I-SHOU UNIVERSITY
PRACTICAL DIALOGUES IN ENGLISH
SITUATED LEARNING CLASSROOMS
(First Edition)
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Passenger: I am here checking in.
Ground Staff: Your ticket and passport, please. Are you travelling alone?
Passenger: No, I am travelling with some friends today.
Ground Staff: You have got a student visa.
Passenger: Yes. I am going to study there.
Passenger: Is it possible to get an aisle seat?
Ground Staff: Let me check. Ok. Do you need any tags for your luggage?
Passenger: Yes, please.
Ground Staff: How many bags are you checking?
Passenger: Just one. I will have one carry-on luggage.
Ground Staff: Did you pack these bags yourself?
Passenger: Yes.
Ground Staff: OK. Here is your boarding pass. Enjoy your flight!
Departure passport control

Customs officer: Boarding pass and passport, please.
Passenger: Here you are.
Customs officer: How long do you intend to leave the country?
Passenger: For one year.

Security check

Security guard: Please go through the security check and put down your belongings for a X-ray check.
Passenger: Oh! OK.
Good afternoon. This is the pre-boarding announcement for flight IS888 to London. We are now inviting passengers with small children, or in wheelchair to begin boarding now. Please have your boarding pass and passport ready. Regular boarding will begin in 5 minutes. Thank you.

Flight IS888 is now boarding. Please have your boarding pass and passport ready.

Cabin
Ladies and gentlemen. Welcome onboard of IS888 with service from Kaohsiung to London. We are expecting to be in the air in 5 minutes. Please fasten your seatbelt and make sure all baggage are underneath your seat or in the overhead compartment. We ask you to upright your seat and fold your table trays for take off. Please turn off all personal electronic devices, including laptops and mobile phones. Smoking is prohibited onboard. Thank you for choosing I-Shou Airlines. Enjoy your flight.

Passenger: Excuse me. Could I have a cup of water?
Flight attendant: Sure.
(Fight attendant is now serving meals.)

Flight attendant: Would you like some beef rice or seafood pasta?
Passenger: Seafood pasta, thanks.
Flight attendant: Would you like anything to drink?
Passenger: A diet coke, please.
(Fight attendant is selling duty free good on board.)

Passenger: Hi. I’d like to purchase a bottle of I-Shou perfume. Can I pay by credit card or do you take American dollars?
Flight attendant: Both would do.
Arrival passport check-immigration control

Customs officer: What’s your country of origin?
Passenger: Taiwan.

Customs officer: What’s your flight number?
Passenger: IS 888.

Customs officer: What’s your purpose of entering this country?
Passenger: Study. (vacation, visiting families, business, diplomatic)

Customs officer: How long do you intend to stay in UK?
Passenger: For one year.

Customs officer: What is your destination in UK?
Passenger: London.

Customs officer: Where are you going to stay?
Passenger: In I-Shou Plaza Hotel.

Customs officer: Thank you. Have a nice journey.

Customs

Customs agent: How many luggages do you have?
Passenger: Just two.

Customs agent: Are you bringing any fruits, plants, foods, or any wildlife product with you?
Passenger: No.

Customs agent: Have you been on a farm or ranch outside UK?
Passenger: No.

Customs agent: How many cigarettes do you have with you?
Passenger: None.

Customs agent: How many bottles of wine have you got in your luggage?
Passenger: Just One.
Customs agent: 1 litre of alcohol is fine. Are you carrying currency over 6500 pounds or the foreign equivalent?
Passenger: No.
Customs agent: Good. Thank you.

Security check

Security guard: Please go through the security check.

Transit help desk

Passenger: Hi! I need to transit to CKS Airport.
Staff: Which airline?
Passenger: I-Shou airline.
Staff: Mmm…Domestic flight….When you walk out of this building, turn right and keep going, you could see I-Shou airline counter on your right.
Passenger: OK. Thanks.
Information center

Passenger: Hi. How could I get to I-Shou Plaza Hotel?
Receptionist: The best way to get there is to rent a car or by taxi.
Passenger: I see. What’s the best way of getting there by public transportation?
Receptionist: You can take the Airport Express Line to Kaohsiung Railway Station. Then you will find the buses to I-Shou Plaza Hotel.
Passenger: That’s great. Thank you.

Car rental

Passenger: Hi. I would like to rent a car.
Staff: Sure. Do you have an international driver’s license?
Passenger: Yes. There you are.
Staff: When do you need it?
Passenger: From this afternoon for a weekend.
Staff: What kind of car would you like? We have some automatic Toyotas, a BMW and a convertible Chrysler now.
Passenger: What’s the rate?
Staff: Toyota is around 40 pounds per day. BMW is 55 pounds per day. The convertible one is around 60 pounds.
Passenger: BMW would be great.
Staff: Do you need insurance?
Passenger: Full insurance, please.
Staff: Are you going to return this car to a different I-Shou car rental location?
Passenger: No.
Staff: How are you going to pay?
Passenger: By credit card.
Staff: Good. Let’s go to pick up your car now.

Currency exchange

Clerk: Good morning. What can I help you?
Passenger: I’d like to change some Taiwanese dollars into British pounds, please.
Clerk: Certainly. How much would you like to change?
Passenger: 5000 Taiwanese dollars.
Clerk: The exchange rate today is 50 NTD for one pound. So that’s 100 pounds in total. Here you go.
Passenger: Thank you so much.
In the hotel lobby

(Staff=clerk/Student=customer)

**Staff:** Good day sir/madam. Welcome to E-Da hotel. What can I help you?

**Student:** Yes. I would like a room for two nights, please. I am visiting E-Da world.

**Staff:** That’s wonderful. I am sure you would enjoy your visit. Do you have a reservation?

**Student:** No, I don’t.

**Staff:** That’s okay. Would you like a single room or a double room?

**Student:** A double, please. I like to sleep on a big and comfortable bed.

**Staff:** Certainly, sir. Would you like a view with the mountain or the sea?

**Student:** I prefer a room with the sea view.

**Staff:** Sure! Let me find a room with the best ocean view for you.

**Student:** Thanks, I appreciate.

**Staff:** Here you are! Sir, this is the key for your room.

**Student:** Can you tell me the directions to the shopping malls and the amusement park?

**Staff:** Sure, just go straight down the path outside the hotel and then turn right. Walk for a block, you will see the shopping mall and the amusement park on your left.

**Student:** Okay! That’s easy to follow. Thanks for your help.

**Staff:** You are welcome.
Restaurant

Staff: Sir, do you have a reservation?
Student A: No, but I need a table for two.
Staff: A table for two? OK. Would you like to sit in the non-smoking area?
Student A: Yes, I also prefer to sit by the window. Can I have a table by that window?
Staff: Sorry, sir. Tables over there are reserved for someone. How about a table just in the middle of the room?

Student A: OK. It’s fine to me.
Staff: Here is today’s menu.
Student A: Thank you.
Staff: May I have your order?
Student A: Give me a minute to look it over.
Staff: Take your time, and I’ll be with you in a minute.
Student A: What would you like to eat?
Student B: How about ordering an appetizer, one main course, and some drink?
Student A: Sounds great. I am thinking about the same things.
Staff: Sir, may I take your order now?
Student A: Yes, I would like Buffalo Wings as my appetizer.
Student B: I would like Fried Mozzarella as my appetizer.
Staff: How about your main course? What would you like for?
Student A: New York Steak, please.
Student B: Can I have Shrimp & Chicken Pasta as my main course?
Staff: Sure, I’ll write it down. How would you like the steak done?
Student A: Nearly well-done.
Staff: Any drinks or something cold?
Student A: Diet Coke, please.
Student B: I would like Strawberry Smoothie.
Staff: Anything for dessert?
Student A & B: Apple Pie & Brownie, please.
Mart

(A new customer coming into one of the shops and looking for some goods.....)

Staff: Sir (/Miss), may I help you?

Student: I wanna buy a gift for my friend, but I am not sure which one is good.

Staff: We have beautiful bags, watches and other products.

Student: My friend likes to follow the trend. Can you show me some fashionable bags?

Staff: Sure, how about these? You can pick the best one as the gift.

Student: I like this one, but do you have different colors?

Staff: We have a large variety over there. What color would you like?

Student: How about that silver one?

Staff: No, problem. I’ll get you one of them. Would you like to try it on before packing it as a gift?

Student: No. Thanks. How much is it?

Staff: It’s US$200. Do you have our club card?

Student: Yes, I have I-Shou club card. Is there any discount?

Staff: Yes, you’ll get 5% off. Is this everything for you today?

Student: Yes. That’s everything I’m looking for.

Staff: You want to pay by credit card or cash.

Student: Credit card, please.

Staff: Here is your receipt. And, please sign your name here. Thank you. Have a nice day.

Student: Have a nice day.
At the clinic/ hospital

(Staff=doctor/Student=patient)

Staff: How are you today?
Student: I have sore muscles and joints and a bit of a runny nose.
Staff: Oh! Dear. That doesn’t sound good. Do you have a headache?
Student: I don’t think so.
Staff: Do you have a sore throat?
Student: No.
Staff: Let me take your temperature just to make sure. Okay, 37.5°C. You don’t have a fever, but I am still worried about your symptoms. Let’s do a few tests to make sure.
Student: To make sure what?
Staff: To make sure you don’t have the new flu H1N1.
Student: Oh, no. You don’t think I have H1N1, do you?
Staff: Now! Let’s not panic. It is probably nothing.
Student: I hope so. When will I know the results?
Staff: Tomorrow at the latest. I will give you some medication for your pains and the runny nose. Come back tomorrow, and we will know what’s really wrong with you.
Student: Thanks, doctor.
At the pharmacy

(Staff=clerk/Student=girl or boy)

Staff: May I help you?
Student: Ummm… I have the terrible headache. It is driving me crazy.
Staff: That’s awful. What kind of pain is it?
Student: I don’t know. It just hurts.
Staff: Where does it hurt?
Student: Umm…around the temple, or maybe it hurts all over. It is hard to tell.
Staff: I need to know the specific type of your pain.
Student: Can’t you just give me some painkiller that would work fast and won’t cause any side effects.
Staff: Well, you can take Panadol to help with the pain. Just take two tablets every four hours as needed.
Student: So it can get rid of my headache, right?
Staff: Yes, but do not take more than eight tablets in 24 hours.
Student: Okay, thanks for your help.
Staff: You are welcome.
THE PASSPORT OF
ENGLISH SITUATED LEARNING CLASSROOM

NAME: 
DEPARTMENT: 
STUDENT NUMBER: 

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