

SEMESTER V
SKILL BASED SUBJECT - PAPER 3
CONVERSATIONAL ENGLISH

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Getting a book published
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Prescribed Texts:

Spoken English For You Level 1, Radhakrishna Pillai G, KRajeevan. Emerald Publishers, Chennai
Spoken English For You Level 2, Radhakrishna Pillai G, Emerald Publishers, Chennai

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Unit-1

GREETINGS

Greetings and Introductions play important role in our daily speech. Greetings and Introductions are the beginning words in a conversation. The first impressions we get when meeting someone is everlasting, so it is essential to learn it in a smart.

Formal Greetings

- Hello
- Good morning
- Good afternoon
- Good evening
- It's nice to meet you
- It's a pleasure to meet you

Example conversation:

X: Hi, how are you doing?
Y: I'm fine. How about you?
X: I'm good. Thanks for asking.
Y: No problem. So, how have you been?
X: I've been great. How about you?
Y: I've been good. I'm working in a school right now.
X: Which school?
Y: I am working in PCC.
X: Do know the school?
Y: Yes. It's really a big campus.
X: Good luck with school.
Y: Thank you very much.

Informal Greetings

- Hi
- Hey
- What's up
- Pleased to meet you
- It's a pleasure
- Nice to meet you

Example conversation:

Jane: Hi, Sema! How's it going?

Sema: Fine, thanks — and you?

Jane: Just fine. Where are you going?

Sema: To the library. I've got history exam next week and need to start studying.

Jane: Oh, no. Well, I'll see you later then. Good luck!

Sema: Thanks. See you later.

Formal dialogue is used in more polite situations and also if a person doesn't know someone.

Informal dialogue is used when talking to friends.

INTRODUCING

If two unknown people meet each other, they can introduce themselves to each other.

Introductions are also a significant part of starting small conversation in any gatherings.

Introductory phrases are different from greeting terms.

Introducing other people

- I'd like you to meet.... (Name of the person)
 - I'd like to introduce (name).
 - This is (first name).

Introducing yourself

- I don't think we've met before. May I introduce myself?
- Hello. My name is (name).
- Hi. I'm (name).

Example conversation:

Jane: Ram! Great to see you again.

Ram: Great to see you, too. How are you doing?

Jane: Just Fine. Do you know my colleague, John?

Sam: Sure, I do. How are you, John?

John: Good, thanks. How was your trip?

Sam: Not bad.

Jane: Good. Let's go upstairs and have some coffee.

INVITING SOMEONE

Invitations are often organized into three parts: asking the person if they are free, saying what the event is, then inviting the person to attend.

Example: "What are you doing next Saturday? We're having some people over for a meal. Would you like to come?"

Example conversation:

Person 1: Let's go out for a party tonight.
Person 2: Yes, let's do that. Where should we meet?
Person 1: I'll pick you up from your home at 8.
Person 2: Thanks dear.

DIALOGUE 2

Person 1: Shall we go for dinner tonight?
Person 2: Sorry, I'm busy tonight. Maybe next time?
Person 1: That's OK.

MAKING REQUESTS

Make requests using:

- Can / Could
- May I
- Would

- **Making Requests/Asking for something**

Can or could are used in English to make requests with friends. "Could" is more polite manner of speech.

- **Can / Could**

To make polite requests.

Example: Can I have a cup of milk?

Example: Could you pass me the salt?

The word "please" can be used in front of the subject or at the end of a statement to make it more polite.

Example: Can I please have a cup of coffee?

Example: Could I have a cup of cold water, please?

- **May I**

It is used in formal situations like work place or any educational institutions like school or college. "Please" can also be used in front or at the end of the sentence.

Example: May I sit there?

Example: May I please talk to you for a few minutes?

Example: May I go please?

- **Would**

Would is used in formal situations and also with friends.

Example: Would you mind...?

Example: Would you mind talking to me...?

Would you be able to...?

Example: Would you be able to wash the clothes for me?

- **Asking for Permission**

The below expressions can be used in formal or informal situation. It should be spoken in soft speech or it will sound more aggressive.

1) Do you mind...?

a. Example: Do you mind if I take your pencil?

2) Would it be a problem if...?

a. Example: Would it be a problem if I take this notebook?

3) I was wondering if you could...?

a. Example: I was wondering if you could help me with this assignment?

- **Sorry**

Sorry can be used when someone doesn't understand what we speak.

Example: Sorry, could you say that again?

Example: Sorry?

- **Pardon (me)?**

Pardon me is a good-mannered way of saying sorry. This can be used in formal situations.

Note: It is important to understand that you must say this in a low voice or it will sound violent.

- **Excuse Me**

Used in these three circumstances:

1) Asking the person to repeat the sentence.

a. Example: Excuse me? (Low tone.)

2) Express surprise at what the person said.

a. Example: Excuse me! (Amazement.)

3) You didn't like the situation of what they said.

a. Example: Excuse ME!!! (Violent voice.)

- **Denying an Invitation**

It is important to speak in a modest voice or it will sound aggressive.

1) I'm afraid I can't...

a. Example: I'm afraid I can't go to the party tomorrow.

2) I'd love to but...

a. Example: I'd love to go but I'm really tired of working.

3) That sounds great but...

a. Example: That sounds great but I already have planned for it.

- **Disagreeing**

It is important to speak in a meek voice or it will sound aggressive.

✓ Example: I understand what you're saying, but I think...

✓ Example: You could be right, but don't forget that...

✓ Example: You could be right about our president, but don't forget that he provided this country with education.

✓ Example: Yes that's true, but I'm not sure that...

✓ Example: Yes, that's true but I'm not sure you'll agree.

ASKING FOR PERMISSION

- **Asking for, Giving and Refusing Permission by Using the Modals Can/Could**

If someone is given permission to do something, they are permitted to do it; if someone is denied permission to do something, they are not permitted to do it. The modal verb 'can' be used to ask for and give permission.

• A: Can I ask you a doubt? B: Yes, of course you can.

'Can't' is used to deny approval. 'Can't (cannot)' is the negative form of the modal verb 'can'.

• A: Can I go to the marriage with my friends, Dad? B: No, you can't.

Refusals can often be relaxed with other words.

• A: Can I ask you somewhat not related to the subject? B: No, I'm afraid you can't.

The modal verb 'could' be used to ask for permission; it is more polite than 'can'.

• A: Could I ask you anything? B: Yes, you can.

Remember: 'could' cannot be used to give or refuse permission. To give permission, use the modal verb 'can'. To refuse permission, use 'can't'.

- **Asking for, Giving and Refusing Permission by Using the Modals May/Might**

'May' and 'might' are used for consent mostly in a formal way. They are more formal, uncertain and well-mannered than 'can' and 'could'.

- Can I leave the work a bit earlier tomorrow? (Informal, casual)
- Excuse me, may I leave work a bit earlier tomorrow? (formal)

'Might' is even more formal and polite than 'may'. It is mostly used in indirect question constructions.

PERSUADING

Persuasion is a valuable skill to have in everyday life. Persuasion can be used to convince other people for the opinions in conversations and discussions.

Phrasal patterns:

- Are you sure that you won't reexamine...?
- Are you sure you can't....?
- Are you sure you have taken everything into mind?
- But the most practical thing to do would be to...
- Have you considered everything?
- I think you'd do well to...
- Just for this time, please.
- Please let me...
- Why don't you...?
- Won't you let me...

Example conversations:

Thomas: Adam. What are you doing this evening? How about a movie?
Adam: Which one?
Thomas: There's a good Indian movie at 21st theatre.
Adam: you know I don't like Indian movies.
Thomas: Oh, Come on. I'll sure you'll enjoy this one.
Adam: I don't enjoy Indian movies. I can't follow the conversation fully.
Thomas: So, what? We're not Indian. Most of us are not able to follow the conversation fully. But there are so many other things you can enjoy.
Adam: That's true.
Thomas: Then why don't you come?
Adam: All right. I'll be at the theatre at 7. Is that OK?
Thomas: Fine. See you at 7.
Adam: See you.

Unit-2

COMPLIMENT AND CONGRATULATION

COMPLIMENT

Compliment is an expression that is used to express/give praise. Some people use compliments to “grease up” somebody or to compliment in order to rise good will. Complement can be provided for anyone with whom we have occasion to talk with, they may be friends, family and colleagues.

Compliment is expression to praise about:

- the way people look or general appearance
- something persons have
- something individuals did
- something publics said

The Expression of Compliment:

- That’s a lovely dress!
- What an attractive shoe!
- You did very well
- You are a good chef
- You look delightful in that dress

The Responses of Compliment:

- Thank you
- Really? Thanks
- Thank you for saying so
- I am happy you like it
- I am happy you enjoyed it

Example conversations

Dialogue 1

- Dane : That’s lovely bag, Nile. Is it new?
- Nile : Yes, it is. It’s a gift from my mother.
- Dane : Wow..it is really suits on you.
- Nile : Really? Thank you, Dane.

Dialogue 2

- Teacher : This is good composition, Jerry.
- Jerry : Thank you, Sir. I had work very hard on it. Because the topic was not very clear to me.
- Teacher : You did a very good job.
- Jerry : Thank you, Sir

CONGRATULATION

Congratulation is an expression that people use to express when he/she succeeds in doing something.

Kinds of Congratulations:

- Success on something
- Happy Birthday
- Happy New Year
- Happy Valentine
- Happy Anniversary

The expression of Congratulation

- Congratulation!
- Congratulation on your advancement
- Congratulation for your graduation
- I would like to congratulate you for the success
- I must congratulate you
- Let me congratulate on your success in the exam

The Responses of congratulation:

- Thank you
- Thanks, I hope you will do...
- Thanks, I needed that to be done
- It's very kind your presence....
- Do you really think so?

Dialogue 1

- Sam : Congratulations on your 10th birthday, John.
John : Thank you, Sam.
Sam : You look charming in that black dress.
John : Thank you for saying so, you look attractive too.

Dialogue 2

- Aunt : I heard you have passed your English exam, is it true?
Pop : Yes, aunt.
Aunt : Congratulation for your exam, Pop.
Pop : Thank you very much, aunt.
Aunt : So, what is your plan after that?
Pop : I plan to go to the vocational school, aunt.
Aunt : Good.

Formal Congratulations

Formal situation can happen in several places such as at work or at school. This context is usually used to praise elder people. For example, when your teacher has a new born baby, formal expression can be used. When you want to congratulate somebody formally, congratulate them by saying the following phrases:

- Please accept my sincere congratulations.
- I'd like to be first to applaud you.
- I'd like to praise you on.....
- I must congratulate you on
- May I congratulate you on....

Informal Congratulations

Informal situation can occur almost anytime, anywhere. Informal expressions can be used for your friends, or your relations. There are several phrases to praise others in informal context. Following phrases can be used

- Congratulations!
- Well done!
- Good Job!

Responding to congratulation

When you want to reply to expression of congratulation, the following phrases can be used:

- Thank you so much for saying so.
- It's very glad of you to say so.
- I'm happy you say so.
- Thank you so much.

- Oh, thank you.
- Thank you.

APOLOGISING

Expressing Regret and Apologies

Words and expressions that are used to show regrets and apologies can be,

- I'm regretful that ...
- Please receive my apology for....
- I apologize for...
- Pardon me. I'm dreadfully sorry about...
- Please accept my apology for such an incident.....
- Please excuse...
- I would like to say sorry for...
- I'm sorry. I did not mean to..
- Sorry...

Example conversation:

Jack : I'm sorry. I shouldn't have said that. I know you were badly hurt by my thoughtlessness.

Kame : Forget about it. I wasn't annoyed at all. I know these sorts of things can happen from time to time.

Jack : That's so kind of you.

Sorry.

Saying Sorry does not mean to apologize. To apologize is to confess that you are at fault. But sorry will only express regret. Something has occurred accidentally, which you would prefer had not happened, so you are sorry.

For example:

- "I'm sorry to hear about your incident."
- "I feel sorry for people with no hopes."

In the examples above, the idea expressed is regret, but not apology.

Apologies.

Because I apologize, is a formal expression, I'm sorry, is often used in informal apologies. With apologies, you confess doing something.

For example:

- "I am sorry for making a blast".
- "I am sorry for disregarding you."

Receiving an apology.

Gracious acceptances might tell the apologisee not to think about the matter anymore.

- "Don't fear about it" "Forget about it" "Don't remark it".
- Or they may propose the matter is not serious.
- "It's not significant." "It doesn't matter" "It all happens"
- Or they may say there is no problem.
- "No problem" "It's all right" "That's fine" "I don't mind"
- For more serious matters
- "Let's forget about it" "We'll say no more about it" "We'll consider the matter closed".

Ungracious acceptances of "sorry". (If the person is still angry.)

- "You should be....", "Well, that's not good sufficient", "Don't do it over", "Oh, all right then.", "Fairly right, too", "Yes, you are (sorry)".

EXPRESSING SYMPATHY

Formal	Neutral	Informal
I am most distressed to hear that. What a dreadful situation for you! One should not worry too much. I do empathize with you. I'm sorry to hear about... My heart goes out to all ... during this time of discomfort. You will be always in my heart and prayers.	O dear! I am sorry. I'm terribly sorry. What bad luck! That's a pity! You must be very distressed / annoyed. I'm sorry to catch that. I hope you feel well soon. Please accept my condolences (used when somebody close to another has expired).	What a misfortune! That's really awful. How unhappy! Poor old you, I'm sorry to hear that.

Illness

If a friend, co-worker, or any relation is sick, you want to say something for better health. These feelings will let them know that you care.

- Oh, no! I hope that you're feeling healthier soon.
- Take care, and be upright to yourself.
- I'm sorry to catch you're not feeling well.
- If you have your well-being, you have everything.
- Don't worry about anything but getting better.
- That's too bad. There's nothing inferior than not feeling well.

Having a Bad Day

If a co-worker, friend, spouse, or relative just had a bad day and is feeling frustrated and unhappy. They may act annoyed or troubled. They could be worried and/or preoccupied. They should let them know that you care, and to give them some cheer, so one or more of these phrases are appropriate.

- You know that you can talk to me at any time.
- I'm always here for you, if you want to talk
- I've been there. I recognize.
- Don't let it get you down.
- You're strong, and you'll get through this also.
- Days like this are the worst, I know....

Disappointment

If a friend or family member has been let unhappy, or dissatisfied by something. Maybe they didn't get a work.

- I know how you will feel.
- I'm sorry, too for the situation
- It just wasn't destined to be this time.

EXPRESSIONS OF SYMPATHY

When loved one has fallen seriously ill, or even passed, to say the right expression, but words can often fail.

- Please accept my honest condolences.
- I want you to know that I've been thoughtful of you.
- You have my genuine sympathies.
- These are tough times, and I want you to know how regretful I am for your loss.
- I'm sure that you have delightful memories that you will always treasure.
- I was deeply distressed to learn the event.

Example conversation:

Banu: Hello, Prem. How are you? You look unhappy. Has anything gone wrong?

Prem: Yes, Banu, I have a terrible bad luck.

Banu: What happened?

Prem: I had deposited all money in a private bank. Now the bank has been liquidated.

Banu: How terrible! Isn't there any way you can get your money back?

Prem: I'm trying. But I'm not very confident.

Banu: you must be horribly upset. But please don't lose confidence.

COMPLAINING

Complaints are terms of "discontentment or irritation" in response to an act that is seen by the speaker as unfavourable.

Making a complaint	Im sorry to say this but... Im frightened Ive got a grievance about... Excuse me, Imscared... Look, Im sorry to trouble you, but.... I haveanobjectiontomake. There appears to be a problem with.. Wouldyou mind...? Im irritated for... Ido wish you could.... Wouldn't it be a moral idea to...
Accepting a complaint	Imso sorry, butthis will never happen again. I can't tell you how regretful, I am Iwishitnever occurred Im really sorry Im sorry, to do the same mistake again. I just don't know how to give....
Rejecting a complaint	Well, Im afraid there is nothingto do about it actually. Well, sorry Imscared there isn'tmuch we can doaboutit. Im afraid, there isn't much we can do about it. We are sorry but the food is just okay.

Example conversation:

A: I am having some issues on this tour.

B: What seems to be the issue? We are here to help you.

A: This tour company seems very confused. No one seems to have a clear portrait as to where we are going and get exposed.

B: I will see what I can do about that. How about the accommodations on the tour?

A: So far, we have been staying in really out-of-the-way lodgings.

B: Is anything wrong with your room?

A: The television in our room was damaged, and they didn't send anyone to fix the problem.

B: I will complain to the hotel manager about that. How about the hotel restaurant?

A: The food in the restaurant was not so good, and a few people from our group got sick.

B: I am so sorry that you had such a bad experience. We would like to offer you a free city tour and lunch to make it up to you.

STARTING A CONVERSATION WITH A STRANGER

The secret to start a conversation with someone unknown is to make a comment about the current social context.

- At an art exhibition: "That's an exciting painting. What do you think of it?"
- At a game: "Wow, that was a great show! So, who's your favourite player?"
- At a cafe: "Boy, do you need a tea!"
- At a concert or event: "What a great crowd! Have you ever been here before?"

Example conversation:

Jane - Hello! How are you?

Park - I'm fine, and you?

Jane - I'm good, What is your name?

Park - My name is Park. And your?

Jane - Nice to meet you Park! My name is Jane.

Park - Nice to meet you John! Where are you from?

John - I was born in Bangalore, but I live in Mumbai since to 2 years old.

Park - Nice! I was born in Bangalore too! But I live in Andhra.

Jane - What you do here in Mumbai?

Park- I came know the city, it is very beautiful!

Jane - Yes, I also like much of here!

ENDING A CONVERSATION

Simple formal greetings, introductions and goodbyes

Greetings		Introductions		Good-byes	
Sample sentence	Sample response	Sample sentence	Sample response	Sample sentence	Sample response
Hello, Mr. James	Hello.	Dr.Jerry, I'd like to introduce you to my friend Lade...	It's a pleasure to meet you. / Pleased to meet you.	It was nice meeting you.	It was nice meeting you too.
Hello, doctor.	Hello.			It was nice to see you.	Same to you.
Good morning.	Good morning.				
Good afternoon.	Good afternoon.				
Good evening.	Good evening.			Have a good day.	Thank you. You too.
How are you?	Fine, thank you.			Good night / Goodbye.	Good night / Goodbye.

CLOSING AN ENGLISH CONVERSATION

When the time to move on has reached, the conversation should be closed. It's always good to let the other person know that you're prepared to finish conversation. Here are a few phrases you can use in different situations:

- I have to move - If you have another appointment or a meeting to attend.
- Thank you for your help! - To close out an enlightening conversation.
- I understand. Thank you! - It's a little shorter and used more informally.
- Thank you for your time! - This is a formal way to close a conversation.
- Goodbyes
- Have a good day! - This ending will work in any condition.
- Talk to you soon. – An informal ending that works even if you don't expect to actually speak with the other person soon.
- Great to see you! - These informal endings will work in most situations and are very common.
- Catch you later! - Very informal way to exit a conversation with a friend.

DIFFERENT WAYS TO SAY “GOODBYE” IN ENGLISH

Formal or informal:

- Bye / Bye-bye
- See you soon!
- See you later
- Take care
- Have a good one!
- Have a nice day!
- So long

Informal only:

- Take it easy
- Catch again later
- Later!
- I'm off
- Peace

Unit-3

ASKING INFORMATION

Asking for information is a way to develop conversational skills and get more details when two persons are involved in English conversation.

Phrases for asking information

1. Can you tell me...?
2. Could you tell me...?
3. I'd like to know...
4. Do you know...
5. Do you have any idea...?
6. Could anyone tell me...?
7. I don't suppose you (would) know....?
8. Would you happen to know...?
9. I was wondering...
10. I'm calling to find out...
11. Do you happen to know...?
12. Could you find out...?
13. Could you give me some idea of...
14. I'm interested in...
15. I'm looking for...
16. Have you got an idea of....?
17. Don't suppose you (would) know...?
18. I wonder if you could tell me...?
19. I wonder if someone could tell me...?

Responses:

1. Yes, it is / was / will ...
2. Oh yes, I did / Oh no, I didn't.
3. That's (quite) right.
4. No, it isn't really so.
5. I'm sorry but that isn't correct.
6. Well, it's the contrary in fact.

Information about Products

▪ Asking Information about products

1. Could you give me some clarification on this product?
2. What can you tell me about this product?
3. Tell me about this one/model.

▪ **There are some responses, we use**

1. This is one of our top products.
2. It's our best selling AC.
3. This one is the best in its class.
4. We're really pleased with its performance.
5. It's an exceptional computer.
6. I highly recommend this best product.
7. This model comes with several features.
8. This particular one has two components.

Information about Price

▪ **Asking information about Price**

1. What is the cost of the product?
2. How much is it?
3. Does this product cost high?

▪ **There are some responses, we use:**

1. This (one) sells for Rs.7900.
2. This one goes for Rs. 8000.
3. This one is priced at Rs798.

Example conversation

A: Good morning.

B: Good morning. Could you tell me when this movie starts?

A: Let me check....it starts at 7.00.

B: I see....do you know if there is a later showing?

A: Of course, there is one at 9.00, but there is also a late one at 10.45.

B: Thank you. One more thing...could you find out how long the movie would go?

A: Let me see.....it says on my paper that it is 2 hours long. But there will be ads before it starts. Are you clear?

B: Yes. Thanks for your help!

A: You're welcome!

At the Office

Officer: Good morning, Mr. Shaw.

Clerk: Good morning, Sir.

Officer: Can you tell me where the buying records are kept?

Clerk: They are with the Superintendent, Sir.

Officer: Oh, I see. Do you know what action has been taken on the proposal to buy computers?

Clerk: The order getting typed, Sir.

Between Friends

Lina: Hi, Tina, How are you doing?

Tina: Hi! I'm doing well. How about you?

Lina: I'm fine too.

Tina: What are you doing this evening? How about a movie?

Lina: Which one?

Tina: "The Transformers" is showing at Multiplex.

Lina: Fine. Let's go. Any idea what time the movie begins?

Tina: I think it's at 7.00 PM. Shall we meet there at six?

Lina: Okay, see you at six.

Tina: See you.

ASKING SOMEONE TO REPEAT SOMETHING

There are times when a person cannot hear or understand what the other people say. The common situations are

1. **Contraction (reduction):** The shortened or contracted sounds, e.g. could have => coulda
2. **Pronunciation:** Accent or the way of speaking cannot be understood.
3. **Vocabulary:** New words are difficult to understand.
4. **Pace:** Fast conversation.
5. **Noise:** Too much background or surrounding noise

Polite phrases for repeating.

If the accent or pronunciation of the speaker cannot be understood:

- Could you say that again? I didn't understand.
- Can you say that again? I didn't get all of what you were saying.
- Could you please repeat what you just said for me?
- I'm sorry, but I didn't understand you. Could you please repeat that for me?

If a word cannot be understood:

- Could you repeat that word, please? I don't know what it means.
- I'm sorry to interrupt, but I don't understand that word?
- Could you please tell me what _____ means? I don't know it.
- Learn more: 11 useful phrases to ask for help

If someone is talking too fast:

- Could you speak more slowly, please?
- I am sorry, I cannot catch what you said. It would be better if you speak just a little more slowly.

If there is too much background noise:

- Could you speak louder, please? I cannot hear what you said.
- I'm sorry, it is too noisy here. Could you say that again?
- Could you speak up? I cannot hear you well.

Example conversation:**Talking With Stranger in the Street**

Man: Excuse me, what bus can I catch to get to the Golden Park?

Woman: Pardon me?

Man: I said what bus I could catch to get to the Golden Park.

Woman: Tell me where you live.

Man: I live in Saint George.

Woman: I'm sorry. It's very noisy here, could you repeat it?

Man: Saint George.

Woman: You can catch the bus number 13.

Man: I'm sorry, what was the number?

Woman: 13.

Man: Does it go to the Golden Park?

Woman: Yes, it does.

Man: What Street do I go to catch it?

Woman: You can catch it on George Drive.

Man: Sorry. What was the name of the street?

Woman: George Drive.

Man: I'm glad you told me.

Woman: You're welcome.

CHECKING THAT YOU HAVE UNDERSTOOD

Situation where someone uses a word or a phrase that is unknown, speaks a little too fast, or mumbles (speaks unclearly) may be really embarrassing. The other person might be using a slang or a technical term which is not familiar with or they simply may not have expressed themselves clearly.

In a conversation, clarification involves offering back to the speaker the essential meaning, as understood by the listener, of what they have just said. Thereby checking that the listener's understanding is correct and resolving any areas of confusion or misunderstanding.

Clarification is important in many situations especially when what is being communicated is difficult in some way. Conversation can be 'difficult' for many reasons like delicate emotions or listening to some complex information.

Formal

These short phrases are polite ways to communicate that you didn't hear or don't understand something in the English language.

- Sorry?
- Excuse me?
- Pardon?
- I beg your pardon?
[this is particularly formal]

Longer formal sentences

These sentences will help a person don't understand something even though heard it.

- Sorry, I'm afraid I don't follow you.
- Excuse me, could you repeat the question?
- I'm sorry, I don't understand. Could you say it again?
- I'm sorry, I didn't catch that. Would you mind speaking more slowly?
- I'm confused. Could you tell me again?
- I'm sorry, I didn't understand. Could you repeat a little louder, please?
- I didn't hear you. Please could you tell me again?

Informal

These are more common, casual, conversational ways to ask someone to repeat themselves, or communicate during lack of understanding. Some are more informal than others.

- **Sorry?** – most useful for when you simply didn't hear
- **Sorry, what?** – useful for not recognizing the sound you heard
- **A little more informal (can be rude)**
- **'Excuse me?** – a more casual version of 'excuse me'
- **What?** – sometimes this can seem aggressive, be careful!
- **Hmm?** – a sound used when you are a bit more absent-minded or maybe not listening so hard

Slang

- Come again?
- Say what?
- Pass that by me again?
- I don't get it... not a question but a statement, meaning simply 'I don't understand'

Example conversation:

At the store

Buyer: Can you tell me how to use this camera?

Seller: This is a totally automatic camera.

Buyer: Do you mean that I don't have to do anything but click it?

Seller: Exactly. All you have to do is to aim and shoot. But, before that, load the camera with a cartridge of film. This is where you put the cartridge. Hold the cartridge and insert in this slot. Now the camera is loaded. Do you follow me?

Buyer: Yes.

Seller: Now slide the lid backward and the camera is ready for use. Wind the film till No.1 appears in the screen behind the camera. Then aim and shoot. After every shot the lens gets locked.

Buyer: That means the same film won't get exposed twice, right?

Seller: That's right. Push the release button before you shoot next. If you need a flash light just press this and the flash gets released. It's clear now, isn't it?

Buyer: I think so.

ASKING IF SOMEONE IS ABLE TO DO SOMETHING

If favor is asked, put the request in a positive light. Instead of saying, "I know you're busy, but would you mind doing this for me?" say something like, "I just finished building a new shelf, and since you're such a good carpenter, would you mind taking a look at it before I put it in the library?" The first example makes it seem like asking the person to stop what he's doing and help you out, while the second one acknowledges the other person's skill.

Saying you are able to do something
I feel able to...
I know something about...
I'm pretty good at...
It's not too difficult to...
Sure/ Yes. No problem.
Yes, I can/ could.
Yes, I know how to...

Saying you are not able to do something
I don't think I can do it.
I don't think I will be able to make it.
I have no idea how to...
No, I don't know how to...
Etc.

Example conversation:

TV Repairing

Shan: I don't know what happened to my TV set. Last night, when we were watching the movie, the picture suddenly it went off.

Ram: It's possible that the fuse has burn out.

Shan: Well. I don't know anything about TV sets. Here comes Jack. Let's ask him. He's an electrical engineer. Hello Jack, how are you?

Jack: Oh, fine. Thank you. Why are you both looking at the TV set?

Shan: The picture suddenly went off while we were watching the movies last night. Do you think you can set it right?

Jack: Sorry, I don't know much about TV sets and their components. I think you better call in the service engineer.

Shan: Strangely my mobile phone too went off yesterday. I don't know what's wrong. Do you know how to repair mobile phones?

Jack: Well, I might be able to. I know something about mobile phone repairing.

Unit-4

CONVERSATION AT THE DOCTOR'S CLINIC OR HOSPITAL

Conversation about fever and sore throat

Patient: Good evening doctor.

Doctor: Good evening. You look dull and your voice is out of tone.

Patient: Yes doctor. I'm running a great temperature and have a sore throat.

Doctor: Let me check.

(He touches the forehead to feel the temperature.)

Doctor: You've moderate fever.

(He then lashes out a thermometer.)

Patient: This thermometer is very different from the one you used the last time.

Doctor: Yes, this is a new introduction by medical equipment companies. It's much more convenient, as it doesn't require cleaning after every use.

Patient: That's awesome.

Doctor: Yes, it is.

(He removes the thermometer and looks at the reading.)

Doctor: Not too high – 99.8.

(He then proceeds with measuring blood pressure.)

Doctor: Your blood pressure is fine.

(He then checks the throat.)

Doctor: It looks bit messy. Not good.

Patient: Yes, it has been quite bad.

Doctor: Do you get sweating and shivering?

Patient: Not sweating, but I feel somewhat cold when I sit under a fan.

Doctor: Fine. You've few symptoms of malaria. I would suggest you to undergo a blood test.

Nothing to worry about. In most cases, the test come out to be negative. It's just preventive, as there have been a few cases of malaria in the last month or so.

(He then proceeds to write the prescription.)

Doctor: I'm prescribing three medicines and a syrup. The number of dots in front of each tells you how many times in the day you've to take them. For example, the two dots here mean you've to take the medicine twice in the day, once in the morning and once after dinner.

Doctor: Do you've any other questions?

Patient: No, doctor. Thank you.

CONVERSATION AT THE BANK

A Bank Clerk and A Bank Customer

Bank Clerk: Good morning, welcome to the Gramma Bank. How can I help you?

Customer: Good morning. I would like to open a bank account.

Bank Clerk: Sure thing. What kind of account would you like to open? A savings account or a checking account?

Customer: What's the difference?

Bank Clerk: A checking account is designed to use for everyday transactions. Yet; the money in a savings account is meant to stay in the account and earn interest over time.

Customer: I see, actually I want to apply for a credit card. That's why I need an account.

Bank Clerk: Okay then, you probably want a checking account.

Customer: Well, thank you. I'd like that.

Bank Clerk: Sure, we will have you fill out an application form, please.

Customer: No problem.

Bank Clerk: How much of a credit limit were you looking for?

Customer: I would like a Rs.10,000 spending limit.

Bank Clerk: Alright, we will see what we can do. We might be able to get you one of our gold cards with a Rs.10,000 spending limit.

Customer: Wonderful. Will I also collect points when I use the card?

Bank Clerk: Sure, with our gold card you will get 10 reward points for every dollar spent.

Customer: Perfect, I have filled out the form. Do you need anything else?

Bank Clerk: You just need to deposit a minimum of Rs.500 into your new checking account.

Customer: Very well, here it is.

Bank Clerk: Thank you, your account is set up now and your credit card will be mailed to your address within 5 to 10 working days.

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

Bank Clerk: Thank you, you too.

CONVERSATION AT THE RAILWAY ENQUIRY

Railway Enquiry and a passenger

Railway-Enquiry: Good Morning.

Passenger: Good Morning.

Railway-Enquiry: Yes please, how can I help you?

Passenger: I lost my luggage on the train yesterday.

Railway-Enquiry: Which train did you board?

Passenger: I was in Cheran Express from Chennai to Salem.

Railway-Enquiry: At what time did you board the train?

Passenger: I boarded the train in the morning at 10 o' clock.

Railway-Enquiry: Could you please tell me in brief about your luggage?

Passenger: It was an American Tourister bag. Red in colour. It also has a big tag "L" letter written on it.

Railway-Enquiry: Could you please show me your ticket?

Passenger: Sure sir, here it is.

Railway-Enquiry: I also need your ID proof to register your complaint.

Passenger: Sir, here is my ID proof.

Railway-Enquiry: We will be in touch with you as soon as we get any update. Just give us 24 hrs.

Passenger: Thank you, sir. I will be waiting eagerly for your call.

CONVERSATION ABOUT LOOKING FOR ACCOMMODATION

Receptionist and a customer

Nike: I'd like a room for two people, for four nights please.

Hotel Receptionist: Ok, I just need you to fill in this form please.

Hotel Receptionist: Do you want breakfast?

Nike: Yes, please.

Hotel Receptionist: Breakfast is from 8 to 10 each morning in the dining room. Here is your key. Your room number is 445, on the third floor. Enjoy your stay.

Nike: Thank you.

CONVERSATION AT A GOVERNMENT OFFICE

Postal clerk and customer

Postal clerk: What can I do for you today?

Carl: I need to mail this parcel to Coimbatore, please.

Postal clerk: OK, let's see how much it weighs....It's about 200 gms. If you send it in express, it will get there tomorrow. Or, you can send it priority and it will get there by Saturday.

Carl: Saturday is fine. How much will that be?

Postal clerk: Rs.100 (one hundred only). Do you need anything else?

Carol: Oh, yes, I almost forgot. I need a book of stamps, too.

Postal clerk: OK, your total comes to Rs.200 [two hundred only].

CONVERSATION AT GREENGROCER'S SHOP

Customer and shopkeeper

Customer: Do you have fresh vegetables?

Shopkeeper: Sir, all my vegetables are fresh from the fields.

Customer: What is the price of onions?

Shopkeeper: Sir, 25 rupees per kilogram.

Customer: What is the rate of cauliflower?

Shopkeeper: 50 rupees per kilogram.

Customer: Give me one kilogram each of onions and cauliflower.

Shopkeeper: Anything else, sir.

Customer: Give me one kilogram peas and half a kilogram of lady's finger, and one kilogram of cabbage.

Shopkeeper: Sir, take brinjal and carrots. These are also very good.

Customer: No, I don't need them. Have you got potatoes and tomatoes?

Shopkeeper: Yes, sir.

Customer: All right. Give half a kilogram of tomatoes and one kilogram of potatoes.

Shopkeeper: Sir, take some fresh mint also.

Customer: Ok. Put some mint also. Now what is the bill?

Shopkeeper: Only 195 rupees, sir.

Customer: Take these 195 rupees.

Shopkeeper: Thank you, sir. Come again.

Unit-5

INVITING TO PARTY

Anu: Hey, Hi “What’s up?” Long time we have not seen!

Neha: Yes, it’s been really a long time.

Anu: How are you doing?

Neha: I am doing great, How about you?

Anu: I am also doing good. How’s everything? What’s keeping you busy these days?

Neha: I am overloaded with my office work all the time. Anyway, it’s your Birthday coming next month so where’s the party?

Anu: Oh, I am glad that you remember it.

Neha: Come on! We are great friends. Aren’t we?

Anu: Certainly, we are. This is the reason I have called you here to invite you to my birthday party next month.

Neha: That’s great! So where is the party?

Anu: It is at Grand Extancia on the 7th Nov. The party will begin at 8 in the evening. Our entire school batch is coming, so get ready for some real fun!

Neha: Fantastic! It will be a great fun meeting the old friends after so long.

Anu: Yes, It will be like a reunion for all of us.

Neha: Yes, you are right!

Anu: Don’t make any other plan that day, Mark this day in your diary. Also, Don’t forget to bring my Birthday gift.

Neha: Definitely!

Anu: Just kidding! Please be on time that day

Neha: Don’t worry! I will try to come on time.

CONVERSATION ABOUT A VACATION

Suresh: Hi Ramesh. How are you?

Ramesh: Hello Suresh. Fine, thanks! How do you do?

Suresh: Very well, thank you. How did you spend your summer vacations?

Ramesh: I had spent them wisely. I took to yoga classes and learned how to lead a healthy life. I enjoyed spending time with my relatives. We together went to a long drive across our city.

Suresh: That's sounds good.

Ramesh: Now, tell me how did you spend your time on vacations?

Suresh: Upon my request, my father had bought some books. I had completed reading only one book among them.

Ramesh: That's so boring. Which book did you read?

Suresh: I had read the book 'Wings of fire' by Abdul Kalam. It is really a thought-provoking book.

Ramesh: I thought that you would have read a general knowledge book. What had you learned by reading the book?

Suresh: In short, I learned to think positive which changes our lives into the better way.

Ramesh: Had you done anything other than reading books?

Suresh: I went to my village and spent a day complete with farmers. They work very hard.

Ramesh: You're right. In my opinion, farmers and soldiers are the two eyes of our country. You had utilized your summer vacations completely.

Suresh: Let us spend our next summer vacations together.

Ramesh: That would be great. It's time for me to go. Bye.

Suresh: Bye. See you soon.

SEEKING ADMISSION IN A SCHOOL

Student: May I come in, Sir?

Headmaster: Yes, come in.

Student: Good morning, Sir.

Headmaster: Good morning, boy. What do you want?

Student: I want to seek admission in your school Sir. Here is my school leaving certificate.

Headmaster: Which school are you coming from?

Student: I am coming from the Government High School Karnataka.

Headmaster: Why have you come over to Tamilnadu from there?

Student: Sir, my father has been transferred this place.

Headmaster: what is he?

Student: He is a doctor, Sir.

Headmaster: Were you studying arts or science?

Student: I was a student of the science group, Sir.

Headmaster: My science-master will not agree to take you, if you are not a very good student.

Student: He can give me a test, sir, in order satisfy himself.
Headmaster: Are you really ready to take a on hygiene and physiology?
Student: Yes, Sir, with great pleasure.
Headmaster: Do you play any game?
Student: Yes, Sir, I play volley ball.
Headmaster: What else do you want to say about yourself?
Student: Sir, you will find me very honest, obedient, intelligent and hard-working.
Headmaster: All right, boy, you may go now. Come here tomorrow, fully prepared to take the test.
Student: All right, Sir. Thank you very much for your kindness.
Headmaster: Good-bye.

ASKING ABOUT A COURSE

Conversation between a Counselor and a Student

Counselor: Hi! Good Morning! How can I help you?
Arputha: Good Morning! I just want to get an enquiry regarding your courses which you are offering at Spoken English for all.
Counselor: Yes sure! We have three different courses you can just go through it then I will come and give you further details.
Arputha: Okay!
Counselor: Could you please tell me your requirements so that I can suggest the best suitable course for you?
Arputha: I want to improve my public speaking skills and I also want an overview of grammar.
Counselor: We have a perfect course for you which will develop LSRW Skills. In this course we will cover communication skills, interview and job skills, presentation, personality development.
Arputha: Will I get any book for this course?
Counselor: Instead of focusing on textbooks we lay emphasis on practical aspects.
Arputha: Will there be group discussion sessions because I believe for speaking, GD plays an important role?
Counselor: Of course, you will be given GD, debates, presentations and speech sessions. That environment will be provided to you so that you can improve your public speaking skills.
Arputha: Perfect then! So when can I enrol myself?
Counselor: Let's start from today. We will complete your admission formalities and then from tomorrow we will begin your first session.
Arputha: Okay! Do you require any documents for that?
Counselor: Yes! One photograph and a copy of your ID proof.
Arputha: Sorry but I am not carrying my ID proof right now.
Counselor: No worries you can submit it tomorrow at the reception.
Arputha: Sure I will do that. Thank you.

SELLING A PRODUCT

Salesman: Sir, how may I help you?

Customer: I'm looking for a pair of leather shoes.

Salesman: What size do you wear?

Customer: Seven.

Salesman: Seven for which brand?

Customer: Does the same size mean different thing for different brands? It should be standard across all brands, right?

Salesman: For few brands, the same size can mean slightly different fitting.

Customer: Is it? I thought otherwise. Anyway, I wear size seven of Hush Puppies, and because I want to buy the same brand it shouldn't be a problem.

Salesman: Yes, it won't be a problem in your case. This section has new arrivals and this has shoes on sale.

(The customer first glances through the shoes on sale.)

Customer: The variety is far less here. Because I'm buying shoes for at least few years, I would like to buy something I like. I'll prefer new arrivals.

Salesman: Most of the shoes on sale were picked up by customers within a day of opening of the sale. That's why you find far less variety there.

Salesman: Why don't you try these ones?

Customer: Not these ones. I'm looking for more formal look, the ones with laces and predominantly plain texture.

Customer: I like this one. Lemme try it.

(The customer puts on the pair and walks few yards.)

Customer: This fits well. I'll take this one in black. Size seven.

Salesman: Would you like to see socks and shoe polish as well?

Customer: Not polish, but yes socks.

Salesman: Thank you.

INTERVIEW CONVERSATION

Job interview

Personnel manager: Hi Shark, thanks for coming today. I'm Smith. Nice to meet you.

Candidate: Hello, I'm Shark Turner. Nice to meet you, too.

Personnel manager: Have you read the information about this job?

Candidate: Yes, it sounds very interesting.

Personnel manager: What did you study?

Candidate: I studied marketing at Melbourne University.

Personnel manager: Great. Can you tell me about your present job?

Candidate: Well, I work in sales and I've managed teams and projects. I also have a lot of contact with customers.

Personnel manager: How long have you been in sales?

Candidate: I've worked in sales for five years.

Personnel manager: What do you do in your free time, Shark?

Candidate: I play golf and go swimming.

Personnel manager: And finally, why do you want this job?

Candidate: I really want to work in marketing. This is a great opportunity for my career and I think I have the right skills for the job.

Personnel manager: Thank you Shark. It's been good talking to you. Thanks for coming to the interview.

CONVERSATION FOR PUBLISHING A BOOK

Conversation between a writer and publisher

Publisher : Good morning, sir. I am Mathew.
Mathew: Yes, Mathew. I heard about scholarly articles published in your university magazine: How can I help you, Mathew?

Mathew : Thank you for your compliments. I am a research scholar from English Language University. I have written a lot of articles for our university magazine.

Publisher : Yes, I have read and it was recommended by your university professors

Mathew : Yes, sir...still now I was concentrating on writing articles only, but now I tried with a collection of short stories.

Publisher : Is this your first attempt?

Mathew : This my first attempt at writing short story, sir.

Publisher : Let me have a look at your short story collection, Mathew.

Mathew : Yes sir, I have it in my pendrive. Can you have a look at it?

Publisher : Not an issue, I will save and send to the editors.

Mathew : Sir, do you have any terms for publishing.

Publisher : The manuscript should be sent to Editorial board and Marketing team. When they give their views about the saleability of the book. The cost of publishing will be intimated.

Mathew :How much time will it take for publishing, sir?

Publisher : It will take 6 to 7 months, Mathew.

Mathew : About royalty....

Publisher : We pay 7 percent on the published price.

Mathew : Copyright, sir...

Publisher : Copyright will be with publisher.

Mathew : Sir, can the work be in Malayalam?

Publisher : No, Problem...

Mathew : Thank you, sir..

Publisher :Okay Mathew, I will check the copy and let you know all further details.

Mathew : Nice meeting you, sir

Publisher :Welcome Mathew, All the best!

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