy's."

"Go down this street, after you pass two stop lights, turn right on the third light. You'll see it right around the corner."

"Head down Madison Street and on the fourth light, turn left. You should see it immediately."

"Turn right on Jackson. Keep going straight for three lights. When you see Burger King, turn left. It's right there."

"Y" خیابانی است که به دو قسمت تقسیم میشود.

"Keep going down this street. Stay on the left side when you reach the 'Y'. At the next light, turn right."

"Take a left on Jackson. At the 'Y' go to the right. It will be on your left hand side about a mile down that street."

"Go for about three miles on this street. At the 'Y' go to the left. You'll see a blue house on your right. It's right after that house."

T تقاطع یک تقاطع سه راهی است که شما می توانید هم به چپ و هم به راست بروید.

"At the 'T' intersection, turn right. It is just around the corner."

When you pass a gas station, you come up to a 'T'. Take a left, and then an immediate right."

"Go down this road until it ends. Turn left at the 'T' and you will see the gas station on your right."

"Turn right on 117th. It's a dead end. We are on the right hand side at the end of the street."



"There are three places to turn right. The second one is a dead end so make sure not to go there."

"I live in a dead end street. It's nice because there isn't much traffic."

## گفتگو درباره هتل

A: "Thank you for calling Great Hotel. How may I help you"?

B: "I would like to rent a room, but how much do you charge a night"?

A: "Our prices start at \$79 a night for a standard room".

B: "Great. Can you reserve a room for me"?

A: "Sure. What day are you coming in"?

B: "I will be checking in on August 3rd".

A: "How many days do you need the room for"?

B: "I'll need it for three nights".

A: "Ok. I have you coming in on the 3rd of August and checking out on the 6th. Is that correct"?

B: "Yes".

A: "How many total adults"?

B: "Two adults and two kids".

A: "How old are the children"?

B: "10 and 12".

A: "Would you like one room or two rooms"?

B: "Just one is fine".

A: "Would you like a smoking room or a non smoking room"?

B: "Non smoking room please".

A: "Can I have your last name"?

B: "Park".

A: "Your first name"

B: "Young. That's Y O U N G".

A: "Let me confirm your information Mr. Park. I have one non smoking double room with 2 adults and 2 children from August 3rd to August 6th. Is this correct"?

B: "Yes".

A: "The total comes to \$256.78. Can I get your credit card number"?

B: "Sure. It is 444444444444".

A: "What is the name on the credit card"?

B: "Young Park".

A: "I have the room reserved for you. If you need to cancel, please call us 24 hours before your check in date. Failure to cancel will result in a one day charge on your credit card. Is there anything else I can do for you"?

B: "Yes, one more question. What time can we check in".

A: "We can check you in by 2:00pm".

B: "Great. Thank you".

A: "Thank you and have a great day".

B: "Thanks. Bye"

A: "Good bye".

## جمله گفتارهایی درباره تحویل گرفتن و تخلیه کردن اتاق در هتل

"Hi, I am checking in

"Hi, I have a reservation and I am checking in".

هنگام تحویل گرفتن کلید اتاق ممکن سوالات زیر برایتان پیش بیاید

"?Where is the elevator"

"?Do you have concierge service here"

"?Do you have a map of the city"

"?What time should I check out by"

What time is check out"?

برای تخلیه اتاق از جمله زیر استفاده کنید

"I am checking out."

## گفتگویی درباره رزرو کردن اتاق در هتل

"Hi, how much are your rooms?"

"Hi, what are your rates?"

"Hello, how much is a room?"

"Our rooms start at \$79 for a basic room."

"Our rooms start at \$79 for a standard room and go up to \$300 for a suite."

"Ok. Can I reserve a room?"

اولین چیزی که می پرسند روز و تاریخی است که می خواهید رزرو کنید

What day do you want to check in?"

"Which date did you want to reserve?"

"What date are you looking for?"

"I want a room from June 22nd to June 25th."

"I would like a room for the 19th of July."

"How long will you be staying with us?"

"When will you be checking out?" "How many days would you like the room for?"

"I am going to stay for 3 days."

"I would like to reserve the room for 4 days."

"I am going to need the room until July 23rd."

سوال های بعدی در مورد تعداد اتاق ها و افراد است

"How many rooms will you need?"

"Is this for only one room?"

"How many rooms would you like to reserve?"

"How many rooms should I reserve for you?"

"I will only need one room."

"I am going to need two rooms."

"How many adults will be in your party?"

"How many total children will be with you?"

"Just two adults."

"A total of four adults."

"I will be alone."

"A total of 2 adults and 2 children."

"One adult and 2 children."

بعد از آن از نوع اتاق و تختخوابی که شما می خواهید سوال می شود

"Would you like a single king size bed, or two double size beds in the room?"

"Will a single king size bed be ok?"

"We only have a room with two double size beds. Will that be ok?"

"Do you want a smoking room or a non smoking room?"

"Do you prefer a smoking or non smoking room?"

"I would like a smoking room."

"Can I have a non smoking room?"

"Either is fine."

"I don't have a preference."

### گفتگو درباره اجاره کردن ماشین

"A: "How can I help you today

"B: "I would like to rent a car

"A: "Do you have a reservation

"B: "No

A: "That's alright. Let's see what we can find. We have several cars to choose from. What size

"are you looking for

"B: "What are my options

"A: "A compact car, midsize car, and a minivan

"B: "How much are they

"A: "Compact is \$21.95 a day, midsize is \$27.95 a day, and a minivan is 35.95 a day

"B: "I'll take a midsize car

"A: "How long will you be renting the car

"B: "One week

"A: "How many people will be driving the car

"B: "Just myself

"A: "Would you like insurance

"B: "How much is it

"A: "It is \$14.95 a day and it covers everything regardless of fault

"B: "Yes please

"A: "Can I have your name

"B: "Last name is Lee. L E E. First name is Sang. S A N G

"A: "Your address please

"B: "I am from Korea. Would you like my address in Korea

"A: "Just the city name

"B: "Seoul, Korea

"A: "Can I see your driver's license and a credit card

"B: "Sure. Here it is

"A: "Great. That will be \$324.92. Would you like me to charge it on this card

"B: "Yes. That will be fine

".Please sign here. You can pick up your car downstairs

پاره گفتارهایی در رابطه با اجاره کردن اتومبیل

"where is the rental car booth"?

"where can I rent a car"?

".Hi. I would like to rent a car

"?Do you have any cars available"

ممکن بپرسند که آیا شما از قبل رزرو کرده اید

"Did you make a reservation"?

اگر ماشینی آماده نداشته باشند می گویند

"I'm sorry, we do not have any cars available today."

اگر ماشین آماده برای اجاره داشتند از اندازه و نوع ماشینی که می خواهید خواهند پرسید

"What size car would you like?"

"What type of car would you like?"

"What type of car do you need?"

"What sizes do you have?"

"What are my options?"

"We have compact, midsize, full size, luxury, SUV, and a minivan."

"How much is the full size car?"

"How much is the midsize car?"

"How many does the full size car seat?"

"How many can fit in the midsize car?"

"I'll take a midsize car."

بعد از اینکه ماشینی که شما خواسته بودید را آماده کردند از شما می پرسند که برای چه مدت آن را می خواهید اجاره کنید

"?How long will you be needing the car"

"How long will you be renting the car"

"When do you need the car till"

"I'll need the car for two weeks"

"I want to rent it for one week"

"I need it for 4 days"

"I need it for just a day"

ممکن از شما بخواهند فرمی را پر کنید یا حتی سوالات دیگری از شما بپرسند

"What is your last name?"

"What is your first name?"

"Are you a United States resident?"

"What country are you from?"

"What is your address?"

قبل از اینکه قیمت اجاره را به شما بدهند از شما می پرسند که می خواهید بیمه کنید یا اینکه بیمه دارید

"Would you like insurance on the car?"

"How much is insurance"

همچنین از شما خواهند پرسید که راننده چه کسی است

"Who is going to be the driver?"

"How many people are going to drive?"

"Are all the drivers at least 25 years old?"

شما باید گواهی نامه خود را همراه داشته باشید

"Can I see your driver's license?"

"May I have your driver's license?"

"I will need to see your driver's license."

سرانجام قیمت را به شما خواهند گفت

.The total will be \$184.19"

وقتی که پول را پرداختید به شما قوانین را توضیح خواهند داد

The gas tank is full. You should fill it up before you return the car. If you do not, then we "  
".charge \$3 a gallon

You can pick up your car downstairs. Just show them the invoice and they will have your car "  
ready for you

".Please keep this form in the car. Bring it with you when you return the vehicle"

### جمله گفتارها در فرودگاه

"?Is anybody traveling with you today"

"?Is anybody else traveling with you"

"?Are just you two traveling today"

"?Did someone you do not know ask you to take something on the plane with you"

"?Did you have possession of your luggage since you packed"

"Are you carrying any weapons or firearms"?"

"?Are you carrying any flammable material"

"?Do you have any perishable food items"

"?How many luggage are you checking in"

"Did you check in your baggage?"

"Do you have a carry on?"

"?Can you place your baggage up here"

"?How many carry on bags are you taking with you"

"?Do you prefer window or aisle"

"We do not have any aisle seats remaining. Is a window seat ok with you or would you prefer a middle seat"?

"?Do you have a seat next to the emergency exit"

"?Can I have a seat closest to the emergency exit"

"All the seats next to the exit have been taken. I have a seat directly in front of it. Would you like that one"?

"Can you point me towards the gate?"

"How do I get to the gate again?"

"How do I get to gate C2?"

"Where is gate C2?"

### گفتگو در فرودگاه

??A: "Welcome. May I have your tickets"

?.B: "Here you go"

??A: "Is anybody else traveling with you two"

?.B: "No. It's just us"

??A: "Do you have your passports with you"

?.B: "Yes. Here it is"

?.A: "I'm going to ask you a series of questions. Please respond with a yes or a no"

?.B: "Ok"

??A: "Did someone you do not know ask you to take something on the plane with you"

?.B: "No"

??A: "Did you have possession of your luggage since you packed"

?.B: "Yes"

??A: "Did you leave your luggage unattended at all in the airport"

?.B: "No"

??A: "Are you carrying any weapons or firearms"

?.B: "No"

??A: "Are you carrying any flammable material"

?.B: "No"

??A: "Do you have any perishable food items"

?.B: "No"

??A: "Great. Can you place your baggage over here"

B: "Sure"



### جمله گفتارهای مربوط به تغییر تاریخ حرکت

"I have an open ended ticket and I would like to schedule a departure date

"I have a ticket and I need to schedule a departure date"

"I am scheduled to depart on June 15th. Can I change this to a later date"?

"I have a ticket to depart on June 15th. I would like to see if there is an earlier flight available".

واز شما پرسیده می شود که چه تاریخی را برای حرکت انتخاب کرده اید

"?What date would you like to depart"

"?What date would you like to change it to"

?When do you want to depart"

جواب هایی که می دهید باید تاریخ حرکت را مشخص کند

"I would like to leave on June 22nd"

"?Is June 22nd available"

"?Can you check if June 22nd is possible"

"I was hoping to reserve a seat for June 22nd"

نمونه پاسخی که به شما خواهند داد مانند زیر می باشد

"Yes. We have seats available for the 22nd. Would you like me to reserve them

"On the 22nd, the departure time is 1:00pm. Should I reserve them"?"

"We have two flights departing on that date. Would you like to depart at 10am or 7pm"?"

I'm sorry, but we do not have any available seats on the 22nd. Should I put you on the waiting " list?"

The 22nd is full. The next flight is on the 23rd. Would you like to reserve a seat on that date?"

سایر سوالاتی که ممکن در فرودگاه بشنوید

"Would you like to book your seats now?"

"Would you like a window seat or an aisle seat?"

## بخش دوم

### جمله گفتارها و محاوره های غیر رسمی

#### محاوره در حوزه خرید کردن

- A: "Welcome. Can I help you with anything?"  
B: "Hi. I'm shopping for my boyfriend's birthday. Do you have any suggestions?"  
A: "Let's see. How about a nice shirt and tie? You can't go wrong there."  
B: "Well. He doesn't wear ties that often."  
A: "We have some nice pants. You can also get him a belt with it."  
B: "That sounds good. Which one do you recommend?"  
A: "These slacks are very popular. He can wear them to dress up on a normal casual day."  
B: "I like them. Do you have matching belts?"  
A: "Yes. Right over here."  
B: "How much are they?"  
A: "The pants are on sale for \$40, and the belt is \$25."  
B: "What is your return policy just in case he doesn't like them?"  
A: "Just save the receipt and we will gladly return or exchange them for you."  
B: "That sounds great. I'll take them."

\*\*\*\*\*

- A: "Hey Jackie. What are you doing?"  
B: "Nothing much. I'm just relaxing today. Why? What's going on?"  
A: "I was thinking about heading to the mall. Do you want to go?"  
B: "Are they having a sale?"  
A: "Yeah. Both Bon and Nordstrom's is having there annual sale. It's a great time to buy some clothes you've been holding out on."  
B: "That sounds great. Where should we meet?"  
A: "I'll meet you in front of Nordstrom's in 30 minutes."  
B: "Sounds good. See you there."  
of Nordstrom's in 30 minutes."

#### گفتگو در باره خرید هدیه

- "What do you want for your birthday?"  
"Do you need anything?"  
"What do you think John wants for his birthday?"  
"What do you think I should get for John?"  
"What are you getting John for his birthday?"

### جمله گفتارها در حوزه جواهرات

"That's a beautiful necklace."  
"What a magnificent ring."  
"I like the design of your ring."  
"Your bracelet is very nice."  
"I love your watch."  
"What a beautiful pair of earrings."  
"Where did you get your necklace from?"  
"What is the carat on your diamond ring?"  
"Is that your wedding ring?"  
"What type of diamond is that?"  
"What is the make of your watch?"  
"Is that white gold, silver, or platinum?"  
"Is your gold ring 14 carats or 18 carats?"  
"I want a necklace for my graduation gift."

### گفتگو در حوزه خرید لباس

"Where is the dressing room?"  
"I can't find my size here. Can you check if you have this in a size 4?"  
"Do you have this in different colors?"  
"Where are your jeans located?"  
"Where is the red sweater on display in the window?"  
"How much is this skirt?"  
"Are you going to have a sale soon?"  
"Where is the matching shirt for this skirt?"  
"When are you going to get more sizes?"

"I'm looking for a belt that will go with these pants."  
"Do you provide alteration here?"  
"How much will it cost to get alternation done on these pants?"  
"These pants are too long for me. Where can I get them altered?"  
"How long does it take?"  
"When do you start selling summer clothing?"  
"When will you be getting your summer line?"

جواب هایی که ممکن است از فروشنده بشنوید

"The dressing room is in the right back corner."  
"The dressing room is right over there."  
"All our jeans are located in the back wall."  
"We usually get a shipment every Thursday, so I would check back then."  
"We have alteration here."  
"It costs seven dollars."  
"It takes one day. You can pick them up tomorrow if you drop it off now."  
"We'll have our summer line on display in April."

گفتگو در ارتباط با میهمانی

A: What's going on?  
B: Nothing really, you?  
A: I'm throwing a party next Saturday.  
B: Is that right?  
A: Yeah, are you going to come?  
B: I'm sorry, I can't.  
A: Why not?  
B: I don't really want to.  
A: Well, why don't you?  
B: I hate going to parties.  
A: Well, that's okay.  
B: Yeah, sorry.

\*\*\*\*\*

A: What's up?  
B: Nothing, how about you?  
A: Next Saturday, I'm going to have a party.  
B: Oh, really?  
A: You are coming?  
B: Probably not.  
A: Why is that?  
B: I don't feel like going.  
A: Why not?

B: I really can't stand going to parties.

A: I understand, I guess.

B: Sorry about that.

\*\*\*\*\*

A: What's happening?

B: Not a lot, what about you?

A: I'm having a party next Saturday.

B: That's nice.

A: Are you going to be there?

B: I don't think so.

A: Is there a reason why?

B: I just really don't want to go.

A: How come?

B: I don't really like parties.

A: I wish you would go, but that's okay.

B: I'm sorry

\*\*\*\*\*

A: Hey, what's up?

B: Nothing really.

A: I'm throwing a party on Friday.

B: I didn't realize that.

A: You didn't?

B: Nobody has told me anything about your party.

A: Did you want to go?

B: When does it start?

A: At 8:00 p.m.

B: I'll be there.

A: I'd better see you there.

B: Of course.

\*\*\*\*\*

A: What's going on with you?

B: Fine. What's going on with you?

A: I'm having a party this Friday.

B: I had no idea.

A: Is that right?

B: I didn't hear anything about it.

A: Can you go?

B: What time?

A: It starts at 8 o'clock.

B: I'll go.

A: I hope that I'll see you there.

B: No doubt.

گفتگو در باره استقبال و پیشواز

A: Thanks for coming to see me today.  
B: It's no problem. I was really missing you anyway.  
A: I missed you too.  
B: Why haven't you tried to come see me then?  
A: I've been really busy.  
B: Doing what?  
A: Working.  
B: I would've come to see you sooner, but I've been busy too.  
A: What have you been doing?  
B: I've been working too.  
A: Well regardless, I'm very happy that you came to see me.  
B: I am too.

\*\*\*\*\*

A: I'm really glad that you came to see me.  
B: I had to. I was missing you a lot.  
A: I was missing you too.  
B: So, why haven't you visited me?  
A: I've actually been busy lately.  
B: What have you been doing?  
A: I've just been working really hard.  
B: I've also been busy.  
A: Tell me what you've been doing.  
B: Basically, I've been working too.  
A: Well whatever, I'm glad you came.  
B: So am I.

\*\*\*\*\*

A: I'm really happy that you came to visit me.  
B: I really missed you a lot.  
A: I've been missing you like crazy.  
B: I don't understand why you haven't come to visit me.  
A: Lately, I've been quite busy.  
B: Tell me what you've been up to.  
A: I've really been working a lot lately.  
B: I've been pretty busy myself.  
A: So what have you been up to?  
B: I've just been working a lot.  
A: Whatever the reason may be, I'm glad you visited me.  
B: I'm glad I did too.

گفتگو در ارتباط با دعوت به سینما یا تئاتر

A: What are you doing this weekend?  
B: I'm going to the movies with a friend. How about you?  
A: I'm not sure yet.  
B: Well, did you want to go see a movie with me?  
A: What movie are you going to see?  
B: I'm not sure yet. Is there something you want to see?  
A: There's nothing I can think of.  
B: So, did you want to go?  
A: No, thanks, maybe another time.  
B: Okay, sounds good.

\*\*\*\*\*

A: Do you know what you're going to do this weekend?  
B: I am going to see a movie with a friend of mine. What about you?  
A: I don't know.  
B: Would you like to see a movie with me and my friend?  
A: Do you know what movie you're going to watch?  
B: I don't know, but was there a certain movie you wanted to see?  
A: None that I can think of.  
B: Well, would you like to go?  
A: Thank you for inviting me, but I think I'll pass.  
B: All right. Another time then.

\*\*\*\*\*

A: You have any ideas as to what you want to do this weekend?  
B: I'm going to the movie theater with my friend. What are you going to do?  
A: I'm not quite sure yet.  
B: How about you see a movie with me and my friend?  
A: What movie are you and your friend planning on watching?  
B: Not sure. Is there a movie out that catches your eye?  
A: No good movies come to mind.  
B: Have you decided whether or not you would like to go?  
A: No, thanks. Maybe another time.  
B: For sure another day.

گفتگو در رابطه با فیلم مورد علاقه

A: What's your favorite movie?  
B: My favorite movie is Superbad.  
A: Oh, why is that?

B: It's the funniest movie that I've ever seen.  
A: That's true. It is a very funny movie.  
B: You've seen it before?  
A: Yes, I saw that movie the first day it came out in theaters.  
B: Didn't you laugh through the whole movie? I did.  
A: Me too. That movie brought tears to my eyes.  
B: Mine too.  
A: I have it on DVD at my house if you want to come over and watch it.  
B: Sure, let's go.

\*\*\*\*\*

A: Which movie is your favorite to watch?  
B: I have to say, my favorite movie is Superbad.  
A: Is that right? Why?  
B: Honestly, it is one of the funniest movies I've seen in a long time.  
A: You're right. That movie is hilarious.  
B: I didn't think you saw that movie.  
A: I went to see it the day it came out.  
B: I was laughing through the whole movie.  
A: I couldn't help laughing, either.  
B: Same here.  
A: I bought the movie. Would you like to come to my house and watch it?  
B: Of course.

\*\*\*\*\*

A: Out of every movie that you've seen, which one is your favorite?  
B: I'm going to have to say that Superbad is the best movie ever.  
A: You think so, how come?  
B: Well, Superbad is super funny.  
A: You're not lying, I found that movie absolutely hilarious.  
B: I didn't know that you saw Superbad before.  
A: I made sure to be in line to see it the first day it came out.  
B: I couldn't keep from laughing throughout the whole movie.  
A: I was laughing hysterically the whole time; my stomach muscles hurt afterwards.  
B: That's exactly how I felt.  
A: I got the movie when it came out on DVD, do you want to come over?  
B: I would love to.

گفتگو در باره گذراندن اوقات فراغت

A: Tell me, what do you enjoy doing in your spare time?  
B: I enjoy drawing and painting.  
A: You know how to draw and paint?  
B: Yes, I do.



A: When did you learn how to do that?  
B: I learned back in high school.  
A: Oh, so you took an art class?  
B: Yeah, I loved that class.  
A: I see that you're pretty talented.  
B: Thank you very much.  
A: I wish I had a talent like that.  
B: I'm sure you have a talent. It's just hidden.

\*\*\*\*\*

A: What kinds of things do you like to do?  
B: I've always liked to draw and paint.  
A: I didn't know you knew how to draw and paint.  
B: I do it every once in a while.  
A: How long have you known how to do that?  
B: I first learned how to do it in high school.  
A: Did you take some sort of art class or something?  
B: That was my favorite class.  
A: You have got to be talented.  
B: Thanks.  
A: If only I was talented.  
B: You have a talent. You just don't know what it is yet.

\*\*\*\*\*

A: Are there any hobbies you do?  
B: When I have time, I sometimes draw and paint.  
A: Oh, you actually do that?  
B: Every so often, I do.  
A: Did you always know how to draw and paint?  
B: I was taught in high school how to draw and paint.  
A: You had an art class?  
B: Exactly, it was my favorite class.  
A: Well, it's good that you're so talented.  
B: I appreciate that.  
A: Talent is a great thing, I wish I had one.  
B: Everyone has a talent. They just need to find it.

گفتگو در ارتباط با توصیف دیگران

A: Have you seen the new girl in school?  
B: No, I haven't.  
A: She's really pretty.  
B: Describe her to me.  
A: She's not too tall.  
B: Well, how tall is she?  
A: She's about five feet even.

B: What does she look like, though?  
A: She has pretty light brown eyes.  
B: I may know which girl you're talking about.  
A: So you have seen her around?  
B: Yes, I have.

\*\*\*\*\*

A: There's a new girl in school, have you seen her yet?  
B: I haven't seen her yet.  
A: I think that she is very pretty.  
B: Tell me how she looks.  
A: She's kind of short.  
B: What height is she?  
A: She's probably about five feet.  
B: That's nice, but tell me what she looks like.  
A: The first thing I noticed was her beautiful brown eyes.  
B: I think I might've bumped into her before.  
A: Are you telling me that you've seen her before?  
B: I believe so.

\*\*\*\*\*

A: Have you met the new girl?  
B: No. Have you?  
A: She's one of the prettiest girls at the school.  
B: What does she look like?  
A: Well, she's quite short.  
B: How tall would you say that she is?  
A: I would say she's only five feet.  
B: What about her facial features?  
A: She has light brown eyes, absolutely beautiful.  
B: I think I know who you're talking about.  
A: Have you seen her?

\*\*\*\*\*

A: Hello, may I speak to Alice please?  
B: This is she. How's it going?  
A: I've been trying to call you all day.  
B: Sorry about that. I was cleaning up.  
A: It's okay.  
B: So what were you calling me about?  
A: Oh, I just wanted to see if you wanted to hang out tomorrow.  
B: Sure, what did you want to do?  
A: Maybe we can go see a movie or something.  
B: That sounds like fun. Let's do it.  
A: I'll see you tomorrow then.  
B: See you then. Goodbye.

A: Hi, how are you. Is Alice there?  
B: Speaking. What's up?  
A: Why haven't you answered the phone?  
B: My bad, I had chores to do.  
A: That's all right.  
B: What was the reason for your call?  
A: I want to do something tomorrow with you.  
B: Sounds good. What did you have in mind?  
A: I was thinking about seeing a movie.  
B: Okay, let's go see a movie.  
A: Until then.  
B: Talk to you later.

\*\*\*\*\*

A: Is Alice available?  
B: You're talking to her.  
A: I've called you a hundred times today.  
B: I was busy doing something. I apologize.  
A: No problem.  
B: Did you need something?  
A: Did you want to do something tomorrow?  
B: Is there somewhere special you wanted to go?  
A: How about a movie?  
B: A movie sounds good.  
A: Call me tomorrow then.  
B: I will see you tomorrow.

گفتگو درباره آب و هوا

A: I really want to go to the beach this weekend.  
B: That sounds like fun. What's the weather going to be like?  
A: I heard that it's going to be warm this weekend.  
B: Is it going to be perfect beach weather?  
A: I believe so.  
B: Good. I hope it doesn't cool off this weekend.  
A: I know. I really want to go to the beach.  
B: But you know that California weather is really unpredictable.  
A: You're right. One minute it's hot, and then the next minute it's cold.  
B: I really wish the weather would just stay the same.  
A: I do too. That way we can have our activities planned ahead of time.  
B: Yeah, that would make things a lot easier.

A: I would like to take a trip to the beach this weekend.  
B: A trip to the beach would be fun. How is the weather going to be?  
A: The forecast says that it will be warm on the weekend.  
B: So do you think it'll be perfect weather for the beach?  
A: It sounds like it will be.  
B: I really hope it doesn't get cold.  
A: That would ruin things, I want to go so badly.  
B: The weather in California is unpredictable, so you never know.  
A: That is true. The weather is constantly changing.  
B: It would be nice if the weather would never change.  
A: That would be great, then we could plan things sooner.  
B: True. Predictable weather would make life easier.

\*\*\*\*\*

A: It would be nice to go to the beach sometime this weekend.  
B: What's the weather going to be like? I may want to go too.  
A: The weather this weekend is supposed to be warm.  
B: Will it be good beach weather?  
A: I think it will be.  
B: It wouldn't be good if it got cold this weekend.  
A: I want this trip to be perfect, I hope it stays warm.  
B: This California weather is so uncertain, it's impossible to know what'll happen.  
A: I know. Every day the weather seems different.  
B: I would love it if it wasn't always so unpredictable.  
A: That would make it easier for us to make plans.  
B: I know. Things are easier when you know what the weather's going to be like.

\*\*\*\*\*

A: It's such a nice day.  
B: Yes, it is.  
A: It looks like it may rain soon.  
B: Yes, and I hope that it does.  
A: Why is that?  
B: I really love how rain clears the air.  
A: Me too. It always smells so fresh after it rains.  
B: Yes, but I love the night air after it rains.  
A: Really? Why is it?  
B: Because you can see the stars perfectly.  
A: I really hope it rains today.  
B: Yeah, me too.

\*\*\*\*\*

A: Isn't it a nice day?  
B: It really is.

A: It seems that it may rain today.  
B: Hopefully it will.  
A: How come?  
B: I like how clear the sky gets after it rains.  
A: I feel the same way. It smells so good after it rains.  
B: I especially love the night air when it rains.  
A: Really? Why?  
B: The stars look so much closer after it rains.  
A: I really want it to rain today.  
B: Yeah, so do I.

\*\*\*\*\*

A: Don't you think it's nice out?  
B: Yes, I think so too.  
A: I think that it's going to rain.  
B: I hope that it does rain.  
A: You like the rain?  
B: The sky looks so clean after it rains. I love it.  
A: I understand. Rain does make it smell cleaner.  
B: I love most how it is at night after it rains.  
A: How come?  
B: You can see the stars so much more clearly after it rains.  
A: I would love for it to rain today.  
B: I would too.

\*\*\*\*\*

A: It's an ugly day today.  
B: I know. I think it may rain.  
A: It's the middle of summer, it shouldn't rain today.  
B: That would be weird.  
A: Yeah, especially since it's ninety degrees outside.  
B: I know, it would be horrible if it rained and it was hot outside.  
A: Yes, it would be.  
B: I really wish it wasn't so hot every day.  
A: Me too. I can't wait until winter.  
B: I like winter too, but sometimes it gets too cold.  
A: I'd rather be cold than hot.  
B: Me too.

\*\*\*\*\*

A: It doesn't look very nice outside today.  
B: You're right. I think it's going to rain later.  
A: In the middle of the summer, it shouldn't be raining.  
B: That wouldn't seem right.  
A: Considering that it's over ninety degrees outside, that would be weird.  
B: Exactly, it wouldn't be nice if it started raining. It's too hot.  
A: I know, you're absolutely right.

B: I wish it would cool off one day.  
A: That's how I feel, I want winter to come soon.  
B: I enjoy the winter, but it gets really cold sometimes.  
A: I know what you mean, but I'd rather be cold than hot.  
B: That's exactly how I feel.

\*\*\*\*\*

A: I wish it was a nicer day today.  
B: That is true. I hope it doesn't rain.  
A: It wouldn't rain in the middle of the summer.  
B: It wouldn't seem right if it started raining right now.  
A: It would be weird if it started raining in ninety degree weather.  
B: Any rain right now would be pointless.  
A: That's right, it really would be.  
B: I want it to cool down some.  
A: I know what you mean, I can't wait until it's winter.  
B: Winter is great. I wish it didn't get so cold sometimes though.  
A: I would rather deal with the winter than the summer.  
B: I feel the same way.

### گفتگو در حوزه معاشرت های رایج اجتماعی

A: Hi, how are you doing?  
B: I'm fine. How about yourself?  
A: I'm pretty good. Thanks for asking.  
B: No problem. So how have you been?  
A: I've been great. What about you?  
B: I've been good. I'm in school right now.  
A: What school do you go to?  
B: I go to PCC.  
A: Do you like it there?  
B: It's okay. It's a really big campus.  
A: Good luck with school.  
B: Thank you very much.

\*\*\*\*\*

A: How's it going?  
B: I'm doing well. How about you?  
A: Never better, thanks.  
B: So how have you been lately?  
A: I've actually been pretty good. You?  
B: I'm actually in school right now.  
A: Which school do you attend?  
B: I'm attending PCC right now.  
A: Are you enjoying it there?

B: It's not bad. There are a lot of people there.

A: Good luck with that.

B: Thanks.

\*\*\*\*\*

A: How are you doing today?

B: I'm doing great. What about you?

A: I'm absolutely lovely, thank you.

B: Everything's been good with you?

A: I haven't been better. How about yourself?

B: I started school recently.

A: Where are you going to school?

B: I'm going to PCC.

A: How do you like it so far?

B: I like it so far. My classes are pretty good right now.

A: I wish you luck.

B: Thanks a lot.

### گفتگو در ارتباط با کیفیت سرویس دهی رستوران

A: So how did you like the restaurant?

B: Actually, it could have been better.

A: What didn't you like about it?

B: It is a new restaurant. I don't think they have their act together yet.

A: What did you think about the food?

B: I felt that the food was pretty mediocre.

A: The service wasn't that great, either.

B: I agree. The service was not good.

A: Do you think that you want to try this restaurant another time?

B: No, I think that I've had enough of this restaurant.

\*\*\*\*\*

A: Did you enjoy the restaurant?

B: I didn't really like it all that much.

A: What do you think the problem was?

B: Well, they are pretty new. I just didn't feel that they were ready to open yet.

A: How did you feel about the food?

B: The food wasn't all that exciting.

A: I didn't think that the service was good, either.

B: Yes, the service certainly didn't add to the experience.

A: Would you like to return to this restaurant?

B: Maybe we could try it again in a few months when things have settled down.

A: How do you feel about that restaurant?  
B: It wasn't all that great.  
A: What did you dislike the most?  
B: I don't think that they had their act together. They didn't seem well prepared.  
A: Did you think that the food was any good?  
B: I wasn't all that impressed by the food.  
A: The service certainly could have been better.  
B: The service did not help the situation.  
A: Is this a restaurant that you want to come back to?  
B: I am not really interested in trying this restaurant again.  
\*\*\*\*\*

A: So, how did you like the restaurant?  
B: I thought that it was very good.  
A: I felt the food was excellent.  
B: What did you like the best?  
A: I liked the fish the best.  
B: I liked the fish also, but I really enjoyed the dessert the most.  
A: Yes, the macadamia cakes were wonderful.  
B: Wasn't the service top-notch?  
A: Yes, the waiter was very attentive.  
B: I hope to be able to come back to this restaurant soon.

\*\*\*\*\*  
A: Did you like the restaurant?  
B: It was pretty good.  
A: The food was wonderful.  
B: What was your favorite dish?  
A: The fish was my favorite.  
B: Yes, the fish was great, but the dessert was awesome.  
A: I agree that the macadamia cake was awesome.  
B: Didn't you think that the service was the best?  
A: Yes, our waiter really went out of the way for us.  
B: I would like to return to this restaurant soon.

\*\*\*\*\*  
A: How do you feel about this restaurant?  
B: I really liked it!  
A: I really enjoyed the food.  
B: What did you enjoy the most?  
A: I enjoyed the fish the most.  
B: The fish was pretty special, but I loved the dessert.  
A: The macadamia cake was out-of-this-world!  
B: I really felt that the service was exceptionally good.  
A: Yes, the service really added to the experience.  
B: I am looking forward to returning to this restaurant.



A: Do you want some dessert?  
B: No thanks. We just need our check. Have you seen the waitress?  
A: Where is our waitress anyway?  
B: Yes, the service hasn't been the best. Is that our waitress over there?  
A: I'll walk over and get the bill, since I don't think the waitress is coming over here any time soon.  
B: Good idea. Just bring it back and we'll figure it out together.  
A: So the bill is \$36.00.  
B: How much do you think we should leave for a tip?  
A: My first inclination is to leave nothing for a tip.  
B: I agree, but we don't really know the whole story. There may have been problems in the kitchen beyond her control.  
A: Let's leave 10%, so that we at least leave something for the service.  
B: I agree. We will leave \$3.60 for the tip.

\*\*\*\*\*

A: Would you like some more coffee?  
B: No thanks. I'm full. We need to find our waitress and get our bill.  
A: Good luck finding the waitress!  
B: The service this evening has kind of sucked. Is that our server over there?  
A: I'll go get the check, since our server doesn't seem to be headed this way.  
B: Good. I'll just stay here until you get back.  
A: So the total is \$36.00 for our dinner.  
B: How much of a tip do you think our waitress deserves?  
A: I wonder if no tip would be appropriate in light of the service.  
B: I kind of feel the same way, but they may have just been really short-staffed tonight.  
A: I think that we should leave 10%.  
B: \$3.60 will be the right amount for the tip.

\*\*\*\*\*

A: Would you like to order anything else?  
B: No, I'm good. All we need now is our check.  
A: Our waitress has been kind of scarce tonight, hasn't she?  
B: I think that is our waitress is over by the bar. Boy, the service has not been good this evening.  
A: She doesn't appear to be headed this way, so I will go get the check.  
B: Good. Just bring it back and we'll total it together.  
A: Our total for dinner is \$36.00.  
B: What do you think would be the right amount to tip?  
A: I kind of don't want to leave any tip for the lousy service we received.  
B: I agree that it was bad service, but I heard one of the other waiters mentioning that it was our server's first night on the job.  
A: I believe that 10% is just about right.  
B: I think that a tip of \$3.60 will be the right amount to leave.

\*\*\*\*\*

A: Do you want some dessert?  
B: No thanks. We just need our check. Have you seen the waitress?  
A: Oh, here comes our waitress with our check.  
B: The service here has been really great, don't you think?  
A: Yes, the service was quite good.  
B: So, let's look at the check. The total is \$36.00.  
A: How much do you think we should leave for a tip?  
B: Usually people leave 15%, but this was exceptional service. I am thinking that maybe 20% would be appropriate.  
A: I agree that 20% would be just about right.  
B: OK, so that will bring her tip to \$7.20. Add it to the \$36.00 and the total is \$43.20.  
A: Yes, what a nice dinner that was!  
B: We'll have to make sure to come back here again real soon.

\*\*\*\*\*

A: Would you like some more coffee?  
B: No thanks. I'm full. We need to find our waitress and get our bill.  
A: The waitress is bringing the bill right now.  
B: This waitress has really been on top of things, hasn't she?  
A: Yes, this waitress did a great job.  
B: OK, let's see what the damage is. The total for our meal is \$36.00.  
A: What do you think would be the right amount to leave for a tip?  
B: Fifteen percent is a normal tip, but she really did a great job. What do you think about 20% this time?  
A: Yes, 20% would be perfect.  
B: Her tip will end up being \$7.20 plus the bill of \$36.00. The total will be \$43.20.  
A: Yes, that was one fantastic meal!  
B: I agree. Maybe we can come back again next week.

\*\*\*\*\*

A: Would you like to order anything else?  
B: No, I'm good. All we need now is our check.  
A: The waitress is walking over here with our check even as we speak.  
B: I have never had bad service at this restaurant, but this time was really exceptional.  
A: Yes, she really went out of her way to make this a pleasant dining experience.  
B: Let's take a look at our bill. The total price for our dinner is \$36.00.  
A: How much money should we leave for a tip?  
B: I know that 15% is a normal tip, but I really thought that this waitress went out of her way for us. What do you think about tipping her 20%?  
A: She definitely deserves 20% for a tip.  
B: So we can add her tip of \$7.20 to the bill of \$36.00 and the total will be \$43.20.  
A: Yes, what a wonderful meal!  
B: It absolutely was a great meal. We'll have to return here for lunch sometime.

\*\*\*\*\*

A: Hey George, how is your chicken?  
B: My chicken tastes all right, but it is pretty dry. How is your fish?

A: My fish is pretty dry too.  
B: It's almost as if this food has been sitting a little too long. It doesn't seem fresh.  
A: Yes, it seems that way to me also.  
B: How are your vegetables?  
A: My vegetables are very soggy.  
B: Mine are the same way. It seems like they've been overcooked.  
A: I don't usually complain, but I think that we should mention this to the waiter.  
B: I agree. Maybe they can bring us some better food.

\*\*\*\*\*

A: George, is your chicken OK?  
B: It tastes great, but it is really dry. Is your fish all right?  
A: My fish is very dry.  
B: I wonder if they left it sitting around too long before they served it.  
A: That's exactly what I was thinking had happened.  
B: Are your vegetables OK?  
A: The vegetables are kind of mushy.  
B: So are mine. I think they left them cooking too long.  
A: The food here is usually good, so I think that we should tell the waiter that there is a problem.  
B: I think that you are right. Maybe they can give us a free dessert or something.

\*\*\*\*\*

A: Does your chicken taste all right?  
B: The chicken tastes wonderful, but it is kind of dry. Is your fish OK?  
A: My fish has good seasoning but is a little dry.  
B: It seems as if they got busy and left it sitting before it got to us.  
A: Yes, maybe they are short-handed in the kitchen tonight.  
B: Are your vegetables a little mushy?  
A: The vegetables seem to not be very fresh.  
B: Mine aren't so good, either.  
A: I usually enjoy the meals here, so I think that we should tell the waiter that there is something wrong with this meal.  
B: I think that we should let someone know. They will probably want to fix the problem.

\*\*\*\*\*

A: What a wonderful dinner!  
B: Thank you. I am glad that you are enjoying it.  
A: Where did you get your fantastic recipes?  
B: I grew up cooking. My mother shared her recipes with me.  
A: I especially like the wonderful chicken dish.  
B: That is a special coconut ginger chicken with rice dish.  
A: Is that shrimp in the soup?  
B: Yes, do you like it? I added a little extra lemon grass and some sea vegetables.  
A: I am happy that the wine I brought for you works well with this meal.  
B: Yes, thank you for bringing the wine. It really complements the meal.

A: This is a great meal!  
B: Thank you. I am glad that everything turned out so well.  
A: Who taught you how to cook this well?  
B: I took a cooking class at the Culinary Institute.  
A: Wow, what is in this chicken dish?  
B: Isn't that great? That is coconut ginger chicken with rice.  
A: Is the soup a shrimp soup?  
B: Yes, there is shrimp in there along with sea vegetables and lemon grass.  
A: I think I got lucky in choosing a wine that blends with this meal.  
B: I appreciate you bringing the wine. It goes well with the chicken.

\*\*\*\*\*

A: I really love this meal.  
B: Thanks. I was hoping that you would all enjoy this meal.  
A: Where did you learn to cook these amazing dishes?  
B: I got a really wonderful cookbook for my birthday and decided to try out a few of the recipes.  
A: The chicken is out of this world!  
B: I love that dish as well. It is coconut chicken with rice.  
A: I was wondering if there was shrimp in the soup.  
B: Yes, that soup has a shrimp base. I also added sea vegetables and lemon grass.  
A: It worked out well that the wine that I brought to share seems to blend well with this meal.  
B: I love this wine! It goes very well with the chicken.

\*\*\*\*\*

A: Well, here is your breakfast!  
B: Thanks so much. Miss, I believe I ordered my eggs scrambled, and these are fried.  
A: Sorry, your friend over there ordered fried eggs, and I gave you his by mistake.  
B: Oh yeah. Here, I will just trade with him.  
A: Here are your pancakes, sir.  
B: But I ordered waffles!  
A: Oh, I am so sorry!  
B: That's OK. I will eat my eggs and bacon, and you can take my pancakes back.  
A: Good, sir. I will take care of that right away.  
B: Thank you so much!

\*\*\*\*\*

A: I believe you ordered the Grand Slam breakfast.  
B: Oh, good! You know, I am looking at my plate and I ordered scrambled eggs, not fried.  
A: Oh, I just noticed that I accidentally brought you your friend's breakfast.  
B: I can just trade with him, thank you.  
A: And pancakes for you, sir.  
B: I am sorry, but I think I ordered waffles.  
A: I am sorry that I misheard you.  
B: Just please take my pancakes to trade for waffles. While I am waiting, I will eat my bacon and eggs.  
A: I will get straight back to you with your waffles.  
B: I would appreciate that.

A: One Grand Slam breakfast for you!  
B: Thanks. You know, I just noticed that these eggs are fried, and I ordered scrambled.  
A: Thank you for pointing that out. I mistakenly gave you your friend's breakfast.  
B: Not a problem. I can just trade my plate with his.  
A: A special order of banana pancakes for you!  
B: Pancakes? I don't like pancakes. I ordered waffles.  
A: I am so sorry, sir!  
B: I can eat my bacon and eggs while you are exchanging my pancakes for waffles.  
A: I will go trade those pancakes for waffles right now.  
B: That would take care of it, thank you.

\*\*\*\*\*

A: Did you enjoy your meal?  
B: Yes, we really enjoyed it.  
A: May I interest you in some dessert?  
B: Yes, that sounds great.  
A: Well, we have chocolate mousse cake, homemade fresh strawberry shortcake, and a spicy rum apple crisp for our specials.  
B: The apple crisp sounds great.  
A: Since there are four of you, would you like to split a second dessert?  
B: Good suggestion. Could you please bring us a chocolate mousse cake and four dessert forks, please?  
A: Would you like coffee or tea with your dessert?  
B: Let's have four coffees, please.  
A: OK. I will be right back with your desserts and drinks.  
B: Thank you! We have really enjoyed our meal here.

\*\*\*\*\*

A: My name is Mary, and I will be your waitress tonight.  
B: Thank you, Mary. We have been looking forward to trying out this restaurant.  
A: Before your main course, would you like to order an appetizer?  
B: Sure, that sounds great. Where are your appetizers listed?  
A: There is a special appetizer menu right here in the center of the table.  
B: The chicken and cheese quesadilla looks good. Is that pretty good?  
A: You know, that is one of my favorites!  
B: OK, I'll take one order of that.  
A: You could choose another appetizer for half price to share.  
B: Perfect! Please add on an order of onion rings.

\*\*\*\*\*

A: Did your meal meet with your approval?  
B: Our meal was absolutely perfect!  
A: How about a dessert to top off that wonderful meal?  
B: Dessert sounds perfect, but I would like to split something with my friends.  
A: On this evening's dessert list, we have chocolate mousse cake, homemade fresh strawberry

shortcake, and a spicy rum apple crisp.

B: I think that the apple crisp would be wonderful.

A: One dessert will serve two, so would you like to split a second one?

B: We would also like a piece of chocolate mousse cake. Could you bring us four dessert forks, please?

A: How about some coffee and tea with your dessert?

B: We are all tea drinkers. Please bring us four teas.

A: I will prepare your desserts and have someone bring you your drinks right away.

B: The hot drinks first would be great. Thanks!

\*\*\*\*\*

A: May I take your drink order while you are looking over your menu?

B: Yes, do you have a wine list?

A: The wine list is on the second page of your menu.

B: Do you have mixed drinks in this restaurant?

A: Yes, we have a full bar here.

B: I am not sure what I want. Do you have any house specials?

A: Actually, we are famous for our Cuervo Gold margaritas.

B: That sounds good! Please bring me one of those.

A: Would you like that drink blended or on the rocks?

B: I would like it blended.

A: Would you like it with salt or no salt?

B: I would like my margarita with no salt, thank you.

\*\*\*\*\*

A: While you are thinking about what you might like to order for dinner, would you like to order your drinks?

B: Can you tell me where your wine list is?

A: The wine list is posted right there on the board.

B: Can we order a mixed drink in this restaurant?

A: Yes, we have a wide selection of mixed drinks available from our bar.

B: Do you have any house specials that you could recommend?

A: Our most popular drinks are our Cuervo Gold margaritas.

B: That sounds like a good choice for me. May I have one, please?

A: Can I bring that to you on the rocks, or would you like it blended?

B: Please bring it to me on the rocks.

A: Salt or no salt?

B: I would like it with no salt, please.

\*\*\*\*\*

A: Can I take your drink order?

B: Where is your wine list?

A: The wine choices are posted on the little menu in the middle of the table.

B: Do you have any mixed drinks available here?

A: We can make a number of mixed drinks at our bar.

B: I heard that you are famous for your drinks. What are your specials?

A: Our house special is our Cuervo Gold margarita.

B: I would love a margarita right now! That is what I am going to order.

A: Can I prepare your drink on the rocks, or would you prefer it blended?

B: I prefer my margarita on the rocks, please.

A: Do you like your margarita with salt or no salt?

B: No salt, please.

\*\*\*\*\*

A: Have you had enough time to look over the menu?

B: Yes, we are almost ready to order.

A: Let me remind you of the specials of the day, which are posted on the board.

B: Oh, that all sounds so good! Can we get the sauce on the side?

A: Yes, we would be happy to prepare the food to meet your special needs.

B: I was wondering if you have any vegetarian choices.

A: Yes, the roasted vegetable salad is good, and the portabella mushroom burger is also a good choice.

B: I think that I would like to order the broccoli noodles, please.

A: That is an excellent choice, and I could bring you your salads now or bring them with your dinner.

B: Please bring our salads to us now. We are hungry!

\*\*\*\*\*

A: Are you ready to order?

B: I think that we have a pretty good idea of what we would like to order.

A: Let me tell you about the specials of the day, which are chicken in a wine sauce with capers, and grilled garlic shrimp.

B: I was wondering if the chef could leave off the sauce.

A: The chef would be happy to accommodate your special requests.

B: I am a vegetarian. Do you have any vegetarian selections?

A: You could choose the roasted vegetable and garlic pizza or the goat cheese and candied walnut salad.

B: I think that we will split the roasted vegetable and garlic pizza.

A: That is a good selection, and I can bring your salads now or serve them with your entree.

B: You can bring us our salads when you bring us our entree.

\*\*\*\*\*

A: Would you like to order now?

B: This all looks good! I think we know what we want.

A: Please let me point out the chef's special, which is blackened catfish.

B: I am dieting, so could the chef prepare the food with no extra sauce?

A: We are always happy to adjust our cooking to meet your needs.

B: Could you tell me if there are any entrees that are vegetarian?

A: The cashew broccoli noodles or the cheese and veggie enchiladas would be an excellent choice.

B: I am going to go with the grilled shrimp with garlic sauce. I would like the garlic sauce on the side.

A: Would you like your salad brought to you with your entrée, or would you like it served now?  
B: You can serve our salads with our dinner.

\*\*\*\*\*

A: Hi, I am your waitress, Mary.  
B: Hello, Mary. We are all pretty hungry tonight!  
A: While you are looking over the menu, can I interest you in an appetizer?  
B: An appetizer sounds good. Do you have a special menu?  
A: They are listed on the first page of the menu.  
B: The coconut shrimp looks good. Have you ever had that?  
A: Yes, it is excellent!  
B: Good, I'll take that then.  
A: Would you like to split that and choose another appetizer for half price to share?  
B: Good. In that case, we'll also take an order of onion rings. Thank you!

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A: My name is Mary, and I will be your waitress tonight.  
B: Thank you, Mary. We have been looking forward to trying out this restaurant.  
A: Before your main course, would you like to order an appetizer?  
B: Sure, that sounds great. Where are your appetizers listed?  
A: There is a special appetizer menu right here in the center of the table.  
B: The chicken and cheese quesadilla looks good. Is that pretty good?  
A: You know, that is one of my favorites!  
B: OK, I'll take one order of that.  
A: You could choose another appetizer for half price to share.  
B: Perfect! Please add on an order of onion rings.

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A: My name is Mary, and I will be your server this evening.  
B: Hi Mary. We are really looking forward to a great meal here.  
A: Can I interest you in an appetizer to start out?  
B: I would love an appetizer. Are they listed in the menu?  
A: We have our daily appetizers listed on the board over there on the wall.  
B: I am thinking about the popcorn shrimp. How is that?  
A: That would be a great choice!  
B: I'll trust your taste and take one order of that.  
A: We have a special where you can order a second appetizer for half price.  
B: In that case, we'll take an order of onion rings with our first choice.

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A: Hello, can I start you off with anything to drink?  
B: Yes, may I have some water, please?  
A: Sure, would you like any appetizers today?  
B: May I get an order of barbeque wings?



A: No problem, can I get you anything else?  
B: No, thank you, that'll be all for now.  
A: Okay, let me know when you're ready to order your food.  
B: I'm ready.  
A: Okay, what can I get you?  
B: May I have the fettuccini Alfredo?  
A: Will that be all?  
B: Yes, that's it.

\*\*\*\*\*

A: Hi, may I get you anything to drink?  
B: Yes, please. May I get a glass of lemonade?  
A: Would you like an appetizer?  
B: May I get an order of barbeque wings?  
A: Sure, would you like anything else?  
B: That'll be fine for now, thank you.  
A: Okay, tell me when you want to order the rest of your food.  
B: Excuse me. I'm ready to order.  
A: What would you like?  
B: Let me have the baby-back ribs.  
A: Sure, will there be anything else that I can get you?  
B: That will be it for now.

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A: Good evening, can I get you a drink?  
B: Sure, I would like a Coke.  
A: Would you like to order anything off the appetizer menu?  
B: Let's see, can I get some fried zucchini, please?  
A: Would you like to order anything else?  
B: No, that's it, thank you.  
A: No problem, call me when you're ready to place the rest of your order.  
B: I would like to order my food now.  
A: What did you want to order?  
B: Can I get a cheeseburger and some fries?  
A: Can I get you anything else?  
B: That's all, thank you.

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A: Good evening, sir, and welcome to Chez Attitude.  
B: We have a dinner reservation for four at 7:00 under the name of Foster.  
A: Yes, Mr. Foster, if you would please be seated over in the waiting area, our hostess will be with you in a moment.  
B: Thank you. Would it be OK if we have a cocktail while we are waiting?  
A: Of course, I will tell her.  
B: I would really prefer an outside table. Would that be possible?  
A: Sure, if you would like one of those tables, I could seat you right away.

B: Sure, that would be great! Thank you!  
A: Here are your menus and the wine menu, and would you like to order your drinks now?  
B: Yes, I would like a vodka gimlet, please.  
A: Sure, no problem, sir.  
B: Thank you very much.

\*\*\*\*\*

A: Welcome to our restaurant, Chez Attitude!  
B: Our reservation is under the name of Foster at 7:00 for four people.  
A: Yes, Mr. Foster, our hostess will be with you in just a moment.  
B: We would like to begin with a cocktail while we are waiting. Would you tell the hostess to please come and let us know when our table is ready?  
A: I will let her know where you are.  
B: The patio tables look really nice. Could we be seated there, please?  
A: I could seat you right away at an outside table if you would like.  
B: Thanks! We'll sit out there then. We will just order our drinks out there.  
A: Well, can I start you off with some cocktails while you are looking over the menu?  
B: Yes, why don't you bring us a bottle of the house Chablis with four glasses to start with?  
A: I'll get on that right away!  
B: We appreciate your help.

\*\*\*\*\*

A: Thank you for joining us this evening at Chez Attitude.  
B: I am Mr. Foster, and we have a 7:00 dinner reservation tonight for four people.  
A: Welcome, Mr. Foster, if you would have a seat in the lounge area, our hostess will be ready to seat you in just a moment.  
B: We are going to have a drink while we are waiting. Please let the hostess know that she can find us there.  
A: She will come and let you know when your table is prepared.  
B: Those patio tables are new, aren't they? Would it be possible to be seated out there?  
A: An outside table is available right now if you would like to be seated immediately.  
B: We would love to sit outside. Thanks for your help!  
A: Here is your table, and now may I take your drink order while you are considering what to have for dinner?  
B: Yes, could you please bring us a pitcher of margaritas and four glasses while we are figuring out our dinner order?  
A: I'll put your drink order in and be right back to get your dinner order.  
B: We'll be ready to order by the time you get back!

\*\*\*\*\*

A: Hello, Shogun Restaurant.  
B: Hi, I would like to make a dinner reservation.  
A: Of course, what evening will you be joining us on?  
B: We will need the reservation for Tuesday night.

A: What time would you like the reservation for?  
B: We would prefer 7:00 or 7:30.  
A: How many people will you need the reservation for?  
B: There will be 4 of us.  
A: Fine, I can seat you at 7:00 on Tuesday, if you would kindly give me your name.  
B: Thank you. The last name is Foster.  
A: See you at 7:00 this Tuesday, Mr. Foster.  
B: Thank you so much. I appreciate your help.

\*\*\*\*\*

A: Hello, this is Shogun Restaurant.  
B: Hello, I need to make a dinner reservation.  
A: Can you tell me what night you will be coming?  
B: We will be coming to your restaurant on Tuesday night.  
A: What time will you be dining with us?  
B: Our first choice would be 7:00, or perhaps 7:30.  
A: How many guests will be in your party?  
B: Four of us will be coming.  
A: Please just give me your name, and at 7:00 on Tuesday we will have a table for you!  
B: Great! Our last name is Foster.  
A: Thank you, Mr. Foster, see you this Tuesday at 7:00.  
B: I look forward to having dinner at your restaurant. Thank you for your help.

\*\*\*\*\*

A: Shogun Restaurant of Pasadena.  
B: Hi, could you help me? I need to make a dinner reservation.  
A: I can help you if you can just tell me what evening you like the reservation for.  
B: Tuesday night is when we need the reservation for.  
A: What time do you think that you would like to have dinner?  
B: 7:00 would be best, or maybe 7:30.  
A: How many diners will be in your group?  
B: We need a reservation for four.  
A: I have a table for four available at 7:00, if you would just give me your name.  
B: My last name is Foster. Thank you for the reservation.  
A: Mr. Foster, we will be expecting you this Tuesday at 7:00.  
B: We will be there! Thanks for the help!

\*\*\*\*\*

A: Hey, Devi, have you thought about where would you like to go to dinner on Friday for your birthday?  
B: I am not sure. I don't know that many restaurants around here.  
A: You know, we could look online at the local Internet sites.  
B: Good. Let's take a look!  
A: What kind of food would you like for your birthday?  
B: I enjoy Thai or Japanese the best.  
A: This one, Shogun, looks good.  
B: Oh yes, I've heard of that one. Everyone I've spoken with says that it is great!

A: Would you like to go there then?

B: I think that that would be a really good choice! Let's call and make a reservation.

\*\*\*\*\*

A: Devi, do you have any preference for where you would like to go for dinner for your birthday?

B: I don't really know where I want to go. I am having trouble thinking of a particular restaurant.

A: There is a great restaurant directory here in the weekend section of the newspaper.

B: OK, we could look at that.

A: Do you have a particular type of food that you would like?

B: I really like Japanese or Thai food.

A: That Japanese restaurant, Shogun, got good reviews.

B: Oh yeah! I saw a review of that restaurant on television. The reviewer loved it!

A: Would that be a place that you might like to go to for your birthday?

B: That would work out great! Why d

A: Devi, do you have a favorite place that you would like to go to for your birthday dinner?

B: I am kind of at a loss right now to think of some place special.

A: I've got a great guidebook here of local restaurants.

B: That would be a good place to look.

A: What is your favorite type of restaurant food?

B: I like a lot of things, but Thai or Japanese would be good.

A: Shogun looks pretty good!

B: Oh, I remember that restaurant. I went there years ago. I really enjoyed it!

A: Would that be a good choice for your birthday dinner then?

B: I would enjoy going there. Let's call ahead to make sure that we can get a table for that night.

\*\*\*\*\*

A: Devi, do you have a favorite place that you would like to go to for your birthday dinner?

B: I am kind of at a loss right now to think of some place special.

A: I've got a great guidebook here of local restaurants.

B: That would be a good place to look.

A: What is your favorite type of restaurant food?

B: I like a lot of things, but Thai or Japanese would be good.

A: Shogun looks pretty good!

B: Oh, I remember that restaurant. I went there years ago. I really enjoyed it!

A: Would that be a good choice for your birthday dinner then?

B: I would enjoy going there. Let's call ahead to make sure that we can get a table for that night.

گفتگو در حوزه اشتغال و کاریابی

A: I was wondering if you could help me use the Student Job Center.

B: There are many ways; what kind of job would you like?

A: I want to work in a restaurant.

B: Fine! Will you need part-time or full-time work?

A: I want to work part-time.

B: Fine, the two best ways are to use our local listings binders over there or you can use the computers with the Internet job listing sites. See them over there?

A: Yes, I know what to do.

B: Well, in addition, you can schedule an appointment with a job counselor on this list. If you would like to do that, sign here, OK?

A: Yes, I think that would be great.

B: Fine, well the job search tools are all here for you to use. Feel free to look around and use what works best for you. Have fun with it!

\*\*\*\*\*

A: Could you help me figure out how to look for a job?

B: We have lots of options, what type of job do you need?

A: I want to work in an office

B: Do you want to work part-time or full-time?

A: I want to work full-time.

B: We have binders with local job listings or you can make use of the computers. OK?

A: I am confused a bit but I am sure that I can figure it out.

B: If you make an appointment with a job counselor, they can also provide you with a lot of information. Do you want to see a counselor?

A: No, I don't think I need to do that.

B: Well, you know that this job center is here for your use, so help yourself. Good luck!

\*\*\*\*\*

A: What is the best way to find a job here?

B: There are different ways of conducting a job search. Do you know what you want to do?

A: I don't know.

B: Can you work part-time or full-time?

A: It doesn't matter right now, either one would be OK.

B: The binders have current local jobs listings and the computer jobs lists are good too. Understand?

A: OK, I'll go check it out.

B: Schedule an appointment with a counselor and you can get more information. Would that work for you?

A: I am not sure.

B: Everything that you need for a successful job search is here. Happy job searching!

\*\*\*\*\*

A: Hey, could you help me try and figure out how to get ready for my job interview?

B: The most important thing to do is to make sure you know the company and what services or products it provides. Do you know all about them?

A: Yes, I pretty much understand the company.

B: Well, after you've done your research, you have to decide whether the company is casual or formal. Have you decided what they are yet?

A: Yes, I've been observing them.

B: When you are choosing what to wear, keep all of that in mind. Have you chosen what to wear?

A: I already have something to wear.

B: I would always be ready to go shopping with you! Should we talk about other basics?

A: OK, I am ready to think of other things.

B: You need to make sure you arrive on time, smile, be pleasant and friendly, look the person in the eye and answer all questions to the best of your ability. You'll do great!

\*\*\*\*\*

A: I am not sure what to do to get ready for my job interview.

B: Make sure that you understand the company. Do you understand what it is that they do?

A: No, I probably need to do some more research.

B: When you've finished your research it will help you figure out whether your company is rigid in philosophy or kind of more relaxed. Does that make sense?

A: I think that their attitude is rather casual.

B: So all of that information will help you to pick out what to wear. Do you have something to wear?

A: I have absolutely nothing so far.

B: I could go shopping with you sometime if you need it, but can we talk about other basics?

A: Yes, where should we go from here?

B: Focus on being relaxed and open, don't forget to smile and shake hands and be genuinely interested in what their company is about. I'm sure you'll do well.

\*\*\*\*\*

A: What should I do to prepare for a job interview?

B: An understanding of the basic workings of a company and the services or goods it provides is essential. Do you have that?

A: Sort of, but I could know more, I guess.

B: With that understanding, you can figure out what your company is looking for in terms of basic attitude. Right?

A: I think that they are a very formal company.

B: What you wear is important. So keep in mind what is suitable for the company and type of work you will be doing. Need help?

A: I need a lot of help in this area.

B: In addition to clothes we need to think about other basics, OK?

A: Yes, what else should we think of?

B: Be prompt. Don't forget to be friendly and interested. Listen carefully and listen to what they are really asking you. You'll be a hit!

A: Good morning, I am here for my interview.  
B: Hello, nice to meet you. I'm Mr. Gotcha. Have any trouble finding the place?  
A: No problem.  
B: So why don't you tell me why you are interested in changing positions?  
A: Unfortunately, our company is shutting down due to the economy.  
B: What would you consider your strengths?  
A: I am probably best at researching for marketing purposes.  
B: What is your biggest weakness?  
A: I tend to get bored easily and so love to keep myself challenged.  
B: We have a position where that could work out well.

\*\*\*\*\*

A: Hello, thank you for taking the time to interview me.  
B: Hi there, I'm Bill Gotcha, the owner of Gotcha Enterprises. Did you find your way here OK?  
A: Your assistant gave wonderful directions.  
B: Why are you switching jobs at this point in your career?  
A: Our company is moving overseas and I wish to stay in the United States.  
B: What are you best at?  
A: I am good at organizing systems that have been having problems.  
B: What is your biggest challenge in terms of skills?  
A: I don't like to sit around and so like to always find things to do to keep myself busy.  
B: That is good to hear!

\*\*\*\*\*

A: Good afternoon. Thank you for the opportunity to interview for this position.  
B: Hello, have a seat. I'm Bill Gotcha. I am assuming you found your way here with no trouble?  
A: Actually, I am very familiar with the area so there was absolutely no problem.  
B: I am curious as to why you want to leave your current employer.  
A: I am interested in switching fields.  
B: Do you feel that you are exceptionally good at anything in particular.  
A: I am good at pulling together teams of people to accomplish a task.  
B: What are you not good at?  
A: I am impatient with myself at times and am hard on myself.  
B: We appreciate hearing that about you!