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### Conditionals

#### Zero conditional

#### This is a condition which is always true:

If you leave work late, nobody cares. When you heat water to 100°, it boils. Press the red button if you want a receipt.

#### First conditional

This is when we imagine something and what will happen as a consequence.

If you leave work early, the boss will be very angry. If my bus is late, I will phone you.

#### Second conditional

#### We imagine something and project a consequence

If I won 345217€, I would give it to charity.

If we gave her some encouragement, she would give the presentation.

#### Third conditional

We use it when talking about a past condition that cannot be fulfilled, because the action in the if-clause didn't happen.

If I had gone to the presentation, I would have met the President. (I didn't go to the presentation so, in fact, I didn't meet the President)

#### Mixed Conditional

#### Unreal conditional sentences where the tense changes

If you weren't a scientist, you wouldn't have to give so many presentations. I am busy next week. If I had time, I would come to the conference.



### Future Tenses in English

#### Different structures to express different situations....

Present Simple for	Timetables and Schedules	
The Cilin about and Once		

- ♣ The film starts at 8pm
- △ Our flight leaves at 9.15

#### Present Progressive for Future scheduled plans and arrangements

- ▲ I'm attending a conference next Friday.
- A She's meeting the accountant this afternoon.
- We're playing tennis after work.

Going to + stem for	Intentions

- I'm going to ask him to postpone tomorrow's training.
- We're going to visit Rome next year.
- ▲ I've started a diet and I'm going to stick to it.

Will + stem / Going to + stem for	Expressing Predictions
-----------------------------------	------------------------

- A There will be over 400 attendees at the conference.
- → We'll need / We're going to need a bigger conference venue.
- ♦ Who is going to / will be the new Human resources Manager?
- ▲ I think that information will be / is going to be announced at tomorrow's meeting.

Will + stem for	Instant decisions/promises/offers of help
-----------------	---

- A We're out of coffee so I'll just run out to the shop and get some.
- ▲ I'll finish the report before I leave the office, I promise.
- △ I can't talk now, I'm busy. I'll call you back in half an hour.
- ▲ I'll just finish this report and then I'll help you fix the photocopier.

NOTE: Will is <u>not</u> used in time expressions	when, while, before, after, by the time, as
beginning with:	soon as, if, unless, etc.

#### The simple present is used instead:

- → When you will arrive tonight, we will go out for dinner. Not Correct
- When / As soon as you arrive tonight, we will go out for dinner. Correct



### Irregular Verbs in English 1

French	Infinitive	Preterit	Past participle
acheter	buy	bought	bought
aller	go	went	gone
apporter	bring	brought	brought
attraper	catch	caught	caught
avoir	have	had	had
battre	beat	beat	beaten
blesser	hurt	hurt	hurt
boire	drink	drank	drunk
cacher	hide	hid	hidden
casser	break	broke	broken
chanter	sing	sang	sung
choisir	choose	chose	chosen
commencer	begin	began	begun
comprendre	understand	understood	understood
conduire	drive	drove	driven
connaître	know	knew	known
construire	build	built	built
couper	cut	cut	cut
courir	run	ran	run
coûter	cost	cost	cost
dépenser	spend	spent	spent
devenir	become	became	become
devoir	have to	had to	had to
dire	say	said	said
donner	give	gave	given
dormir	sleep	slept	slept



## Irregular Verbs in English 2

French	Infinitive	Preterit	Past participle
écrire	write	wrote	written
emmener	bring	brought	brought
enseigner	teach	taught	taught
entendre	hear	heard	heard
envoyer	send	sent	sent
essayer	try	tried	tried
être	be	was/were	been
faire	do	did	done
gagner	win	won	won
garder	keep	kept	kept
grandir	grow	grew	grown
jeter	throw	threw	thrown
laisser (permettre)	let	let	let
laisser	leave	left	left
lire	read	read	read
manger	eat	ate	eaten
mener	lead	led	led
mettre	put	put	put
obtenir	get	got	got
oublier	forget	forgot	forgotten
pardonner	forgive	forgave	forgiven
parier	bet	bet	bet
parler	speak	spoke	spoken
partir	leave	left	left
payer	pay	paid	paid
penser	think	thought	thought

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# Irregular Verbs in English 3

French	Infinitive	Preterit	Past participle
perdre	lose	lost	lost
porter (vêtement)	wear	wore	worn
prendre	take	took	taken
prêter	lend	lent	lent
quitter	leave	left	left
raconter	tell	told	told
ramener	bring back	brought back	brought back
rencontrer	meet	met	met
ressentir	feel	felt	felt
retirer	withdraw	withdrew	withdrawn
réveiller	wake	woke	woken
savoir	know	knew	known
signifier	mean	meant	meant
sonner	ring	rang	rung
sortir	go out	went out	gone out
taire	shut up	shut up	shut up
tenir	hold	held	held
tomber	fall	fell	fallen
trouver	find	found	found
vendre	sell	sold	sold
venir	come	came	come
voir	see	saw	seen
voler (chiper)	steal	stole	stolen
voler (oiseau)	fly	flew	flown
vouloir	want	wanted	wanted



### Modal Verbs in English

can	could	may	might	will
would	must	shall	should	ought to

#### Modals are different from normal verbs

- A They don't use an 's' for the third person singular.
- A They are followed directly by the infinitive of another verb.
- Probability: We use modals to indicate probability
  - ▲ It's snowing, so it **must be** very cold outside.
  - A This bill can't be right. 20 € a cup of coffee!
- Ability: We use 'can' and 'could' to talk about a skill or ability
  - △ She can speak four languages.
  - A My father could play hockey when he was young.
  - ↓ I can't drive
- Obligation and Advice
  - A Successful scientists must give presentations.
  - A We don't have to wear a uniform at work but it is recommended.
  - A You should practice speaking in public.
- Permission: We also use modal verbs to say something is not allowed
  - △ Could I leave early today, please?
  - A You may not use the car tonight.
  - A Can we swim in the lake?
- Habits in the past
  - When I lived in Italy, I would often eat in the restaurant next door to my flat



### Passive English

#### Be + Past Participle

Infinitive	To make	be made	
	Active	Passive	
Present simple	I make	It is made (they are made)	
Past simple	I made	It was made (they were made)	
Future simple	I will make	It will be made	
Conditional	I would make	It would be made	
Present Continuous	I am making	It is being made (they are being made)	
Past continuous	I was making	It was being made (they were being made)	
Present perfect	I have made	It has been made (they have been made)	
Past perfect	I had made	It had been made	

#### Usage

We use the passive when the focus is not on the performer of the action: WHO does the action is unimportant or less important, unnecessary or unknown.

- ▲ The victim was attacked in the early hours of the morning.
- A Northern circumpolar constellations can be seen all year long in the night sky of the northern hemisphere.
- A Buildings are exposed to many organic contaminants.
- △ The blood sample was not refrigerated properly at the hospital.
- A We discovered that the back door had been left unlocked.



# Past Perfect in English

TENSE	Affirmative Negative Question	Use	Signal Words Time Expressions
			Before,
Past Perfect	A: I <u>had worked</u> He <u>'d worked</u>	In a past narrative sequence - to refer to actions preceding other past actions:	already,
			never,
(had + past participle)	N: I had not seen We hadn't eaten	- By the time I arrived, the conference had already started.	by the time,
	Q: Had you finished?		not yet,
	Had he spoken?	- When we were introduced I felt I had met him	once,
	(the form is the same	somewhere before.	
	for all subjects)	The authorith a maria and ad	until that day,
		- I knew how the movie ended because I had read the book.	'if' sentence type
		- <u>I'd never seen</u> such	
		beautiful beaches before I came to Ireland	- If I had not been so nervous, I would have talked more slowly.
			How long, since, for
Past	A: I/You/He/She/	Longer action taking place	
Perfect	It/We/They had been	before other main past	- Since losing their
Continuous	work <u>ing</u>	events.	home, they had been
	N: I etc. had not been	Sometimes interchangeable	sleeping in their car.
(had been	listening to him.	with past perfect simple.	- She'd been surfing
+verb+ing)			the Internet all
	Q: Had you been	Putting emphasis on the	afternoon and her eyes
	waiting long?	duration or course of an	were tired and
	Had he been sleeping?	action.	bloodshot. He asked
			her if she'd been drinking again.



# Past Tenses in English

TENSE	<u>A</u> ffirmative <u>N</u> egative Question	Use	Signal Words Time Expressions
Past Simple	<u>A</u> : I work <u>ed</u> ( <i>regular</i> )	Actions or situations which	Yesterday,
T d31 Simple	I spoke (irregular)	began and ended in the past.  I bought this car last April.	2 years ago,
	N: I <u>did not</u> speak at the meeting.	I learned Spanish when I was in college.	in 1990,
	He did not work last Saturday.	Consecutive actions in the	in the 60's,
	Q: <u>Did</u> you work?	past. She fed the dog, loaded the	the other day,
	Did he speak? (the form is the same for all	dishwasher and hoovered the sitting room before she left for work.	when I was young, free and single,
	subjects)	There is no connection with	last Friday,
		the present.	last weekend.
			- When, while,as
Past Continuous	Auxiliary BE (past - was, were) + VB+ing  A: I was working/eating You/We/They were	Action taking place or unfinished at a particular point in the past:	- When I woke up, the sun was shining . - As I was saying - While I was waiting, I had a cupcake.
	talking He/she/it was working.  N: He/she/it was not listening to me.	Longer actions interrupted by shorter or sudden ones:	- He was driving along at 90km/h, trying to change a cd and not watching the road, when a fox ran out in front of him.
	Q: Were you waiting? Was he sleeping?	Two or more longer actions happening at the same time in the past.	- She was sitting at the bar all night, drinking cocktails and chatting up the barman.

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### **Present Perfect**

TENSE	<u>A</u> ffirmative <u>N</u> egative Question	Use	Signal Words Time Expressions
Present Perfect Simple  (have + past participle)	A: I have worked  He has worked  N: I have_not seen  He hasn't eaten  Q: Have you  finished?  Has he spoken?	- To give the news and nothing but the news. A fire has destroyed a historic building in Paris. (no details, don't know when etc.) - Action that is still going on. I've worked here since 1995 Action that stopped recently . I've just finished Ulysses! It's stopped raining Finished action that has an influence on the present, emphasis on result: I've finished the report. (here it is) Hey, we've run out of coffee - Focus on how many/much or how often an action has happened before the moment of speaking. He's phoned me twice this morning . I've tested the sample 3 times.	Imprecise time expressions: don't know when exactly: already, ever, just, never,(not) yet, so far, till now, up to now  How long ,since, for (shorter actions or non-action verbs:  - How long have you had that car?  - I've known him since high school.)
Present Perfect Continuous (have been +verb+ing)	A: I/You//We/They have been working He/She/It has been working  N: I have not been sleeping  Q: Have you been waiting long? Has he been sleeping?	- With how long and for/since for actions started in the past still continuing now  - Putting emphasis on the duration or course of an action  - Continuous actions just finished with present results	How long, since, for  All day / morning, recently lately  We're exhausted, we've been painting the kitchen.



# Present tenses in English

TENSE	Affirmative Negative Question	Use	Signal Words Time Expressions
Present Simple	A: I/you/we/they speak French He/She/it speaks  N: I do not speak English He does not work on Saturdays.  Q: Do you speak?	Habits/Routines -repeated or frequent actions  Permanent facts -general and scientific  Future meaning - action set by a timetable or schedule	Every weekend Every Monday etc., Always, Usually, Often, Sometimes, Seldom, Hardly ever, Rarely, Never Twice a week Once a month/a year/ in a lifetime The movie starts at 8.
	Doe <u>s</u> he speak?		THE HIGHE STALLES AT S.
Present Continuous	Auxiliary BE + VB+ing  A: I am working/coming You/We/They are	(en train de)  Action taking place at or around the moment of speaking	At the moment, Currently, (Right) now, This week/month, These days
	talking He/she/it is working.  N: He/she/it is not listening to me.	Temporary action taking place only for a limited period of time - Change to routine	<ul> <li>- Listen!, I think the phone is ringing.</li> <li>- I'm learning English this week.</li> <li>- It's raining today.</li> </ul>
	Q: Are you coming? Is he sleeping?	Action arranged for the future* usually with future time expression	- What are you cooking for dinner <u>tonight</u> ?



# Quantifiers for countable and uncountable nouns in English

	COUNTABLE	COUNTABLE (pl.)	UNCOUNTABLE
	(sing.)		
		cat <u>s</u> /book <u>s</u> /table <u>s</u> /	rice/water/physics/
	cat/book/table	m <u>e</u> n/ <u>people</u>	furniture/news/equi
	/person/man		pment/information
			NO NO
			<b>but</b> to say 1 or to
			itemise, we use a
			phrase: a grain of
A / ONE	YES	NO	rice - <u>a piece of</u> / <u>an</u> <u>item of</u> news,
			information, 3
			pieces of lab
			equipment
			/software, etc.
The	YES	YES	YES
Ø (no article)	NO	YES	YES
Some	NO	YES	YES
A few/few	NO	YES	NO
A little/little	NO	NO	YES
much/how much?	NO	NO	YES
many/how many?	NO	YES	NO
A lot of /loads of	NO	YES	YES
IS / HAS (sg. verb form)	YES	NO	YES
WERE / HAVE (plural verb form)	NO	YES	NO



### Questions in English

#### Direct Predicate Questions

QUESTION WORD	AUXILIARY	SUBJECT	VERB	Complément or preposition	Answer
Where	do	you	live?		I live in
	Do	you	come	from the U.S?	No, actually .
Who	does	he	work	for?	He's self-employed.
	Did	you	have to cook	last night?	No, I didn't
Why	didn't	you	call	me back?	Sorry, I was too busy.
What kind of music	do	you	listen	to?	I listen to jazz
When	will	you	call back?		Tomorrow morning.
	Can	you	speak up	a bit please ?	Yes, certainly.

#### NOTE: Subject Questions:

What happened?

When the <u>question word</u> functions as a <u>subject</u>:

Who doesn't like spinach?

#### Indirect questions

Who phoned you?

Indirect questions include a polite expression which transforms the syntax, for example:

#### 1) no subject/verb inversion

direct question -	What is his name?
Indirect question -	Do you know what his name <u>is</u> ?

#### 2) Auxiliary disappears:

direct question -	Where does he live ?
Indirect question -	Could you tell me where he lives?

#### 3) Auxiliary becomes 'if' or 'whether'

direct question -	Does he eat foie gras ?
Indirect question -	Do you have any idea if/whether he eats foie gras?



### Questions in English with how

#### HOW + adjective and or adverb questions

(infinite possibilities , not just how long/much/many)

- **HOW FAR** is the airport?
- A HOW OFTEN do you go to the cinema?
- HOW BIG is your house?
- HOW CLEAN is a dog's mouth?
- HOW LONG does it take you to get to work?
- → HOW MUCH do cigarettes cost in France?
- HOW FAST can you drive on the motorways in France?
- HOW COMMON is your name?
- HOW SMALL is an atom?
- HOW SOON can you deliver?
- HOW EFFICIENT are you?
- HOW INTERESTING is your job?
- HOW DEEP is your swimming pool?



### Save Our Sentence

#### S. Sentences should be short and simple.

There are 5 types of simple sentences (other than questions and commands):

O. Sentences should have one idea linked to one other idea only.

▲ The boss appointed Leo manager. He had worked hard.

These sentences could be joined together as:

▲ The boss appointed Leo manager because he had worked hard.

#### But you should never link more than two ideas together:

- ▲ The boss liked Leo. Leo had worked hard. The boss appointed Leo manager.
- ▲ The boss liked Leo because he had worked hard and so he appointed him manager.

### S. Sentences in English mostly follow the syntax pattern: <u>Subject Verb Object + Adverbials of Manner Place Time</u> (in that order)

5	V	0	M	Р	Т
She	did	her English homework	quickly	in her office	at lunchtime.
I	don't speak	English	very much	at work	at the moment.
The dog	was digging	a hole	noisily	in the garden	in the middle of the night.



# **Email English**

Function	Formal / Neutral	Informal
	Dear Mr/Ms/Mrs Fox	Hi/Hello Jamie
Name	Dear John	Jamie, (or no name at all)
	Dear All	Hi everyone
	Thank you for your email of	Thanks for your email.
Previous contact	I apologize for not getting in contact with	Sorry I haven't been in touch, but we've been
	you before now.	really busy.
	I'm writing toclarify/let you know/	Just (a short note/email) to clarify/let you
	confirm/ inform you/tell you/ update	know/confirm/inform you/tell you/ update
	you/thank you	you/thank you
	I am writing in connection with	Just a quick email about
	I am writing with regard to	I'm writing about
Giving a reason	In reply to your email, here are	Here's the you wanted.
	Your name was given to me by	I got your name from
	We would like to point out that	Please note that
	We are able to confirm that	Just (a note) to say
	I am delighted to tell you that	Good news!
	We regret to inform you that	Unfortunately,
	Please find attached my report.	I've attached
	I'm sending you as a pdf file.	Here is the you wanted.
A4414 -	I'm afraid you forgot to send the	Sorry, I got your email but I can't open the
Attachments	attachment.	attachment. Can you send it again in
	I'm afraid I can't open the attachment.	format?
	Could you please send it again in format?	
	Could you give me some information about	Can you tell me a little more about
	I would like to know	
<b>AA</b> alaima amanimiaa	I'm interested in receiving/finding out	I'd like to know
Making enquiries	I'd be grateful if you could	Please send me
	Thank you in advance for your help in this	(Please) Could you
	matter.	I'd appreciate your help on this.
	I need by Friday at the latest.	Have you yet?
Requesting action	Please send me an email by 5 pm today to	Please keep me posted. Let me know.
	confirm this.	I'd appreciate a reply asap.
	Would you like me to?	Do you want me to?
Offering help	If you like, I would be happy to	Shall I?
	Let me know whether you would like me to	Let me know if you'd like me to
	I will as soon as possible.	I'll asap.
Promising action	I'll investigate the matter.	I'll look into it.
	I will contact you again shortly.	I'll get back to you soon.
	Thank you for your help.	Thanks again for
	Do not hesitate to contact us again if you	Let me know if you need anything else.
Final comments	require any further information.	
	Please feel free to contact me if you have	Just give me a call if you have any questions.
	any questions. My direct line is	My number is



English	Translation	French	Translation
		A	
Actual *	Réel,vrai	Actuel	Current, present
Actually *	Vraiment, en fait	Actuellement	Now, at the moment
Agenda *	Ordre du jour	Agenda	Diary, appointments book
Ancient	Très vieux	Ancien	Former, old
Arrive	Arriver (qqpart)	Arriver (à faire)	To be able to do/ to manage to do
Attend	Assister à	Attendre	Wait (for)
	•	В	
Bachelor Bachelor of Science	Homme célibataire licence en science	Bachelier	High school graduate
Benefit	Avantage	Bénéfice	profit
Blouse	Chemisier	Blouse	overalls
		С	
Camera	Appareil photo	Caméra	Video camera
Confused	Pas clair, embrouillé	Confus	embarrassed
Consistent (data)	Cohérent, régulier	Consistant	substantial
Control	Diriger, maîtriser	Contrôler	To check
A critic	Un critique	Une critique	A review, criticism
Cry	Pleurer	Crier	To shout
		D	
Deceive	Duper/tromper	Décevoir	disappoint
Delay *	Retard	Délai	Time limit, deadline
Demand	Exiger	Demander	Ask
Deserve	Mériter	Desservir	To stop at
Diploma	Diplôme (en général)	Diplôme universitaire Bac+3	degree



English	Translation	French	Translation
		E	
Emergency	Urgence	Émergence	Emergence, appearance,
Essence	Essence, extrait	Essence pour voiture	Petrol (UK) Gas (US)
Eventual(ly)*	final(ement)	éventuel(lement)	Possible/bly, perhaps
Evidence	Preuves	Évidence	Something obvious
Experience *	Expérience vécue	Expérience scientifique	An experiment
To expose	révéler(en général)	Exposer/exposition	Exhibit/exhibition
Extra	supplémentaire	Extra!	Great!
		F	
Figure	Chiffre	Figure	face
Furnish	Meubler	Fournir	Supply/provide
		G	
Genial	Jovial	Génial!	Great! Brilliant!
	J	н	
Hazard	danger	(au) (par) hasard	By chance, random
Hurt	Faire mal	Heurter	To hit
		I	
Ignore	Ne pas faire attention à	Ignorer	Not know
Important *	Prioritaire (jamais quantitatif) VIP	Important (taille/quantité)	Big/sizeable/large/ extensive
To injure	Blesser	Injurier	Insult, abuse
Interesting *	Ne s'emploie pas au sens commercial ou économique	Intéressant ( prix /offre)	A good price/deal profitable/worthwhile
Intoxicate	Enivrer	Intoxiquer	To poison
Issue	Numéro (magazine) problème, sujet à débattre	Issue	Exit/way out end/outcome



English	Translation	French	Translation
		J	
Journey	Trajet	Journée	day
		L	
Lecture	Conférence, CM	Lecture	Reading, play (cd)
Library	Bibliothèque	Librairie	bookshop
Location	Emplacement, lieu	Location	Hire, rental
Lunatic	Pychopathe	Lunatique	Moody, changeable
		N	
Nervous	Anxieux	Nerveux	Nervy, irritable
		0	
Occasion	Événement spécial	Occasion	Opportunity,bargain
To offer	Proposer	Offrir (cadeau)	To give
		Р	
To pass (exam)	Réussir	Passer un examen	To sit, take or do an exam.
Pension	Retraite (argent versé)	Pension	Boarding house/school
Petrol	Essence	Pétrol	oil
Photograph	Photo	Photographe	photographer
Politics	Politique (gouvernement)	Politique (ligne)	policy
Precise (adj) *	Précis, exact	Préciser (vb)	To specify, define
		R	
To realise *	Se rendre compte/ prendre conscience	Réaliser (projet etc)	To carry out/to make/ produce/to achieve
To remark	Mentionner	Remarquer	To notice
Resume	Recommencer, reprendre après une pause	Résumer	To summarise/ sum up
To retire	Prendre sa retraite	(Se )retirer	To withdraw



English	Translation	French	Translation
		S	
Sensible	Raisonnable, sensé	Sensible	sensitive
Society	La société (en gén)	Une société	A company
Stage	Étape, scène de théatre	Stage	Training course
To support	Soutenir	Supporter	To stand, bear
Surname	Nom de famille	Surnom	nickname
Sympathetic*	Compatissant	Sympathique	Nice, pleasant
		T	
Technique (n)	Manière de faire	Technique (adj)	technical
		Ú	
Unique	Inimitable, seul	Unique (seul exemplaire)	only



## Linking Words in English

	Firstly / secondly / finally /eventually /In the long run	
Time Sequence	For the time being / former / latter	
	Looking back /Previously / Meanwhile	
Talleina aananalla	Looking back / Teviously / Weariwrine	
Talking generally	In general / usually / on the whole / by and large	
Company & Combany	However / nevertheless / on the one hand on the other	
Compare & Contrast	hand /despite / although / in spite of / conversely / unlike	
	/contrary to / whereas / similarly/ likewise	
Adding another point	In addition / moreover / on another point / besides / by	
	the way/ furthermore	
Examples	For example / for instance / such as / namely /	
•	specifically	
Alternatives		
	Either or / alternatively / instead of	
Real (surprising) situation	In fact, / actually, / as a matter of fact / paradoxically	
Something is obvious	Clearly / obviously / of course	
Most important point	Especially / above all / in particular / most significantly	
Rephrasing	In other words / that is to say	
Result/consequence	As a result / therefore / for this reason / consequently	
Summarising	In short / to summarise / to sum up / all in all	
Conclusion	To conclude / In conclusion / Finally	



#### Introduction to a Presentation

Greeting the audience	Subject
Good morning/afternoon everyone.	This morning I'm going to:
Thank you all for coming	- discuss
On behalf of I'd like to welcome you all	- report on
†o	- talk to you about
My name's	- tell you about
For those of you who don't know me already,	- show you
I'm responsible for	- present
I'm in charge of	The subject of my presentation/talk is
I'm head of	I'd like to give you a brief overview of

Structure	Balancing
I've divided my talk into 3 parts/sections	On the one hand, but on the other hand,
My presentation will be in 3 parts	Although /In spite of /Despite
First of all	Whereas
First Second Third	
In the first part,	Despite the fact that
I'll begin by	
Then in the second part,	
Then I'll go on to	
After that,	
Finally	



#### The Main Body of the Presentation

Moving on to a new point	Adding information
Turning now to	In addition,
Let's move on to ( the next part)	As well as there is also
What I'd like to talk about now is	Furthermore,
I'd like to expand on that a little	Moreover,
The next point/issue I'd like to focus on is	
Let's go back for a moment to what I said earlier	

Giving an example	Balancing
For example such as	On the one hand, but on the other hand,
Let me give an example	Although /In spite of /Despite
To illustrate the point let us consider	Whereas
A case in point is	Despite the fact that



Generalising	Referring to visuals
On the whole,	As you can see here from the
In general/Generally speaking,	table chart
By and large,	graph diagram,
All in all,	Here we can see
All things considered,	Have/Take a look at this.
	This table shows Therepresents,
	If you look at it more closely, you'll notice



#### Ending the Presentation

Summarising and concluding	Ending/Inviting questions
To sum up/to summarise  To recap on what I've been saying,  So, to go over the main points again,  I'd like to finish with  a summary of the main points  some observations/conclusions/ recommendations  In conclusion, I would like to	Thank you for listening.  That concludes my talk.  If there are any questions, I'd be pleased to answer them now.  Ok, so, any questions or comments?



#### Handling Questions

Responding to good questions	Responding to difficult questions
I'm glad you asked that.	I wish I knew.
Good point. That's a very good question.	That's a difficult question to answer in a few words.  Can I get back to you on that?  I'm afraid I don't have that information with me.
	Interesting. What do you think?  It could be/ I would say

Unnecessary or irrelevant questions	Not understood (it happens!!)
I think I answered that earlier.	Sorry, I'm not sure I've understood.
Well, as I said before,	Could you repeat that please?
Well, as I mentioned earlier,	Are you asking if?
I'm afraid I don't see the connection.	Do you mean?
Sorry, I don't follow you.  I'm afraid that's outside the scope of my talk.	I didn't catch the last part of your question.
To be honest, I think that raises a different issue.	If I've understood you correctly, you mean? Is that right?



# Telephone English 1

	Useful phrases
Making contact	Hello / Good morning / Good afternoon This is Jim Brown speaking Could I speak to please? I'd like to speak to I'm trying to contact
Giving more information:	I'm calling from IBM in Paris / New York / Sydney I'm calling on behalf of Mr. Y
Taking a call	Y speaking. Can I help you?
Asking for a name / information	Who's calling please? Who's speaking? Where are you calling from? What's your number please?
Asking the caller to wait	Hold the line please. Could you hold on please? Just a moment please.
Connecting	Thank you for holding. The line's free now I'll put you through. I'll connect you now / I'm connecting you now.



# Telephone English 2

	Useful phrases
Giving negative information	I'm afraid the line's engaged / busy. Could you call back later? I'm afraid he's in a meeting at the moment. I'm sorry. He's out of the office today. I'm sorry. There's nobody here by that name. Sorry. I think you've dialled the wrong number. I'm afraid you've got the wrong number.
Telephone problems	The line is very bad Could you speak up please? Could you repeat that please? I'm afraid I can't hear you. Sorry. I didn't catch that. Could you say it again please?
Leaving / Taking a message :	Can I leave / take a message? Would you like to leave a message? Could you give him/her a message? Could you ask him/her to call me back? Could you tell him/her that I called? Could you give me your name please? Could you spell that please?