

850+ СЛІВ & ФРАЗ

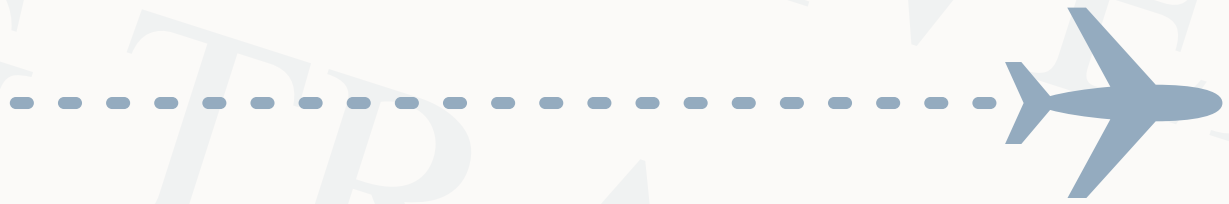
для вільного спілкування за кордоном



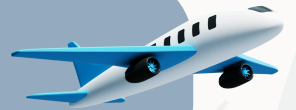
TRAVELLING ABROAD



ЯКІ ТЕМИ МИ РОЗГЛЯНЕМО?



At the airport



At the restaurant



At the pharmacy



At the hotel



At the shop



Привіт! Мене звати Юлія Скубій

викладач англійської мови



У цьому гайді я хочу поділитися з вами **850+ словами та фразами** для вільного спілкування за кордоном.

Давайте трішки познайомимось:

- Я сертифікований викладач англійської мови. Маю підтверджений рівень C1 (CAE) та сертифікат TESOL.
- Досвід викладання більше 5 років та 70+ задоволених студентів.
- Вища філологічна освіта: англійська філологія Київського національного університету Шевченка.
- Спів-власниця онлайн-школи LightEnglish. 3 роки на ринку та 700+ задоволених студентів.



inst: juliaskubiy.eng
inst: light.school.ua

Що вас очікує у цьому workbook?

- 5 блоків (at the airport, at the restaurant, at the pharmacy, at the hotel, at the shop).
- Кожен блок містить слова та фрази по темі з перекладом та транскрипцією.
- У кінці кожного блоку є завдання на опрацювання та приклад діалогу.
- У кінці воркбуку є відповіді для самоперевірки.



LIGHT

Спілкуйся англійською ВІЛЬНО

Light English



акцент на speaking та живу мову

Персоналізована програма



Після пробного безкоштовного заняття ми аналізуємо ваш запит, сильні та слабкі сторони. Згідно цього ми складаємо програму навчання, яка відповідає вашим цілям, рівню та побажанням. Нам важливо розуміти усі деталі, ваші інтереси та темп навчання для ефективних результатів. Є можливість підготовки до міжнародних екзаменів (IETLS, CELPIP і т.д) або HMT/ЄВІ.

Сайт школи



(*натискай)

Комунікативна методика



80% уроку відбувається у формі speaking. З кожним учнем уроки мають значний акцент на говоріння, адже потрібно знати не тільки теорію, а й вміти одразу використовувати це на практиці. Весь новий матеріал ми опрацьовуємо в формі спілкування та моделюємо ситуативні діалоги для практики.

Ефективність навчання



Програма складається лише на основі сучасних матеріалів та онлайн-інструментів. Ми користуємося ресурсами від Pearson, Oxford, Cambridge. Для комфортного та ефективного вивчення слів ми використовуємо Quizlet. Основа нашого навчання - платформа Miro.

Пробний урок -
безкоштовно!



PART 1

At the airport





AT THE AIRPORT



TRAVEL ESSENTIALS

Ticket - /'tɪkɪt/ - Квиток

Passport - /'pɑːspɔːrt/ - Паспорт

Boarding pass - /'bɔːrdɪŋ pæs/ - Посадковий талон

Luggage - /'lʌdʒɪdʒ/ - Багаж

Suitcase - /suːtkeɪs/ - Чемодан

AIRPORT SERVICES

Check-in - /'tʃek,ɪn/ - Реєстрація

Security - /sɪ'kjʊrɪti/ - Безпека

Customs - /'kʌstəmz/ - Митниця

Information desk - /,ɪnfər'meɪʃən dɛsk/ - Інформаційний стіл

Lounge - /laʊndʒ/ - Зал очікування

FLIGHT INFORMATION

Departure - /dɪ'pɑːrtʃər/ - Відправлення

Arrival - /ə'raɪvəl/ - Прибуття

Flight - /flaɪt/ - Рейс

Gate - /geɪt/ - Вихід

Schedule - /'skɛdʒuːl/ - Розклад



AT THE AIRPORT



TRANSPORTATION

Taxi - /'tæksi/ - Таксі

Shuttle bus - /'ʃʌtəl bʌs/ - Шатл

Car rental - /kɑ:r 'rentəl/ - Оренда автомобіля

Public transport - /'pʌblɪk 'trænsɜ:rt/ - Громадський транспорт

Parking - /'pɑ:rkɪŋ/ - Паркування

BAGGAGE

Carry-on - /'kæri ɔn/ - Ручна поклажа

Baggage claim - /'bæɡɪdʒ kleɪm/ - Видача багажу

Weight limit - /weɪt 'lɪmɪt/ - Ліміт ваги

Fragile - /'frædʒaɪl/ - Крихкий

Lost luggage - /lɔ:st 'lʌɡɪdʒ/ - Втрачене багаж

COMFORT AND AMENITIES

Pillow - /'pɪləʊ/ - Подушка

Blanket - /'blæŋkɪt/ - Ковдра

Entertainment - /,ɛn.tər'teɪn.mənt/ - Розваги

Headphones - /'hedfəʊnz/ - Навушники

Wi-Fi - /'waɪ faɪ/ - Wi-Fi



AT THE AIRPORT



ONBOARD

Cabin - /'kæbɪn/ - Кабіна

Stewardess - /'stjuːədɪs/ - Стюардеса

Seatbelt - /'siːtbelt/ - Ремінь безпеки

Overhead compartment - /kəm'pɑːrtmənt/ - Верхня полиця

In-flight meal - /'ɪnˌflaɪt mi:l/ - Їжа на борту

MISCELLANEOUS

Flight attendant - /flaɪt ə'tendənt/ - Стюард

Boarding - /'bɔːrdɪŋ/ - Посадка

Delayed - /dɪ'leɪd/ - Затриманий

Cancelled - /'kænsəld/ - Скасований

Connection - /kə'neɪkʃən/ - Пересадка

PASSENGER ACTIONS

Board - /bɔːrd/ - Сісти на борт

Disembark - /ˌdɪsm'bɔːrk/ - Вийти з літака

Wait - /weɪt/ - Чекати

Relax - /rɪ'læks/ - Розслабитися

Explore - /ɪk'splɔːr/ - Досліджувати



AT THE AIRPORT



EMERGENCIES

Emergency exit - /ɪ'mɜːrdʒənsi 'eksɪt/ - Аварійний вихід

First aid - /fɜːrst eɪd/ - Перша допомога

Evacuation - /ɪˌvækju'eɪʃən/ - Евакуація

Fire extinguisher - /'faɪər ɪk'stɪŋgwɪʃər/ - Вогнегасник

Safety vest - /'seɪfti vɛst/ - Жилет безпеки

CUSTOMS

Visa - /'viːzə/ - Віза

Immigration - /ɪmɪ'ɡreɪʃən/ - Імміграція

Declaration - /ˌdɛklə'reɪʃən/ - Декларація

Form - /fɔːrm/ - Форма

Arrival card - /ə'reɪvəl kɑːrd/ - Карта прибуття

AIRLINE COMPANIES

Airline - /'eɪraɪn/ - Аеролінія

Flight number - /flaɪt 'nʌmbər/ - Номер рейсу

Frequent flyer - /'friːkwənt 'flaɪər/ - Постійний пасажир

Loyalty program - /'lɔɪəlti 'prəʊgrəm/ - Програма лояльності

Upgrade - /'ʌpɡreɪd/ - Підвищення класу



AT THE AIRPORT



AT THE BUILDING

Queue - /kju:/ - Черга

Announcement - /ə'naʊnsmənt/ - Оголошення

Display board - /dis'pleɪ bɔ:rd/ - Інформаційна дошка

Duty-free - /'dju:ti fri:/ - Безмитний

Concession - /kən'sɛʃən/ - Кафе/магазин в аеропорту

SECURITY PROCEDURES

Pat-down - /'pæt daʊn/ - Обшук

Scanning - /'skæniŋ/ - Сканування

Bag check - /bæg tʃek/ - Перевірка сумки

Full body scan - /fʊl 'bɔ:di skæn/ - Сканування тіла

Surveillance - /sər'veɪləns/ - Спостереження

SECURITY

Metal detector - /'metəl dɪ'tektər/ - Металошукач

Screening - /'skri:niŋ/ - Перевірка

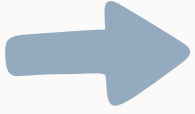
Prohibited items - /prə'hɪbɪtɪd 'aɪtəmz/ - Заборонені предмети

Identity check - /aɪ'dentɪti tʃek/ - Перевірка особи

Safety instructions - /'seɪfti ɪn'strʌkʃənz/ - Інструкції з безпеки

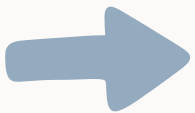


AT THE AIRPORT



TRAVEL ESSENTIALS

- *Where is the check-in counter?* - Де стійка реєстрації?
- *I need to check in my luggage.* - Мені потрібно зареєструвати мій багаж.
- *Can I have my boarding pass, please?* - Можна мені посадковий талон, будь ласка?
- *Is my flight on time?* - Мій рейс вчасно?
- *Where can I find the baggage claim?* - Де я можу знайти видачу багажу?

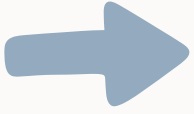


SECURITY PROCEDURES

- *Please place your bag on the conveyor belt.* - Будь ласка, покладіть вашу сумку на конвеєр.
- *You need to remove your shoes.* - Вам потрібно зняти взуття.
- *Do I need to take out my laptop?* - Чи потрібно мені вийняти ноутбук?
- *Is there a metal detector here?* - Чи є тут металодетектор?
- *You can proceed to the boarding gate.* - Ви можете перейти до виходу на посадку.

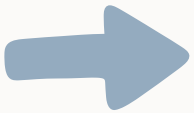


AT THE AIRPORT



FLIGHT INFORMATION

- *What is the departure time?* - Який час відправлення?
- *Where is gate B12?* - Де вихід B12?
- *My flight has been delayed.* - Мій рейс затриманий.
- *When does boarding start?* - Коли починається посадка?
- *Please pay attention to the announcements.* - Будь ласка, зверніть увагу на оголошення.

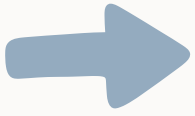


TRANSPORTATION

- *Where can I find a taxi?* - Де я можу знайти таксі?
- *Is there a shuttle bus to the city?* - Чи є шатл до міста?
- *I would like to rent a car.* - Я хотів би орендувати автомобіль.
- *How much is the parking fee?* - Скільки коштує парковка?
- *Can you call a taxi for me?* - Чи можете викликати таксі для мене?

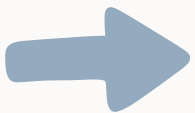


AT THE AIRPORT



ONBOARD EXPERIENCE

- *Where is my seat?* - Де моє місце?
- *Can I get a blanket, please?* - Можна мені ковдру, будь ласка?
- *What time will we arrive?* - О котрій ми прибудемо?
- *Is there an in-flight meal?* - Чи є їжа на борту?
- *Please fasten your seatbelt.* - Будь ласка, застібніть ремінь безпеки.

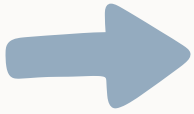


EMERGENCIES

- *Where is the nearest exit?* - Де найближчий вихід?
- *I need medical assistance.* - Мені потрібна медична допомога.
- *Is there a fire extinguisher?* - Чи є вогнегасник?
- *Please stay calm.* - Будь ласка, залишайтеся спокійними.
- *Follow the safety instructions.* - Дотримуйтеся інструкцій з безпеки.

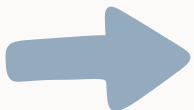


AT THE AIRPORT



CUSTOMS

- *Do I need to fill out a customs declaration?* - Чи потрібно мені заповнювати митну декларацію?
- *Where is the immigration office?* - Де знаходиться імміграційний офіс?
- *I have nothing to declare.* - Мені нічого декларувати.
- *Is this your first visit?* - Це ваш перший візит?
- *Can I see your passport, please?* - Можна побачити ваш паспорт, будь ласка?

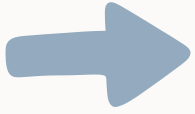


AT THE BUILDING

- *Where can I buy duty-free items?* - Де я можу купити безмитні товари?
- *Is there a lounge for passengers?* - Чи є зал для пасажирів?
- *Can I charge my phone here?* - Можу я зарядити телефон тут?
- *What time does the last flight leave?* - О котрій відлітає останній рейс?
- *Are there any shops in the airport?* - Чи є магазини в аеропорту?

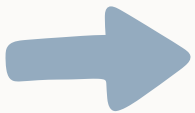


AT THE AIRPORT



AIRLINE COMPANIES

- *Which airline are you flying with?* - Якою авіакомпанією ви летите?
- *What is the flight number?* - Який номер рейсу?
- *I have a frequent flyer account.* - У мене є рахунок постійного пасажирів.
- *Can I upgrade my seat?* - Чи можу я підвищити клас місця?
- *Is there a loyalty program?* - Чи є програма лояльності?

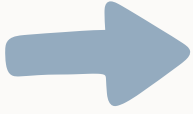


COMFORT AND AMENITIES

- *Is Wi-Fi available in the airport?* - Чи є Wi-Fi в аеропорту?
- *Where can I find a restroom?* - Де я можу знайти туалет?
- *Can I get some water?* - Можу я отримати воду?
- *Are there any lounges for business class?* - Чи є зали для бізнес-класу?
- *I would like a window seat.* - Я б хотів місце біля вікна.

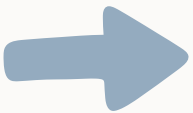


AT THE AIRPORT



FINAL WORDS

- *Thank you for your assistance.* - Дякую за вашу допомогу.
- *I had a wonderful flight.* - У мене був чудовий рейс.
- *It was nice to meet you.* - Було приємно познайомитися з вами.
- *Goodbye and safe travels!* - На все добре та щасливої подорожі!
- *See you at the next airport!* - Побачимося в наступному аеропорту!

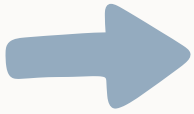


COMMUNICATION

- *Could you please repeat that?* - Чи можете ви повторити це, будь ласка?
- *I don't understand.* - Я не розумію.
- *Do you speak English?* - Ви говорите англійською?
- *Can you help me, please?* - Чи можете ви мені допомогти, будь ласка?
- *I am looking for my friend.* - Я шукаю свого друга.

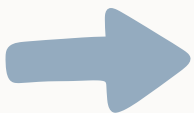


AT THE AIRPORT



HANDLING ISSUES

- *My luggage is missing.* - Мій багаж пропав.
- *I need to file a complaint.* - Мені потрібно подати скаргу.
- *There was a problem with my reservation.* - Виникла проблема з моєю бронюванням.
- *I need assistance with my boarding pass.* - Мені потрібна допомога з посадковим талоном.
- *Can I speak to a manager?* - Можу я поговорити з менеджером?



MISCELLANEOUS

- *Is there a first aid station?* - Чи є станція першої допомоги?
- *Can I take pictures in the airport?* - Чи можу я робити фотографії в аеропорту?
- *What is the time zone here?* - Який тут часовий пояс?
- *Is smoking allowed in the airport?* - Чи дозволено палити в аеропорту?
- *Where can I find a pharmacy?* - Де я можу знайти аптеку?



AT THE AIRPORT



DIALOGUE: A CHECK-IN AGENT AND A PASSENGER (ПРИКЛАД)

Agent: Good afternoon, where are you flying to?

Passenger: Good afternoon. I am flying to San Francisco.

Agent: Do you have your tickets?

Passenger: Here is my ticket.

Agent: How many people are travelling?

Passenger: It's my son and I, he is under two years old.

Agent: Can I have your passports and I will need to see his birth certificate to prove that he is under two years of age.

Passenger: Sure. Here they are.

Agent: Would you like a window or an aisle seat?

Passenger: I would be very happy if we can get an aisle seat. I may have to walk him around if he gets bored.

Agent: Alright, I'll put you near the restrooms too.

Passenger: Wonderful, thanks. Is it possible to check in the stroller?

Agent: Sure, are you checking in any bags?

Passenger: Yes, this suitcase and my backpack.

Agent: Let's put them on the scale, one at a time, please.

Passenger: Sure. And by the way, I have a layover in London. Do I have to pick up my luggage there?

Agent: No, you will pick them up in San Francisco. Here is your boarding pass. You are all set. Be at the gate at least 45 minutes prior to the departure time.

Passenger: Thank you for your help, have a good day.

Agent: Thank you, have a nice flight.



AT THE AIRPORT

exercises



1 EXERCISE: VOCABULARY MATCHING

Match the English words on the left with their Ukrainian translations on the right.

- | | |
|---------------------|---------------------------|
| 1. Seatbelt | a. Контроль безпеки |
| 2. Check-in Counter | b. Ремінь безпеки |
| 3. Flight Attendant | c. Стюардеса/Стюард |
| 4. Security Check | d. Місце отримання багажу |
| 5. Baggage Claim | e. Рейсова стійка |

2 EXERCISE: FILL IN THE GAP

Complete the sentences with the correct word from the list: **taxi, terminal, boarding pass, customs, luggage.**

1. You need to show your _____ before boarding the plane.
2. After landing, go to _____ to pick up your bags.
3. The _____ was busy with travelers.
4. You must go through _____ to declare any items.
5. I took a _____ to get to the airport.

3 EXERCISE: ROLE PLAY

Create a dialogue between a traveler and an airline employee. Use the following prompts to guide the conversation:

1. Ask about the location of the check-in counter.
2. Inquire about your flight status.
3. Request assistance with your luggage.
4. Ask for the boarding time.

AT THE AIRPORT

exercises



4 EXERCISE: FILL IN THE MISSING WORDS

Use the vocabulary words to fill in the gaps in the dialogue below.

Traveler: “Excuse me, where is the (1)_____?”

Staff: “It's located near Gate 3.”

Traveler: “Thank you! I need to check in for my (2)_____ to New York.”

Staff: “Please show me your (3)_____.”

Traveler: “Here it is! When do I need to be at the (4)_____?”

Staff: “Make sure to be there at least 30 minutes before (5)_____.”

5 EXERCISE: FILL IN THE GAP

Words: check-in, passport, security check, boarding pass, gate, flight, terminal, boarding, delay, arrival, customs, baggage claim, luggage.

Traveler: “Hi! I’m looking for the (1) _____ for my upcoming trip to Kyiv. Can you assist me?”

Airport Staff: “Sure! Your (2) _____ is at (3) _____ 3. Have you finished your (4) _____?”

Traveler: “I haven't done that yet. I have my (5) _____, but I still need to pack my (6) _____.”

Airport Staff: “That’s okay! After you check in, please go to the (7) _____ for the (8) _____.”

Traveler: “What is the usual time for the (9) _____ process?”

Airport Staff: “It usually takes about 20 minutes, but it can vary depending on the number of people.”

Traveler: “Once I clear security, where will I find my (10) _____?”

Airport Staff: “The information about your (11) _____ will be on the monitors. If there’s a (12) _____, it will be announced.”

Traveler: “What do I need to do when I arrive in Kyiv?”

Airport Staff: “You’ll need to go through (13) _____ first and then head to the (14) _____ to collect your bags.”

AT THE AIRPORT

exercises



6 EXERCISE: FILL IN THE GAP

Words: check-in desk, carry-on, boarding area, departure lounge, ticket, security line, flight attendant, arrival gate, overhead bin, boarding time, layover, runway, lost luggage, terminal, connecting flight.

1. Passengers must present their _____ when they arrive at the airport.
2. Make sure to pack your essential items in your _____ for easy access during the flight.
3. The _____ is where you can wait before your flight is called for boarding.
4. After checking in, I proceeded to the _____ to wait for my flight.
5. I always check the _____ to confirm my seat assignment.
6. There was a long line at the _____, which made me nervous about missing my flight.
7. The _____ will help you with any questions during the flight.
8. Once we land, I'll meet you at the _____ to help you with your bags.
9. Make sure to store your bag in the _____ above your seat.
10. Our _____ was delayed due to heavy traffic on the runway.
11. I have a _____ in Paris before I continue my journey to Rome.
12. My suitcase went missing, and I had to report it as _____ at the lost luggage counter.
13. The airport has multiple _____, each serving different airlines.
14. I have to go through security again for my _____ to New York.
15. I always arrive at the airport two hours before my _____.
16. The flight from London to New York was full, so I couldn't get an upgrade.
17. I can't wait to board the plane and take off down the _____.
18. Make sure to arrive at the _____ at least 30 minutes before your flight.
19. Passengers are advised to keep their personal items with them at all times while waiting in the _____.
20. The airline staff will assist you if you have questions about your _____.

PART 2

At the restaurant





AT THE RESTAURANT



RESTAURANT BASICS

Menu /'mɛnjuː/ - Меню

Table /'teɪbl/ - Стіл

Chair /tʃɛr/ - Стілець

Waiter /'weɪtər/ - Офіціант

Waitress /'weɪtrɪs/ - Офіціантка

FOOD AND DRINK

Appetizer /'æpɪtaɪzər/ - Закуска

Main Course /meɪn kɔːrs/ - Основна страва

Dessert /dɪ'zɜːrt/ - Десерт

Beverage /'bevərɪdʒ/ - Напій

Salad /'sæləd/ - Салат

TYPES OF CUISINE

Italian /ɪ'tæljən/ - Італійська

Chinese /tʃaɪ'niːz/ - Китайська

Mexican /'mɛksɪkən/ - Мексиканська

Indian /'ɪndiən/ - Індійська

Japanese /,dʒæpə'niːz/ - Японська



AT THE RESTAURANT



ORDERING

Order /'ɔrdər/ - Заовлення

Bill /bɪl/ - Рахунок

Reservation /ˌrezər'veɪʃən/ - Резервування

Special /'spɛʃəl/ - Спеціальна пропозиція

Recommendation /ˌrekəmen'deɪʃən/ - Рекомендація

CONDIMENTS AND SIDES

Salt /sɔlt/ - Сіль

Pepper /'pepər/ - Перець

Sauce /sɔs/ - Соус

Bread /bred/ - Хліб

Rice /raɪs/ - Рис

COOKING METHODS

Fry /fraɪ/ - Смажити

Boil /bɔɪl/ - Варити

Grill /grɪl/ - Гриль

Bake /beɪk/ - Пекти

Steam /sti:m/ - Готувати на пару



AT THE RESTAURANT



DIETARY PREFERENCES

Vegetarian /ˌvedʒɪ'teəriən/ - Вегетарианець

Vegan /'vi:gən/ - Веган

Gluten-free /'glu:tən fri:/ - Безглютеновий

Halal /hə'lɑ:l/ - Халал

Kosher /'kɒʃər/ - Кошер

DINING EXPERIENCE

Ambiance /'æmbiə:ns/ - Атмосфера

Service /'sɜ:vɪs/ - Обслуговування

Quality /'kwɒləti/ - Якість

Cleanliness /'klenlɪnəs/ - Чистота

Comfort /'kɒmfərt/ - Комфорт

PAYMENT

Credit Card /'kredɪt kɑ:rd/ - Кредитна картка

Cash /kæʃ/ - Готівка

Tip /tɪp/ - Чайови

Receipt /ri'si:t/ - Чек

Discount /'dɪskaʊnt/ - Знижка



AT THE RESTAURANT



DRINKS

Water /'wɔ:tər/ - Вода

Wine /waɪn/ - Вино

Beer /bɪr/ - Пиво

Cocktail /'kɒkteɪl/ - Коктейль

Juice /dʒu:ɪs/ - Сік

ETIQUETTE

Please /pli:z/ - Будь ласка

Thank you /θæŋk ju:/ - Дякую

Excuse me /ɪk'skju:z mi/ - Вибачте

Enjoy your meal /ɪn'dʒɔɪ jʊər mi:l/ - Смачного

Can I help you? /kæn aɪ help ju:/ - Чим можу допомогти?

STAFF ROLES

Chef /ʃef/ - Шеф-кухар

Manager /'mænɪdʒər/ - Менеджер

Host /hoʊst/ - Хост

Sommelier /sɒmə'ljɛɪ/ - Сомельє

Busboy /'bʌs,bɔɪ/ - Помічник офіціанта



AT THE RESTAURANT



TYPES OF RESTAURANTS

Café /kæ'feɪ/ - Кафе

Bistro /'bi:stɹoʊ/ - Бістро

Diner /'daɪnər/ - Закусочна

Fast Food /fæst fu:d/ - Швидка їжа

Fine Dining /faɪn 'daɪnɪŋ/ - Ресторан вищого класу

MISCELLANEOUS

Confirmation /ˌkɒnfər'meɪʃən/ - Підтвердження

Crowd /kraʊd/ - Черга

Rush Hour /rʌʃ aʊər/ - Час пік

Cuisine /kwɪ'zi:ɪn/ - Кухня

Flavor /'fleɪvər/ - Смак

KITCHEN TOOLS

Knife /naɪf/ - Ніж

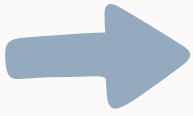
Fork /fɔrk/ - Вилка

Spoon /spu:n/ - Ложка

Plate /pleɪt/ - Тарілка

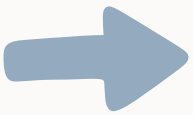
Glass /glæs/ - Склянка

AT THE RESTAURANT



BASIC GREETINGS

- *Hello!* - Привіт!
- *Welcome to our restaurant.* - Ласкаво просимо до нашого ресторану.
- *How are you today?* - Як ви сьогодні?
- *Do you have a reservation?* - У вас є резервування?
- *What brings you here today?* - Що вас сьогодні привело?



ORDERING FOOD

- *Can I see the menu, please?* - Можна подивитись меню, будь ласка?
- *What do you recommend?* - Що ви порекомендуєте?
- *I would like to order...* - Я хотів би замовити...
- *Can I have the special, please?* - Можна мені страву дня, будь ласка?
- *Is this dish spicy?* - Ця страва гостра?

AT THE RESTAURANT



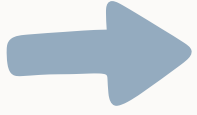
ASKING ABOUT INGREDIENTS

- *What are the ingredients in this dish?* - Які інгредієнти в цій страві?
- *Does this contain nuts?* - Чи є тут горіхи?
- *Is this dish vegetarian?* - Ця страва вегетаріанська?
- *Are there gluten-free options?* - Чи є безглютенові варіанти?
- *Can I customize my order?* - Можу я змінити своє замовлення?

DINING EXPERIENCE

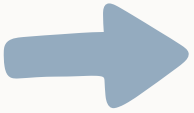
- *The service is excellent!* - Обслуговування відмінне!
- *The atmosphere is very nice.* - Атмосфера дуже приємна.
- *The food is delicious!* - Їжа смачна!
- *Can I have some more water?* - Можна мені ще води?
- *Everything is perfect!* - Все ідеально!

AT THE RESTAURANT



COMPLAINTS AND ISSUES

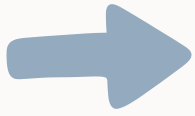
- *Excuse me, I have a complaint.* - Вибачте, у мене є скарга.
- *This isn't what I ordered.* - Це не те, що я замовляв.
- *My food is cold.* - Моя їжа холодна.
- *Can you please fix this?* - Можете, будь ласка, виправити це?
- *I'm still waiting for my order.* - Я все ще чекаю на своє замовлення.



ASKING FOR THE BILL

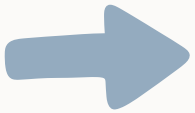
- *Can I have the bill, please?* - Можна мені рахунок, будь ласка?
- *Is service included?* - Чи включено обслуговування?
- *Do you accept credit cards?* - Ви приймаєте кредитні картки?
- *Can I pay in cash?* - Можу я заплатити готівкою?
- *Keep the change.* - Залиште решту.

AT THE RESTAURANT



DESSERT AND DRINKS

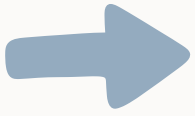
- *Do you have any desserts?* - У вас є десерти?
- *What's your dessert of the day?* - Який у вас десерт дня?
- *Can I see the wine list?* - Можна побачити винну карту?
- *I would like a glass of red wine.* - Я б хотів склянку червоного вина.
- *Can I have a cup of coffee?* - Можна мені чашку кави?



SPECIAL REQUESTS

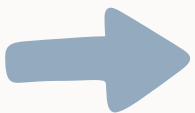
- *Can you make it less spicy?* - Можете зробити менш гострим?
- *I'm allergic to shellfish.* - У мене алергія на молюсків.
- *Can you prepare this vegan?* - Можете приготувати це веганським?
- *I need a high chair for my child.* - Мені потрібен дитячий стілець для моєї дитини.
- *Can I have a doggy bag?* - Можна мені упаковку для залишків?

AT THE RESTAURANT



CELEBRATIONS

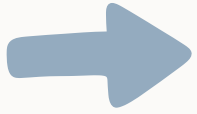
- *We are celebrating a birthday.* - Ми святкуємо день народження.
- *Can you bring a cake, please?* - Можете принести торт, будь ласка?
- *Do you have any special offers?* - У вас є спеціальні пропозиції?
- *Can we have a private room?* - Можемо ми мати приватну кімнату?
- *Thank you for a wonderful evening!* - Дякую за чудовий вечір!



FOOD DESCRIPTIONS

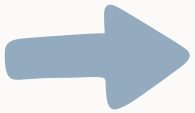
- *This is very flavorful.* - Це дуже смачно.
- *It's cooked to perfection.* - Це приготовано до досконалості.
- *It's a bit too salty.* - Це трохи занадто солоне.
- *The presentation is beautiful.* - Подання дуже гарне.
- *It has a nice texture.* - У нього приємна текстура.

AT THE RESTAURANT



HEALTH AND SAFETY

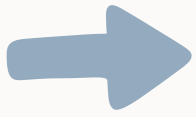
- *Is this dish safe for people with allergies?* - Чи безпечна ця страва для людей з алергіями?
- *How is the food prepared?* - Як готується їжа?
- *Is the meat fresh?* - М'ясо свіже?
- *Are the vegetables organic?* - Овочі органічні?
- *Do you have nutritional information?* - Чи є у вас інформація про харчування?



MAKING RESERVATIONS

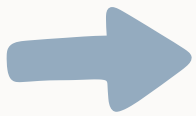
- *I would like to make a reservation for two.* - Я хотів би забронювати стіл на двох.
- *Can I reserve a table for tonight?* - Можу я забронювати стіл на сьогодні ввечері?
- *What time is my reservation?* - О котрій годині моє резервування?
- *Can I change my reservation?* - Можу я змінити своє резервування?
- *Is the outdoor seating available?* - Чи доступні місця на відкритому повітрі?

AT THE RESTAURANT



FOOD PAIRINGS

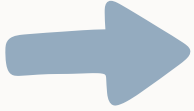
- *What wine goes well with this dish?* - Яке вино підійде до цієї страви?
- *Can you recommend a good appetizer?* - Можете порекомендувати хорошу закуску?
- *What dessert pairs well with coffee?* - Який десерт добре поєднується з кавою?
- *Do you have any drink pairings?* - Чи є у вас поєднання напоїв?
- *What's a good side dish for the steak?* - Яка хороша гарнір до стейка?



MISCELLANEOUS PHRASES

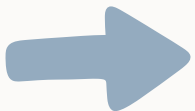
- *Can I have a napkin, please?* - Можна мені серветку, будь ласка?
- *Where is the restroom?* - Де вбиральня?
- *Can I get a takeout menu?* - Можу я отримати меню на винос?
- *What time do you close?* - О котрій ви закриваєтеся?
- *Do you have live music?* - У вас є жива музика?

AT THE RESTAURANT



ARRIVING

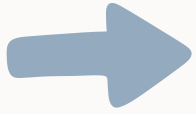
- *Is this the right place?* - Це правильне місце?
- *Can we sit outside?* - Можемо сісти на вулиці?
- *I would prefer a window seat.* - Я б хотів місце біля вікна.
- *Can I see the menu, please?* - Можу побачити меню, будь ласка?
- *Do you have a daily special?* - У вас є спеціальна страва дня?



FOOD ALLERGIES

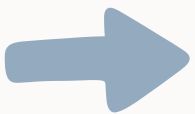
- *I have a gluten allergy.* - У мене алергія на глютен.
- *Can you make it without dairy?* - Чи можете приготувати без молочних продуктів?
- *Is this safe for someone with nut allergies?* - Чи безпечно це для людей з алергією на горіхи?
- *I cannot eat seafood.* - Я не можу їсти морепродукти.
- *Please ensure there are no cross-contaminations.* - Будь ласка, забезпечте, щоб не було перехресного забруднення.

AT THE RESTAURANT



PAYING THE BILL

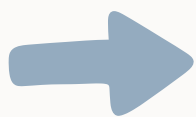
- *Keep the change.* - Залиште решту.
- *Can you split the bill?* - Чи можете розділити рахунок?
- *I'll pay for this.* - Я заплачу за це.
- *Can I add a tip?* - Можу додати чайові?
- *Thank you for the meal!* - Дякую за їжу!



ASKING FOR HELP

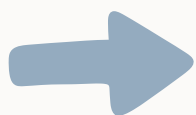
- *Excuse me, can I get some help?* - Вибачте, можу отримати допомогу?
- *Where is the restroom?* - Де туалет?
- *Can I get a refill?* - Можу отримати добавку?
- *Can you bring me a napkin?* - Можете принести серветку?
- *I need a little more time to decide.* - Мені потрібно трохи більше часу, щоб вирішити.

AT THE RESTAURANT



CHECKING ON THE ORDER

- *How long will my food take?* - Скільки часу займе приготування моєї їжі?
- *Can you check on my order?* - Можете перевірити моє замовлення?
- *I've been waiting for a while.* - Я чекаю вже деякий час.
- *Can I have my meal to go?* - Можу взяти їжу з собою?
- *I'd like a takeaway box, please.* - Я б хотів упаковку для їжі, будь ласка.

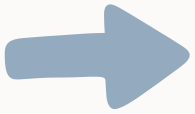


DIETARY RESTRICTIONS

- *I can't eat dairy.* - Я не можу їсти молочні продукти.
- *I have a shellfish allergy.* - У мене алергія на молюсків.
- *I'm lactose intolerant.* - Я непереношу лактозу.
- *Is this dish gluten-free?* - Чи є ця страва безглютеновою?
- *I avoid sugar.* - Я уникаю цукру.

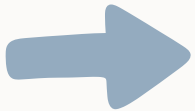


AT THE RESTAURANT



AT THE BAR

- *What cocktails do you have?* - Які коктейлі у вас є?
- *Can I get a beer?* - Можу отримати пиво?
- *I'd like a whiskey on the rocks.* - Я б хотів віскі зі льодом.
- *Do you have any non-alcoholic drinks?* - У вас є безалкогольні напої?
- *Can you make me a mojito?* - Можете приготувати мені мохіто?



DINING ETIQUETTE

- *Please don't speak with your mouth full.* - Будь ласка, не говоріть з повним ротом.
- *Use your utensils properly.* - Використовуйте столові прибори правильно.
- *Keep your elbows off the table.* - Тримайте лікті подалі від столу.
- *Chew with your mouth closed.* - Жуйте з закритим ротом.
- *Wait for everyone to be served before starting.* - Чекайте, поки всім принесуть їжу, перед тим як почати.



AT THE RESTAURANT



DIALOGUE: AT THE RESTAURANT (ПРИКЛАД)

Customer: (walking in) Hello! We have a reservation for two under the name Smith.

Host: Welcome! Right this way. Here's your table. Would you like to start with some drinks?

Customer: Yes, please. Can I see the drink menu?

Host: Of course! Here you go.

Customer: (looking at the menu) I'd like a glass of red wine, please.

Friend: And I'll have a sparkling water.

Host: Great choices! I'll bring those right away.

(After a few moments)

Waiter: Here are your drinks. Are you ready to order some appetizers?

Customer: Yes! What do you recommend?

Waiter: The shrimp cocktail is a favorite, and the bruschetta is also very popular.

Friend: Let's try the shrimp cocktail!

Waiter: Excellent choice! And for the main course?

Customer: What are today's specials?

Waiter: Today, we have grilled salmon with a lemon dill sauce and a chicken Alfredo pasta.

Customer: I'll have the salmon, please.

Friend: I'll go for the chicken Alfredo.

Waiter: Perfect! I'll get that started for you.

(After finishing the meal)

Waiter: How was everything?

Customer: It was fantastic! The salmon was cooked perfectly.





AT THE RESTAURANT



Friend: Yes, and the pasta was delicious too!

Waiter: I'm glad to hear that! Would you like to see the dessert menu?

Customer: Yes, please.

Waiter: We have chocolate mousse, cheesecake, and a fruit tart.

Friend: The chocolate mousse sounds tempting!

Customer: Let's get one to share.

Waiter: Great choice! I'll bring that right out.

(After dessert)

Waiter: Here's the bill.

Customer: Thank you! Can we pay by card?

Waiter: Yes, of course. I'll be right back with the card machine.

Customer: Thanks for the wonderful service! We'll definitely come back.

Waiter: Thank you! Have a great day!

AT THE RESTAURANT

exercises



1

EXERCISE: VOCABULARY MATCHING

Match the English words on the left with their Ukrainian translations on the right.

- | | |
|----------------|---------------|
| 1. Reservation | a. Десерт |
| 2. Appetizer | b. Рахунок |
| 3. Waiter | c. Офіціант |
| 4. Dessert | d. Закуска |
| 5. Bill | e. Бронювання |

2

EXERCISE: FILL IN THE BLANKS

Complete the sentences with the correct word from the list.

1. I would like to make a _____ for dinner. (бронювання)
2. Can you bring me the _____? (рахунок)
3. The _____ recommended the special of the day. (офіціант)
4. I'm a _____, so I don't eat meat. (вегетаріанець)
5. This soup is very _____. (смачний)

3

EXERCISE: TRUE OR FALSE

Read the statements and write T (True) or F (False).

1. A "dessert" is a type of appetizer.
2. "Gluten-free" means the food contains gluten.
3. A "waitress" is a female server in a restaurant.
4. "Ambiance" refers to the restaurant's food only.
5. A "buffet" is a place where you can order food.

AT THE RESTAURANT

exercises



4

EXERCISE: SHORT ANSWERS

Answer the following questions in one or two sentences.

1. What is your favorite dish at a restaurant?
2. How often do you eat out?
3. Have you ever had a bad dining experience? What happened?
4. Do you prefer fast food or fine dining? Why?
5. What drink do you usually order?

5

EXERCISE: ROLE PLAY

In pairs, role-play a restaurant scenario. One person is the waiter, and the other is the customer. Use the following prompts:

1. The customer asks for recommendations.
2. The customer has a food allergy.
3. The customer requests the bill.
4. The customer wants to make a reservation for the next week.

6

EXERCISE: FILL IN THE PHRASES

Fill in the missing words in the phrases.

1. Can I have a _____ of water, please? (склянка)
2. The _____ was very attentive. (обслуговування)
3. I'd like to try the _____ of the day. (спеціальність)
4. Do you have any _____ options? (вегетаріанські)
5. The _____ is delicious! (десерт)

AT THE RESTAURANT

exercises



7

EXERCISE: FILL IN THE GAP

Instructions: Fill in the blanks with the appropriate words from the word bank below. Each word can be used only once: **dessert, waiter, bill, gluten-free, service, appetizer, menu, recommend, reservation, beverage.**

1. When you arrive at the restaurant, you should check in for your _____ at the front desk.
2. The _____ approached our table and handed us the _____ to look at the food options.
3. For our first course, we decided to order an _____ to share.
4. I have a food allergy, so I asked if they had any _____ options available.
5. After our meal, we were eager to try the chocolate _____, which is a specialty of the house.
6. When the meal was finished, we requested the _____ to see how much we owed.
7. The _____ was very attentive and made sure we had everything we needed throughout the meal.
8. If you're unsure what to order, I highly _____ the grilled salmon; it's always a favorite!
9. Can I get you a _____ while you wait for your food?
10. The overall dining experience was fantastic, and I can't wait to come back for another visit!

AT THE RESTAURANT

exercises



8

EXERCISE: FILL IN THE GAP DIALOGUE

Instructions: Fill in the blanks with the appropriate words from the word bank below. Each word can be used only once: experience, reservation, course, bill, drinks, menu, staff, table, dessert, recommend, service, special.

Customer: Good evening! I'd like to make a (1)_____ for two at 6 PM.

Host: Sure! What name should I put that under?

Customer: It's under the name Smith. Can we have a nice (2)_____ by the window?

Host: Absolutely! Here is your table.

Waiter: Welcome! Here's the (3)_____. Can I start you off with a drink?

Customer: Yes, I'll have a soda. What do you (4)_____ for appetizers?

Waiter: I recommend the spring rolls; they're popular.

Customer: That sounds great! I'll have those as my appetizer. What's the (5)_____ for tonight?

Waiter: Today's special is a grilled chicken dish with vegetables.

Customer: I'll take that for my main (6)_____, please.

Waiter: Excellent choice! How is the (7)_____ so far?

Customer: The atmosphere is lovely, and the (8)_____ is very friendly.

Waiter: Thank you! I'll bring your appetizer out shortly.

Customer: We're looking forward to trying the (9)_____ after our meal.

Waiter: Our dessert options include chocolate cake and ice cream.

Customer: I'd love the chocolate cake! Can you bring the (10)_____ when you come back?

Waiter: Sure! I'll also bring your (11)_____ with the dessert.

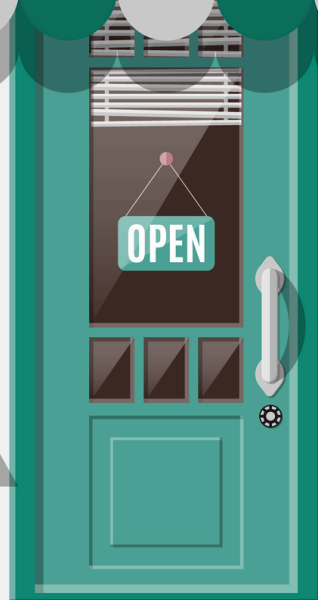
Customer: Thank you! We're excited for our dining (12)_____ tonight!

PART 3

At the pharmacy



PHARMACY





AT THE PHARMACY



GENERAL TERMS

Pharmacy - ['fɑ:rməsi] - Аптека

Prescription - [prɪ'skrɪpʃən] - Рецепт

Pharmacist - ['fɑ:rməsɪst] - Провізор

Medication - [ˌmedɪ'keɪʃən] - Ліки

Customer - ['kʌstəmə] - Клієнт

TYPES OF MEDICATIONS

Pain reliever - [peɪn rɪ'li:vər] - Знеболювальне

Antibiotic - [ˌæntɪbaɪ'ɔ:tɪk] - Антибіотик

Antihistamine - [ˌænti'hɪstə'mi:n] - Антигістамін

Cough syrup - [kɔ:f 'sɪrəp] - Сироп від кашлю

Vitamin - ['vaɪtəmɪn] - Вітамін

HEALTH CONDITIONS

Cold - [kɔʊld] - Простуда

Flu - [flu:] - Грип

Allergy - ['ælərdʒi] - Алергія

Infection - [ɪn'fɛkʃən] - Інфекція

Headache - ['hedəkeɪk] - Головний біль



AT THE PHARMACY



PHARMACY SERVICES

Consultation - [kɒnsəl'teɪʃən] - Консультація

Health advice - [helθ əd'vaɪs] - Поради щодо здоров'я

Medication review - [medɪ'keɪʃən rɪ'vju:] - Перегляд ліків

Vaccine - ['væksɪ:n] - Вакцина

Blood pressure check - [blʌd 'prɛʃər tʃɛk] - Перевірка тиску

DOSAGE FORMS

Tablet - ['tæblɪt] - Таблетка

Capsule - ['kæpsu:l] - Капсула

Liquid - ['lɪkwɪd] - Рідкий

Ointment - ['ɔɪntmənt] - Мазь

Cream - [kri:m] - Крем

DIRECTIONS AND USAGE

Take with food - [teɪk wɪð fu:d] - Приймати з їжею

Dosage - ['dɒʊsɪdʒ] - Доза

Side effects - [saɪd ɪ'fɛkts] - Побічні ефекти

Store in a cool place - [stɔ:r] - Зберігати в прохолодному місці

Shake well - [ʃeɪk weɪl] - Добре струсити



AT THE PHARMACY



OVER-THE-COUNTER MEDICATIONS

Painkiller - ['reɪn,kɪləər] - Знеболювальне

Antacid - [ˌænt'æsɪd] - Антацид

Laxative - ['læksətɪv] - Слабке

Cold medicine - [kəʊld 'medɪsɪn] - Ліки від простуди

Allergy medication - ['ælərdʒi ˌmedɪ'keɪʃən] - Ліки від алергії

HEALTH PRODUCTS

First aid kit - [fɜːrst eɪd kɪt] - Аптечка

Bandage - ['bændɪdʒ] - Биндаж

Thermometer - [θər'mɒmɪtə] - Термометр

Alcohol wipes - ['ælkəʊhɔl waɪps] - Спиртові серветки

Sunscreen - ['sʌnskriːn] - Сонцезахисний крем

MEDICAL CONDITIONS

Diabetes - [ˌdaɪə'biːtɪz] - Діабет

Hypertension - [ˌhaɪpər'tenʃən] - Гіпертонія

Asthma - ['æsmə] - Астма

Arthritis - [ɑːr'θraɪtɪs] - Артрит

Depression - [dɪ'preʃən] - Депресія



AT THE PHARMACY



COMMON SYMPTOMS

Nausea - ['nɔ:ziə] - Нудота

Dizziness - ['dɪzɪnəs] - Запаморочення

Fatigue - [fə'ti:g] - Втома

Fever - ['fi:vər] - Лихоманка

Rash - [ræʃ] - Висип

PRODUCT FEATURES

Expiration date - [ˌɛkspə'reɪʃən deɪt] - Термін придатності

Active ingredient - ['æktɪv ɪn'grɪ:diənt] - Активний інгредієнт

Dosage instructions - ['dɒʊsɪdʒ ɪn'strʌkʃənz] - Інструкції щодо дози

Non-prescription - [nɒn-prɪ'skrɪpʃən] - Без рецепта

Warning label - ['wɔ:rnɪŋ 'leɪbl] - Попереджувальна етикетка

ADDITIONAL WORDS

Skin care - [skɪn keə] - Догляд за шкірою

Digestive health - [daɪ'dʒɛstɪv hɛlθ] - Травлення

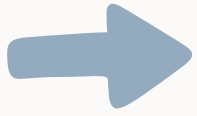
Joint - [dʒɔɪnt hɛlθ] - Суглави

Sleep aid - [sli:p eɪd] - Засіб для сну

Stress relief - [stres ri'li:f] - Зняття стресу

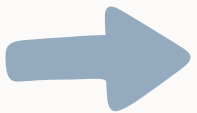


AT THE PHARMACY



GENERAL PHRASES

- *I need to go to the pharmacy.* - Мені потрібно йти в аптеку.
- *Do you have a prescription?* - У вас є рецепт?
- *I would like to refill this prescription.* - Я хотів би повторно отримати цей рецепт.
- *Where is the nearest pharmacy?* - Де найближча аптека?
- *Can I speak to the pharmacist?* - Можу поговорити з провізором?

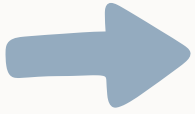


TYPES OF MEDICATIONS

- *I need pain relievers.* - Мені потрібні знеболювальні.
- *Do you have any antibiotics?* - У вас є антибіотики?
- *I'm looking for an antihistamine.* - Я шукаю антигістамін.
- *Can you recommend a good cough syrup?* - Можете порекомендувати хороший сироп від кашлю?
- *I need some vitamins.* - Мені потрібні вітаміни.

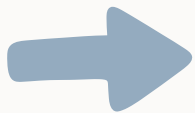


AT THE PHARMACY



HEALTH CONDITIONS

- *I have a cold.* - У мене застуда.
- *I think I have the flu.* - Я думаю, що в мене грип.
- *I have allergies to pollen.* - У мене алергія на пилок.
- *I need something for an infection.* - Мені потрібно щось від інфекції.
- *I often get headaches.* - У мене часто болить голова.

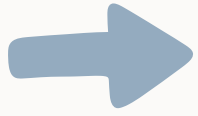


PHARMACY SERVICES

- *Do you offer consultations?* - Ви пропонуєте консультації?
- *Can you check my blood pressure?* - Можете перевірити мій артеріальний тиск?
- *Do you have a vaccine for the flu?* - У вас є вакцина від грипу?
- *I would like to get a health check-up.* - Я хотів би пройти медичний огляд.
- *Can you help me with medication management?* - Можете допомогти з управлінням ліками?

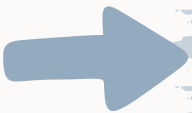


AT THE PHARMACY



DOSAGE AND INSTRUCTIONS

- *How should I take this medication?* - Як мені приймати ці ліки?
- *What is the correct dosage?* - Яка правильна доза?
- *Are there any side effects?* - Чи є якісь побічні ефекти?
- *Should I take this with food?* - Чи потрібно приймати це з їжею?
- *Please shake well before use.* - Будь ласка, добре струсити перед використанням.

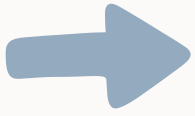


OVER-THE-COUNTER MEDICATIONS

- *Can I get a painkiller?* - Можу я отримати знеболювальне?
- *Do you sell antacids?* - У вас є антацид?
- *I need a laxative.* - Мені потрібне проносне.
- *Where can I find cold medicine?* - Де я можу знайти ліки від простуди?
- *I'm looking for allergy medication.* - Я шукаю ліки від алергії.

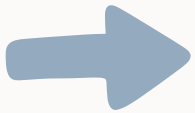


AT THE PHARMACY



COMMON QUESTIONS

- *How much does this cost?* - Скільки це коштує?
- *Is this medication available without a prescription?* - Ці ліки доступні без рецепта?
- *Can I return this medication?* - Можу я повернути ці ліки?
- *When does this medication expire?* - Коли закінчується термін придатності цих ліків?
- *Can you explain how to use this?* - Можете пояснити, як це використовувати?

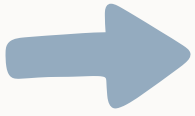


HEALTH PRODUCTS

- *Do you have a first aid kit?* - У вас є аптечка?
- *Where can I find bandages?* - Де я можу знайти бинди?
- *I need a thermometer.* - Мені потрібен термометр.
- *Do you sell alcohol wipes?* - У вас є спиртові серветки?
- *I'm looking for sunscreen.* - Я шукаю сонцезахисний крем.

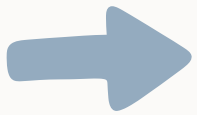


AT THE PHARMACY



COMMON SYMPTOMS

- *I feel nauseous.* - У мене нудота.
- *I have dizziness.* - У мене запаморочення.
- *I am feeling fatigued.* - Я почуваюся втомленим.
- *I have a high fever.* - У мене висока температура.
- *I have a skin rash.* - У мене висип.

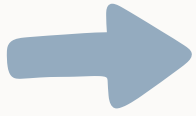


POSSIBLE QUESTIONS

- *Can you recommend a good supplement?* - Можете порекомендувати хороший додаток?
- *Is this medication safe for children?* - Ці ліки безпечні для дітей?
- *What should I do if I miss a dose?* - Що робити, якщо я пропустив дозу?
- *Can I take this with my current medications?* - Чи можу я приймати це з моїми поточними ліками?
- *How often should I monitor my condition?* - Як часто мені потрібно контролювати свій стан?

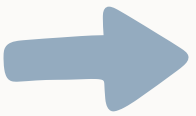


AT THE PHARMACY



IMPORTANT PHRASES

- *I need this medication for my health.* - Мені потрібні ці ліки для мого здоров'я.
- *How long should I take this medication?* - Як довго мені приймати ці ліки?
- *Can you show me how to use this?* - Можете показати, як це використовувати?
- *What's the best time to take this medication?* - Коли найкраще приймати ці ліки?
- *I need to check my symptoms with a doctor.* - Мені потрібно перевірити свої симптоми з лікарем.

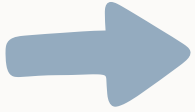


PRODUCT FEATURES

- *What is the expiration date?* - Який термін придатності?
- *What are the active ingredients?* - Які активні інгредієнти?
- *Can I see the dosage instructions?* - Можу я подивитися інструкції щодо дозування?
- *Is this product non-prescription?* - Цей продукт безрецептурний?
- *Where is the warning label?* - Де попереджувальна етикетка?

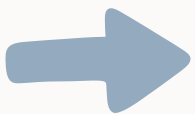


AT THE PHARMACY



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AT THE PHARMACY



DIALOGUE: AT THE PHARMACY (ПРИКЛАД)

C - Customer, P - Pharmacist

C: Hello! I need some help, please.

P: Hi there! How can I assist you today?

C: I've been feeling under the weather lately. I think I have a cold.

P: I'm sorry to hear that. What symptoms are you experiencing?

C: I have a sore throat, a runny nose, and a bit of a cough.

P: It sounds like you're dealing with a classic cold. We can help with that!

C: That would be great. What do you recommend?

P: For your sore throat, I recommend these throat lozenges. They're soothing and will help with the pain.

C: Do they have any flavor?

P: Yes, they come in cherry and lemon. Which do you prefer?

C: I'll take the lemon, please.

P: Excellent choice! Now, for your runny nose, you might want a decongestant. This one is effective and comes in both pill and liquid form.

C: I think I'd prefer the liquid. It's easier to swallow when I'm not feeling well.

P: Good choice! Just remember to follow the dosage instructions on the label.

C: Got it. What about my cough?

P: For that, I recommend a cough syrup. We have both regular and herbal options. The herbal one contains honey and soothing herbs.

C: I'd like to try the herbal one.

P: Great! It should help with your cough and also provide some comfort for your throat.



AT THE PHARMACY



C: Awesome. How often should I take these?

P: You can take the throat lozenges as needed, the decongestant every four to six hours, and the cough syrup every four hours.

C: Are there any side effects I should be aware of?

P: The herbal cough syrup is usually well-tolerated, but it can cause drowsiness in some people. The decongestant may cause a bit of jitteriness.

C: Thanks for the heads-up! Is there anything else you recommend for a cold?

P: Staying hydrated is key, so drink plenty of fluids. A humidifier can also help relieve congestion.

C: I'll keep that in mind. Can I also get some vitamin C tablets?

P: Absolutely! Here's a good option that can boost your immune system.

C: Perfect! I think that's all I need. How much will everything come to?

P: Let me check... The total comes to \$27.50.

C: That's fine. I'll pay with my card.

P: Sure! You can insert your card here.

C: Thank you for your help!

P: You're welcome! Don't hesitate to come back if you have any more questions. Feel better soon!

C: I appreciate it. Have a great day!

P: You too! Take care!



AT THE PHARMACY

exercises



1

EXERCISE: VOCABULARY MATCHING

Match the English words on the left with their Ukrainian translations on the right.

- | | |
|-------------------|------------------------|
| 1. Prescription | a. Знеболювальне |
| 2. Decongestant | b. Рецепт |
| 3. Antibiotic | c. Сироп від кашлю |
| 4. Cough syrup | d. Антибіотик |
| 5. Throat lozenge | e. Льоданики для горла |

2

EXERCISE: FILL IN THE BLANKS

Complete the sentences with the appropriate words.

1. I need to pick up my _____ from the pharmacy.
2. Can you recommend a good _____ for my sore throat?
3. This _____ will help relieve your congestion.
4. Please read the _____ before taking any medication.
5. I have a request for an _____ because I have rush .

3

EXERCISE: TRUE OR FALSE

Read the statements and write T (True) or F (False).

1. A decongestant helps relieve nasal congestion.
2. Antibiotics are effective against viruses.
3. Cough syrup should be taken every hour.
4. Throat lozenges can soothe a sore throat.
5. You don't need a prescription for over-the-counter medications.

AT THE PHARMACY

exercises



4 EXERCISE: ROLE PLAY

Create a dialogue between a customer and a pharmacist using the prompts below.

1. Customer enters with a cough.
2. Customer asks for recommendations.
3. Pharmacist suggests a cough syrup and throat lozenges.
4. Customer inquires about side effects.
5. Customer thanks the pharmacist.

5 EXERCISE: SHORT ANSWER QUESTIONS

Answer the following questions in complete sentences.

1. What do you usually ask for when you have a cold?
2. Why is it important to read the dosage instructions?
3. What do you think is the most common over-the-counter medication?
4. Have you ever had to return a medication? Why?
5. How often do you visit the pharmacy?

6 EXERCISE: SENTENCE SCRAMBLE

Put the words in the correct order in the sentence.

1. to / you / this / take / should / how / medication?
2. pharmacy / the / nearby / is / the / where?
3. side / are / effects / there / any?
4. cough / I / have / a / bad.
5. lozenges / throat / these / for / help / will / my.

AT THE PHARMACY

exercises



7

EXERCISE: FILL IN THE GAP

Fill in the blanks with the appropriate words from the list: **decongestant, side effects, prescription, pharmacist, allergy, cough, dosage, vitamins, side effects, pharmacist, lozenges, medication.**

1. I need to pick up my _____ from the pharmacy.
2. The _____ can help you choose the right medication for your symptoms.
3. I have a bad _____ and can't seem to get any relief.
4. For your runny nose, a _____ might be helpful.
5. It's important to read the _____ instructions before taking any medication.
6. Are there any _____ associated with this medication?
7. I'm looking for some _____ to boost my immune system.
8. The doctor said I should take this _____ every six hours.
9. I also want to get some _____ to soothe my throat.
10. I have an _____ to pollen, so I need to be careful about what I take.

8

EXERCISE: FILL IN THE GAP

Fill in the blanks with the appropriate words from the list: **medication, cream, cough, cold, rash, relief, nausea, decongestant, expiration date, vaccine.**

1. Before taking any medication, always check the _____ to ensure it's still safe to use.
2. If you have a _____, it's important to rest and stay hydrated.
3. A skin _____ can sometimes indicate an allergic reaction.
4. You should apply the _____ to the affected area to reduce irritation.
5. Getting the flu _____ can help protect you during the winter months.
6. This _____ is effective for headaches and muscle aches.
7. Some medications can cause _____, so it's important to take them with food.
8. I need to take a _____ for my cold to help with the symptoms.
9. If you have a persistent _____, it might be a sign of an infection.
10. Make sure to take the medication as directed to ensure proper _____.

AT THE PHARMACY

exercises



9 EXERCISE: FILL IN THE GAP DIALOGUE

Fill in the blanks with the appropriate words from the list: **immune, supplements, sore throat, dosage, vitamins, prescription, decongestant, cough, side effects.**

Customer (C): Hello! I'm feeling a bit under the weather. I have a (1)_____ and a runny nose.

Pharmacist (P): I'm sorry to hear that! Have you been to the doctor, or do you have a (2)_____?

C: No, I haven't seen a doctor yet. I just need something over the counter.

P: For your (3)_____, I recommend these throat lozenges. They'll help soothe the pain.

C: That sounds good. What about for my runny nose?

P: A (4)_____ can help with that. It will relieve the congestion.

C: Great! Are there any (5)_____ I should be aware of with these medications?

P: The lozenges are usually safe, but some people may experience mild side effects with the decongestant.

C: I see. I also want to boost my (6)_____ system. Do you have any (7)_____?

P: Yes, we have a variety of (8)_____ available. They can help you feel better overall.

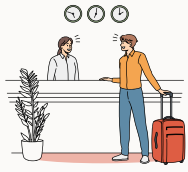
C: Perfect! I'll take the throat lozenges, decongestant, and some vitamins, please.

P: Sure! Let me just check the (9)_____ for the decongestant to ensure it's the right amount for you.

PART 4

At the hotel





AT THE HOTEL



GENERAL TERMS

Room /ru:m/ - Номер

Guest /gɛst/ - Гість

Reservation /ˌrɛzəˈveɪʃən/ - Бронювання

Check-in /ˈtʃɛk ɪn/ - Заїзд

Check-out /ˈtʃɛk aʊt/ - Виїзд

ROOM TYPES

Single room /ˈsɪŋɡəl ru:m/ - Одномісний номер

Double room /ˈdʌbəl ru:m/ - Двомісний номер

Suite /swi:t/ - Люкс

Deluxe room /dɪˈlʌks ru:m/ - Делюкс номер

Twin Room /twɪn ru:m/ - Номер з двома окремими ліжками

SERVICES

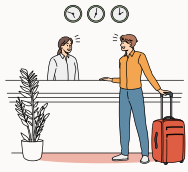
Room service /ru:m ˈsɜ:vɪs/ - Обслуговування номерів

Laundry /ˈlɔ:ndri/ - Пральня

Breakfast /ˈbrekfəst/ - Сніданок

Wi-Fi /waɪ faɪ/ - Вай-фай

Reception /rɪˈsɛpʃən/ - Рецепція



AT THE HOTEL



AMENITIES

Pool /pu:l/ - Басейн

Gym /dʒɪm/ - Спортзал

Spa /spɑ:/ - Спа

Parking /'pɑ:kɪŋ/ - Паркінг

Elevator /'elɪveɪtər/ - Ліфт

CUSTOMER INTERACTION

Key /ki:/ - Ключ

Bill /bɪl/ - Рахунок

Complaint /kəm'pleɪnt/ - Скарга

Inquiry /ɪn'kwɪəri/ - Запит

Feedback /'fi:d.bæk/ - Відгук

PAYMENT

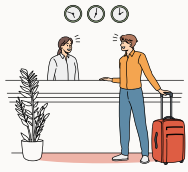
Credit card /'kredɪt kɑ:rd/ - Кредитна картка

Cash /kæʃ/ - Готівка

Receipt /rɪ'si:t/ - Чек

Deposit /dɪ'pɒzɪt/ - Депозит

Refund /'ri:fʌnd/ - Повернення



AT THE HOTEL



LOCATIONS AND DIRECTIONS

Lobby /'lɒbi/ - Лоби

Floor /flɔːr/ - Поверх

Exit /'eksɪt/ - Вихід

Stairs /steɪz/ - Сходи

Corridor /'kɔːrɪdɔːr/ - Коридор

TRAVEL

Airport /'eəpɔːrt/ - Аеропорт

Taxi /'tæksi/ - Таксі

Shuttle /'ʃʌtəl/ - Трансфер

Tourist /'tʊərɪst/ - Турист

Map /mæp/ - Карта

FOOD AND BEVERAGE

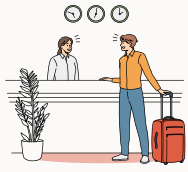
Menu /'menjuː/ - Меню

Restaurant /'restə,rɔːnt/ - Ресторан

Bar /bɑːr/ - Бар

Cocktail /'kɒk,tetl/ - Коктейль

Snack /snæk/ - Закуска



AT THE HOTEL



SAFETY AND SECURITY

Security /sɪ'kjʊrɪti/ - Безпека

Alarm /ə'lɑ:rm/ - Сигналізація

Safe /seɪf/ - Сейф

Emergency /ɪ'mɜ:dʒənsi/ - Надзвичайна ситуація

First aid /'fɜ:rst eɪd/ - Перша допомога

STAFF

Manager /'mænɪdʒər/ - Менеджер

Receptionist /rɪ'seɪpʃənɪst/ - Рецепціоніст

Housekeeper /'haʊski:pər/ - Покоївка

Concierge /kɒn'sjɜ:ʒ/ - Консьєрж

Bellboy /'bɛɪlbɔɪ/ - Портьє

EXPERIENCES

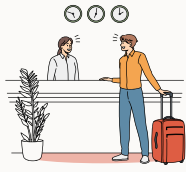
Check availability /'tʃɛk ə'veɪlə'bɪləti/ - Перевірити наявність

Upgrade /ʌp'ɡreɪd/ - Підвищити клас

Extend stay /ɪk'stend steɪ/ - Подовжити перебування

Special offer /'speʃəl 'ɔ:fər/ - Спеціальна пропозиція

Cancellation /kænsəl'eɪʃən/ - Скасування



AT THE HOTEL



CHECK-IN PROCESS

ID /aɪ'di:/ - Ідентифікація

Confirmation /ˌkɒnfər'meɪʃən/ - Підтвердження

Welcome /'welkəm/ - Вітання

Policy /'pɒlɪsi/ - Політика

Terms /tɜːrmz/ - Умови

CHECKOUT PROCESS

Final bill /'faɪnəl bɪl/ - Остаточний рахунок

Feedback form /'fiːd.bæk fɔːrm/ - Форма зворотного зв'язку

Satisfaction /sætɪs'fækʃən/ - Задоволення

Departure /dɪ'pɑːrtʃər/ - Відправлення

Transportation /ˌtræns'pɔːr'teɪʃən/ - Транспорт

FEEDBACK AND IMPROVEMENT

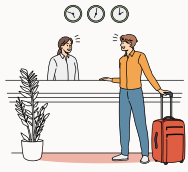
Review /rɪ'vjuː/ - Відгук

Suggestion /sə'dʒestʃən/ - Пропозиція

Improvement /ɪm'pruːvmənt/ - Покращення

Satisfaction survey /sætɪs'fækʃən 'sɜːrveɪ/ - Опитування

Rating /'reɪtɪŋ/ - Рейтинг



AT THE HOTEL



BOOKING AND RESERVATIONS

Availability /əˌveɪləˈbɪləti/ - наявність

Cancellation policy /ˌkænsələˈteɪʃən ˈpɒləsi/ - політика скасування

Booking agent /ˈbʊkɪŋ ˈeɪdʒənt/ - агент з бронювання

Group booking /gruːp ˈbʊkɪŋ/ - групове бронювання

Last-minute deal /diːl/ - пропозиція в останню хвилину

COMFORT AND CONVENIENCE

Bedding /ˈbedɪŋ/ - постільна білизна

Towels /ˈtaʊəlz/ - рушники

Toiletries /ˈtɔɪlətrɪz/ - туалетні приналежності

Air conditioning /ˈɛr kənˌdɪʃənɪŋ/ - кондиціонування повітря

Heating /ˈhiːtɪŋ/ - опалення

ADDITIONAL SERVICES

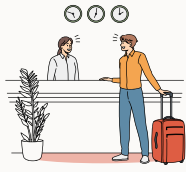
Shuttle bus /ˈʃʌtəl bʌs/ - трансферний автобус

Dry cleaning /draɪ ˈkliːnɪŋ/ - хімчистка

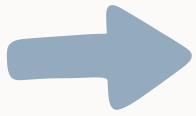
Wake-up call /ˈweɪk ʌp kɔːl/ - дзвінок для пробудження

Luggage storage /ˈlʌɡɪdʒ ˈstɔːrɪdʒ/ - зберігання багажу

Fitness classes /ˈfɪtnəs ˈklæsɪz/ - фітнес-заняття

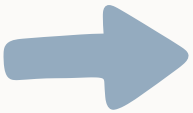


AT THE HOTEL



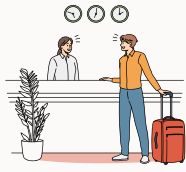
GENERAL HOTEL TERMS

- *I have a reservation.* - У мене є бронювання.
- *Can I check in early?* - Чи можу я заїхати раніше?
- *What time is check-out?* - О котрій годині виїзд?
- *Is breakfast included?* - Сніданок включено?
- *Where is the lobby?* - Де лобі?

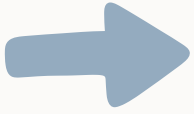


ROOM TYPES

- *I would like a single room.* - Я хотів би одномісний номер.
- *Do you have a double room available?* - У вас є вільний двомісний номер?
- *Can I upgrade to a suite?* - Чи можу я підвищити клас до люксу?
- *Is there a deluxe room available?* - Чи є вільний делюкс номер?
- *I need a room with a view.* - Мені потрібен номер з видом.

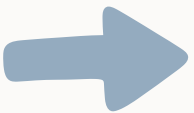


AT THE HOTEL



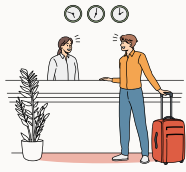
SERVICES

- *Please bring room service.* - Будь ласка, викличте обслуговування номерів.
- *I need laundry service.* - Мені потрібна пральня.
- *What time is breakfast served?* - О котрій подають сніданок?
- *Can I get a wake-up call?* - Чи можу я отримати дзвінок для пробудження?
- *Is there Wi-Fi in the room?* - Чи є Wi-Fi в номері?

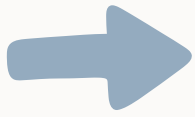


AMENITIES

- *Where is the swimming pool?* - Де басейн?
- *Is there a gym in the hotel?* - Чи є спортзал у готелі?
- *I would like to book a spa treatment.* - Я хотів би записатися на спа-процедуру.
- *Do you have parking facilities?* - У вас є парковка?
- *Where is the nearest elevator?* - Де найближчий ліфт?

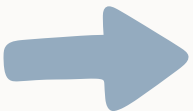


AT THE HOTEL



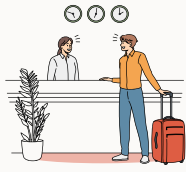
CUSTOMER INTERACTION

- *Can I have the key to my room?* - Можна мені ключ від мого номера?
- *How much is the bill?* - Скільки становить рахунок?
- *I want to file a complaint.* - Я хочу подати скаргу.
- *Can I get some feedback forms?* - Чи можу я отримати кілька форм зворотного зв'язку?
- *Where can I find the information desk?* - Де я можу знайти інформаційну стійку?

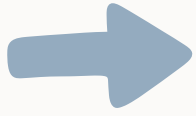


PAYMENT

- *Do you accept credit cards?* - Ви приймаєте кредитні картки?
- *Can I pay in cash?* - Можна заплатити готівкою?
- *I would like a receipt, please.* - Я хотів би отримати чек, будь ласка.
- *How do I get a refund?* - Як я можу отримати повернення?
- *Is there a deposit required?* - Чи потрібен депозит?

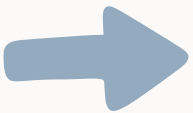


AT THE HOTEL



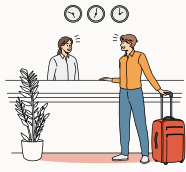
LOCATIONS AND DIRECTIONS

- *Where is my room located?* - Де знаходиться мій номер?
- *Can you show me the way to the restaurant?* - Чи можете ви показати дорогу до ресторану?
- *What floor is the conference room on?* - На якому поверсі конференц-зал?
- *Where is the nearest exit?* - Де найближчий вихід?
- *How do I get to the bus station?* - Як мені дістатися до автобусної станції?

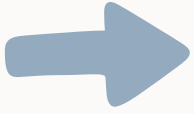


TRAVEL

- *I need a taxi to the airport.* - Мені потрібне таксі до аеропорту.
- *Do you offer shuttle services?* - Ви пропонуєте трансферні послуги?
- *Is there a nearby tourist attraction?* - Чи є поблизу туристична атракція?
- *Can you recommend some local restaurants?* - Чи можете ви порекомендувати місцеві ресторани?
- *Where can I buy a map?* - Де я можу купити карту?

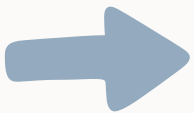


AT THE HOTEL



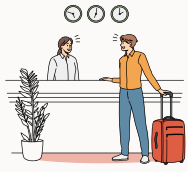
SAFETY AND SECURITY

- *Where is the fire exit?* - Де пожежний вихід?
- *Is there a safe in the room?* - Чи є сейф у номері?
- *What should I do in case of emergency?* - Що мені робити в разі надзвичайної ситуації?
- *Can I have the security contact number?* - Можна мені номер для зв'язку з охороною?
- *Are there security cameras in the hotel?* - Чи є в готелі камери спостереження?

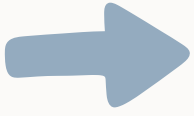


STAFF

- *Can I speak to the manager?* - Можна поговорити з менеджером?
- *Where can I find a receptionist?* - Де я можу знайти рецепціоніста?
- *I need to contact housekeeping.* - Мені потрібно зв'язатися з обслуговуванням номерів.
- *Is the concierge available?* - Консьєрж доступний?
- *Can you call the bellboy for me?* - Чи можете ви покликати портьє для мене?

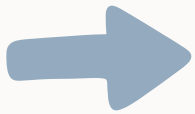


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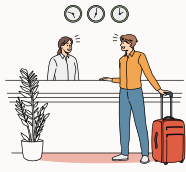
EXPERIENCES

- *Can I book a guided tour?* - Чи можу я забронювати екскурсію з гідом?
- *Are there any events happening tonight?* - Чи є сьогодні ввечері якісь події?
- *What activities do you offer for guests?* - Які активності ви пропонуєте для гостей?
- *Is there a game room in the hotel?* - Чи є в готелі ігрова кімната?
- *Can I rent bicycles nearby?* - Чи можу я орендувати велосипеди поблизу?

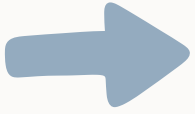


COMFORT AND CONVENIENCE

- *The room is too noisy.* - Номер занадто галасливий.
- *Can I have extra towels?* - Можна мені додаткові рушники?
- *The air conditioning isn't working.* - Кондиціонер не працює.
- *I need more toiletries.* - Мені потрібно більше туалетних приналежностей.
- *The bed is very comfortable.* - Ліжко дуже зручне.

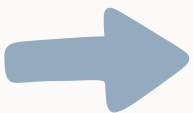


AT THE HOTEL



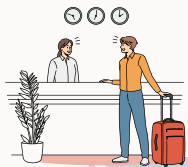
CHECK-IN PROCESS

- *Can you confirm my reservation?* - Чи можете ви підтвердити моє бронювання?
- *I need to show my ID.* - Мені потрібно показати своє ID.
- *Where do I fill out the registration form?* - Де мені заповнити реєстраційну форму?
- *Do you need my credit card information?* - Чи потрібна вам інформація про мою кредитну картку?
- *What is the policy for late check-in?* - Яка політика щодо пізнього заїзду?



CHECKOUT PROCESS

- *I would like to check out, please.* - Я хотів би виїхати.
- *Can you help me with my luggage?* - Чи можете ви допомогти мені з моїм багажем?
- *Is there a final bill I need to pay?* - Чи є остаточний рахунок, який я повинен сплатити?
- *Where can I leave my bags after check-out?* - Де я можу залишити свої сумки після виїзду?
- *What time do I need to vacate the room?* - О котрій годині мені потрібно звільнити номер?



AT THE HOTEL

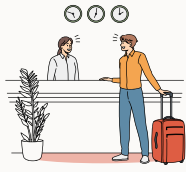


LEISURE AND ENTERTAINMENT

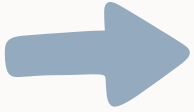
- *Are there any movies available to watch?* - Чи є якісь фільми для перегляду?
- *I would like to join a yoga class.* - Я хотів би приєднатися до заняття йогою.
- *What are the pool hours?* - Який графік роботи басейну?
- *Is there a game console in the lounge?* - Чи є ігрова приставка в лаунжі?
- *Are there any shows scheduled for tonight?* - Чи є заплановані шоу на сьогодні ввечері?

COMFORT AND CONVENIENCE

- *Are there any seasonal discounts?* - Чи є якісь сезонні знижки?
- *Can I get a special rate for a long stay?* - Чи можу я отримати спеціальний тариф на тривале перебування?
- *What are the holiday packages available?* - Які пакети на свята доступні?
- *Is there a summer promotion?* - Чи є літня акція?
- *Can I subscribe to your newsletter for offers?* - Чи можу я підписатися на ваш інформаційний лист для акцій?

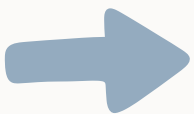


AT THE HOTEL



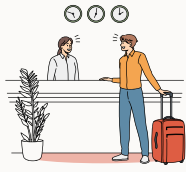
ADDITIONAL REQUESTS

- *Can I request a late check-out?* - Чи можу я запитати про пізній виїзд?
- *Can you arrange transportation for me?* - Чи можете ви організувати для мене транспорт?
- *I need extra pillows, please.* - Мені потрібно більше подушок, будь ласка.
- *Can you bring me a charger?* - Чи можете ви принести мені зарядний пристрій?
- *I would like a quiet room, please.* - Я хотів би тихий номер, будь ласка.

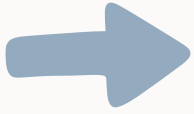


EMERGENCIES

- *Where is the nearest hospital?* - Де найближча лікарня?
- *I need to contact the police.* - Мені потрібно зв'язатися з поліцією.
- *Can you call an ambulance for me?* - Чи можете ви викликати швидку допомогу для мене?
- *What should I do if I lose my key?* - Що мені робити, якщо я загублю ключ?
- *Is there a first aid kit available?* - Чи є доступна аптечка?

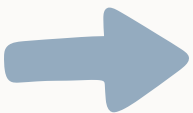


AT THE HOTEL



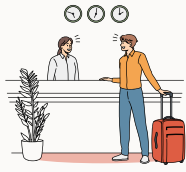
SERVICES

- *Can I arrange a pet stay?* - Чи можу я організувати перебування з домашніми тваринами?
- *Is there a place to buy snacks?* - Чи є місце, де можна купити закуски?
- *Can I use the pool after checkout?* - Чи можу я користуватися басейном після виїзду?
- *What is the policy on smoking in rooms?* - Яка політика щодо куріння в номерах?
- *Can you provide me with a hairdryer?* - Чи можете ви надати мені фен?



POST-STAY

- *How do I leave a review online?* - Як я можу залишити відгук онлайн?
- *Can you send me my receipt by email?* - Чи можете ви надіслати мені чек електронною поштою?
- *Will you notify me of future deals?* - Чи повідомите ви мені про майбутні акції?
- *I would like to return for a longer stay next time.* - Я хотів би повернутися на довше перебування наступного разу.
- *Thank you for a wonderful stay!* - Дякую за чудовий час!



AT THE HOTEL



DIALOGUE: AT THE HOTEL (ПРИКЛАД)

Sophia: A customer looking to book a room; Mark: The hotel receptionist.

(Sophia approaches the front desk with a friendly smile.)

Sophia: Hi there! I'd like to book a room for the weekend.

Mark: (smiling back) Of course! What dates are you looking to stay with us?

Sophia: I need a room from Friday to Sunday, this weekend.

Mark: Great! How many guests will be staying?

Sophia: Just me.

Mark: Perfect! We have a few options available. Would you prefer a standard room or a suite?

Sophia: I think I'll go with a standard room. What are the rates?

Mark: Our standard room is \$150 per night. It includes complimentary breakfast and access to the gym.

Sophia: That sounds good! Is there a view from the room?

Mark: Yes, some of our standard rooms have city views. Would you like to request one?

Sophia: Absolutely! I'd love a room with a view.

Mark: (typing) Got it! Let me check availability. (pauses) It looks like we have a city-view room available for your dates.

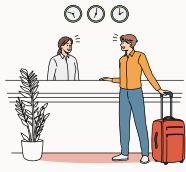
Sophia: Perfect! I'll take it.

Mark: May I have your name for the reservation?

Sophia: It's Sophia Lewis.

Mark: Thank you, Sophia. Can I also get a phone number and an email address for the booking?

Sophia: Sure! My phone number is 555-123-4567, and my email is sophia.lewis@email.com.



AT THE HOTEL



Mark: Great! I'll send you a confirmation email shortly.

Sophia: Thank you! Do you require a deposit?

Mark: Yes, we do require a one-night deposit to secure the booking. You can pay by credit card or cash.

Sophia: I'll pay by credit card.

Mark: (processing the payment) And which card will you be using?

Sophia: It's a Visa.

Mark: (finishing up) All set! Here's your confirmation. You'll be in room 803, and check-in is at 3 PM.

Sophia: Thank you so much! I appreciate your help.

Mark: You're welcome, Sophia! If you have any questions or need anything else before your stay, don't hesitate to reach out.

Sophia: I will! Looking forward to it!

(Sophia smiles and heads out, excited for her weekend getaway.)

AT THE HOTEL

exercises



1

EXERCISE: VOCABULARY MATCHING

Match the English words on the left with their Ukrainian translations on the right.

- | | |
|-----------------|------------------|
| 1. Review | a. Відшкодування |
| 2. Refund | b. Скасування |
| 3. Cancellation | c. Люкс |
| 4. Suite | d. Відгук |
| 5. Check-out | e. Виселення |

2

EXERCISE: FILL IN THE BLANKS

Complete the sentences with the appropriate words.

1. I made a _____ for a double room for two nights at the hotel.
2. After we checked in at the _____, we went to our room to unpack.
3. The hotel offers complimentary _____ in all guest rooms for internet access.
4. If you need assistance with your luggage, you can ask the _____ for help.
5. At check-out, please remember to settle your _____ before leaving.

3

EXERCISE: TRUE OR FALSE

Read the statements and write T (True) or F (False).

1. A concierge is responsible for cleaning the hotel rooms.
2. Guests must check out of their rooms before the specified check-out time.
3. A mini-bar typically contains snacks and drinks for guests to purchase.
4. You can make a reservation without providing any personal information.
5. Room service allows guests to order food and drinks directly to their hotel room.

AT THE HOTEL

exercises



4

EXERCISE: ROLE PLAY

Create a dialogue between a customer and a receptionist using the prompts below.

1. Making a Reservation
2. Check-In Process
3. Requesting Room Service
4. Reporting a Problem
5. Checking Out

5

EXERCISE: SENTENCE SCRAMBLE

Put the words in the correct order in the sentence.

1. nights / made / I / reservation / for / two / a / at / the hotel.
2. key / the / gave / receptionist / me / my / when / I / checked in.
3. order / I / dinner / room service / from / decided / to.
4. report / I / the / to / needed / maintenance / room / air conditioning / problem.
5. final / the / bill / asked / for / I / when / I / checked out.

6

EXERCISE: SHORT ANSWER QUESTIONS

Answer the following questions in complete sentences.

1. What do you need to provide when making a reservation at a hotel?
2. What is the purpose of the concierge in a hotel?
3. What should you do if you experience a problem in your hotel room?
4. What is typically included in room service?
5. What is the difference between check-in and check-out?

AT THE HOTEL

exercises



7

EXERCISE: FILL IN THE GAP

Fill in the blanks with the appropriate words from the list: **pool, brochure, receptionist, discount, key, feedback, mini-bar, assistance, room, restaurant, credit card, suite, Wi-Fi, laundry, lobby, reservation, front desk, review, bed, concierge.**

1. I need to make a _____ for a room next weekend.
2. The _____ at the hotel was very helpful with our requests.
3. After a long day of traveling, I was ready to check into my _____.
4. Please remember to return your room _____ at the front desk when you check out.
5. The hotel offers free _____ for all guests in their rooms.
6. We enjoyed our breakfast in the hotel _____ while looking at the view.
7. The _____ informed us about the hotel's amenities.
8. If you want a snack, you can find it in the _____.
9. The hotel has a beautiful swimming _____ for guests to enjoy.
10. Make sure to fill out the _____ form before you leave.
11. I called the _____ to request more towels.
12. The hotel's _____ was full of interesting local attractions.
13. After our stay, we left a positive _____ about our experience.
14. They have a special _____ for guests who stay multiple nights.
15. The _____ is located on the first floor next to the elevator.
16. You must provide a _____ number when you make a reservation.
17. The _____ in the room was very comfortable for sleeping.
18. During our stay, we took advantage of the hotel's _____ services.
19. The _____ had a lovely view of the city skyline.
20. Please let the staff know if you need any _____ during your stay.

AT THE HOTEL

exercises



8

EXERCISE: FILL IN THE GAP DIALOGUE

Fill in the blanks with the appropriate words from the list: **gym, housekeeping, under, brochure, complimentary, concierge, incidentals, accessible, standart, front desk, service, extra, included.**

Receptionist (R): Good afternoon! Welcome to our hotel. How may I assist you today?

Guest (G): Hi there! I have a reservation (1)_____ the name Johnson.

R: Let me check that for you. Ah, yes, I see your reservation for a (2)_____ room for three nights. Can I please have your ID and a credit card for (3)_____?

G: Sure, here they are. By the way, what time is check-in?

R: Check-in is officially at 3 PM, but since it's only 1 PM, I can check if your room is ready for you.

G: That would be great, thanks!

R: It looks like your room is ready! Here's your room key. It's room 512, located on the fifth floor.

G: Awesome! Is breakfast (4)_____ with the room?

R: Yes, breakfast is (5)_____ and served in the restaurant from 7 AM to 10 AM. You can also order room (6)_____ if you prefer to eat in your room.

G: Sounds good! Do I need to make a reservation for the restaurant?

R: It's not necessary, but if you're planning to dine during peak hours, a reservation is recommended. Would you like me to make one for you for tomorrow morning?

G: Yes, please. A table for two at 8 AM.

R: Done! You'll be all set for breakfast. Is there anything specific you'd like to do during your stay?

G: I'd love to check out the pool and the (7)_____. Are they open?

AT THE HOTEL

exercises



8

EXERCISE: FILL IN THE GAP DIALOGUE

Fill in the blanks with the appropriate words from the list: **gym, housekeeping, under, brochure, complimentary, concierge, incidentals, accessible, standart, front desk, service, extra, included.**

R: Yes, the pool is open from 8 AM to 10 PM, and the gym is (8)_____ 24/7. The pool is on the rooftop, and the gym is located on the second floor.

G: Great! Is there Wi-Fi available in the room?

R: Absolutely, we offer complimentary Wi-Fi throughout the hotel. The network name and password are listed in the welcome (9)_____ you'll find in your room.

G: Perfect! Also, can I get some (10)_____ towels sent to my room?

R: Of course! I'll notify (11)_____ right away. Just let me know if you need anything else during your stay.

G: Thank you!

R: Here you go! Enjoy your stay, Mr. Johnson! If you need anything else, just call the (12)_____ or ask our (13)_____ for assistance.

PART 5

At the shop





AT THE SHOP



STORE TYPES. PART 1

Supermarket /'su:ɹər,mɑ:rkɪt/ - Супермаркет

Mall /mɔ:l/ - Торговий центр

Boutique /bu:'ti:k/ - Бутік

Pharmacy /'fɑ:rməsi/ - Аптека

Market /'mɑ:rkɪt/ - Ринок

STORE TYPES. PART 2

Grocery store /'grəʊsəri stɔ:r/ - Продуктовий магазин

Hardware store /'hɑ:rdwɛr stɔ:r/ - Магазин інструментів

Bookstore /'bʊk,stɔ:r/ - Книжковий магазин

Electronics store /ɪ'lek'trɔ:nɪks stɔ:r/ - Магазин електроніки

Thrift store /θrɪft stɔ:r/ - Секонд-хенд

STORE TYPES. PART 3

Convenience store - /kən'vi:niəns stɔ:r/ - Побутових товарів

Pet store - /pet stɔ:r/ - Зоомагазин

Clothing store - /'kloʊðɪŋ stɔ:r/ - Магазин одягу

Furniture store - /'fɜ:rnɪʃər stɔ:r/ - Магазин меблів

Beauty supply store - /'bjʊ:ti sə'plaɪ stɔ:r/ - Магазин косметики



AT THE SHOP



STORE TYPES. PART 4

Sporting goods store - /'spɔ:rtɪŋ ɡʊdz stɔ:r/ - Спортивних товарів

Toy store - /tɔɪ stɔ:r/ - Магазин іграшок

Wine shop - /waɪn ʃɒp/ - Винний магазин

Outlet - /'aʊt.let/ - Аутлет

Department store - /dɪ'pɑ:rtmənt stɔ:r/ - Універмаг

SHOPPING ACTIONS. PART 1

Buy /baɪ/ - Купити

Sell /sel/ - Продавати

Browse /braʊz/ - Переглядати

Pay /peɪ/ - Платити

Return /rɪ'tɜ:n/ - Повернути

SHOPPING ACTIONS. PART 2

Choose /tʃu:z/ - Вибирати

Try on /traɪ ɒn/ - Приміряти

Compare /kəm'peɪ/ - Порівнювати

Ask /æsk/ - Запитувати

Find /faɪnd/ - Знаходити



AT THE SHOP



ITEMS FOR SALE. PART 1

Clothes /kloʊðz/ - Одяг

Groceries /'groʊsəri:z/ - Продукти

Shoes /ʃu:z/ - Взуття

Accessories /ək'sesəri:z/ - Аксесуари

Electronics /ɪlek'trɔ:niks/ - Електроніка

ITEMS FOR SALE. PART 2

Furniture /'fɜ:nɪtʃər/ - Меблі

Toys /tɔɪz/ - Іграшки

Books /bʊks/ - Книжки

Appliances /ə'praɪənsɪz/ - Побутова техніка

Jewelry /'dʒu:əlri/ - Ювелірні вироби

PAYMENT. PART 1

Cash /kæʃ/ - Готівка

Credit card /'kredɪt kɑ:rd/ - Кредитна картка

Debit card /'debɪt kɑ:rd/ - Дебетова картка

Receipt /rɪ'si:t/ - Чек

Change /tʃeɪndʒ/ - Решта



AT THE SHOP



PAYMENT. PART 2

Voucher /'vaʊtʃər/ - Ваучер

Gift card /gɪft kɑːrd/ - Подарункова картка

Mobile payment /'mɒʊbaɪl 'reɪmənt/ - Мобільний платіж

Bank transfer /bæŋk 'trænsfər/ - Банківський переказ

Contactless payment /'reɪmənt/ - Безконтактний платіж

DESCRIPTIVE WORDS. PART 1

Cheap /tʃiːp/ - Дешевий

Expensive /ɪk'spensɪv/ - Дорогий

New /njuː/ - Новий

Used /juːzd/ - Вживаний

Sale /seɪl/ - Розпродаж

DESCRIPTIVE WORDS. PART 2

Stylish /'staɪlɪʃ/ - Стильний

Durable /'djʊərəbəl/ - Міцний

Unique /ju'niːk/ - Унікальний

Quality /'kwɒləti/ - Якість

Trendy /'trɛndi/ - Модний



AT THE SHOP



PRODUCT FEATURES. PART 1

Color /'kʌlə/ - Колір

Size /saɪz/ - Розмір

Material /mə'tɪriəl/ - Матеріал

Brand /brænd/ - Бренд

Style /staɪl/ - Стиль

PRODUCT FEATURES. PART 2

Pattern /'rætərn/ - Візерунок

Weight /weɪt/ - Вага

Shape /ʃeɪp/ - Форма

Texture /'tɛkstʃər/ - Текстура

Function /'fʌŋkʃən/ - Функція

SHOPPING AREAS. PART 1

Aisle /aɪl/ - Прохід

Checkout /'tʃɛkaʊt/ - Каса

Fitting room /'fɪtɪŋ ru:m/ - Примірочна

Shelf /ʃelf/ - Полиця

Display /dɪ'spleɪ/ - Вітрина



AT THE SHOP



SHOPPING AREAS. PART 2

Counter /'kaʊntər/ - Прилавок

Rack /ræk/ - Стійка

Bin /bɪn/ - Контейнер

Section /'sekʃən/ - Секція

Area /'eəriə/ - Зона

ADDITIONAL TERMS. PART 1

Stock - /stɒk/ - Запаси

Inventory - /'ɪnvəntɔːri/ - Інвентар

Sale price - /seɪl praɪs/ - Ціна зі знижкою

Promotion - /prə'moʊʃən/ - Акція

Customer - /'kʌstəmə/ - Покупець

ADDITIONAL TERMS. PART 2

Cashier - /kæ'ʃɪr/ - Касир

Manager - /'mænɪdʒər/ - Менеджер

Clerk - /klɜːrk/ - Продавець

Loyalty program - /'lɔɪəlti 'prɒʊgræm/ - Програма лояльності

Returns policy - /rɪ'tɜːrnz 'pɒlɪsi/ - Політика повернення



AT THE SHOP



ADDITIONAL TERMS. PART 3

Purchase - /'pɜːrtʃəs/ - Покупка

Receipt - /rɪ'siːt/ - Чек

Checkout line - /'tʃekɑʊt laɪn/ - Черга на касі

Shopping cart - /'ʃɒpɪŋ kɑːrt/ - Кошик для покупок

Bag - /bæg/ - Пакет

ADDITIONAL TERMS. PART 4

Discount - /'dɪskaʊnt/ - Знижка

Bargain - /'bɑːrgɪn/ - Вигідна покупка

Selection - /sɪ'leɪʃən/ - Вибір

Merchandise - /'mɜːrtʃəndaɪs/ - Товар

Transaction - /træn'zækʃən/ - Транзакція

ADDITIONAL TERMS. PART 5

Wholesale - /'hoʊlseɪl/ - Оптова торгівля

Product line - /'prɒdʌkt laɪn/ - Асортимент товарів

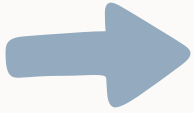
Shelf life - /ʃelf laɪf/ - Термін зберігання

Clearance - /'klɪərəns/ - Розпродаж

Upsell - /'ʌpsel/ - Продаж додаткових товарів

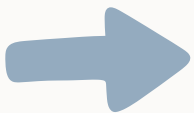


AT THE SHOP



GREETING

- *Hello* - Привіт!
- *Welcome to our store!* - Ласкаво просимо до нашого магазину!
- *How can I help you?* - Чим я можу вам допомогти?
- *Do you need assistance?* - Вам потрібна допомога?
- *My name is [Name].* - Мене звати [Ім'я].

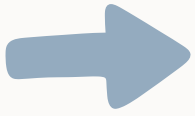


ASKING ABOUT PRODUCTS

- *Where can I find...?* - Де я можу знайти...?
- *Do you have this in stock?* - У вас є це в наявності?
- *What are your best sellers?* - Які у вас найпопулярніші товари?
- *Can you recommend a good [product]?* - Чи можете ви порекомендувати хороший [товар]?
- *What is the price of this?* - Яка ціна на це?

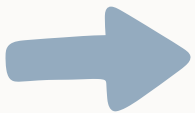


AT THE SHOP



MAKING A PURCHASE

- *I would like to buy this.* - Я хотів би це купити.
- *Can I pay with a credit card?* - Можна заплатити кредитною карткою?
- *Do you accept returns?* - Ви приймаєте повернення?
- *Can I get a receipt?* - Можна отримати чек?
- *Is there a warranty on this product?* - Чи є гарантія на цей товар?

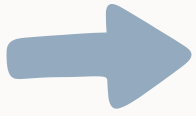


TRYING AND FITTING

- *Can I try this on?* - Можна приміряти це?
- *Where is the fitting room?* - Де примірочна?
- *Does this come in a different size?* - Чи є інші розміри?
- *What color options do you have?* - Які кольорові варіанти є?
- *It fits perfectly!* - Це ідеально підходить!

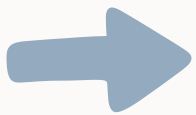


AT THE SHOP



PAYMENT AND CHECKOUT

- *I'll take this.* - Я візьму це.
- *Can you wrap this as a gift?* - Можете загорнути це в подарунок?
- *Do you have a loyalty program?* - У вас є програма лояльності?
- *How much is the total?* - Скільки в загальному?
- *Can I pay in installments?* - Можна платити в розстрочку?

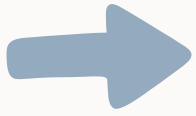


ASKING FOR HELP

- *I'm looking for a specific item.* - Я шукаю певний товар.
- *Can you help me find this?* - Ви можете допомогти мені знайти це?
- *Is there someone who can assist me?* - Чи є хтось, хто може мені допомогти?
- *Where are the [category of products]?* - Де [категорія товарів]?
- *Can you check if it's available?* - Можете перевірити, чи це доступно?

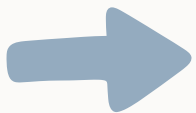


AT THE SHOP



COMPLAINTS AND ISSUES

- *I have a complaint.* - У мене є скарга.
- *This is damaged.* - Це пошкоджене.
- *I'd like to return this.* - Я хотів би повернути це.
- *I need to speak with a manager.* - Мені потрібно поговорити з менеджером.
- *I am not satisfied with my purchase.* - Я не задоволений своєю покупкою.

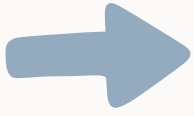


PROMOTIONS AND SALES

- *Is there a sale on?* - Чи є розпродаж?
- *What discounts do you have?* - Які знижки у вас є?
- *Can I use a coupon?* - Можу я використати купон?
- *Are there any special offers?* - Чи є якісь спеціальні пропозиції?
- *This item is on clearance.* - Цей товар на розпродажу

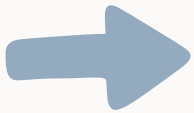


AT THE SHOP



MISCELLANEOUS

- *Do you have a fitting service?* - У вас є послуга примірки?
- *How long will delivery take?* - Скільки часу займе доставка?
- *Can I order this online?* - Можу я замовити це онлайн?
- *Is there a restocking fee?* - Чи є плата за поповнення запасів?
- *What is your exchange policy?* - Яка ваша політика обміну?

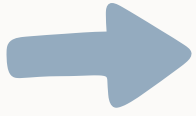


STORE ENVIRONMENT

- *Where is the exit?* - Де вихід?
- *Can I see the manager?* - Можу я побачити менеджера?
- *Are there any restrooms?* - Чи є туалети?
- *Where can I find customer service?* - Де я можу знайти обслуговування клієнтів?
- *What time do you close?* - О котрій ви закриваєтеся?

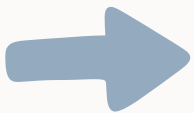


AT THE SHOP



FOR SPECIFIC PRODUCTS

- *Where are the electronics?* - Де електроніка?
- *Do you have organic products?* - У вас є органічні продукти?
- *Can I see the latest collection?* - Можу я побачити нову колекцію?
- *Is this item seasonal?* - Цей товар сезонний?
- *Do you sell [specific brand]?* - Ви продаєте [певний бренд]?

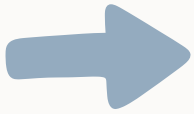


RECOMMENDATIONS

- *I recommend this item.* - Я рекомендую цей товар.
- *This is very popular right now.* - Це дуже популярно зараз.
- *Have you tried this product?* - Ви пробували цей товар?
- *It's a great choice!* - Це чудовий вибір!
- *This has excellent reviews.* - Це має відмінні відгуки.

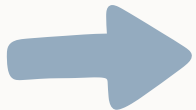


AT THE SHOP



FEEDBACK

- *I love this store!* - Мені подобається цей магазин!
- *I had a great shopping experience.* - У мене був чудовий досвід покупок.
- *Thank you for your help!* - Дякую за вашу допомогу!
- *I will come back again.* - Я прийду знову.
- *I'll recommend this place to my friends.* - Я пораджу це місце своїм друзям.

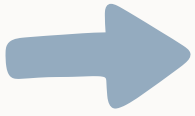


FINALIZING THE PURCHASE

- *I'm ready to check out.* - Я готовий до оформлення покупки.
- *Do you have a shopping bag?* - У вас є сумка для покупок?
- *Can you help me carry this?* - Можете допомогти мені це нести?
- *Is this on sale?* - Це на розпродажу?
- *Can I split the payment?* - Можу я розділити оплату?

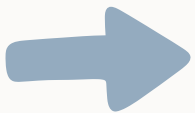


AT THE SHOP



SEASONAL SHOPPING

- *Do you have holiday decorations?* - У вас є святкові декорації?
- *Are there summer sales?* - Чи є літні розпродажі?
- *When do you get new stock?* - Коли у вас надходить новий товар?
- *What's popular for the holidays?* - Що популярно на свята?
- *Do you have winter clothing?* - У вас є зимовий одяг?

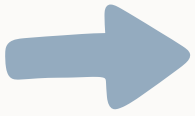


PERSONAL PREFERENCES

- *I prefer something more affordable.* - Я віддаю перевагу чомусь більш доступному.
- *I'm looking for something unique.* - Я шукаю щось унікальне.
- *I need something for a gift.* - Мені потрібно щось для подарунка.
- *Can you show me your best items?* - Можете показати мені ваші найкращі товари?
- *I want something that lasts.* - Я хочу щось, що прослужить довго.

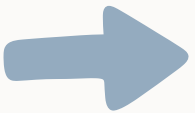


AT THE SHOP



ENDING THE VISIT

- *Thank you for your time!* - Дякую за ваш час!
- *I appreciate your help!* - Я ціную вашу допомогу!
- *Have a great day!* - Гарного дня!
- *See you next time!* - Побачимося наступного разу!
- *I'll check back later.* - Я повернуся пізніше.

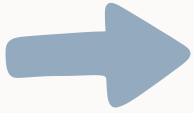


ADDITIONAL INQUIRIES

- *Can I place a special order?* - Можу я зробити спеціальне замовлення?
- *Do you have a catalog?* - У вас є каталог?
- *How do I use this product?* - Як мені користуватися цим товаром?
- *Can you show me how it works?* - Можете показати, як це працює?
- *Is this suitable for children?* - Це підходить для дітей?

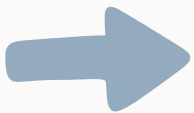


AT THE SHOP



FINAL THOUGHTS

- *This is exactly what I need!* - Це саме те, що мені потрібно!
- *I'm just browsing, thank you.* - Я просто оглядаю, дякую.
- *Can I take a picture?* - Можу я зробити фотографію?
- *Are there any upcoming events?* - Чи є якісь майбутні події?
- *I'll be back for more!* - Я повернуся за ще!



CLOSING

- *Thank you for shopping with us!* - Дякуємо, що купували у нас!
- *Don't forget your items!* - Не забудьте свої речі!
- *Please come again!* - Будь ласка, приходьте знову!
- *Enjoy your purchase!* - Насолоджуйтеся покупкою!
- *Have a nice day!* - Гарного дня!



AT THE SHOP



DIALOGUE: AT THE SHOP (ПРИКЛАД)

Customer: Hi there! I'm on the hunt for a dress for a wedding I'm attending next month.

Sales Assistant: Hi! You've come to the right place. Do you have any specific styles or colors in mind?

Customer: I'm thinking something floral or maybe a bright color. I want it to feel festive!

Sales Assistant: Perfect! We have a lovely selection of floral dresses. Do you prefer a maxi, midi, or a shorter dress?

Customer: I think a midi would be nice. Something that's not too formal but still dressy.

Sales Assistant: Great choice! Let me show you a couple of options. leads the customer to a rack Here's a beautiful floral midi dress. The colors are vibrant, and it has a nice flow to it.

Customer: This is gorgeous! Do you have it in a size medium?

Sales Assistant: Let me check for you. searches through the rack Yes, we have it in medium! Would you like to try it on?

Customer: Yes, please!

Sales Assistant: The fitting rooms are just around the corner. If you need a different size or want to try on more options, just let me know!

Customer: What do you think?

Sales Assistant: smiling It looks fantastic on you! The colors really pop, and it fits you perfectly.

Customer: I love it! But I'm not sure if it's the right vibe for a wedding.

Sales Assistant: Totally understandable! We can look for something else if you'd like. What about something more classic, like a solid color?

Customer: That could work! Maybe a nice shade of blue?

Sales Assistant: Absolutely! Let me show you this beautiful navy blue dress. It has a nice silhouette and a subtle elegance to it.



AT THE SHOP



Customer: examining the dress This looks lovely. Does it have pockets?

Sales Assistant: Yes, it does! Who doesn't love pockets, right?

Customer: Exactly! I'll definitely try this one on.

Customer heads back to the fitting room, and after a few minutes, she steps out in the navy dress.

Customer: How does it look?

Sales Assistant: Wow, that looks stunning! It really highlights your figure, and the pockets add a fun touch.

Customer: I feel good in it! But I want to make sure I can accessorize it well.

Sales Assistant: Great thinking! Let's head over to the accessories section. We have some beautiful clutches and statement earrings that would complement the dress perfectly.

They walk over to the accessories section together.

Customer: These are gorgeous!

Sales Assistant: Those would look fantastic with the dress. They add just the right amount of sparkle without being too overpowering.

Customer: I think I'll get both the dress and the earrings. Can you show me some clutch options?

Sales Assistant: Of course! We have a few styles. This one is a classic, and it matches beautifully with the navy dress.

Customer: I love it! It's just what I was looking for.

Sales Assistant: Perfect! I'll take these to the register for you.

Customer: Thank you so much for your help today! You made this so much easier.

Sales Assistant: My pleasure! I'm glad I could help you find the perfect outfit. Enjoy the wedding!

AT THE SHOP

exercises



1

EXERCISE: VOCABULARY MATCHING

Match the English words on the left with their Ukrainian translations on the right.

- | | |
|---------------|---------------------|
| 1. Browse | a. Побутова техніка |
| 2. Try on | b. Чек |
| 3. Appliances | c. Переглядати |
| 4. Receipt | d. Покупка |
| 5. Purchase | e. Приміряти |

2

EXERCISE: FILL IN THE BLANKS

Complete the sentences with the appropriate words.

1. When you make a purchase, always ask for a ___ to keep track of your spending.
2. The ___ is responsible for restocking shelves and ensuring products are available.
3. I prefer to buy items at ___ stores because they often offer lower prices.
4. If you're not satisfied with your purchase, you can request a ___ at the customer service desk.
5. Many shops offer special ___ during the holiday season to attract more customers.

3

EXERCISE: TRUE OR FALSE

Read the statements and write T (True) or F (False).

1. A receipt is a document that shows the details of a purchase.
2. A supplier is someone who buys products from a store.
3. Retail refers to selling goods in large quantities at lower prices.
4. A promotion is a marketing strategy used to increase sales.
5. A refund means you have to pay extra money for a returned item.

AT THE SHOP

exercises



4

EXERCISE: ROLE PLAY

Create a dialogue between a customer and a receptionist using the prompts below.

1. At the Clothing Store
2. In the Grocery Store
3. At the Electronics Store
4. In the Shoe Store
5. At the Customer Service Desk

5

EXERCISE: SENTENCE SCRAMBLE

Put the words in the correct order in the sentence.

1. receipt / for / I / ask / the / always / to / cashier / the.
2. in / grocery / to / I / go / the / store / buy / some / items.
3. on / sale / are / the / shoes / the / shelf / the.
4. the / return / customer / wants / to / service / desk / the / at / go.
5. prefer / I / products / to / buy / local / from / suppliers.

6

EXERCISE: SHORT ANSWER QUESTIONS

Answer the following questions in complete sentences.

1. What is a receipt, and why is it important to keep one after a purchase?
2. What does the term "wholesale" refer to in retail?
3. How can promotions benefit customers when shopping?
4. What should you do if you receive a defective product?
5. Why might a customer prefer shopping at a local store instead of a big chain?

AT THE SHOP

exercises



7

EXERCISE: FILL IN THE GAP

Fill in the blanks with the appropriate words from the list: **bargain, promotion, invoice, customer, discount, sales assistant, line, credit card, grocery, store, purchase, deal, policy, receipt, information, buy, wholesale, sale, bag, customer, service, show.**

1. I always keep my _____ in case I need to return something.
2. The store has a great _____ on winter clothes this week.
3. You can find fresh produce at the local _____.
4. The _____ showed me where to find the best deals.
5. She decided to buy the dress because it was on _____.
6. He prefers to shop _____ to get better prices.
7. Make sure to check the _____ before making a payment.
8. The _____ helps customers with their inquiries and complaints.
9. After trying on the shoes, she decided to _____ them.
10. They offer a _____ for first-time customers.
11. I usually pay with a _____ for convenience.
12. The store is known for its excellent _____ service.
13. There was a long _____ at the checkout counter.
14. I need to _____ my membership card to get a discount.
15. The sales associate provided a lot of helpful _____.
16. She bought a reusable _____ to carry her groceries.
17. The store has a strict return _____ for clearance items.
18. He found a great _____ for the new smartphone.
19. We need to _____ a few items for the party.
20. She was thrilled to find a _____ on her favorite brand.

AT THE SHOP

exercises



8

EXERCISE: FILL IN THE GAP DIALOGUE

Fill in the blanks with the appropriate words from the list: **promotions, bag, casual, purchase, register, jacket, take, fleece, off, try, shoes.**

Customer: Good afternoon! I'm looking for a few items for my upcoming trip. First, I need a good (1)_____ that will keep me warm.

Sales Assistant: Sure! Are you looking for something (2)_____, like a coat, or something more formal for dinner outings?

Customer: I think I'd prefer a casual jacket for sightseeing. Something lightweight yet warm would be ideal.

Sales As: I have just the thing! This (3)_____ jacket is perfect for layering. It's warm but not too bulky, and it comes in a couple of colors.

Customer: That sounds great! I'd also like to find some comfortable (4)_____ to wear during the day. Do you have any recommendations?

Sales As: Yes! We have some excellent walking shoes over here. These sneakers are very popular and come with extra support for all-day wear.

Customer: Perfect! I'll (5)_____ those on. By the way, do you have any (6)_____ on clothing this week?

Sales As: Yes, we have a special promotion! If you buy two items, you get 20% (7)_____ your total (8)_____.

Customer: That's a great deal! I'll definitely (9)_____ the jacket and the shoes. Can I also grab a (10)_____ for my toiletries?

Sales As: Absolutely! We have a selection of travel-sized bags near the back of the store.

Customer: Thank you! I appreciate your assistance. You've made shopping much easier for me today.

Sales As: I'm glad to hear that! Let me know if you need help with anything else. Once you're ready, I can ring you up at the (11)_____.

ANSWERS



1 PART 1. AT THE AIRPORT

Exercise 1

- 1.b
- 2.e
- 3.c
- 4.a
- 5.d

Exercise 2

1. boarding pass
2. luggage
3. terminal
4. customs
5. taxi

Exercise 3

Your own answer.

Exercise 4

1. check-in desk
2. flight
3. boarding pass
4. boarding gate
5. departure

Exercise 5

1. gate
2. flight
3. terminal
4. check-in
5. passport
6. luggage
7. security check
8. boarding
9. security check
10. boarding pass
11. arrival
12. delay
13. customs
14. baggage claim

Exercise 6

1. ticket
2. carry-on
3. boarding area
4. departure lounge
5. boarding time
6. security line
7. flight attendant
8. arrival gate
9. overhead bin
10. flight
11. layover
12. lost luggage
13. terminals
14. connecting flight
15. flight
16. flight
17. runway
18. boarding area
19. departure lounge
20. connecting flight

ANSWERS



2 PART 2. AT THE RESTAURANT

Exercise 1

- 1.e
- 2.d
- 3.c
- 4.a
- 5.b

Exercise 2

1. reservation
2. bill
3. waiter
4. vegetarian
5. tasty

Exercise 3

1. False
2. False
3. True
4. False
5. False

Exercise 4

Your own answers, but you can see the examples:

1. My favorite dish is sushi, particularly the salmon nigiri. I love the freshness and the delicate flavors.

2. I eat out about once a week. It's a nice way to try different cuisines and relax.

3. Yes, I once waited over an hour for my food, only to receive the wrong order. It was frustrating and disappointing.

4. I prefer fine dining because I appreciate the quality of the food and the overall experience. It feels more special to enjoy a carefully crafted meal.

5. I usually order sparkling water with lemon. It's refreshing and pairs well with any meal.

Exercise 5

Your own answer.

Exercises 6

1. glass
2. service
3. special
4. vegetarian
5. dessert

Exercise 7

1. reservation
2. waiter
3. menu
4. appetizer
5. gluten-free
6. dessert
7. bill
8. service
9. recommend
10. beverage

Exercise 8

1. reservation
2. table
3. menu
4. recommend
5. special
6. course
7. service
8. staff
9. dessert
10. bill
11. drinks
12. experience

ANSWERS



3 PART 3. AT THE PHARMACY

Exercise 1

- 1b
- 2.a
- 3.d
- 4.c
- 5.e

Exercise 2

1. prescription
2. medicine
3. treatment
4. instructions
5. ointment

Exercise 3

1. True
2. False
3. False
4. True
5. True

Exercise 4

Your own answer.

Exercise 5

1. When I have a cold, I usually ask for a decongestant or cough syrup to relieve my

symptoms. I also look for throat lozenges to soothe my throat.

2. It's important to read the dosage instructions to ensure that you take the medication safely and effectively without overdosing. Following the guidelines helps prevent adverse side effects and ensures proper treatment.
3. I believe the most common over-the-counter medication is probably ibuprofen or acetaminophen, as they are widely used for pain relief and reducing fever. Many people keep these medications on hand for various ailments.

Yes, I have had to return a medication because it caused unexpected side effects that were not listed. It's important to discuss any reactions with a pharmacist or doctor to find a suitable alternative.

5. I visit the pharmacy about once a month, mainly to pick

up prescription medications and stock up on over-the-counter remedies. It's also a convenient place to get health-related products as needed.

Exercise 6

1. How should you take this medication?
2. Where is the nearby pharmacy?
3. Are there any side effects?
4. I have a bad cough.
5. These lozenges will help my throat.

ANSWERS



3 PART 3. AT THE PHARMACY

Exercise 7

1. prescription
2. pharmacist
3. cough
4. decongestant
5. dosage
6. side effects
7. vitamins
8. medication
9. lozenges
10. allergy

Exercise 9

1. cough
2. prescription
3. sore throat
4. decongestant
5. side effects
6. immune
7. vitamins
8. supplements
9. dosage

Exercise 8

1. expiration date
2. cold
3. rash
4. cream
5. vaccine
6. medication
7. nausea
8. decongestant
9. cough
10. relief

ANSWERS



4 PART 4. AT THE HOTEL

Exercise 1

- 1.d
- 2.a
- 3.b
- 4.c
- 5.e

Exercise 2

1. reservation
2. reception
3. wi-fi
4. concierge
5. bill

Exercise 3

1. False
2. True
3. True
4. False
5. True

Exercise 4

Your own answer.

Exercise 5

1. I made a reservation for two nights at the hotel.
2. The receptionist gave me my key when I checked in.
3. I decided to order dinner from room service.
4. I needed to report the air conditioning problem to maintenance.
5. I asked for the final bill when I checked out.

Exercise 6

1. When making a reservation at a hotel, you usually need to give your name and a credit card number. You might also need to say the dates you want to stay and how many people will be with you.
2. The concierge helps guests with services like booking tours and making restaurant reservations.

3. If there is a problem in your hotel room, you should call the front desk or maintenance right away. The hotel staff will help fix the issue quickly.
4. Room service offers food and drinks that can be ordered to be delivered to your room. The menu usually includes snacks, meals, and beverages.
5. Check-in is when you arrive at the hotel and get your room key. Check-out is when you pay your bill and leave the hotel.

ANSWERS



4 PART 4. AT THE HOTEL

Exercise 7

1. reservation
2. receptionist
3. room
4. key
5. Wi-Fi
6. restaurant
7. concierge
8. mini-bar
9. pool
10. feedback
11. front desk
12. brochure
13. review
14. discount
15. lobby
16. credit card
17. bed
18. laundry
19. suite
20. assistance

Exercises 8

1. under
2. standart
3. incidentals
4. included
5. complimentary
6. service
7. gym
8. accessible
9. brochure
10. extra
11. housekeeping
12. front desk
13. concierge

ANSWERS



5 PART 5. AT THE SHOP

Exercise 1

- 1.c
- 2.e
- 3.a
- 4.b
- 5.d

Exercise 2

1. receipt
2. sales assistant
3. discount
4. refund
5. promotions

Exercise 3

1. True
2. False
3. False
4. True
5. False

Exercise 4

Your own answer.

Exercise 5

1. I always ask the cashier for the receipt.
2. I go to the grocery store to buy some items.
3. The shoes on the shelf are on sale.
4. The customer wants to go to the return desk at the service.
5. I prefer to buy products from local suppliers.

Exercise 6

1. A receipt is a document that shows the details of your purchase, including the date and amount spent. Keeping it is important because it can help you return or exchange items if needed.
2. "Wholesale" refers to the sale of goods in large quantities at lower prices, usually to retailers or businesses. This allows sellers to buy products at a discount,

which they can then sell at a profit.

3. Promotions benefit customers by providing discounts or special offers, which can save them money on their purchases. These deals encourage more people to shop and try new products.

4. If you receive a defective product, you should return it to the store where you bought it. Most stores will offer a refund or exchange for damaged items.

5. Customers might prefer shopping at a local store because they often receive more personalized service and support their community. Local stores may also offer unique products that aren't found in larger chain stores.

ANSWERS



5 PART 5. AT THE SHOP

Exercise 7

1. receipt
2. promotion
3. grocery store
4. sales assistant
5. sale
6. wholesale
7. invoice
8. customer service
9. purchase
10. discount
11. credit card
12. customer
13. line
14. show
15. information
16. bag
17. policy
18. deal
19. buy
20. bargain

Exercise 8

1. jacket
2. casual
3. fleece
4. shoes
5. try
6. promotions
7. off
8. purchase
9. take
10. bag
11. register