



Mini Course
Business English



[To Course](#)

Table of Contents

- 1. Telephoning: Dialogue and Phrases**
- 2. At the Job Interview: Dialogue and Phrases**
- 3. At the Airport: Dialogue and Phrases**
- 4. At the Restaurant: Dialogue**
- 5. Taking a Taxi: Dialogue and Phrases**
- 6. Formal Introduction: Dialogue and Phrases**
- 7. At the Train Station: Dialogue and Phrases**
- 8. Relaxing: Dialogue and Phrases**
- 9. Cancelling Formal Appointments: Dialogue**
- 10. Negotiating Business Contracts: Dialogue and Phrases**

1. Telephoning

Dialogue

Good morning. David Brown speaking.

Good morning. This is Emma Wood. I would like to speak to Mr. Gray.

Just a second, I'll check if he is in already.

Thank you.

I am sorry, but Mr. Gray is not here yet.

Can you tell me when he will be in?

Probably around 4 pm.

Alright, I will call again later then. Thank you.

You're welcome. Goodbye.

Bye.



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Dialogue



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Dialogue Online



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Essential Phrases

Formal English on the Phone

Could I speak with Mr. Park?

May I speak to Mrs. Wood?

I would like to speak to Mr. Perez.

May I ask who's calling?

Can I get your name?

This is David Park.

Hayes speaking.

Would you mind holding for a minute?

I'm sorry, Mr. Hayes is not available right now.

Would you like to leave a message?

May I take a message?

Could you call back later?

Could you repeat that, please?

Could you speak a bit slower, please?

Thank you for your call.

Informal English on the Phone

This is David.

Is Hanna there?

Is David free?

Who is this?

It's Owen.

Hang on a second.

Just a moment.

Sorry, she's not here right now.

When will Tyler be in again?

Could I leave a message?

Sorry, I think I dialed the wrong number.

Sorry, I didn't catch that.

Can you say that again?

I'll call back a little later.

I can't hear you very well.

Bye!



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2. At the Job Interview

Dialogue

Good morning. Please take a seat. Why are you applying for this job?

I'm looking for a job that fits my qualifications and a company I can grow with.

Why should I hire you? What are your strengths?

I work well with other people, and I'm very ambitious. I'm also always looking for opportunities to learn and grow.

Do you work well under pressure?

Yes, I'm able to stay calm and focused.

Where do you see yourself in the next five years?

By then I would like to have improved my skills and become more independent in what I do.

Do you have any questions for me, Mr. Acker?

No, I think I have a good understanding of the job, and I'm excited at the prospect of working within your team.

Thanks for coming in today. We will call you soon with our decision.

Thanks for considering me. Have a nice day.



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Essential Phrases

Interview Questions

Tell me about yourself.

Why are you applying for this job?

Why should I hire you?

How can you contribute to our company?

What kind of previous work experience do you have?

What is your biggest strength?

What is your biggest weakness?

Tell me about a difficult work situation and how you overcame it.

Tell me about a time you failed and how you learned from that.

Where do you see yourself in the next five years?

What are some goals that you have?

Do you have any questions for me?

Answering Interview Questions

I previously worked as a store manager for three years.

I am a fast learner and enjoy working together with others.

I'm looking to get more experience in this field.

I heard about this opening from my friend who is currently employed by you.

My biggest strength is my curiosity and love of learning.

I hope to improve the skills I gained in my last position.

I completed an internship with this company during my studies.

I work well under pressure and am able to stay focused.

I am very flexible and easily adapt to new environments and challenges.



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3. At the Airport

Dialogue

I would like to check in for my flight to London.

London is your final destination? And I need to see your passport or ID, please.

Yes, London is my final destination and here is my passport.

Do you have checked luggage or a carry on?

I have one suitcase and one backpack.

Could you place them on the belt, please? And would you like an aisle or window seat?

Could I have a seat next to an emergency exit?

Certainly. Here is your boarding pass. Your plane is leaving from Gate 4. Please be there 45 minutes before departure. Have a nice flight!

Perfect, thanks.



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Essential Phrases

Checking in at the Airport

Where is the check-in desk?

I would like to check in.

Please be at the gate 45 minutes before departure.

Do you have a checked bag or just carry-on luggage?

I have one carry-on and two checked bags.

Can I see your passport?

Can I see your boarding pass?

Your flight is boarding at 7:15.

Your flight leaves from gate F12.

The flight has been delayed for one hour.

Take off is in three hours.

Paging all passengers on flight QUE382 to Toronto. Your flight is now boarding at gate Z15.

Going Through Security

We need to go through the security check before we can board.

Empty your pockets, please.

Put all electronics in a separate bin.

Have your passport out and ready.

Step through the scanner, please.

I need to search your bag.

What do you have in your bag?

Please hold still.

Landing at Your Destination

What is the purpose of your stay?

I'm here on vacation.

How long are you staying here?

Have you been here before?

Where is baggage claim?

Your baggage has been lost.

We landed at 8:15.

We need to go through customs before we can leave the airport.

Do you have anything to declare?

I only bought small souvenirs for my family.

Do you have any duty-free items in your luggage?

May I search your bag?



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4. At the Restaurant

Dialogue

Hello guys, welcome to the Crown. Are you ready to order?

Can we have a few more minutes? And what's today's special?

Of course. Today's special is tuna on white rice and vegetables.

That sounds good. I think we are ready now.

Perfect. What would you like to drink?

Can we get some sparkling water and a bottle of Pinot Noir?

Of course. And what would you like to eat?

I would like the steak with fries and she will have the tuna special.

How do you like your steak?

Medium, please.

Can I get you anything else? An appetizer maybe?

No, we are good, thank you.



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5. Taking a Taxi

Dialogue

Good evening. Where are you heading?

Do you know where the Astoria Hotel is?

You mean the one in the city center?

Yes. Do you think we can make it in 20 minutes?

I can't promise anything, but I think we will be fine.

Thank you. I have to be there at 6:30.

What brings you to the city?

Vacation. I'm going on a city sightseeing tour.

That's nice. Is it your first time in the city?

Not the first time, but I haven't been back in many years.

Here we are, Astoria Hotel.

How much do I owe you?

It's \$18.20, please.

Here is \$20, keep the change. Thank you very much.



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Essential Phrases

Questions and Statements: Passenger

I need to get to the airport.

Can you take me to the library on Rose Street?

Can you drop me off in the city center?

How long do you think it will take to get there?
Do you think we can make it there in 20 minutes?
How much is the fare?
Could you please drive a bit slower?
Could you turn on the AC?
Could you wait for me here?
Do you know of any good pizza places in town?

Questions and Statements: Taxi Driver

Where are you heading?
Where to?
From here to the airport it'll cost about \$50.
It shouldn't take longer than 15 minutes.
If traffic isn't bad then I can get you there in 10 minutes.
I can wait around outside for you, but the meter's running.
What brings you to the city?
The Italian restaurant on Main Street has some great food.



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6. Formal Introduction

Dialogue

Good morning, I don't think we have met.

Good morning. No, we haven't. My name is David Brown.

Pleased to meet you, Mr. Brown. My name is Hazel Scott.

How do you do, Mrs. Scott?

I'm doing quite well. How about yourself?

Good as well. What company are you working for?

I'm with Ferox, a computer company based in Chicago.

Have you met Mr. Gray from Compex? He specializes in computer engineering.

No, not yet.

Let me introduce you. I think you would be interested in learning about his business.

Sounds good.



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Essential Phrases

Formal Greetings

Good morning!

Good afternoon!

Good evening!

Hello, Mr. Park.

What is your name?

My name is Eric Perez.

Let me introduce myself.

I'd like to introduce my coworker, Owen.

It's nice to meet you.

How are you doing?

Continuing a Formal Conversation

What do you do for work?

What company are you working for?

What is your specialization?

What field do you work in?

My specialization is in marketing.

I work in the design industry.

Do you have a business card?

Formal Goodbyes

It was a pleasure meeting you.

It was nice meeting you.

It was nice meeting you too.

Let me give you my card.

I hope we meet again.

I hope to see you again very soon.

Take care.



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7. At the Train Station

Dialogue

Good morning. How can I help you?

Good morning, I would like to take the train to New York City.

One-way or round trip?

One-way, please.

That's \$12, and the next train leaves in 15 minutes.

Is there a later one?

Yes, there is also one at 2:30.

Thank you, I'll take the later one. What platform does the train leave from?

It leaves from platform 3. Just turn right here and go straight.

Thank you.

You're welcome and safe travels.



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Essential Phrases

Buying a Train Ticket: Traveler

Where are the ticket machines?

Where's the ticket office?

Can I buy a ticket on the train?

I'd like a single ticket to Los Angeles.

Could I get a ticket for the train to New York City?

What is the cheapest way to get to Washington, D.C.?

How much does a round trip ticket to Austin cost?

What time does the train leave?

Is there a later train?

What platform does the train leave from?

Do I have to change trains?

Is food served on the train?

How long is the train delayed for?

Do you know why there is a delay?

Buying a Train Ticket: Employee

When would you like to travel?

Where would you like to travel to?

What kind of ticket would you like?

Do you have a rail pass?

There are ticket machines down by the platforms.

You'll have to change trains to get to Austin.

The train leaves from platform 9.

The next train is leaving in a half hour.

The train to Washington, D.C. leaves at 5:15.

You can buy refreshments on the train.

The train is delayed due to an electrical problem onboard.

The train is delayed for two hours.

At the platform

Is this the right platform for the train heading to Chicago?

Which platform do I need for the train going to Washington, D.C.?

Which platform is our connection at?

The train arrives at platform 9.

The next train to arrive at platform 4 is the one to New York City.

The train is running late.

The train's been canceled!

Can I see the timetable, please?

First-class boards towards the front of the train.

All aboard!

On the train

Is this seat free?

Do you mind if I sit here?

May I store my luggage in the hold?

Tickets, please!

May I see your tickets, please?

All tickets and railcards, please!

I've lost my ticket.

I can't find my ticket.

Does this train stop at Los Angeles?

What's the next stop?

What time will we arrive?

We are now approaching New York City.

Don't forget any luggage and personal belongings.

Did you catch what they said over the speaker?

Where is the buffet car?

Refreshments can be purchased in the third car.

Could you watch my stuff while I go to the bathroom?



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8. Relaxing

Dialogue

What do you like to do to relax after a hard day at work?

Usually I do nothing after work and watch TV, but I have recently been thinking about meditation. Have you ever tried it?

Yes, I do Yoga twice a week. It really helps me to calm down and relax.

How long have you been doing that?

A little more than a year now. It's not all meditation, but you could come with me next week, if you would like to try it?

I'm not sure if I would like to do Yoga with other people.

That's ok. Let me know if you change your mind.

Will do! Maybe for now I'll just start with some short walks on the beach.

That sounds great too. You should try South Beach!



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Essential Phrases

Talking About Relaxing

What do you like to do to relax?

How do you chill out after work?

What do you do to relieve stress?

I usually watch TV.

I like to write.

I relax by listening to music.

I chill out by cooking and listening to music.

Meditation is an awesome stress reliever.

Have you ever tried yoga?

Do you ever go to the gym to relax?

How long have you been doing yoga?

Idioms and Other Sayings

I need a personal day.

At least now you can let your hair down for a bit.

I need to take a breather.

I'm just going to kick back now and watch the game.

It's time to just read and recharge my batteries.

It helps me tune out the world for a bit.

It's a great way to turn off my mind.



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9. Cancelling Formal Appointments

Dialogue

Good morning. How can I help you?

I'm calling because I need to reschedule my appointment tomorrow. My name is Brown.

Certainly. What day would you like to change it to?

Would Friday be possible?

Yes, Friday is fine. What time would you like to schedule it for?

Three o'clock in the afternoon.

Alright, your new appointment will be on Friday at 3 pm.

Thank you so much. I really appreciate it, and I'm very sorry for this last minute change. Something came up.

No problem, Mr. Brown. Just let us know a little earlier next time.

I will do that. Thank you for your time, and I'll see you on Friday.

We'll see you then, Mr. Brown.



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10. Negotiating Business Contracts

Dialogue

Thank you for meeting me to talk about the new sales contract.

It's in both our best interests to sign this contract as quickly as possible. How should we proceed?

Let's look over the main articles and make sure everything is in order.

What about the terms of renewal?

I know the renewal terms were a sticking point during our last negotiations. Are you satisfied with the compromise?

Yes, this counter proposal looks much better, and we can live with the improved conditions.

I'm glad you accept the new proposal.

Now that we agree, should we summarize the main points to make sure we are on the same page and then finalize it?

Yes, let's finish it.



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Essential Phrases

Asking About a Contract

Are you satisfied with the compromise?

What are your views on the offer?

Do you have any further suggestions for the contract?

Did you notice if we missed anything in the main articles?

Would you change anything?

Do you understand what the contract is saying?

Did you read the fine print?

Do you have any questions about the contract?

What does section 4 mean?

Can we define the exceptions in section five more clearly?

Can we add an additional clause to make it more clear?

Talking About a Contract

I like your offer.

I'm afraid I can't agree to this.

The most important reason for my refusal is article four.

May I suggest a change to the contract?

I propose we change the contract.

In exchange for increased pay, would you work more hours?

I think we should finalize the contract.

Let me make sure I understood your point.

Unfortunately, my hands are tied in this situation.

If you accept the contract, then please sign on the last page.

What's the catch?



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