

What people say when you move abroad

Without looking below, listen to your teacher read out things you might hear from one person when you move overseas and guess who is speaking, e.g. "A taxi driver". If you are not sure, just wait for other examples before you guess.

Label the phrases below with who is speaking. There are often two or more sections of the same person after each other.

- (Are you here for) business or pleasure?
- Are you travelling alone?
- Can I see your passport, please?
- How long are you staying?

- Is it your first time in the UK?
- Is London your final destination?
- Please also complete the back of the form.

- Please complete this landing card.
- Please remove your passport from its cover./ Please take off the cover.
- What is the purpose of your visit?
- What's your address in the UK?

- Where are you travelling to?
- How much money do you have with you?
- Please have your passports ready for inspection.

- Are you carrying any cigarettes or alcohol?
- Do you have anything to declare?
- Can you open this suitcase, please?
- Where are you flying from?

- Which currency do you wish to exchange?
- How much money do you want to exchange?
- The present rate is 145.6 yen to the pound.

- How would you like it?
- Is all fifties okay?
- Please keep this receipt in case you want to change the money back.

- Window number three, please.
- Do you (already) have an account with us?
- Do you need a current or savings account?

- Is that a joint account, or do you need two separate ones?
- How much would you like to open your account with?
- Will any money be paid regularly into this account?

- You get a free 200 pound overdraft for the first six months. Going into the red more than that will be charged at the rates given in this booklet here.
- This can be used a debit card, cashpoint card and cheque guarantee card.
- Do you have proof of address in the UK?
- I'm afraid without proof of address it's impossible to open an account.
- Do you need a cheque book?
- Do you also want to apply for a credit card?
- You should receive your card within five working days.
- Your PIN will arrive separately.
- Do you want a contract or pay as you go?
- What model are you thinking about?
- Do you already have a contract with another company?
- Do you need international roaming?
- What kind of data plan are you interested in?
- Do you have any proof of address?
- Would you also be interested in home internet or Wifi from us?
- What size do you need?
- Are you interested in any particular model?
- How long do you need it for?
- Where do you want to return it to?
- Do you need insurance?
- Can I see your driving licence?
- Do you want manual or automatic?
- Is that single or return?
- When would you like to travel?
- Do you have any discount cards?
- Actually, it would be cheaper to get a one-day travel card.
- How many zones do you need that for?
- Sorry, mate, we're not allowed to pick up from the street. You'll have to phone our office.
- Where to, guvnor?
- Do you need any help with your luggage?
- Is that the one in Mayfair?
- Shall I put this one in the boot?
- Do you need a receipt?
- Good afternoon, sir. Welcome to Claridges.
- Do you have a reservation?

- Can you fill in this form?
- Is this your first stay with us?
- Do you have a Starwood member's card?/ Are you a Starwood member?
- Your room is on the seventh floor.

- Breakfast is served from 8 a.m. to 10:30 a.m.
- Checkout is at 11 a.m.
- Here's a map of the local area.

- The drinks in your room are complimentary.
- The pool is on the 18th floor.
- Do you need any help with your bags?
- Enjoy your stay.

- Good morning, sir. How can I help you?
- Is he expecting you?

- Please take a seat over there and he will come down to see you.
- Please go to the seventh floor. She'll meet you in the elevator hall.

- Welcome to (*name of place*). I'm sure you'll be very happy here.
- You must be (*name*).
- It's so nice to finally meet you.

- Ah, yes, we met when I visited Tokyo. What brings you to (*name of place*)?
- Sorry, we haven't found a desk for you yet. You can put all your things here until we get that sorted out.
- We have a hot desking system, so please sit anywhere you like.

- This is your locker.
- Please help yourself to tea and coffee.
- There's a cafeteria on the ground floor.

- There's no smoking in the building, but there's a balcony on the top floor.
- Please keep your security badge on at all times.
- See you later on then.
- Thanks for coming to this orientation session.

- Do you need any help with anything?
- Do you need to know where anything is?
- Shall I give you a quick tour?

- There a few people who you'll be working with who I'd like to introduce you to.
- Can I introduce you to (*name*)? You'll be working together on...
- Do you need a lift to...?
- Well, I'd better get back to work, but please ask me if you need any help.

- Thanks for coming all this way.
- We've done some business with your colleague (*name*).

- Did you have any trouble finding us?/ Did you have any problems getting here?
- We look forward to doing business with you.

- Long time no see! How have you been?
- I'm so excited that you are moving here to (*name of place*).

- Thanks so much for your hospitality last time I was in (*name of place*). I'm so happy to finally be able to do the same for you.
- Keep in touch!

- Are you looking to buy or rent?
- Do you have any particular areas in mind?
- What's your budget?

- Do you need household insurance?
- Would you like to see a few places before you decide?
- How about this one here?

- Do you need a car parking space?
- Do you have any preferences on...?
- Are you looking for furnished or unfurnished?

- How long do you need it for?
- Have you thought about serviced apartments?
- I'm afraid we don't have anything like that within your budget. However, if you could stretch to...

- Would you be willing to pay a bit more for...?
- This area has a really good local school.
- This one is a little far from the station, but it's on a nice, quiet residential street.

- What should we do if you aren't at home?
- We're right outside now, but there doesn't seem to be anyone home.
- We're at the address that you gave, but there's no answer when we knock on the door.

- What floor is it on?
- Do you need help unpacking and putting everything in place?

- I have a delivery for a Mr Tanaka.
- Sign here, please.

- Do you have any major medical problems?
- Are you taking any (prescriptions) medicines?
- Do you have a National Insurance number?

- Do you need a check-up?
- Please tick the boxes below to show your medical history.
- Please take off your shirt and lie on the couch.

- Breathe deeply and hold your breath for a few seconds.
- I'm afraid we don't have any drugs with that name. It might have a different product name in the UK.
- How long have you been suffering from that?
- What are your symptoms?

- Please take these three times a day after meals.
- Are you allergic to any drugs?
- I'm afraid you need a prescription to buy that drug. You'll need to go to a doctor for the prescription first.

- Have you just moved in?
- I'm John. I live upstairs.
- You'll like it here. It's nice and quiet but everyone is really friendly.

- If you have any problems with the security system or anything, just let me know.
- Do you mind if I leave my spare key with you in case I forget mine? I always did that with the last people who lived here.
- Hi. We're John and Jim from next door. We just wanted to say hello and check that you're settling in okay.

- We'll leave you to unpack, then. Please knock anytime if you have any questions or problems.
- You look really busy getting the place sorted out, but we'd love to invite you over for a coffee when you're done.

- Are you lost?
- Are you alright, mate? You look a bit lost.
- Are you looking for the immigration office?

- This one is very popular.
- Delivery is free on orders over 100 pounds.
- Can you write your address on these labels?

- Do you need it to be delivered?
- I'm afraid we don't sell that. The nearest place would be the supermarket next to the station.
- That's seven pounds twenty three, please.
- Here's your change.

- Are you interested in business or general English?
- What level would you say your English is (more or less)?
- When did you last study English?

- Have you taken any language exams?
- How long are you planning to study with us?
- Do you prefer group or one-to-one lessons?

- Do you have a reservation?
- Is this your first time in Nando's?
- Payment and ordering is self-service, but we'll bring your food to your table.

- Today's special is...
- Are you ready to order?
- Would you like to order a starter?

- Would you like anything else to drink?
- Would you like to order dessert?
- How's your meal?

- The same again?
- Is that a pint?
- Do you want ice or water in that?

- Do you need a tray?
- I'm afraid the kitchen is closed. We only have peanuts or crisps.
- Is tap water okay?

- Can I clear these glasses?
- Last orders, please.
- How many people?

- Would you be interested in our gold membership? It includes...
- Do you need your own locker?
- There is also a special deal for off-peak hours only.

- You'll need to book a time for your first session so that someone can show you how to use the equipment.
- Do you need a personal trainer?/ Would you be interested in booking some sessions with a personal trainer?

- I'm afraid we only accept payment by direct debit.
- Have you used a rowing machine before?
- Do you want to join any classes? We have yoga, spinning, Pilates and step aerobics.

Use this mixed list of people to help finish and start checking the task above:

- Car rental clerk
- Customs officer
- Educational staff (language school receptionist, international school teacher, etc)
- Estate agent
- Financial staff (bank clerk, currency exchange clerk, etc)
- Gym staff (receptionist, personal trainer, masseur, golf coach, etc)
- Hotel staff (receptionist, concierge, room service, etc)
- Immigration officer
- Important business contact (important customers, etc)
- Medical staff (receptionist, doctor, nurse, midwife, chemist, etc)
- Mobile phone sales clerk
- Neighbour
- Passer-by/ Stranger
- Personal contact (people who you met in your own country and are now in that country, fellow alumni, etc)
- Postman/ Courier/ Removals man/ Shipping clerk
- Receptionist (in your company/ in other companies)
- Serving staff (barman, landlady, waiter, etc)
- Shopkeeper/ Shop assistant (local corner shop, newsagent, department store, bike shop, car dealer, etc)
- Taxi driver
- Ticket clerk (at a bus company, train ticket office, underground ticket office, etc)
- Your new boss/ Your new colleague

Hint: The phrases above are in a possible order of people who you might have to speak to once you arrive in the country you have moved to.

Check your answers as a class or with the suggested answers below.

Ask about any which you don't understand, are not sure go with that person, are not sure how to respond to, etc, discussing how to respond to those phrases as a class each time.

Do the same listening and guessing who is speaking activity, this time in small groups.

Listen to your partner or teacher read out phrases from one person and respond to each.

Say one line, listen to your partner's response, then continue the rest of that conversation together, making sure you finish each conversation smoothly (not suddenly).

Choose one of the people above and roleplay a conversation with them, this time with no help.

Suggested answers

Immigration officer

- (Are you here for) business or pleasure?
- Are you travelling alone?
- Can I see your passport, please?
- How long are you staying?
- Is it your first time in the UK?
- Is London your final destination?
- Please also complete the back of the form.
- Please complete this landing card.
- Please remove your passport from its cover./ Please take off the cover.
- What is the purpose of your visit?
- What's your address in the UK?
- Where are you travelling to?
- How much money do you have with you?
- Please have your passports ready for inspection.

Customs officer

- Are you carrying any cigarettes or alcohol?
- Do you have anything to declare?
- Can you open this suitcase, please?
- Where are you flying from?

Financial staff (bank clerk, currency exchange clerk, etc)

- Which currency do you wish to exchange?
- How much money do you want to exchange?
- The present rate is 145.6 yen to the pound.
- How would you like it?
- Is all fifties okay?
- Please keep this receipt in case you want to change the money back.
- Window number three, please.
- Do you (already) have an account with us?
- Do you need a current or savings account?
- Is that a joint account, or do you need two separate ones?
- How much would you like to open your account with?
- Will any money be paid regularly into this account?
- You get a free 200 pound overdraft for the first six months. Going into the red more than that will be charged at the rates given in this booklet here.
- This can be used a debit card, cashpoint card and cheque guarantee card.
- Do you have proof of address in the UK?
- I'm afraid without proof of address it's impossible to open an account.
- Do you need a cheque book?
- Do you also want to apply for a credit card?
- You should receive your card within five working days.
- Your PIN will arrive separately.

Mobile phone sales clerk

- Do you want a contract or pay as you go?
- What model are you thinking about?
- Do you already have a contract with another company?
- Do you need international roaming?
- What kind of data plan are you interested in?
- Do you have any proof of address?
- Would you also be interested in home internet or Wifi from us?

Car rental clerk

- What size do you need?
- Are you interested in any particular model?
- How long do you need it for?
- Where do you want to return it to?
- Do you need insurance?
- Can I see your driving licence?
- Do you want manual or automatic?

Ticket clerk (at a bus company, train ticket office, underground ticket office, etc)

- Is that single or return?
- When would you like to travel?
- Do you have any discount cards?
- Actually, it would be cheaper to get a one-day travel card.
- How many zones do you need that for?

Taxi driver

- Sorry, mate, we're not allowed to pick up from the street. You'll have to phone our office. Where to, guvnor?
- Do you need any help with your luggage?
- Is that the one in Mayfair?
- Shall I put this one in the boot?
- Do you need a receipt?

Hotel staff (receptionist, concierge, room service, etc)

- Good afternoon, sir. Welcome to Claridges.
- Do you have a reservation?
- Can you fill in this form?
- Is this your first stay with us?
- Do you have a Starwood member's card?/ Are you a Starwood member?
- Your room is on the seventh floor.
- Breakfast is served from 8 a.m. to 10:30 a.m.
- Checkout is at 11 a.m.
- Here's a map of the local area.
- The drinks in your room are complimentary.
- The pool is on the 18th floor.
- Do you need any help with your bags?
- Enjoy your stay.

Receptionist (in your company/ in other companies)

- Good morning, sir. How can I help you?
- Is he expecting you?
- Please take a seat over there and he will come down to see you.
- Please go to the seventh floor. She'll meet you in the elevator hall.

Your new boss/ Your new colleague

- Welcome to *(name of place)*. I'm sure you'll be very happy here.
- You must be *(name)*.
- It's so nice to finally meet you.
- Ah, yes, we met when I visited Tokyo. What brings you to *(name of place)*?
- Sorry, we haven't found a desk for you yet. You can put all your things here until we get that sorted out.
- We have a hot desking system, so please sit anywhere you like.
- This is your locker.
- Please help yourself to tea and coffee.
- There's a cafeteria on the ground floor.
- There's no smoking in the building, but there's a balcony on the top floor.
- Please keep your security badge on at all times.
- See you later on then.
- Thanks for coming to this orientation session.
- Do you need any help with anything?
- Do you need to know where anything is?
- Shall I give you a quick tour?
- There are a few people who you'll be working with who I'd like to introduce you to.
- Can I introduce you to *(name)*? You'll be working together on...
- Do you need a lift to...?
- Well, I'd better get back to work, but please ask me if you need any help.

Important business contact (important customers, etc)

- Thanks for coming all this way.
- We've done some business with your colleague *(name)*.
- Did you have any trouble finding us?/ Did you have any problems getting here?
- We look forward to doing business with you.

Personal contact (people who you met in your own country and are now in that country, fellow alumni, etc)

- Long time no see! How have you been?
- I'm so excited that you are moving here to *(name of place)*.
- Thanks so much for your hospitality last time I was in *(name of place)*. I'm so happy to finally be able to do the same for you.
- Keep in touch!

Estate agent

- Are you looking to buy or rent?
- Do you have any particular areas in mind?
- What's your budget?
- Do you need household insurance?
- Would you like to see a few places before you decide?
- How about this one here?
- Do you need a car parking space?
- Do you have any preferences on...?
- Are you looking for furnished or unfurnished?
- How long do you need it for?
- Have you thought about serviced apartments?
- I'm afraid we don't have anything like that within your budget. However, if you could stretch to...
- Would you be willing to pay a bit more for...?
- This area has a really good local school.
- This one is a little far from the station, but it's on a nice, quiet residential street.

Postman/ Courier/ Removals man/ Shipping clerk

- What should we do if you aren't at home?
- We're right outside now, but there doesn't seem to be anyone home.
- We're at the address that you gave, but there's no answer when we knock on the door.
- What floor is it on?
- Do you need help unpacking and putting everything in place?
- I have a delivery for a Mr Tanaka.
- Sign here, please.

Medical staff (receptionist, doctor, nurse, midwife, chemist, etc)

- Do you have any major medical problems?
- Are you taking any (prescriptions) medicines?
- Do you have a National Insurance number?
- Do you need a check-up?
- Please tick the boxes below to show your medical history.
- Please take off your shirt and lie on the couch.
- Breathe deeply and hold your breath for a few seconds.
- I'm afraid we don't have any drugs with that name. It might have a different product name in the UK.
- How long have you been suffering from that?
- What are your symptoms?
- Please take these three times a day after meals.
- Are you allergic to any drugs?
- I'm afraid you need a prescription to buy that drug. You'll need to go to a doctor for the prescription first.

Neighbour

- Have you just moved in?
- I'm John. I live upstairs.
- You'll like it here. It's nice and quiet but everyone is really friendly.
- If you have any problems with the security system or anything, just let me know.
- Do you mind if I leave my spare key with you in case I forget mine? I always did that with the last people who lived here.
- Hi. We're John and Jim from next door. We just wanted to say hello and check that you're settling in okay.
- We'll leave you to unpack, then. Please knock anytime if you have any questions or problems.
- You look really busy getting the place sorted out, but we'd love to invite you over for a coffee when you're done.

Passer-by/ Stranger

- Are you lost?
- Are you alright, mate? You look a bit lost.
- Are you looking for the immigration office?

Shopkeeper/ Shop assistant (local corner shop, newsagent, department store, bike shop, car dealer, etc)

- This one is very popular.
- Delivery is free on orders over 100 pounds.
- Can you write your address on these labels?
- Do you need it to be delivered?
- I'm afraid we don't sell that. The nearest place would be the supermarket next to the station.
- That's seven pounds twenty three, please.
- Here's your change.

Educational staff (language school receptionist, international school teacher, etc)

- Are you interested in business or general English?
- What level would you say your English is (more or less)?
- When did you last study English?
- Have you taken any language exams?
- How long are you planning to study with us?
- Do you prefer group or one-to-one lessons?

Serving staff (barman, landlady, waiter, etc)

- Do you have a reservation?
- Is this your first time in Nando's?
- Payment and ordering is self-service, but we'll bring your food to your table.
- Today's special is...
- Are you ready to order?
- Would you like to order a starter?
- Would you like anything else to drink?
- Would you like to order dessert?
- How's your meal?
- The same again?
- Is that a pint?
- Do you want ice or water in that?
- Do you need a tray?
- I'm afraid the kitchen is closed. We only have peanuts or crisps.
- Is tap water okay?
- Can I clear these glasses?
- Last orders, please.
- How many people?

Gym staff (receptionist, personal trainer, masseur, golf coach, etc)

- Would you be interested in our gold membership? It includes...
- Do you need your own locker?
- There is also a special deal for off-peak hours only.
- You'll need to book a time for your first session so that someone can show you how to use the equipment.
- Do you need a personal trainer?/ Would you be interested in booking some sessions with a personal trainer?
- I'm afraid we only accept payment by direct debit.
- Have you used a rowing machine before?
- Do you want to join any classes? We have yoga, spinning, Pilates and step aerobics.