

**МИНИСТЕРСТВО ОБРАЗОВАНИЯ И НАУКИ РОССИЙСКОЙ ФЕДЕРАЦИИ  
Федеральное государственное бюджетное образовательное учреждение  
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**«Нижегородский государственный  
лингвистический университет  
им. Н.А. Добролюбова»**

## **ОБУЧЕНИЕ ЛЕКСИЧЕСКОЙ СТОРОНЕ РЕЧИ**

**Учебное пособие для студентов III курса  
переводческого факультета  
(английский язык как второй иностранный)**

**2-е издание, переработанное и дополненное**



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Предлагаемые материалы содержат тексты, диалоги, речевые клише и списки слов и выражений по темам, изучаемым на третьем курсе переводческого факультета. Пособие предназначено для студентов, изучающих английский язык в качестве второго иностранного.

УДК 802.0 (075.8)

**Составители:** *Н.Я. Крочик,  
ст. преп. кафедры английского языка  
переводческого факультета*

*С.Е. Кузьмина,  
кандидат филологических наук,  
доцент кафедры английского языка  
переводческого факультета*

**Рецензент** *Л.П. Загорная,  
кандидат педагогических наук,  
доцент кафедры английского языка*

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## ПРЕДИСЛОВИЕ

Учебное пособие предназначено для студентов третьего курса переводческого факультета, изучающих английский язык в качестве второго иностранного, и является частью учебно-методического комплекса для работы над темами, изучаемыми на данном курсе.

Цель пособия – обеспечить студентов курса систематизированным лексико-грамматическим материалом для работы, направленной на продуцирование монологической и диалогической речи по соответствующей тематике.

Объем предлагаемых материалов соответствует времени, отведенному на изучение каждой темы согласно учебному плану.

Материалы каждой темы представлены в 4 разделах.

Первый раздел включает учебные тексты, в которых контекстуально обусловлены лексико-грамматические единицы, подлежащие усвоению, а также тексты для обучения различным стратегиям чтения (экстенсивного, просмотрового, поискового) в рамках обозначенной тематики. Тексты пособия являются оригинальными, заимствованы из англоязычных учебников, прессы, произведений английских и американских авторов и представляют интерес с точки зрения расширения культурологических и страноведческих знаний студентов.<sup>1</sup>

Второй раздел пособия содержит диалоги – функциональные ситуации, иллюстрирующие употребление словарных единиц и разговорных формул, связанных с данной темой.

Третий раздел представляет собой своеобразную подстановочную таблицу речевых моделей, разговорных формул, формул речевого этикета, которые помогут студентам спланировать и вести беседы по теме.

Четвертый раздел содержит списки тематически сгруппированных лексических единиц, отобранных из текстов по принципу коммуникативной значимости и частотности употребления в устной речи. Составленный таким образом словарь обеспечит студентам возможность самоконтроля и позволит систематизировать знания по лексике изучаемой темы, а также строить монологическое высказывание и вести диалог в пределах изучаемой тематики.

К пособию прилагаются диски с записью текстов, начитанных носителями языка, что способствует развитию слухопроизносительных навыков студентов.

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<sup>1</sup> В отдельных случаях в учебных целях в текстах допущены сокращения и незначительная адаптация.

# HOLIDAY-MAKING

## I. Texts for Close Language Study

### Text 1

#### Holidays. Cottages. Caravans. Packages

Until recently the British enjoyed less holiday time than most European nations. Nowadays, virtually every full-time employee is entitled to four weeks or more of paid holiday (excluding Sundays). Much of this free time will be spent at home or visiting relatives, especially at Christmas. "Taking a holiday" means going away from home for at least a few days. About 80% of our managerial and professional classes have at least one holiday of five days or more a year, but less than half the manual working class will spend their savings on this pleasure. Older pensioners and families with young children find "going away" particularly difficult.

By "holiday" we mean something different from what you mean; in fact the organization of holidays (and consequently the kind of holidays you take) are very different in our countries. Big factories in Britain will often close for two weeks in the summer; shops, offices and business will sometimes arrange to close for a period, but more often individual employees will have to work out a rota for taking holidays so that work can continue while they are away. We have no "rest homes", virtually no trade-union holidays, no rights to a particular holiday centre, and we have no sanatoria.

How do the British spend their holidays? People with a family will spend their main holiday together. Maybe one or the other will go away for a few days to visit friends, to follow a special interest to escape from home, but always enjoy



the summer holiday is a time to spend as a couple or a family. Some families with small children hire a caravan (a wagon used for living by people on holiday) on the sea-shore. It is cheap and convenient, the children love playing on the beach with lots of other small children but the adults don't being

so close to their neighbours. So some spend their holidays in various campsites many of which are in very beautiful places in Wales and they allow more privacy than caravan sites. Here one will enjoy walking a lot, climbing

mountains, taking picnics, visiting castles, caves and historic sites. But this is the kind of holiday for those who have a car to reach the campsite. The caravan sites are less dependent on individual transport and tastes.

Some people like to spend their holidays in Scotland. There one can rent a cottage. Throughout the depopulated parts of our country small houses, cottages, old mansions used to stand empty, falling into ruin. Many of them have now been bought by private owners who have adapted them for holidays. Since they are normally let only for a few weeks a year, the rents are high, but an old stone cottage with an open fire, beauty and privacy is the dream of many people. There one can spend the time hill-walking, sitting round the fire in the evening.

If you want something more glamorous and if you can afford it, you can travel abroad. Travelling abroad broadens the mind; you get to know much about other countries and people, their culture, habits and traditions. You can go to France for a camping holiday, live in comfortable French campsites, explore France. If you want sun above all you can buy a “package holiday” in Spain. Spain is popular because it offers a wonderful climate. And package holidays are cheap and very convenient because by paying a single payment to the travel agent you receive a “package” of an air fare, hotel reservations and some excursions and a group guide. Before you start you know exactly how much your holiday will cost, but since they are organized for groups you have to have similar tastes to those of the people on holiday with you.

You can also go to Italy, book a hotel in Rome, Florence or Venetia and spend the time visiting art galleries and churches, enjoying the beautiful sights of Italy. Having chosen this kind of holiday you’ll have to arrange everything by yourself. So don’t forget to get the health insurance, be sure to take some foreign currency, to have enough traveller’s cheques. And this kind of holiday will be more expensive since you’ll have to spend more money on airfares, hotels, meals out and travel.

Group holidays, whether in holiday camps in Britain or in hotels in Spain, are much cheaper and therefore offer a possibility of a proper holiday to people with less money. So it is the individual who chooses where to go and what he can afford: a holiday at the seaside, in boarding houses (much cheaper than hotels), caravans, holiday camps or package holidays.

Students can buy a European “Railcard” for their holiday and travel wherever he wishes on the European railways, meeting hundreds of other young people, wandering round European cities, living on pies and without much comfort.

I have not mentioned dachas. We have no equivalent in Britain, so it is best to use the word “dacha” rather than seek a translation. The nearest term would be “country cottage”. But country cottages are owned by a small minority, and most of them are too far away to be visited more than three or four times a year. A dacha culture makes sense if you have much land, a depopulated countryside, and urban dwellers in flats. But we have very little spare land, a

populated countryside and urban dwellers in small houses with their own gardens. Apart from poverty, age, and other circumstances, this may explain why significant numbers of people have no “holiday”. Truly enthusiastic gardeners never want to go away at all!

*(After K. Hewitt, from “Understanding Britain”)*

## **Text 2**

### **Summer Holidays in England**

Vine Cottage,  
Oxford Road,  
Abdington-on-Thames,  
13 May 19 –

Dear Mario,

I was very glad to have a letter from you, and to know that you and your wife are both coming to England again this summer. My wife and I look forward to seeing you and Rosa.

You say you want a different kind of holiday this year. Perhaps, when you were here last year, I took you to see too many historic buildings and places. So this year you want a rest from sightseeing. You want to meet English people who are on holiday and to have plenty of chances to make friends with them.

I don't like crowds when I'm on holiday. I remember that when I was a small boy we – my brothers and sisters and I – always tried to get away from other people. We always had our holidays on the coast. Sea and sunshine, that's what we looked forward to every summer. Today people seem to like crowds. You say you wish to meet and make friends with as many people as possible.

Hotels at the large seaside towns on the south coast are expensive. It would cost you, probably, for the two of you, at least £ 25 a week. I don't know whether that's more than you want to pay; you gave no figures in your letter. You say you want to come here in July or August. Those are the two months when hotel rates are highest.

If you want to meet lots of English people, you might like to go to a holiday camp. That doesn't mean sleeping and eating in tents. Holiday camps are permanent buildings with every modern convenience and comfort. There are wooden cabins with beds, electric light, running hot and cold water. There are large buildings – a dining-hall, a large hall for dancing, a cinema, a theatre, a bar, a café, rooms for games such as billiards. The camp usually has its own swimming-pool and tennis courts.

I myself dislike the idea of spending a holiday with hundreds of other people. If I were as young as you are, I'd have a walking holiday. Walking holidays are much cheaper. You know something about the Youth Hostels Association, I'm sure. It's international. There are hostels all over England now

and thousands of young people use them. Members of the Association get beds and meals there or can take their own food to the hostels and cook it in the kitchen. They have to help by sweeping and cleaning the rooms, or washing up after meals. But that's not a hardship, is it? Youth hostels are for people with not much money to spend. You wouldn't have to worry about clothes if you decided to use youth hostels. Any clothes would do. You'd meet young people of all classes – factory workers, office workers, shop girls, college students from European countries. A walking holiday depends for enjoyment upon the weather, of course. I can't promise you good weather!

Thank you for your very kind invitation to visit you and stay with you. I'm sorry I can't accept it this year: we've already made our plans. But next year, perhaps, if it's convenient to you then.

Please write and let me know if there's anything else you'd like to know. I'm always glad to help you.

My wife joins me in best wishes to you both.

Yours sincerely,  
John Grant

*(From "Oxford Progressive English for Adult Learners"  
by A.S. Hornby, Book Two. Abridged.)*

## II. Conversations

### 1

#### At a Travel Agency

*Listen and practise the conversation between a travel agent and a client:*

Travel agent: Good morning. Can I help you?

Client: Yes, I wonder if you can give me some information about Crete as a place to go on holiday?

Travel agent: Of course, what would you like to know?

Client: Well, I've looked through several brochures and I've picked out four hotels which are about the same price and which sound quite nice. But there's not a lot of information in the brochure and I wondered if you could tell me anything more, because I don't want to end up in a hotel near a discotheque, or where you have to walk five miles to the beach either!

Travel agent: Right. Well, we have a gazetteer that'll be able to tell us that.

Client: A what?

Travel agent: A gazetteer. It's a book which lists all the hotels and describes them, you know. It's supposed to tell the truth. Let me just go and get it!

Client: Oh, great.

Travel agent: Now, which hotels were you interested in?

Client: Let me see, the first one's called the Concord.

Travel agent: The Concord, right.

Client: I wondered what sort of building – is it an old style or what?

Travel agent: Yes, here it is – the Concord. Let's see what it says – a pleasant three-storey building – so it's probably an older type of building, yes. It's about five minutes walk from the centre of town and a little less from the harbour. Quite a good situation.

Client: Does it say if it's near the beach?

Travel agent: Yes. It says it has a terrace at the rear which leads directly on to a beach of sand and rock.

Client: So I wouldn't have to cross a road to get to the beach?

Travel agent: No, it leads directly on to the beach, so there's no problem.

Client: That's fine then. Another one was called the Royal.

Travel agent: The Royal. Right, yes.

Client: Yes, that one said that there was a discotheque nearby. I was quite worried about that.

Travel agent: Right. Let's see what this one says. Yes. It's a three-storey building again, but a modern one. It says it has a curved front. It's also got a good-sized swimming pool and a discotheque situated well away from the bedrooms. So you're not going to be disturbed at night too much.

Client: Does it say where it is?

Travel agent: Yes. On a cliff top with steps leading down to a pebble beach. Good bus service to the town centre – so it's obviously a bit out of town.

Client: Steps down to the beach – well, they should keep me fit, I suppose. Fine. Alright, let's try another one. The Atlantic.

Travel agent: The Atlantic – strange name for Crete!

Client: Yes. That one said it was on a main road. That could be noisy, couldn't it?

Travel agent: Definitely. Right It's described as a brightly decorated, simple hotel, one of a number recently built alongside the busy main road. There's a picture of it here – look. There are some trees in the front garden which would help to screen it from the road but I'm afraid you're bound to get some traffic noise. It says there's a poor beach opposite but a better one ten minutes' away. So...

Client: Well, ten minutes doesn't sound too bad but I don't like the idea of traffic noise. The last one I wanted to ask you about is called the Plaza.



Travel agent: Right. That's described as a long low building standing high above the main road with an entrance up a steep slope. It's obviously not suitable for elderly or disabled people then. All rooms have balconies and excellent views over the bay. Just a few houses and villas nearby. Hotel transport to the beach.

Client: That sounds alright. And... did it say every room had a balcony?

Travel agent: All rooms have balconies.

Client: Oh, marvellous! But do you think it would be noisy?

Travel agent: Well, it says standing high above the main road. So, no, I don't think noise would be too much of a problem.

Client: That's fine then. Now would you be able to give me the price of a flight only?

Travel agent: Yes, certainly. Let me just get one or two of our flight-only brochures. Right. They have various flights on Fridays and Tuesdays. Now, when do you want to go?

Client: About the third week in July.

Travel agent: About the third week. So we're looking at the twenty-first. Tends to be one of the most expensive times to go because that's when the schools break up. Anyway, they go ... they range from £159, all the way up to £191. And that really depends on the flight times.

Client: OK. And is it advisable to have travel insurance?

Travel agent: Definitely.

Client: How much would that cost?

Travel agent: Roughly... Well, I can get a leaflet. Hold on. Well, this one... covers you very well. It's the most comprehensive policy. And up to two weeks – it's £14.25. This other one we use mainly for students and it doesn't actually cover for cash loss. It's a bit cheaper, though, and that's £10.80.

Client: Well, thank you very much. That's very helpful. Can I think about it and perhaps call in tomorrow morning?

Travel agent: Yes. No problem. We're open from 9 till 4 so just pop in any time and we'll see what we can do.

Client: Right. Thanks very much. Bye.

Travel agent: OK. Thanks. Bye-bye.

## 2

### Planning a Holiday

A: I'm thinking about spending my vacation in southeast Asia, but I haven't decided where.

B: Oh? What kind of place are you looking for?

A: Somewhere with good weather, that's quiet and far away from the crowds.

B: Hmm, Phuket might be the place.

A: Phuket? Where's that?

B: In Thailand. It's a beautiful island with excellent beaches. I was there last summer. It's fantastic!

A: Sounds good. But what about the weather?

B: The weather is great. And there are plenty of cheap hotels along the beach.

A: It sounds just like the kind of place I'm looking for.

### 3

#### A Picnic

Tim: Exeter 563.

Mary: Tim? This is Mary. I hope I haven't woken you up.

Tim: Actually I got up ten minutes ago, but it's only a quarter to nine. Why are you calling me so early on a Sunday morning?

Mary: Because the sun's shining and there isn't a cloud in the sky, and Alan and I are going for a picnic. Do you want to come?

Tim: It's true we haven't seen the sun lately, but I expect it'll rain again soon.

Mary: No, it won't.

Tim: Well I've got some work to do, but I suppose I could put it off till tomorrow. Where are you thinking of going?

Mary: Well, there's a lovely spot by the river on the road to Tiverton. There's a big bend in the road just before you get to Stoke. You leave your car and walk across a field to the left. There are some tall elm trees by the river, and that's where we'll be. It's very easy to find the place.

Tim: Yes, I think I know where you mean. I'll come, and I might even go for a swim. Are you taking any food or drink? It's a pity you didn't mention it yesterday; I don't think there's any beer in the house.

Mary: Don't worry. We've got some bottles of beer and lemonade and there's half a chicken in the fridge.

Tim: Right then. See you there in about an hour.

### 4

#### After Summer Vacation

Jane: How do you do, Mike? Glad to see you. Here we are back at the Institute again.

Mike: Morning, Jane, Hallo, Anne. Hope you are quite all right? Haven't seen you since the end of the term, you were badly ill then, as far as I remember.

Anne: Oh, it was ages ago. The only trouble is I couldn't take my exams in spring and must have them now, so I don't feel a second-year student yet.

M i k e: Poor thing, you had bad luck.

J a n e: You needn't worry about her. She's a bright girl and she'll catch up with us.

M i k e: I'm sure she will. How did you spend your holidays, girls?

A n n e: I had a wonderful time. After my illness my parents took me to a rest home in the Crimea and we had a lot of fun there.

J a n e: Bathing, boating, basking in the hot sunshine and doing all other things people are supposed to enjoy in the South, I guess.

A n n e: Well, why not, Jane? All those things are very pleasant, aren't they, Mike?

M i k e: Tastes differ, you know. As for me ...

J a n e: Sorry, Anne, I simply envy you your trip. I had no chance to go anywhere this summer.

M i k e: What a pity! Did you stay in town?

J a n e: No, we moved to the country, but my parents had to go on an expedition, they are geologists, as you know, and I was left to keep house.

A n n e: And look after your two younger brothers. Well, you had a hard time, I believe.

J a n e: You bet, cleaning the rooms, cooking dinner, and so on and so forth.

M i k e: So you didn't have any rest, in fact.

A n n e: Well, and what about your holidays, Mike? You haven't said a word about them, yet.

M i k e: I've been waiting for my chance to put in a word, but it's quite out of the question with such chatter-boxes as you are.

A n n e: No sharp words, please. I know you had a good time. I can tell it from your face.

J a n e: Yes, you've got quite brown. Had a nice rest in the South too, I guess?

M i k e: Nothing of the kind. I made a tour of the North Caucasus and then lived in a holiday camp near Elbrus.

A n n e: You don't say so! How interesting!

M i k e: Had a wonderful time there. Lived in a tent, enjoyed the sights of snow-capped mountains, walked and climbed a lot.

J a n e: You must tell us some more about it.

M i k e: Willingly, but now I've got no time, I'm afraid.

A n n e: Yes, here goes the bell. Bye-bye, Mike.

M i k e: So long, girls. See you later.

### III. Functional Phrases (to be used in making up conversations)

#### *Two friends speaking*

- What are your plans for the coming holiday?  
Where are you going for your vacation?
- I'm thinking about spending my vacation in Asia but I haven't decided yet.
  - We look forward to seeing our friends in England.
  - I'd love to go to ...
  - I'd like to try something/somewhere new this time.
  - I haven't yet made plans.
- Have you made up your mind where and how to spend your holiday?
- Not really. I think of going to ...
  - Not yet. I'd love to go to ...
- How do you prefer to spend holidays?
- I think there is nothing more enjoyable/boring/wonderful/tiring than a walking holiday/a holiday in the country/doing sights.
  - I prefer to have ...
  - I'd rather stay on the dacha.
- Why not go to ... ?
- That's a good idea.
  - That's OK for well-off people. I'm afraid I couldn't possibly afford it.
  - Sounds great, but ...
- How did you spend your holidays?  
Had a nice holiday (rest), I guess.
- It was fantastic/boring/terrific/a perfect change after the hard work.
  - I made a tour of ...
  - It's a pity, but I had no chance to go on holiday/to have any holiday.

It looks/sounds as if you had a nice rest (a very relaxing time). I envy you your trip.

You had a wonderful holiday. I can tell it from your face.

- Yes, it was great.
- Yes, I had a great time camping out.
- So, I did (had) and I feel a new man.
- I had a wonderful time bathing, boating, etc.
- We had a lot of fun.
- Not very. It wasn't all relaxation.
- I had no chance to go anywhere.
- I had a hard time.
- I didn't have any rest in fact.
- Nothing of the kind.

What are the most interesting sights for tourists around here/there?

- There are many/very few tourist attractions.
- It's a great place to visit. There is much to see here.
- It depends on your tastes and interests.

Would you like to join us for a picnic/for the trip?

- Gladly/Willingly. And at what time are you starting?
- I'm afraid I can't. I've got a lot of work to do.

Where shall I pick you up?

- Let's arrange it this way. Is that right with you?

### *Client*

### *Travel agent*

Can you give me some information about Crete as a place to go on holiday?

- Of course. We have lots of gazetteers which list hotels, tourist attractions, etc. – Here you are.

Is it advisable to have a travel insurance?

- Definitely.
- Yes, certainly.

- What's the best time to go for a holiday?
- It depends on whether you want to go somewhere hot or somewhere cold.
  - If you want a lot of sun...
  - September, I think, if you don't like the heat.
  - Not when the schools break up as it is the most expensive time to go.
- Can I think and call in tomorrow?
- Yes, no problem.
  - Sure. We are open from 10 to 7.
  - But not after 7. It's our closing time.

## IV. Essential Words and Phrases

### 1

to take a holiday  
 to be/go on holiday/vacation  
 to make plans for holidays  
 to work out a rota for taking holidays  
 to go on a trip, to go on a camping trip  
 to go camping/to camp out  
 to hike (to go for a long walk)  
 to hitch-hike (to get a free ride by signaling for one from a passing car)  
 to hitch-hike around Europe  
 a hiker  
 a hitch-hiker  
 to tour a country

### 2

a walking holiday  
 a hiking holiday  
 a package holiday  
 a skiing trip  
 a camping trip

### 3

a holiday camp  
 a caravan (a wagon used for living by people on holiday)  
 a caravan site  
 a campsite  
 a tourist camp  
 a tourist centre  
 a country cottage

#### 4

to be run down, to need a rest  
to have a rest from smth.  
to improve in health  
to have a real change of air and surroundings/of scene  
to go somewhere different  
to want a different kind of holiday  
to get away from noise and people  
to have privacy  
to escape from home  
the country offers much that is not found in the city

#### 5

to book a hotel  
to get a bed and meals  
to put somebody up  
to stay/put up somewhere/at smb.'s place  
cheap/reasonable hotels (along the beaches)  
decent/reasonable prices  
high rates  
hotels at the seaside towns on the south coast are expensive  
prices range from £ 59 to £ 75

#### 6

to travel abroad  
to do the sights of/to go sightseeing  
to make a tour of the Crimea/Caucasus  
to try to see as much as one can in a short time  
to wander round cities  
to explore some place/country  
to broaden the mind  
to get to know much about smth.  
to pick out information  
a brochure [ ɒbrəʊ juə], a leaflet, a gazetteer [gæzi ˈtiə]  
fantastic museums

#### 7

to spend a holiday on the sea-shore/on the coast/sea  
to get a tan  
to look sunburnt  
to sunbathe, to lie in the sun  
to do a lot of swimming, to go for a swim  
a beach of sand and rock, a pebble beach  
a poor (excellent) beach

## 8

a walking holiday depends for enjoyment upon the weather  
having a walking holiday means sleeping in tents, cooking on fire,  
washing up after meals; but these are not hardships  
walking holidays are much cheaper  
there is nothing more enjoyable/boring/wonderful/tiring than a walking  
holiday  
to worry about clothes  
to live and without comfort  
to make friends with smb.

## 9

to climb mountains  
to set up a tent  
to walk a lot  
to take a picnic; to go for a picnic  
to go mushrooming;  
it was a bit early for mushrooms

## 10

to have fun/a wonderful time/a nice rest  
to enjoy a trip/a landscape/the sights of something  
to enjoy oneself  
to be satisfied with the way one spent the holidays  
to spend savings on something  
to take away with oneself memories of the beauty of the Caucasus  
to tell something from somebody's face

## 11

as well as in Britain...  
unlike in Britain (Russia, France, Germany)...  
as well as the British...  
unlike the British (the Russians, the Germans, the French)...  
to have something in common  
in contrast to the English (the Russians, the Germans, the French)...  
The ways to spend holidays in our country are a lot different from the  
ways...

## Proverbs and Sayings

Love in a cottage



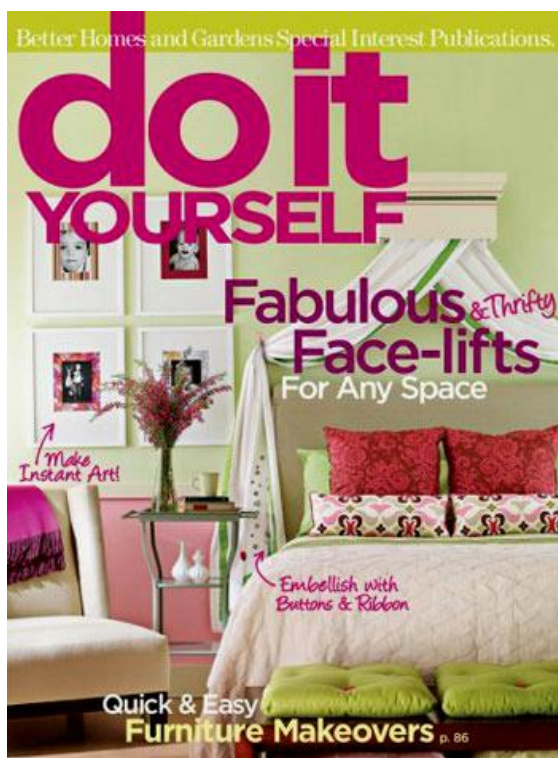
# LEISURE. LEISURE ACTIVITIES

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## I. Texts for Close Language Study

### British Leisure: How We Use Our Free Time

If we consider private leisure in Britain, our national enthusiasm is for gardening. A very high proportion of our homes have small gardens attached, and those people without much space, but much enthusiasm can rent allotments (land owned by local councils for private cultivation), quite cheaply. About 44% of the population spend time gardening. The climate is ideal. Most of us do not need to grow vegetables, but home-grown fruit and vegetables taste much better than those in shops which have been grown commercially. We also grow flowers, and, as everyone knows, have a passion for lawns of grass which stay green throughout the year.



The other popular home-based activity is 'D-I-Y' or 'Do-It-Yourself', that is, improvement of one's home by decorating, making furniture, fitting in shelves, cupboards. We now have excellent shops which supply the materials and tools; and books with detailed advice are everywhere on sale. Many women concentrate on needlework sewing curtains, and cushion-covers, as well as clothes. About half the women in the country spend time on needlework or knitting.

'Reading' means such different things to different people that it is extremely difficult to decide how important books are in the lives of

British citizens. We have well-stocked bookshops and a good public library service. Books are available, brightly coloured, cheerfully designed – and expensive. But from the comparisons I have been able to make (outside Moscow) you have more books and more readers than we have. In Britain the attractions of television and videos have reduced the enthusiasm for reading. Here is an unquestionable loss. On the other hand, children educated by

watching television know far more about, for instance, geography, natural history, and world politics than their parents.

Our dramas and documentaries, our cultural and scientific programmes satirical programmes, practical and educational programmes and coverage of the world's news are (at least, in general) excellent, by world standards. And of course there is lighter entertainment – games, family comedies, celebrity shows, soap-operas (drama serials which go on and on....).

Another kind of entertainment is pop music. Leisure activities in Britain are immensely affected by class; too much affected, in fact, because some activities, though not forbidden, are simply not practised by some groups. Theatre, opera and ballet, for example, are almost exclusively the pleasures of the educated middle classes.

We British do all kinds of things in our spare time, that is at leisure. We go shopping, play football or darts, collect records or stamps. Correspondingly there are “essential activities” (food shopping, housework, child care, cooking, etc.) which are not always fun, but necessary, sporting leisure activities (playing football, baseball, tennis, chess, golf, yachting, hunting, fishing, jogging, mountaineering), non-sporting leisure activities (knitting, gardening, watching other people playing sports games, musical instruments, etc.).

As far as leisure activities are concerned there is a difference between our societies. Our leisure time and leisure activities are much less organised than yours. But nowadays your leisure or the leisure of your children is also becoming much less organized – with the consequences, both good and bad. We have youth organisations, of which the largest are the Scouts and Guides for young people up to the age of 18, and for adults we have all kinds of groups associated with sporting, cultural activities, churches.

You can expect to find a choral society, a brass band, any colleges or institutes will have their own musical society, every school will have its own choir; at various pubs you will find a folk club; young people with guitars, drums and anything else will be turning themselves into the "greatest pop group of all time". All of this is music-making for public performance. None of the groups are official, although some will get some support from central and local government. Usually the money comes from the members themselves; choirs, bands and orchestral societies are all supported by members' subscriptions and by what can be earned through giving concerts and other fundraising. Organising rehearsals, publicity, concerts and membership is the work of devoted volunteers.

In general people use their leisure to follow a particular interest and their activity is dependent on their interests, hobbies and enthusiasm. Ordinary people use their leisure to follow a particular interest and their activity is dependent on the enthusiasm of those taking part.

## II. Conversation

Somov: What is your hobby, Mr Grant?

Grant: I collect books published in the XVIIIth century.

Somov: How very interesting! Have you got many in your collection?

Grant: There are almost eight hundred of them.

Somov: Quite a number, I should say! I wonder whether you manage to read them all.

Grant: In a way yes, but reading is not essential. It's the process of collecting itself that matters.

Somov: And what are the most common hobbies of Englishmen?

Grant: Well, it isn't an easy question, I should say. Many Britishers like sports and games, others, gardening or collecting different things. I, for one, enjoy carpentry, just making shelves, boxes, stools and so on.

Somov: Your hobby seems to be both interesting and useful for the house. Your wife likes your pastime, doesn't she?

Grant: Oh yes. When I come home after work she's ready to give some "orders" to repair this thing or that.

## III. Essential Words and Phrases

### 1

leisure

leisure time

private leisure

to organize leisure/leisure time

to do smth. at leisure/in spare time

leisure activity, popular activity

sporting leisure activity (ies)

non-sporting leisure activity (ies)

home-based activity (ies)

outdoor/indoor activity (ies)

a range of activities

to practise an activity

to have enthusiasm/a passion for smth.

### 2

to grow fruit, vegetables, flowers

to have a garden attached

to rent an allotment  
to own a piece of land  
to stay green throughout the year  
to taste good, fresh  
home-grown fruit, vegetables  
vegetables grown commercially  
a lawn of grass

### 3

hobby (useful, funny, favourite, enjoyable, practical)<sup>2</sup>  
to ride a hobby, to mount a hobby  
a hobby group  
to join a hobby group

### 4

to improve one's house, flat by making furniture, fitting in shelves,  
decorating it  
to do needlework  
to be available  
a well-stocked shop  
a good public library service  
brightly-coloured  
cheerfully-designed

### 5

the attraction of television (radio)  
TV programmes (dramas, documentaries; cultural, scientific, satirical,  
practical, educational programmes)  
entertainment-games, family comedies, celebrity shows, soap-operas  
coverage of world's news  
to be excellent by world standards  
to affect smb., be affected by smb./smth.

### 6

to follow a particular interest  
to be associated with, association

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<sup>2</sup>Hobby – interesting occupation for one's leisure time (stamp-collecting, growing flowers, etc.).

Hobby-horse – favourite topic of conversation (figuratively); ex.: He's started on his hobby-horse (has begun to talk on his favourite subject).

Activity – occupation, what you do, whether you like it or not.

Outdoor activities – things done outside, classroom activities – things done by pupils in classroom.

Pastime – anything done to pass time pleasantly; game. Ex.: Photography is her favourite pastime.

to make music  
to make music for public performance  
to earn money by/through giving concerts  
to support smb.  
to get support from smb.  
a club (group) associated with smth. (sporting, church)  
a choral society  
a brass band  
a choir  
a guitar  
a drum  
an orchestral society  
publicity  
rehearsal  
a volunteer

### **Proverbs and Sayings**

The busiest man finds the most leisure.  
Business before pleasure.  
Every man has his hobby-horse.

# MEALS. CUISINE. EATING OUT



## I. Texts for Close Language Study

### Text 1

#### An Englishman's Meals

The usual meals in England are: breakfast, lunch, tea and dinner or, in ordinary households, breakfast, dinner, tea and supper. Breakfast is generally a bigger meal than they have on the Continent.

In the morning an Englishman has his favourite breakfast of cornflakes with milk and sugar or porridge followed by fried bacon and eggs. A boiled egg is eaten with a small spoon with some salt. With it he will have either bread and butter or toast and butter.

Some marmalade might be spread on the toast and butter. Perhaps some fruit will also be eaten. For a change you can have cold ham, or perhaps fish, some coffee and a roll.

But whether he in fact gets such a meal depends on the state of his housekeeping budget.

Breakfast is often a quick meal, because the father of the family has to get away to his work, the children have to go to school, and the mother has her housework to do.

At midday people have their meals at home. Those who live alone or who cannot get home during the day from their work sometimes have meals in restaurants. Factory workers usually eat in their canteens.

The main meal of the day is called dinner. Dinner is eaten either in the middle of the day or in the evening. If it is eaten in the evening (about 7 o'clock), the midday meal is called lunch (about one o'clock). If dinner is in the middle of the day, the evening meal is called supper.

The usual midday meal consists of two courses – a meat course accompanied by plenty of vegetables. After it comes sweet pudding or some stewed fruit.

Most Englishmen like what they call good plain food. Usually they have beefsteaks, chops, roastbeef and fried fish and chips.

They are not overfond of soup, remarking that it fills them without leaving sufficient room for the more important meat course.

Afternoon tea you can hardly call a meal. This may mean a cup of tea and a cake taken in the sitting-room or at work. For the leisured classes it is a social occasion when people often come in for a chat over their cup of tea. But some people like to have the so-called "high tea" which is quite a substantial meal.

They have it between five and six o'clock. In a well-to-do family it will consist of ham, tongue and tomatoes and salad, or kipper, or tinned salmon, or sausage, with strong tea, bread and butter, then stewed fruit, or a tin of pears, apricot or pineapple with cream and custard, and pastries or a bun.

The evening meal as we have said already, goes under various names: tea, "high tea", dinner depending upon its size and also the social standing of those eating it.

In some English homes the midday meal is the chief one of the day while in the evening they have a much simpler supper: an omelette, or sausages, sometimes bacon and eggs, or whatever they can afford.

## **Text 2**

### **What British People Eat**

The British eat rather a lot of fried food. A 'fry-up' is a phrase used informally for several items fried together. The most common items are eggs, bacon, sausages, tomatoes, mushrooms, and even bread. It is not always accompanied by 'chips' (the normal British word for french fried potatoes).

Bread is not an accompaniment to every meal. It is not even normally on the table at either lunch or the evening meal. It is most commonly eaten with butter and almost anything else, for a snack, either as a sandwich or as toast (a British household regards toasting facilities as a basic necessity). On the other hand, the British use a lot of flour for making pastry dishes, normally called 'pies', and for making cakes.

Eggs are a basic part of most people's diet. They are either fried, soft-boiled and eaten out of an 'egg cup', hard-boiled or poached (steamed).

Cold meats are not very popular. To many British people, preserved meats are typically 'Continental'.

It is common in most households for a family meal to finish with a prepared sweet dish. This is called either 'pudding', 'sweet' or 'dessert'. There is a great variety of well-known dishes for this purpose, many of which are served hot (often a pie of some sort).

The British also love 'sweets' (which means both all kinds of chocolate and also what the Americans call 'candy').

## **Text 3**

### **Eating Out**

In most countries, East or West, eating out has now become very popular. A lot of eating places ranging from high-class restaurants to factory canteens cater for all tastes at various prices. Thus, small, often self-service restaurants, cafés or snack-bars serve quite cheap food while traditional restaurants are famous for high quality (and expensive) cooking.

Normally a meal in a restaurant takes time. Usually you tell the waiter what you want for the first two courses; he will take your order for dessert and coffee later. When paying the bill it is customary to tip waiters, however in most restaurants the service charge is nowadays added to avoid individual tipping. But if the waiter has been very helpful some people like to give a small tip.

If you want to have a quick lunch you may decide on a snack-bar, a café or even your office vending machine where you can get sandwiches and other snacks.

Every country has its own popular places which traditionally specialize in certain dishes. For example, kebab grills, fried chicken are quite common in Syria and Lebanon, Iraq and Libya and elsewhere in the Arab world. There are also hamburger restaurants in most places in the East nowadays, which specialize in cheap meals, especially hamburgers. Very popular indeed are take-away places serving fried (grilled) chicken. In Baghdad, for instance, you go to a take-away restaurant or a small shop, give your order which is cooked while you wait and packed in plastic bags for you to take away. You are sure to enjoy the chicken, hot and juicy, seasoned and garnished with pickled onions, cucumbers, garlic and whatnot.

Staying at a hotel eases the matter considerably. At the hotel restaurant you are offered European cuisine along with specially prepared dishes, various hors d'oeuvres, wines and soft drinks.

First-class five star hotels treat their guests to "Swedish Board" which gives you a quick and delicious meal. Other services such as Coffee Shops are also commonly available.

#### **Text 4** **Opinions on and Attitudes to English Food** **(for reading comprehension)**

Read the following quotations and you will know the opinion of many people about English food.

'It takes some skill to spoil a breakfast – even the English can't do it!'

J.K.Galbraith, economist

'On the Continent people have good food; in England people have good table manners.'

George Mikes, writer and humorist

'If the English can survive their food, they can survive anything!'

George Bernard Show, writer



‘English cooking? You just put things into boiling water and then take them out again after a long while!’

An anonymous French chef

Every culture has its own distinctive food rules – both general rules about attitudes towards food and cooking, and specific rules about who may eat what, how much, when, where, with whom and in what manner – and one can learn a lot about a culture by studying its food rules.

The quotations and comments above reflect the general international opinion of English cooking and these criticisms are largely justified.

The English do not have the deep-seated, enduring, inborn love of food that is to be found among our European neighbours, and indeed in most other cultures. Our relationship with food and cooking is more like a sort of uneasy, uncommitted cohabitation. There are moments of affection and even of passion but on the whole food is just not given the same high priority in English life as it is elsewhere. Most of us are proud to claim that we ‘eat to live, rather than living to eat’ – unlike some of our neighbours, the French in particular, whose excellent cooking we enjoy and admire, but whose shameless devotion to food we rather despise.

The English used to explain it by the fact that with their mild climate, the rain which gives rich soil and green grass their basic ingredients, when fresh, are so full of flavour that there is no need to drown lamb in wine or cream or yoghurt and spices and they don’t have to invent fancy sauces and complex recipes to disguise their natural taste.

Another explanation may be that English cooking is found in the home where it is possible to time the dishes to perfection while most visitors to Britain do not get the opportunity to taste home cooking. They either eat in canteens or in cheap restaurants and cafes, and typical British cooking involves a lot of roasting but not quick preparation which is required in such places.

But this explanation can only serve as a partial excuse for the unfortunate reputation of British cuisine. Even in fast food restaurants and everyday cafes, the quality seems to be lower than it is in equivalent places in other countries. It seems that British people simply don’t care enough to bother. Even at home, food and drink is given relatively little attention.

Families seldom eat together but instead consume junk food in front of the television; our diet consists mainly of salty or sweet snack foods – chips, crisps, chocolate bars, ready-meals, microwave pizzas and other rubbish. Even those with an interest in good food, and able to afford it, tend to have neither the time nor the energy to shop for and cook fresh ingredients in what other nations would regard as a normal or proper manner. Meals tend to be eaten quickly and the table cleared. Parties and celebrations are not normally centred around food. Besides British people have been mostly urban, having little contact with the “land” for longer than the people of other countries.

By now, however, the British have become extremely open to the cuisine of other countries. Interest in food and cooking has certainly increased in recent years. There is usually at least one food-related programme on every television channel every day. There are plenty of informative cookery shows as well. People have become much more enthusiastic cooks as a result of watching television cookery programmes. They also become inspired by these programmes and rush out to buy the TV chefs' cookbooks and try their recipes.

The country's supermarket shelves are full of the spices and sauces needed for cooking dishes from all over the world. In every supermarket sales of pasta and pizza are booming. In addition, there is increasing interest in the pure enjoyment of eating and drinking.

London now is one of the great culinary cities of the world. This is due to the fact that the past decade has seen the re-evaluation of the indigenous cuisine of the British, its reputation of badly cooked meals has been overturned by new generation of modern-minded British chefs, who have injected new life into traditional English recipes by combining them with French and ethnic ['eɪnik] influences.

In most cities in Britain you'll find Indian, Chinese, French and Italian restaurants. In London you'll also find Indonesian, Iranian, German, Spanish, Mexican, Greek restaurants. And it's not only in restaurants that foreign dishes are replacing British food. The British people became tourists at their own dining tables and in the restaurants of their land. Why has this happened? What is wrong with the cooks of Britain that they prefer cooking pasta to potatoes? Why do the British choose to eat lasagne instead of shepherd's pie? Why do they now like cooking in wine and olive oil? But perhaps it is a good thing. After all, this is the end of the 20<sup>th</sup> century and we can get ingredients from all over the world in just a few hours.

However, there is still one small ray of hope. British pubs are often the best places to eat well and cheaply in Britain, and they also increasingly try to serve tasty British food. Can we recommend to you our two favourite places to eat in Britain? The Shepherd's Inn in Melmerby, Cumbria, and the Dolphin Inn in Kingston, Devon. Their steak and mushroom pie, Shepherd's pie, Lancashire ['lɪŋkəʃə] hotpot, and bread and butter pudding are three of the gastronomic wonders of the world!

## **Text 5**

### **What People Drink**

**(reading for information)**

As well as large amounts of hot drinks such as tea, coffee and cocoa, for British people beer is still the most popular alcoholic drink.

The most popular pub beer is 'bitter', which is draught (i.e. from the barrel), has no gas in it and is conventionally, as are all British beers, drunk at

room temperature. A sweeter, darker version of bitter is 'mild'. These beers have a comparatively low alcoholic content. This is one reason why people are able to drink so much of them! In most pubs, several kinds of bottled beer, usually known as 'ales', are also available.

Beer which has gas in it and is closer to continental varieties is known as 'lager'.

In general, the attitude to alcohol in Britain is ambivalent. On the one hand, it is accepted and welcomed as a part of British culture. On the other hand, the puritan tradition has led to the widespread view that drinking is something potentially dangerous which should therefore be restricted. Laws against drinking and driving have been strengthened and are fairly strictly observed. Wine or beer is not as much a part of home life as it is in some other European countries. Nevertheless, alcohol, especially beer, is an important part of the lives of many people. But drinking is mostly confined to pubs.

### **Text 6**

#### **Pubs**

**(reading for information)**

The British pub (short for 'public house') is unique. This is not just because it is different in character from bars or cafes in other countries. It is also because it is different from any other public place in Britain itself. Without pubs, Britain would be a less sociable country. The pub is the only indoor place where the average person can comfortably meet others, even strangers, and get into prolonged conversation with them. In cafes and fast food restaurants, people are expected to drink their coffee and get out. The atmosphere in other eating places is often rather informal. But pubs, like fast food restaurants, are classless. A pub with forty customers in it is nearly always much noisier than a cafe or restaurant with the same number of people in it. The traditional drink in a pub is English beer (ale or bitter). It's drawn from barrels by hand pumps on the bar and is served at cellar temperature.

But as with many other aspects of British life, pubs have become a bit less distinctive in the last quarter of the twentieth century. These days, you can get wine, coffee and some hot food at most of them as well.

Nevertheless, pubs have retained their special character. One of their notable aspects is that there is no waiter service. If you want something, you have to go and ask for it at the bar. This may not seem very welcoming and a strange way of making people feel comfortable and relaxed. But to British people it is precisely this. To be served at table is discomfiting for many people. It makes them feel they have to be on their best behaviour. But because in pubs you have to go and fetch your drinks yourself, it is more informal. You can get up and walk around whenever you want – it is like being in your own house. This 'home from home' atmosphere is enhanced by the relationship

between customers and those who work in pubs. Unlike in any other eating or drinking place in Britain, the staff are expected to know the regular customers personally, to know what their usual drink is and to chat with them.

Another notable aspect of pubs is their appeal to the idea of tradition. London has several pubs that date from the 17<sup>th</sup> century, and many retain the atmosphere of that era. Many pubs are owned by large breweries, selling only their own brands. Some have their own names, always with old-fashioned associations. Some are called by the name of an aristocrat (for example, 'The Duke of Cambridge') or after a monarch; others take their names from some traditional occupation ('The Bull'). It would certainly be surprising to see a pub called 'The Computer Programmers'. For the same reason, the person who runs a pub is referred to as the 'landlord'. The word is used because it evokes earlier times when all pubs were privately owned 'inns' where travellers could find a bed for the night.

**Text 7**  
**Food Rules**  
**Unwritten Codes of Conduct**  
**(some more interesting information)**

The English regard good food as a privilege, not as a right. Unlike other cultures with a tradition of caring about food and culinary expertise, the English on the whole do not have very high expectations when we go to a restaurant, or indeed of the food we prepare at home. With the exception of a handful of foodies, we don't really expect the meals we are served to be particularly good: we are pleased when the food is good, but we do not feel as deeply offended or indignant as other nations when it is not. We may feel a bit annoyed about an overcooked steak or flabby chips, but it is not as though some fundamental human right has been violated.

In restaurants, as elsewhere, the English may moan and grumble to each other about poor service or bad food, but will find it difficult to complain directly to the staff. We have three very different ways of dealing with such situations.

*The Silent Complaint*

Most English people, faced with unappetizing or even inedible food, are too embarrassed to complain at all. Complaining would be 'making a scene', 'making a fuss' or 'drawing attention to oneself' in public – all forbidden by the unwritten rules of our society. It would involve a confrontation, which is unpleasant and uncomfortable and to be avoided if at all possible. English customers may moan indignantly to their companions, push the offending food to the side of their plate and pull disgusted faces at each other, but when the waiter asks if everything is all right they smile politely, avoiding eye contact, and mutter, 'Yes, fine, thanks.' Standing in a slow queue at a pub or café food

counter, they sigh heavily, fold their arms, tap their feet and look pointedly at their watches, but never actually complain. They will not go back to that establishment, and will tell all their friends how awful it is, but the poor restaurateur will never even know that there was anything wrong.

### *The Apologetic Complaint*

Some slightly braver people will use method number two: the apologetic complaint. ‘Excuse me, I’m terribly sorry, um, but, er, this soup seems to be rather, well, not very hot – a bit cold, really . . .’ ‘Sorry to be a nuisance, but, um, I ordered the steak and this looks like, er, well, fish . . .’ ‘Sorry, but do you think we could order soon? [this after a twenty-minute wait with no sign of any service] It’s just that we’re in a bit of a hurry, sorry.’ Sometimes these complaints are so timid, and so carefully disguised as apologies, that the staff could be forgiven for failing to understand the fact that the customers are dissatisfied. ‘They look at the floor and mumble, as though *they* have done something wrong!’

As well as apologising for complaining, we also tend to apologise for making perfectly reasonable requests: ‘Oh, excuse me, sorry, but could we possibly have some salt?’ ‘Sorry, but could we have the bill now please?’ and even for spending money: ‘Sorry, could we have another bottle of this, please?’ And we always feel obliged to apologise when we haven’t eaten much of our meal: ‘Sorry, it was lovely, really, I’m just not very hungry’.

### *The Loud, Aggressive Complaint*

The red-faced, rude, self-important customer who has worked himself into a state of indignation over some minor mistake – or, occasionally, the patient customer who has been kept waiting for disgusting food may explode with a loud, aggressive complaint.

These three ways to express complaints seem very different, but the silent or apologetic complaint and the aggressive one are closely related. The symptoms of the English social disease involve opposite extremes: when we feel uncomfortable or embarrassed in social situations, we become either over-polite and awkwardly restrained, or loud, aggressive and insufferable.

*(after Kate Fox “Watching the English”)*

## **Some Useful Hints to Russians Going to Visit England**

The English, though you will find them friendly, do not rush to invite people to their homes – a great pity, but a fact. However, a minority is extremely hospitable and you may find yourself invited to someone’s home for an evening or at midday – or indeed for afternoon tea.

Homes and individuals differ so much that it is impossible to generalize about what you will find. But there is an underlying ‘pattern’ to English

hospitality, which differs from the Russian 'pattern'. Let us suppose you have been invited out for the evening. You will be given a meal but it will not be waiting for you as soon as you arrive. First, there is a period of anticipation, when people sit around, talking, getting to know each other, and sipping a preparatory drink. You will be offered a drink. If there is a choice, ask for advice if you aren't sure. You may prefer a soft drink. You will eat nothing, except, possibly, a few tiny biscuits. Don't expect much to drink at this stage: you may be offered a second drink but very rarely more, and you may find yourself talking for half an hour or even an hour. This is a period when the English often seem to talk about nothing very much.

Meals will certainly have two courses and if the occasion is fairly formal, quite probably three courses: a 'first course'/'starter' which will be light and probably cold, or a soup; a 'main course' which will have meat or fish and vegetables, and a sweet course – a pudding or cheese or fruit. There will probably be bread around, but it is not eaten at such meals very often, so by all means ask for a slice, but don't expect to eat half the loaf.

Your hosts will have prepared and cooked the meal (often husband as well as wife if you are being entertained by a couple) and they will normally expect to serve it. If you are asked to "help yourself", then do so, but very often the hostess will serve out food onto plates and pass it round. Traditionally, when everyone has finished the first helping, you will be asked if you would like a second one. This may mean waiting while someone else slowly empties his or her plate, but it is polite to wait rather than serve yourself to a second helping. Your hosts' job is to make sure that everyone is served fairly. And don't heap potatoes or rice or whatever onto your neighbour's plate unless you are asked to. Most people in this country make an effort to finish what they are given. If you are not feeling hungry, ask for a small helping. Leaving food is considered wasteful. Food is precious.

Our pattern of drinking is very different. You will already have some alcohol inside you. At a meal you will be offered either wine or beer (probably there will be no choice, though you can of course stick to water). Whereas Russian vodka drinkers get the vodka into them at the beginning of the meal so that its delightful effects will last throughout the evening, English drinking is for the pleasure of tasting wine or beer with the food over a long period. Your host will pour the wine or beer, and try to ensure that however much there is lasts throughout the meal, or at least until the end of the main course. Do not help yourself to wine or beer unless asked to do so. The feeling behind this pattern is that everyone should have as much as they want and not too much – and that if something is a little short, it should be shared out fairly.

After the meal (and by all means offer to help clear up, but accept your hosts' word if they say, 'No, thank you') you may move to another room, to drink coffee or tea and continue talking. People may play music, get out books or photos, and show you round the house, demonstrate something of which they

are proud, or just talk. You may (or may not) be offered another drink, perhaps more beer, or spirits or a sweet liqueur. Again, your host will pour this and you are not expected to finish the bottle.

Parties, of course, are different. Even at parties, however, unless they are very young, guests expect to drink quite a bit but not to get drunk. Spreading the drink out is part of the pattern. It is customary for friends going to a pub to buy drinks for each other. As a guest you will probably not be expected to buy drinks at all, but if you do want a second drink and no one seems to be offering, you should ask at least one other person from the group who has finished his or her drink, "What would you like?" Solitary buying if you are with friends is unfriendly. The standard English pub drinks are beer and lager, and you can sip your beer over a long, long period. Spirits: whisky, brandy, "gin and tonic" are expensive, so make sure your hosts have that kind of money. It is not fair to ask for expensive drinks from students or people who are hard up. Like young people all over the world, they have their own codes for being generous without getting into debt and you should respect those codes. Being short of money in a market economy is very serious because everything depends on money. On the other hand, middle-aged business or professional people will probably be happy to buy you a whisky or a gin.

*(After K. Hewitt, from "Understanding Britain")*

## II. Conversations

### 1

#### In a Restaurant

- Waiter: Good afternoon, sir. You have a reservation?  
Customer: Yes, the name is Brown. I booked a table by telephone.  
Waiter: Yes, sir. You are by yourself, sir?  
Customer: Yes, I'm by myself.  
Waiter: Would you like this table by the window?  
Customer: Fine, thank you.  
Waiter: Here is the menu, sir. Would you like to order a la carte, or will you have the table d'hote?  
Customer: The table d'hote, I think.  
Waiter: What would you like to start with, sir?  
Customer: What would you recommend for the first course?  
Waiter: You mean soups? I think there is nothing like chicken soup with pies. It's our cook's favourite job.  
Customer: Indeed? All right then: chicken soup, once. And choosing a grill, what would you offer?  
Waiter: Oh, sir. If you want to have a fine meal, order roast saddle of

mutton. You'll enjoy it very much.  
 Customer: That sounds very nice. Yes, I'll have it.  
 Waiter: What vegetables would you like with it? Cauliflower, spinach, or French beans?  
 Customer: I'd like cauliflower with a cheese sauce.  
 Waiter: And would you like roast potatoes, sir?  
 Customer: No, thank you.  
 Waiter: What would you like for dessert, sir?  
 Customer: Oh, no dessert. Just coffee, please. I am in rather a hurry.  
 Waiter: How do you like it?  
 Customer: Black, please. And will you please bring me the bill at once?  
 Waiter: Certainly, sir.

## 2 In a Café

Harry: How about having a snack in that café over there. It's famous for an excellent cuisine and cheap rates.  
 John: You know, Harry. I feel so hungry that I wouldn't choose. Come on. Here we are. What is on the menu? Tomato soup, chicken soup and pea soup. I can't decide between chicken soup and pea soup.  
 Harry: I don't know whether I'll have any at all. What have they got for seconds?  
 John: Fried fish and mashed potatoes, beefsteak, bacon and eggs.  
 Harry: And for dessert?  
 John: A lot of things. We can have stewed fruit or cranberry jelly or strawberries and cream.  
 Harry: Then, I'll take chicken soup with sour cream and ... Well, and what about hors-d'oeuvre? We've completely forgotten about it.  
 John: As we are in a hurry, I believe we can do without it. I never thought you were a big eater.  
 Harry: Neither did I. But I wouldn't mind having something substantial now. So, one cucumber salad and one tomato salad. That'll do for the time being. I think I can manage a bit of fish-jelly as well and then chicken soup. That'll be fine. ... Waiter, our bill, please.  
 Waiter: Here you are, sir. It comes to about £ 18. That's £ 9 each. Would you like separate bills?  
 John: No, one bill will do. Harry, put your purse away.  
 Harry: Why should I? It is my turn to pay. It is unfair. You paid the bill last time, didn't you?  
 John: Yes, but the sum was so small that it isn't worth mentioning. If you object to my paying the account, let us go halves then.



### 3

#### What a Nuisance!

- Waiter, will you show us the bill of fare?
- Here you are, sir. And this is the wine list.
- Well, you may remove it as we are not going to take any drink. We are driving, you know. We mean to have a snack and that's all. Have you got lobsters?
- I'm sorry, sir, but they are not on the menu.
- And what about salmon?
- We have run out of it, sir.
- What a nuisance! Well, what is that famous food you treat your customers to?
- Chicken broth is our speciality, sir.

### 4

#### We've Had a Good Meal. Haven't We?

- Anatoly: What a good meal we've had! It's because you know what to choose. I almost feel a new man. What about you?
- Alan: Well, I always feel a new man after dinner, especially when it ends a long working day.
- Anatoly: These chops were excellent. Everything was well cooked and served. It's good we have chosen this restaurant for dinner. Have you ever been here?
- Alan: I was here some years ago with my wife and some of my friends. At that time the service was much better, I think.

### 5

#### In a Tea-Shop

- John: Hello, Mary. I'm glad you were able to come.
- Mary: Hello, John. I'm afraid I'm rather late. Have you been waiting long?
- John: Oh, no, only a few minutes. Let's sit over there by the window, shall we?
- Mary: Yes, let's.
- John: Here's an empty table. Now, let me help you with your coat.
- Mary: Thank you, John.
- John: Now then, what would you like (to have)? Tea or coffee?
- Mary: I think I'd like tea, please.
- John: Waitress! Can we have a pot of tea for two, please?
- Waitress: Yes, sir. And what would you like to eat?
- Mary: I'd like bread and butter, a cheese sandwich and some cake.
- John: So would I. Have you got any of your special chocolate cakes today?
- Waitress: Yes, we have. I'll bring you some. Anything else?

Mary and John: No, I don't think so, thank you.  
Waitress: Tea for two, bread and butter and cheese sandwich and chocolate cakes.  
John: That's right.  
Waitress: Thank you.

## 6 At Table

Nick: I say, mum, I'm terribly hungry. I haven't had a thing all day. I could do with a snack.  
Mother: Why, you're just in time for dinner.  
Nick: No soup for me. I'd rather have beefsteak.  
Mother: Are you quite sure you wouldn't like some soup? It tastes all right.  
Nick: There is nothing like steak and chips. I'll go and wash my hands.  
Mother: How's the steak? I'm afraid it's underdone.  
Nick: Oh, it's done to a turn just to my liking. I don't like meat overdone. May I have another helping of chips?  
Mother: Yes, certainly. Hand me your plate, please, and help yourself to the salad. Just to see how it tastes.  
Nick: Oh, it's delicious.  
Mother: Shall I put some mustard on your steak?  
Nick: No, thanks, I don't care for mustard. I'd rather take a spoonful of sauce. Pass me the sauce, please.  
Mother: Here you are. What will you have, tea or coffee?  
Nick: A cup of tea.  
Mother: Any milk? Shall I put butter on your bread?  
Nick: No, thanks. I can't see the sugar-basin.  
Mother: It's behind the bread-plate. Have a better look.  
Nick: I'm afraid it's the salt-cellar.  
Mother: So it is. In my hurry I must have left it in the dresser.  
Nick: It's all right. I'll get it myself.  
Mother: Help yourself to the cake. There's nothing else to follow.  
Nick: I've had a delicious meal.

## 7 Lunch at a Hotel (A Break During a Business Discussion)

RUSSIAN VISITOR: It's a nice little place, looks very oriental.  
FOREIGN REPRESENTATIVE: Yes, a bit crowded, though. But we have a table reserved for us. Service here is very quick and the food is not bad. We are going to settle a few more points this afternoon.

R.V.: Good. It's very comfortable.  
 WAITER: Good afternoon, gentlemen. Here is the menu.  
 F.R.: What will you have, Mr. Somov?  
 R.V.: I'll have a mutton chop with fried potatoes and cauliflower.  
 F.R.: I'll begin with a grilled sole. What shall we have to follow?  
 R.V.: You know what I'd like? Something typically local.  
 F.R.: Then what about prawn curry? It's worth trying.  
 R.V.: No, sorry. I can't eat shellfish. It makes me ill. I think I'd rather have the chicken pie.  
 F.R.: Good and I'll take a veal cutlet and peas.  
 W.: What will you have for dessert?  
 F.R.: Coffee and liqueur, please.  
 W.: Very good, sir.  
 R.V.: Just coffee for me, please.  
 W.: How do you like it? Black or white?  
 R.V.: Black please, no sugar.  
 F.R.: We're in a bit of a hurry. Could we have our bill now?  
 W.: Yes, sir. I'll bring it immediately.  
 F.R.: Good.

## 8

### At a Reception

FOREIGN REPRESENTATIVE: Mr. Bahram, I'd like you to meet Mr. Somov, a member of the Russian delegation. They arrived three days ago.  
 Mr. Bahram: How do you do, Mr. Somov? Welcome to...  
 Mr. Somov: How do you do?  
 Mr. B.: Haven't we met before, Mr. Somov? Your face seems familiar.  
 Mr. S.: Well, perhaps... But of course. Last year at the talks in Moscow.  
 Mr. B.: I beg your pardon. I should have remembered. And how long will you be staying?  
 Mr. S.: Not very long really. For a couple of weeks.  
 Mr. B.: That's good. What would you like to drink?  
 Mr. S.: I'd like a lager, please.  
 Mr. B.: Wouldn't you care for something a little stronger?  
 Mr. S.: No, thank you. I'm off alcohol.  
 Mr. B.: There's some orange juice. Will you have some as well?  
 Mr. S.: Yes, thank you.  
 F.R.: What are the meals like in your country? Are they very different from ours?  
 Mr. S.: I don't think so. We usually have three meals a day like everywhere else. But a lot depends on your life-style.  
 Mr. B.: But I hear you usually have a huge breakfast, don't you?

Mr. S.: I wouldn't call it huge, although I feel I must take something substantial before I go to work. And you?

Mr. B.: I always have the same, bacon and eggs. And coffee, of course.

Mr. S.: I wouldn't call that light, either. Quite nourishing, in fact.

F.R.: I never eat any breakfast really. Just a cup of coffee and a piece of toast. But I usually have a heavy midday meal.

Mr. S.: Ours is rather substantial too. We have soup with meat and all sorts of vegetables. It's rather thick. For the main course – meat or fish, then stewed fruit, tea or coffee.

Mr. B.: That was interesting, thank you, Mr. Somov.

Mr. S.: Not at all. My pleasure.

F.R.: It's Swedish Board here. Let's help ourselves. These lamb chops look delicious, don't they?

Mr. S.: I'll have roast beef with fried potatoes and peas. It looks wonderful.

Mr. B.: I'd recommend you to try this meat. It's cooked with mushrooms and is very hot.

Mr. S.: I'll take one helping. I'm not very keen on spicy food. It makes me ill sometimes.

F.R.: Help yourselves to more vegetables, gentlemen. We've got a wide choice. Pickled cucumbers, tomatoes, fresh lettuce...

## 9

### **Thanksgiving Day (American Holiday)**

Pete: So Beth, when is Thanksgiving exactly?

Beth: The last Thursday of November.

Pete: Right, and what does it celebrate? What is it about?

Beth: It celebrates the survival of a group of settlers. They survived their first year, and basically the celebration was for that reason.

Pete: Right, so what actually happens on the day? How does your normal American spend Thanksgiving Day?

Beth: Preparing dinner, eating dinner and then recovering from it. That's basically it. It is entirely a food-oriented holiday. The settlers celebrated the first Thanksgiving with the Native Americans and there was a huge amount of food that they shared, and that tradition continues. So basically, you sit down at the table and there is turkey and ham ... usually a couple of different kinds of meat, sweet potatoes and regular potatoes, green stuff, but not a lot, it is not a green vegetable holiday. Other traditional things are things like cranberry relish and pumpkin pie. So all those things that are normally harvested in sort of September, October, November, that time...

Pete: And do people give presents or send cards?

- Beth: No presents. I think that people send cards, especially family members if they can't get together... But it is, in general, a family holiday. Family or friends, it is not a holiday to spend alone.
- Pete: And does anything public happen then? Are there any kind of special processions or firework displays, or anything like that?
- Beth: No, not a thing. It's a very inside holiday. People spend the day inside, and once they finish eating, there is always at least one American Football game and people then sit with their poor, groaning stomachs watching the game.
- Pete: So would you say it is still ... it's still important for most people in the States?
- Beth: Very. Very, very important. It's always interesting, there is a bit of a down time in work right around Thanksgiving time, so people start their holiday on Tuesday or Wednesday. Actually, only the Thursday is a formal holiday. It's ... there are no businesses open or anything except, you know, your usual 7 – 11 or something of that sort. But then, it sort of carries over into the Friday and people don't go into work. So it's a holiday before Christmas.
- Pete: But it's not as commercialized, would you say, as Christmas, which is so commercial nowadays ...
- Beth: No, it isn't.
- Pete: Right. And how about you? Do you have any special memories of Thanksgiving Day? What are your associations with it?
- Beth: I have very happy memories of Thanksgiving. I like the food that is cooked at that time anyway.

### III. Functional Phrases (to be used in making up conversations)

- | <i>Waiter</i>                            | <i>Customer</i>   |
|--|---|
| You have a reservation?                  | – Yes, I booked a table. I'm ... .  |
| Are you by yourself?                     | – No, we are three.   |
| Would you like this table by the window? | – Fine, thank you!<br>– No, I'd rather sit somewhere away from the window. I'm afraid of colds, you know. |

Would you like to order a la carte or will you have the table d'hôte<sup>3</sup>? – The table d'hôte, I think. It'll be quickest, I guess.  
– And what have you got for the table d'hôte?

What would you like to start with, sir/madam? – And what would you recommend?  
– I think I'll have oxtail soup.  
– What's your cook's favourite job?  
– And what's your speciality?  
– I'd like to try something typically local.

Would you like some salad? – Yes, please.  
– No, thank you. I'll do without it.  
– I'd like to (very much).

What would you like to follow? I'd recommend the roast beef. – Yes, I'll have the roast beef. I'd like it well done please.  
– You have quite a long list of dishes. What will you recommend?  
– Some fish dish, I think.

How do you want your roast beef? – A bit raw, please.  
– Underdone, please.

What vegetables would you like with the roast beef (the meat, the fish)? – I'd like cauliflower with a cheese sauce.  
– Chips, please.

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<sup>3</sup> A la carte – a meal ordered from a list course by course.

Table d'hôte – a meal served at a fixed price for the complete meal.

Would you like roast potatoes, sir/madam?	– Yes, please. – I'd like to (very much). – No, thank you. – I'd rather have ...
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Any dessert, sir/madam?	– Tea, please.
Anything for dessert, sir/madam?	– Just coffee, please.
What would you like for dessert, sir/madam?	– Oh, no dessert.
Tea or coffee?	– I'll do without any.

How do you want your coffee (tea), sir/madam?	– Black, please. – With milk, please (White, please).
How would you like your coffee (tea), sir/madam?	– Strong, please.
Do you want your coffee black (with cream, lemon)?	

Anything else?	– No, I don't think so, thank you. – Yes, a cheese cake, please.
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So, tea for two, one coffee and two cheese cakes. Then the roast beef once (twice).	– That's right.
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Shall I bring the bill?	– Do, please. – You needn't. – You can do it later.
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***Customer***

***Waiter***

Will you please show (bring) us the menu card (bill of fare)?	– Here you are, sir.
Bring me the bill of fare, please.	– Here it is, sir.
	– Yes, certainly.

Waiter, the bill, please.  
Waiter, the menu card, please.  
Will you, please, bring me another  
glass/one more cover?  
Could I have my bill now?

What would you recommend for the first course (for a good dinner, for the sweet)?

– I'd recommend you to try this ...  
– There is nothing like...  
– If you order ... you'll make a fine meal.

What's the famous food you treat your customers to?

– Chicken broth is our speciality, sir.  
(It's our cook's favourite job.)

Have you got any of your special cakes?

– Yes, certainly.  
– Certainly, just a minute. I'll bring them.  
– How many shall I bring?  
– I'm sorry, sir/madam, but we've run out of them. It's almost our closing time.

### *Two colleagues (friends) speaking*

Let's have a break for a while.

– Let's have it.  
– I wouldn't say "no" to that.  
– I don't mind.  
– I wouldn't mind it.

Would you care for a drink (a cup of tea)?

– I'd like to.  
– I would, indeed.  
– No, I'd rather have coffee instead.  
– I wouldn't say "no" to that.  
– No, thank you. I'm off alcohol.



What shall we order (have) for dinner?

- I think, I'll have Scotch Broth.
- I'd like something typically local.
- I think I must take smth. substantial.
- I feel so hungry that I wouldn't choose.
- I leave the choice to you.
- I don't feel like having any (any soup, etc.) at all.

How (what) about chicken soup with pies?

- All right. Let's start with the soup.
- Let's have it.
- I don't mind.
- I wouldn't mind having it.
- I'd rather have pea soup.

Do we help ourselves here?

- Yes, it's Swedish Board here.
- Sure. It's self-service here.
- No, there's waiter service here.

What would you say to some salad?

- I'd like to taste it.
- I don't mind.
- I wouldn't mind.
- I wouldn't say no to that.

Shall we have a rump steak?

- Let's have it.
- I'd rather take a mutton chop.
- I don't mind.

What shall we have to follow?

- Let's look up the menu.
- I leave the choice to you.
- I'd like to have ...
- I think. I'll have ...

*At table (at home)*

Will you try this?

- Yes, please.
- Gladly.
- No, thank you.

Help yourself to sandwiches.  
Have another helping.

- Thanks a lot.
- No, thanks. That will do.

Will you have some more chicken?  
Shall I give you more coffee?

- Yes, please.
- Just a little, if you please.
- No, thank you. I've had enough.
- I'd rather have ... if you don't mind.

Would you like another slice of cake?

- Yes, please. It's delicious.
- I'd like to.
- I would indeed.
- No, thanks. That will do.

May I trouble you for a piece of bread?  
Would you pass the bread, please.

- Yes, certainly. Here is the tray.
- Here you are. Anything else?

## **IV. Essential Words and Phrases**

### **1**

waiter (waitress)  
headwaiter  
barman, barmaid  
chef  
caterer  
customer (=visitor)

2	3
cuisine (European cuisine, etc.)	<i>Tableware. Utensils. Cutlery</i>
food <sup>4</sup>	
meal <sup>5</sup>	tray
light/substantial/midday/ heavy/huge meal)	napkin
dish <sup>6</sup>	plastic cups, dishes
course <sup>7</sup>	crockery
lunch	saucepan
a set lunch	frying pan
a quick lunch	baking pan
luncheon	casserole dish
dinner	[kæsərəʊl] □
a three-course dinner	coffee-grinder
(a set dinner)	dishwasher
five-o'clock (tea)	microwave oven
snack	barbecue [ba:bikju:]
to have a snack (a bite)	skewer [skjuə]
	table-cloth
	cover n, v
	fork
	knife
	tea-spoon
	ash-tray
	teapot
	tea-kettle
	bread-plate
	mustard pot
	sugar-basin
	salt-cellar
	pepperbox
	soup plate
	cup and saucer
	glass
	wine-glass
	bowl

#### 4

#### *Ways of Cooking Food*

Food can be roast, fried, boiled, baked, stewed, grilled.

to boil	to cook in liquid which reaches the boiling point	to boil meat/potatoes/eggs/water/milk/tea
to stew	to cook by slow boiling in a closed pan with little water	to stew fruit/vegetables/meat
to fry	to cook in boiling fat	to fry fish/bacon/eggs/potatoes/pan-cakes, etc.
to roast	to cook in an oven or over open fire	to roast meat/mutton/pork/beef/veal/fowl/chicken/geese/turkey/duck/potatoes

to squeeze, slice, cut (up), chop (up) lemon/onions, etc.

<sup>4</sup> Food is a general term for anything that people eat: bread, fish, vegetables, fruit, milk, etc.

<sup>5</sup> Meal is a generalizing collective term for breakfast, lunch, supper, etc.; occasion of eating.

<sup>6</sup> Dish is a vessel from which food is served; any particular kind of food.

<sup>7</sup> Course is a dish served at a meal: a part of a meal served at one time. Dinner may consist of two or more courses. Soup is usually followed by a meat or fish course.

spread, pour over/on  
 to turn smth. over  
 to set the timer  
 to set the oven at 300 degrees



*Illustrative Examples:*

1. It's best to fry an omelette in a deep pan.
2. Potatoes are delicious if you bake them in their jackets.
3. Steamed vegetables are healthier than boiled ones.
4. Roasted meat tastes better if you cook it slowly in the oven.
5. Put butter on trout before you grill it under a strong heat.
6. Tough meat is easier to cook if you casserole it in the oven with vegetables.
7. Don't boil cabbage far too long.
8. The smell of barbequed (done over hot coals, usually outdoors) lamb chops is far more delicious.
9. Stew tastes better when seasoned (if you add herbs, spices).

**5**

to set up the table  
 to lay the table (for two, etc.)  
 to clear the table  
 to sit down to table  
 to sit at table (having a meal)  
 to wait at table  
 to serve at table  
 to wait on (upon)  
 to book a table by phone  
 to have a table reserved  
 to cater for  
 to cater for all tastes

to have (take) smth.  
 for dinner  
 to start with smth.  
 to have smth. for a  
 change  
 to order (take) smth.  
 (for the first /second  
 course, dinner)  
 to order dinner a la  
 carte (a la carte  
 items)  
 to order dinner table

speciality  
 menu card  
 to be on the menu  
 to run out of smth.  
 to be short of smth.  
 to pay the bill  
 tip, tipping

to eat out  
to dine in (out)  
to be faint from hunger  
to make a fine meal  
to treat smb. to smth.  
to taste (try) smth.

d'hôte (table d'hôte  
items)  
to specialize in smth.

## 6

### *Eating places*

tea-shop  
snack-bar  
coffee shop  
cafeteria  
factory-canteen

restaurant  
take-away restaurant  
self-service restaurant  
hamburger restaurant  
fast food restaurant  
first-class/high class restaurant

## 7

### *British national dishes*

*Roast beef and Yorkshire pudding.* This is England's traditional Sunday lunch, which is a family affair. *Yorkshire Pudding* (see the picture) is not usually eaten as a dessert like other puddings but instead as part of the main course or as a starter. It is a sort of batter made from flour, eggs and milk, baked in the oven and usually moistened with gravy.

*Roast Meats.* Cooked in the oven for about two hours. Typical meats for roasting are joints of beef, pork, lamb or a whole chicken. More rarely duck, goose, gammon, turkey or game are eaten.



Traditional accompaniments to roast meats:

with beef:

horseradish sauce  
English mustard  
Yorkshire pudding  
gravy

with mutton and lamb:

onion sauce  
red-currant jelly

with pork:

apple sauce  
roast apples

*Toad-in-the-Hole*. Sausages covered in batter and roasted.

*Fish and chips* (pictured below). Fish deep fried in flour batter with chips (fried potatoes) dressed in malt vinegar. This is England's traditional take-away food or as US would say "to go". Fish and chips are not normally home cooked but bought at a fish and chip shop ("chippie") to eat on premises or as a "take away".



*Ploughman's Lunch*. This dish is served in pubs. It consists of a piece of cheese, a bit of pickle and pickled onion, and a chunk of bread.

*Lancashire Hotpot*. A casserole of meat and vegetables topped with sliced potatoes.

*Shepherds' Pie*. Made with minced lamb and vegetables topped with mashed potato.

*Cottage Pie* (pictured on the right). Made with minced beef and vegetables topped with mashed potato.



*English breakfast*. Eggs, bacon, sausages, fried bread, mushrooms, baked beans.



*Black Pudding* (pictured on the left). Also called *Blood Pudding*. Looks like a black sausage. It is made from dried pigs blood and fat. Eaten at breakfast time.

*Custard* – (dish of) mixture of eggs and milk, sweetened and flavoured, baked or boiled.

*Junket* – (dish of) milk curdled by the addition of acid, often sweetened and flavoured.

*Mixed grill*

*Clear Ox-tail*

*Scotch Broth*

1) *Hors-d'oeuvres (appetizers)*

salad  
salmon  
herring  
snails  
olives  
caviar  
ham  
sausage  
sprats

2) *Soup course (starter)*

clear soup (broth)  
chicken soup  
cabbage soup  
tomato soup  
pea soup  
noodle soup  
onion soup

3) *Main course (Mains)*

meat and fish course  
grills  
beefsteak (raw, medium, well-done)  
rump steak

mutton/pork chop  
cutlet  
chicken casserole  
roast chicken

4) *Sweet course (dessert, afters, sweets)*

apple pie	pudding
stewed fruit	cheese cake
tart (cake)	
fruit salad	
strawberries	
water-melon	
cream	
biscuit	
roll	
bun	
pastry	

5) *Dishes of international menu*

muesli [mju:zli]  
croissant  
yoghurt ['jOgWt]  
lasagna [lq'Zxnjq]  
pizza [pi:tsə]  
pasta [pa:stə]  
spaghetti [spəgeti]  
kebab [kə'bxəb]  
hamburger

6) *Sea food*

snails  
oysters  
crabs  
prawns  
lobster

7) *Spices*

vinegar  
mustard  
ketchup  
oil  
pepper  
mayonnaise  
curry  
cinnamon

8) *Fruit. Vegetables*

pine-apple(s)  
tangerine(s)  
banana(s)  
coconut(s)  
boiled (mashed, fried) potatoes, chips  
cabbage  
cauliflower  
brussels sprouts  
broccoli  
carrot(s)  
green pea(s)  
bean(s)  
tomato(es)  
cucumber(s)  
lettuce  
spinach  
garlic  
onion(s)  
mushroom(s)  
nut(s)  
    peanuts

10) porridge (buckwheat, semolina, millet, rice)  
fish and chips  
bacon and eggs  
ham and eggs  
boiled egg(s)  
    soft (hard)-boiled eggs  
scrambled egg(s)  
poached eggs  
fried eggs  
eggshell  
omelette  
pop-corn  
sausages  
hot dogs  
potato chips  
frankfurters

9) *Drinks (beverages [bevəriG])*

lemonade  
mineral water  
Coca-Cola  
coffee (white, black)  
cocoa  
beer  
lager  
bitter  
wine  
    dry red wine  
    semidry white wine  
champagne  
brandy  
soft drinks (fruit drinks, fruit juice)  
strong drinks (wine, liquors, brandy, whisky, vodka)  
tea (strong, weak, middling)

11) a bowl of soup  
a plateful of cornflakes  
a slice (piece) of bread/meat/bacon/  
    banana/lemon  
a chocolate bar  
a spoonful (teaspoon) of sugar  
a lump of sugar  
a glass of water/juice/milk/wine  
a pint of beer



## 9

### *Quality of meal*

delicious, excellent, first-class	un(eatable), quite eatable
melting in the mouth	undrinkable
an inviting-looking dish	(un)healthy
half-baked	sweet
hastily-prepared	bitter
badly cooked	(un)sweetened
well-done	sour
underdone	salty
overdone	spicy
done to a turn	tasteless
raw	(too) hot
medium	too cold
fresh	juicy
stale	pretty strong
tender	low-fat
(rather) tough	watery
	iced

### *Some useful expressions*

I'm starving.  
 I could eat a horse.  
 I could do with a shack.  
 I'm full up.  
 I'm thirsty.  
 to enjoy a meal (every mouthful of it).  
 to be particular about smth.  
 to raise a glass to smb.'s health  
 not to be in season  
 to keep to meal times (hours)  
 to come for lunch  
 to break for lunch  
 to come for a chat over a meal  
 What time is breakfast?  
 Opening hours times (hours) at bars and restaurants vary.

### **Proverbs and Sayings**

1. Out of the frying-pan into the fire.
2. Great boast, small roast.
3. Every cook praises his own broth.

4. The proof of the pudding is in the eating.
5. Tastes differ.
6. A watched pot never boils.
7. He that would eat the fruit must climb the tree.
8. You can't make an omelette without breaking eggs.
9. Dry bread at home is better than roast meat abroad.
10. A spoon is dear when lunch time is near.
11. The first pancake is always lumpy.
12. Forbidden fruit is sweet.
13. to stew in one's own juice
14. to serve smb. with the same sauce
15. to save one's bacon
16. to have a finger in every pie



Breakfast at the Chamberlain

*Our breakfast times  
are as follows:*

*Mon - Fri: 07.00-10.00*

*Sat - Sun: 08.00-11.00*

### **Continental Breakfast & Beverages £12.95**

Choose from our wide selection of buffet including:

Croissants, pastries, muffins & bread  
fresh vegetables, seasonal fruits, cheese & meat selection  
cereals, duo of grapefruits, fruit & natural yoghurts  
English breakfast tea; coffee, hot chocolate,  
selection of fruit tea and juices

If you have any special dietary requirements we are happy to help and have additional items available that may not necessarily be on display. I.e. soya milk, gluten free bread etc.

Please ask your server for more details

### **Our full English has an additional £4 supplement**

#### **The Chamberlain full English breakfast**

Eggs cooked to your liking: boiled, scrambled, poached & fried, Sweet cured back bacon, Grilled Cumberland sausage, Grilled tomato, Sautéed button mushrooms, Pan-fried black pudding  
Potted baked beans, Fried hash brown

This is accompanied by brown/white toast or fried bread on request

**The following items have an additional £2 Supplement**

**Three egg omelette**

Make it your own, choice of: Bacon, cheese, onion, mushrooms & smoked salmon

**Eggs Benedict**

Two poached eggs set on a toasted English breakfast muffin. With grilled back bacon and drizzled with Hollandaise sauce

**Eggs Florentine**

Two poached eggs set on a toasted English breakfast muffin, with wilted baby spinach and drizzled with Hollandaise sauce

**Warm crisp waffles**

Topped with blackberries and maple syrup.

**English pancakes**

Make it your own, choice of:  
Blueberries, bananas, maple syrup, lemon, honey

**French toast with Scottish smoked salmon**

Pan-fried breaded, soaked in egg and cream, topped with smoked salmon and crème fresh

**Porridge oats**

Traditionally made with milk but if you prefer water like the Scottish just let your server know. Make it your own, choice of: Blueberries, bananas, maple syrup, lemon, honey

**Breakfast bap**

A large toasted with bap filled with a choice of 3 of these fillings: Bacon, mushrooms, fried egg, Cumberland sausage, hash brown or tomato

**Smoked haddock and poached eggs**

A fillet of smoked haddock topped with poached egg

# CITY. SIGHTSEEING



## I. Texts for Close Language Study

### **Text 1** **Going Abroad**

Those who go abroad either for pleasure or on business are always faced with the dilemma of how to make the best use of their time. It is particularly difficult for a businessman for whom business should come before pleasure as the English saying goes. So before going on a trip you should read up on the country you are going to and think of places of interest to be visited. A lot depends on your taste, of course. You may for instance, be keen on art galleries and museums, or prefer to see buildings and monuments, exhibitions and displays.

For their part the receiving party also try to make their guests' stay pleasant and entertaining. Very often they arrange an interesting cultural programme that will give the visitors an idea of the country's present and past, its history, culture, customs and traditions.

Every country of the world has something to be particularly proud of. Ancient temples, monuments, architectural masterpieces and other attractions make a list of sights not to be missed by visitors.

The economic and social successes give a clue to a better understanding of people's way of thinking and life style and that in turn contributes to the further development of advantageous co-operation.

### **Text 2** **London**

London is one of the biggest and most interesting cities in the world. About 8 million people live in London and its suburbs.

Its western part (West End) with its cosy mansions, beautiful avenues, shops, restaurants, hotels is the smartest part of the capital, the entertainment centre.

The eastern part of London (East End) was once the warehouse of the world and the working-class heartland of London. Now an astonishing new city of high-tech offices and wonderful houses has arisen here.

The heart of London is the City – its commercial and business centre. Here is situated the Tower of London that comes first among the historic buildings of the city. If you want to get some glimpses of London it's just from here that you had better start sightseeing.

The Tower of London was founded by Julius Caesar and in 1066 rebuilt by William the Conqueror. It's a fortress with thick mighty walls with a

complex of towers, palaces and other buildings grouped around the white Tower which stands at the centre. The Tower was used as a fortress, a royal residence and a prison. Now it is a museum of armour and also the place where Crown Jewels are kept. The Imperial State Crown made in 1937 and still worn by the Queen at the annual State opening of parliament is also displayed here.

The Tower is watched over and guarded by Yeomen Warders dressed in Tudor uniforms. Their nickname, Beefeaters, may come from the French “buffetier”, a servant (though an “eater” was also used to describe a servant in English). The Yeomen warders also lead tours along the Tower.

One of the notable sights and symbols of the Tower is the raven’s nest. Tradition has it that Britain and the British Crown are protected by six black ravens. These creatures, their flight feathers clipped, have been kept at the tower for around 350 years. Legend has it that Charles II was told that if the ravens left the Tower, the fortress and the Kingdom would fall. Just in case there is a Ravenmaster (a Yeoman Warder) who keeps a close eye on these winged inhabitants. Under his care the oldest raven has reached the age of 32 already and all the others can look forward to a long life under such good care.

Tower Bridge was built at the end on the 19<sup>th</sup> century to ease road traffic. Built with giant moveable roadways that lift up for passing ships it is to this day considered an engineering marvel.

A twenty minutes’ walk from the Tower will take you to another historic building – St. Paul’s Cathedral, the greatest of English churches. It was built by a famous English architect, Sir Christopher Wren (1632-1723). St. Paul’s Cathedral with its huge dome and rows of columns is considered to be a fine specimen of Renaissance architecture. In one of its towers hangs one of the largest bells in the world, Great Paul, weighing about 17,5 tons. Wellington, Nelson and other great men of England are buried in the Cathedral. In recent years it has seen the wedding of Charles, Prince of Wales, to Lady Diana Spencer and, most recently, the thanksgiving services for both the Golden Jubilee and 80th Birthday of Her Majesty the Queen.

Not far away, in Westminster, another important part of London where most of the Government buildings are situated, is Westminster Abbey. It is an outstanding piece of Gothic architecture, a living church with daily prayers and services. Almost all the monarchs of the country have been crowned in the Abbey. The Abbey houses the English Coronation Chair and is still used for the installation of new monarchs. The Abbey has a special place in national life. Many eminent figures are honoured here. In recent years the wedding ceremony of Prince William and Kate Middleton took place here. The Abbey is also a memorial place for many historical figures of England. Many English sovereigns, outstanding statesmen, painters and poets (Newton, Darwin, and Tennyson among them) are buried here.

Across the road from Westminster Abbey is Westminster Palace, the seat of the British Parliament. Its two graceful towers stand high above the city. The

higher of the two contains the largest clock in the country and the famous bell Big Ben strikes every quarter of an hour.

If now we walk along Whitehall, which is not at all a hall, but just a street where the chief government offices are to be found, we shall soon come to Trafalgar Square. It was so named in memory of the victory in the battle of Trafalgar, where on October 21, 1805 the English fleet under Nelson's command defeated the combined fleet of France and Spain. The victory was won at the cost of Nelson's life. In the middle of Trafalgar Square stands Nelson's monument – a tall column with the figure of Nelson at its top. The column is guarded by four bronze lions.

The fine building facing the square is the National Gallery and adjoining it (but just round the corner) is the Portrait Gallery.

One of the most remarkable sights of London is Buckingham Palace, the residence of English Kings and Queens. It serves as both the office and London residence of Her Majesty the Queen, as well as the administrative headquarters of the Royal Household. It is one of the few working royal palaces remaining in the world today. During summer, when the Palace is not being used in its official capacity, visitors can walk through the magnificent State Rooms, the Throne Room, the Dining Room, White Drawing Room, Music Room, etc. These are furnished with some of the greatest treasures from the Royal Collection – paintings by Rembrandt, Rubens, exquisite examples of porcelain and some of the finest English and French furniture.

The colourful ceremony of Changing the Guard takes place in the forecourt at 11.30 every day from April to July and every other day for the rest of the year (weather permitting).

Facing the Palace is Queen Victoria's Memorial with symbolic figures which glorify the achievements of the British Empire.

The most fashionable streets of London are Regent Street and Oxford Street, famous for their splendid shops, Piccadilly, the centre of London's entertainment world. Downing Street is a quiet little street where at number 10, for the last 200 years each Prime Minister of England has lived. Fleet Street is the home of English newspapers.

The British Museum – is the biggest museum in London. It contains a priceless collection of different things (ancient manuscripts, coins, sculptures, etc.). The British Museum is famous for its library – one of the richest in the world.

And now, even if you have almost no time left for further sightseeing, you cannot leave the city without visiting one more place of interest – Hyde Park. Hyde Park (or "the Park" as Londoners call it), with Kensington Gardens adjoining it in the west, is the largest in London. When you are walking along its shady avenues, sitting on the grass, admiring its beautiful flower beds or watching swans and ducks floating on the ponds, it seems almost unbelievable that all around there is a large city with its heavy traffic and smoke.



**The White Tower**

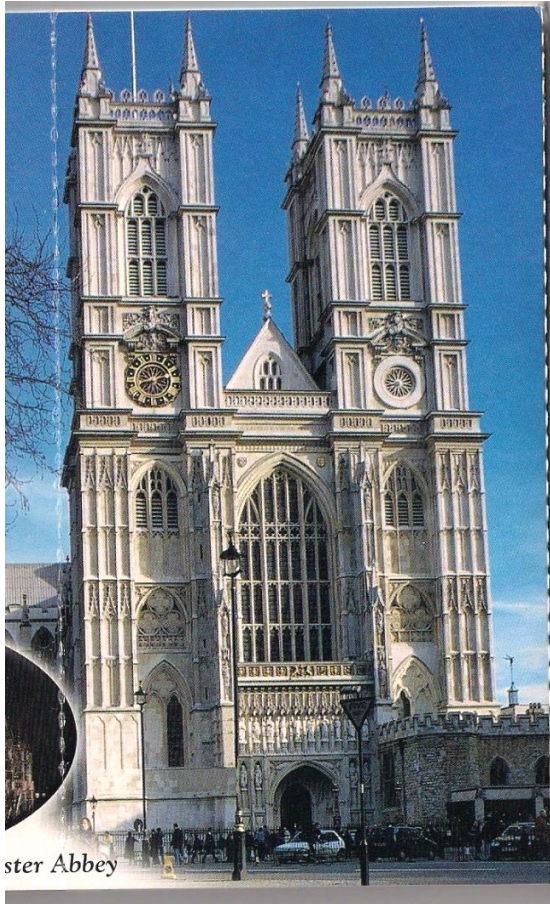


**Tower Bridge**



**Yeoman Warder -  
Ravenmaster**





ster Abbey

**Westminster Abbey**



GRAHAM LACDAO / ST. PAUL'S CATHEDRAL

**St. Paul's Cathedral**



**Nelson's Column**





**Houses of  
Parliament  
with Big Ben**



**Houses of  
Parliament**



**Parliament  
Street**





**Buckingham Palace**



**Changing of the Guard  
at Buckingham Palace**



**The Queen Victoria  
Memorial**

## II. Conversations

### 1

- Is it possible to see anything of London in one or two days?
- Well, yes, but of course, not half enough.
- What do you think I ought to see first?
- Well, if you are interested in churches and historic places, you should go to Westminster Abbey, the Houses of Parliament, St. Paul's and the Tower. Do you like art galleries?
- Rather!
- Then why not go to the National Gallery and the Tate?
- I'm told one ought to see the British Museum. Do you think I shall have time for that?
- Well, you might, but if I were you, I should leave that for some other day. You could spend a whole day there. It's much too big to be seen in an hour or so.
- I suppose it is. What about going to the Zoo?
- That's not a bad idea. You could spend a couple of hours there comfortably, or even a whole afternoon, watching the wild animals, birds and reptiles. You could have tea there too.
- I'll do that, then. How do I get there?
- Let me see. I think your best way from here is to walk across Regent's Park.
- Is it much of a walk?
- Oh, no, a quarter of an hour or so, but, if you are in a hurry, why not take a taxi?
- I think I will. Ah, here's one coming. Taxi! The Zoo, please.

### 2

- Have you been on a sightseeing tour of the city yet?
- No, not yet. Do they arrange sightseeing tours here at the hotel?
- Yes, there's a tour every afternoon leaving here at two o'clock.
- Can I still make it?
- No, I'm afraid you've just missed it. It's five past two now.
- Then I'll book a seat for tomorrow afternoon.
- Do. I'm sure you'll find it very enjoyable.

### 3

- What a great surprise! Mr. Bobrov, isn't it? Imagine meeting you here of all places!
- Oh, good afternoon, Mr. Rama. It's a small world, isn't it?
- Have you been here long? Have you seen anything of the city?
- Very little, business comes before pleasure, you know.
- Then I'll be glad to take you round Delhi this weekend.

### III. Phrases (to describe cities, places, sights, locations)

Most of the	memorial places medieval buildings colleges banks modern hotels curiosity shops architectural ensembles museums (places/points of interest) monuments	are in the	very centre old part main street	of the city.
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fashionable mansions sport facilities department stores shops new construction sites	are situated/found in the	residential area outskirts suburbs shopping district industrial district
--	---------------------------------	--

Old books Old coins Manuscripts	are usually displayed in	the Historical Museum.
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Pictures and sculptures		the Picture Gallery.
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Cannons and rifles Helmets and armoury chains Personal things		The Military Museum.
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Minerals		the Museum of Natural History. the Science Museum.
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That majestic magnificent ancient remarkable	palace monument castle pyramid bridge column cathedral	was erected	in the 5 <sup>th</sup> century. under King George. by order of N. after (according to) the design of architect N.
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The foundation of ...	dates from/back to	the 2nd century B.C.
The erection of ...		the 4 <sup>th</sup> century A.D.
The completion of ...		the pre-war times.
The origin of ...		the times of Peter I. the times of the Roman Empire.

Doing the sights of ...	I was	the lay-out of the city.
Making a tour of ...	particularly/deeply	
Visiting ...	impressed by	the magnificence of old buildings.
		the numerous historical places.
		the marvellous monuments. the greenery of its towns. the cleanliness of the streets.
		the thick traffic.

Opposite the palace	is/stands	a clock tower.
In front of the castle		a majestic obelisk.
East of the market		a busy thoroughfare.
On one side of the canal		a magnificent fountain.
Between the two gardens		a tiny river.
In the centre of the square		a shopping centre.
At the crossing of High street and Low street		the tourist bureau. the Art Gallery.
South from the cathedral		a memorial cemetery.
At the corner of Bridge street and Ox lane		a 36-storey skyscraper.
Beside the monument to N.		

## IV. Essential Words and Phrases

### 1

to go on business  
to go for pleasure  
to be faced with a dilemma  
to make the best use of the time  
to read up on the country  
to make a list of sights (places of interest) to visit/to see/not to be missed)  
to go sightseeing  
to do the sights of, to get a glimpse of,  
to make a tour of  
to give smb. an idea of smth.  
  
to be keen on smth.

### 2

to arrange a cultural programme  
to contribute to  
a receiving party  
advantageous cooperation  
life style, way of thinking, way of life  
custom  
tradition  
entertainment, entertaining

### 3

industrial district  
business centre  
shopping district  
the centre (of the city)  
residential area  
outskirts (in the outskirts)  
suburbs (on the suburbs)  
construction site  
a busy thoroughfare  
thick/heavy traffic

### 4

place of interest/attraction  
architectural ensemble  
historic (historical) place  
medieval building  
memorial  
a memorial cemetery  
monument  
obelisk  
pyramid  
fortress  
castle  
cathedral  
tower  
dome  
sculpture  
palace  
mansion, fashionable mansion  
column  
a fine specimen of Renaissance  
architecture  
design  
skyscraper  
cleanliness  
lay out

### 5

the Historical Museum  
the Science Museum  
the Museum of national History  
the Museum of Regional Studies  
Home Museum  
the Military Museum

**6**

exhibit v,n  
 exhibition  
 gallery  
 display n,v  
 collection  
     a priceless collection  
 armour, armoury  
 helmet, rifle, cannon  
 jewelry  
 coin  
 manuscript  
 icon  
 curiosity shop

**7**

ancient  
 antique  
 medieval  
 bronze  
 majestic  
 magnificent  
 splendid  
 outstanding  
 graceful  
 remarkable

**8**

to be founded, foundation  
 to erect  
 to be erected after the design of N  
 (by order of, under N)  
 to date back to the 2<sup>nd</sup> century B.C.  
 (A.D.), the pre-war times, the times of  
 Peter I, the times of the Roman  
 Empire  
 to be named after (in memory of)  
 to be (do smth. – win, fight) under  
 smb.'s command  
 to defeat  
 to win at the cost of one's life

**9**

opposite (of)  
 in front of  
 east of (the market)  
 south from (the cathedral)  
 a building facing (the square)  
 at the crossing of (A and B street)  
 be guarded by  
 be surrounded by

### Proverbs and Sayings

1. Every country has its customs.
2. When in Rome do as Romans do.
3. Every man is the architect of his own fortune.
4. Rome was not built in a day.

# **CITY TRANSPORT. GETTING ABOUT TOWN**



## **I. Texts for Close Language Study**

### **Text 1**

#### **Public Transport in London and Some Useful Tips for Travellers**

London has a very expensive and well developed public transportation network. A million commuters use public transport daily. There are no trams in London, but London has the most comprehensive bus network in Europe and more miles of underground track per head than Paris or Berlin. Overall the underground carries 750 million passengers a year and the buses – 3 million a day.

The underground (colloquially known as the Tube) is the quickest way to get across the city and most Londoners use it. Services run from 5.30 am to around midnight. In rush hours (8 am – 9.30 am and 5 pm – 6.30 pm) every station is packed with commuters travelling to and from work. If you go by the underground make sure you have a valid ticket and keep hold of it after you have passed it through the electronic barrier – you will need it to exit at your destination.

The railway is part of London Regional Transport and operates like the Tube, with similar fares.

To get around it is very convenient to buy a One Day Travelcard – it is a day pass that allows you unlimited travel on the Tube, buses, London railway and most overground rail services in the London area for a fixed fee. The card can be used after 9.30 am on weekdays and all day at weekends and on public holidays. Travelcards that are valid for a week or a month can be used at any time. To buy these you need a passport-sized photograph.

Within London it is fairly easy to hail a taxi (which they also call a cab) by shouting or waving. Throughout the city, and especially outside hotels and stations, there are taxi ranks where taxis wait for passengers. The fare is displayed on a meter and it is shown usually as two separate amounts – an amount for the trip plus a second amount for any “extras” (additional passengers, luggage, travelling at certain times of day or at weekends). Each driver and each cab is licensed by the Public Carriage Office and there are strict regulations controlling both. Cabs must be in perfect working order. They are checked once a year, and are expected to have a working life of around 10 years, and they must be clean. Most cabs also carry a notice that reads: “Thank you for not smoking”.



London taxi-drivers, or cabbies, take pride in their profession, knowing that nowhere else in the world does a taxi driver need to know so much in order to qualify for a licence to work. Would be drivers must register with the Public Carriage Office and then spend up to four years learning London which is called “doing the Knowledge” and also pass a special driving test. So they are true Londoners, they are experts in London, and they are also very cheerful and talkative.

There are also minicabs in London. Minicabs are often simply private cars and are unlicensed. They are cheaper than taxis for long distances but there is no guarantee of safety from the minicab firm. They do not have the black cab’s ability to pick up people in the street. They can only be hired by telephoning for one.

It’s also possible to hire a car. But if you are only staying a short while in London and are unfamiliar with the geography of the capital hiring a car you might have many problems as Central London is a nightmare to drive in, with its web of one-way streets and bad signposting. Besides, parking is a major problem. You must either use a car park or a parking meter which allow parking for a maximum of two or four hours. Do not leave your car parked a moment longer than your time allows and do not return and insert more money once your time has run out. There are plenty of traffic wardens who will book you and give you a parking ticket which will mean that you must pay a fine. And if your car disappears consult a policeman as it will most likely have been towed away and to get it back will cost you a pretty penny plus the parking fine.

Traffic in England differs from that on the continent. Driving in England you should keep to the left and observing the speed limits is compulsory. It is strictly illegal to drink and drive and penalties are severe. The law also states that drivers and passengers (front-seat and back-seat) must wear seat-belts. Failure to do so can result in a fine.

Despite the extensive public transport networks 70 percent of London households are car-owning households. And as everywhere the result of this is jams when, particularly in the rush-hour, the streets get so packed with traffic that travel is very slow or even comes to a standstill.

For new visitors to London to familiarize themselves with the city the best way is to take a guided tour. There are guided walking tours to various destinations. Such tours usually last about two hours. And one of the best ways for first-time visitors to orient themselves is to take a special one-hour or two-hour ride on a double-decker tour bus.

Tours begin at many points around London, such as Marble Arch, Trafalgar Square or Piccadilly Circus. Some are open-topped so that, weather permitting, you can also enjoy fresh air. Some buses allow you to jump on or off (hop on or off) at various stops and catch a later bus using the same ticket. Tickets are valid for 24 hours. Buses run every 5-15 minutes. Buses operate 8.30 am – 6 pm in summer and to 4.30 pm in winter.

## **Text 2**

*Listen, read and discuss:*

For me, the greatest achievement of the last 150 years has definitely been the invention of the car. They've completely changed our lives, if you think about it. Before everyone had their own cars, people had to walk everywhere, or catch the bus, which was time-consuming and inconvenient. Things like getting home from work or going shopping took much longer so people had less time for other things, for having fun. Cars have meant that we have more time for leisure and that we can go further, to more interesting places. You can easily go to the theatre in another town in the evening, for example, or spend the weekend in a nice village in the countryside a hundred miles away. In the olden days, people traveled much less, they had fewer holidays, and they couldn't go to so many exciting places ... maybe they just went a few miles away to visit relatives or whatever. Nowadays, thanks to the car, they can go all over the place and have a much wider experience of life. In the olden days, if you weren't born near the sea then probably you'd never seen the sea, if you weren't born near the mountains, then probably you'd never seen mountains, and people who lived in remote places were very isolated, they had much less contact with the outside world, so society was less mixed and open, and people were more limited in their jobs. These days, with cars, you can drive quite a long way to work – you can work in the city and live in the countryside, for example – and because people travel from town to town more, it's more common for people to go and live and work in different towns, so people have more opportunities, and have more contact with people from other places. And because these days cars are relatively cheap, they have affected almost everyone's lives. It's something everyone can benefit from, not just a few people. Although people complain about traffic and pollution, and things like that, would anyone really want to give up their car, and go back to the days when you had to walk or cycle everywhere, when people didn't often even visit other towns, let alone other countries?

## **Text 3**

### **Rules of the Road**

#### **Unwritten codes of conduct on public transport (interesting information)**

The rules of behaviour on public transport illustrate the problems faced by the English when we step outside the security and privacy of our homes outside our castles.

### *The Denial Rule*

Our behaviour on public transport is a form of denial: we try to avoid acknowledging that we are among a crowd of strangers, and to maintain as much privacy as possible, by pretending that they do not exist – and, much of the time, pretending that we do not exist either. The denial rule requires us to avoid talking to strangers, or even making eye contact with them, or indeed acknowledging their presence in any way unless absolutely necessary. At the same time, the rule imposes an obligation to avoid drawing attention to oneself and to mind one's own business.

It is common, and considered entirely normal, for English commuters to make their morning and evening train journeys with the same group of people for many years without ever exchanging a word. If you see the same person every morning on the platform, and maybe quite often sit opposite him on the train, after a while you might start to just nod to each other when you arrive, but that's about as far as it goes. This while may last a year or so. It depends; some people are more outgoing than others. A particularly "outgoing" person might start to greet you with a nod after seeing you every morning for a couple of months.

But most are highly cautious about progressing to this stage, because once you start greeting people like that you might end up starting to say "good morning" or something, and then you could end up actually having to *talk* to them.

But what would be so awful, about a brief friendly chat with a fellow commuter?! The problem with speaking to a fellow commuter is that if you did it once, you might be expected to do it again – and again, and again: having acknowledged the person's existence, you could not go back to pretending that they did not exist, and you could end up having to exchange polite words with them *every day*. You would almost certainly have nothing in common, so these conversations would be highly awkward and embarrassing. Or else you would have to find ways of avoiding the person – standing at the other end of the platform, for example, or hiding behind the coffee kiosk, and deliberately choosing a different compartment on the train, which would be rude and equally embarrassing. The whole thing would become a nightmare.

### *Exceptions to the Denial Rule*

There are three situations in which one is allowed to break the denial rule, acknowledge the existence of other passengers, and actually speak directly to them.

#### *The Politeness Exception*

The first situation is: when not speaking would constitute a greater rudeness than the invasion of privacy by speaking – such as when one accidentally bumps into people and must apologize, or when one must say ‘excuse me’ to get past them, or ask if the seat next to them is free, or if they mind having the window open. It is important to note, however, that these politenesses are *not* regarded as preludes to any further conversation: having made your necessary apology or request, you must immediately turn to the denial state, both parties pretending that the other does not exist.

### *The Information Exception*

Somewhat more helpful is the ‘information exception’, when one may break the denial rule to ask for vital information, such as ‘Is this the right train for Paddington?’ or ‘Does this one stop at Reading?’ or ‘Do you know if this is the right platform for Clapham Junction?’, ‘Is this the fast train to London?’ (meaning the direct train, as opposed to the ‘stopping’ train that calls at lots of small stations) The responses to such questions are often mildly humorous: ‘Well, I certainly hope so!’, ‘If it’s not, I’m in trouble!’, ‘Well, depends what you mean by “fast” . . .’

### *The Moan Exception*

The ‘moan exception’ to the denial rule normally only occurs when something goes wrong – such as an announcement over the loudspeakers that the train or plane will be delayed or cancelled, or the train or tube stopping in the middle of nowhere or in a tunnel for no apparent reason, or an inordinately long wait for the bus to change drivers, or some other unforeseen problem.

On these occasions, English passengers appear suddenly to become aware of each other’s existence. A loudspeaker platform announcement of a delayed train, or an abrupt jerking stop in the middle of the countryside, causes an immediate outbreak of sociable body language: people make eye contact; sigh noisily; exchange long-suffering smiles, shrugs, raised eyebrows and eye-rolling grimaces – followed or accompanied by comments on the state of the railway system. Someone will always say ‘Huh, *typical!*’, another will say ‘Oh, *now* what?’ or ‘For Christ’s sake, what is it *this* time?’.

Commuters know that they can share an enjoyable moan about a delayed train without any obligation to talk to their fellow moaners again the next morning, or even to acknowledge their existence. Once you have completed the moan, silence is resumed, and you can go back to ignoring each other for another year or so until something else happens

*(after Kate Fox “Watching the English”)*





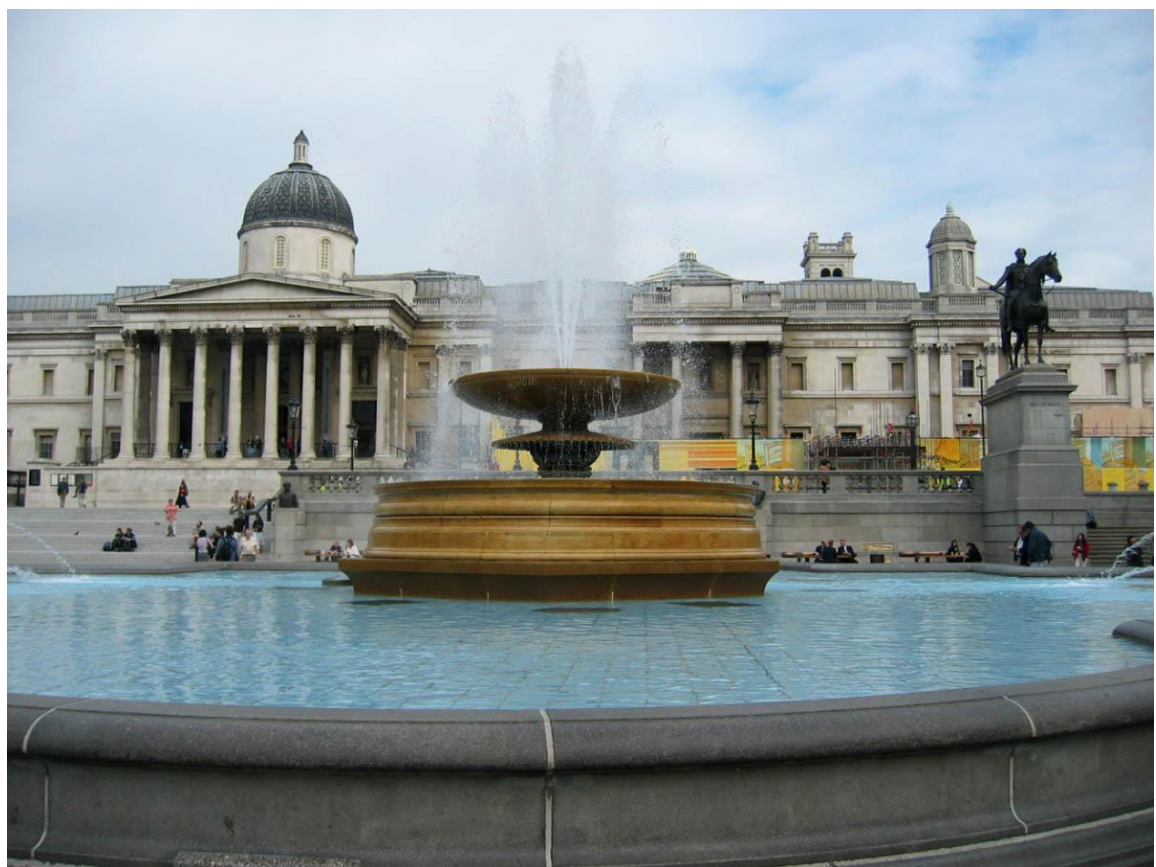
Regent Street with the famous double-decker  
(on the eve of Olympic Games 2012)







**Piccadilly Circus**



**Trafalgar Square with the National Gallery  
and adjoining it – the Portrait Gallery**

## II. Conversations

### 1

#### Asking the Way

- Excuse me, can you tell me the way to Trafalgar Square?
- Certainly. Go down Regent Street to Piccadilly Circus and then go down the Haymarket. Turn to the left at the bottom and in less than a minute you'll be in Trafalgar Square.
- Thank you very much. How far is it from here?
- If you walk, it'll take you ten minutes or a quarter of an hour.
- Is there a bus?
- There's sure to be. But you'd better ask the policeman over there. He'll give you all the information you want.
- Thank you.
- Excuse me, officer, is there a bus from here to Trafalgar Square?
- Yes, sir, any bus'll take you. There's a bus stop just over there. Ask the conductor to put you down at Trafalgar Square.
- Thank you.
- Does this bus go to Trafalgar Square?
- Yes, sir. Come along, hurry up... . No room on top, inside only ... no standing on the platform ... pass down the bus, please. ... Sorry, full up. ... Sorry, sir, you can't smoke inside, you'll have to wait until there's room upstairs. ... Fares, please.
- Trafalgar Square, please ... and will you tell me when we get there?
- Trafalgar Square! This is where you get off, sir.
- Thank you.

### 2

#### Is There a Bakery Near Here?

- Excuse me; I'm a stranger in this city. Can you help me?
- Why, of course (certainly). What are you looking for?
- I'm looking for a bakery. Is there one near here?
- Yes, there is. Walk to the next corner and turn right. It's on the right-hand side of the street near the school. Just opposite the hairdresser's.
- Thanks a lot.
- Not at all.

### 3

#### **Which is the Shortest Way to ...?**

- Excuse me, sir, could you tell me the shortest way to Charing Cross station?
- Oh, it's quite a distance from here. You see the bus stop across the street? Take number 28 bus.
- Will it take me right to the station?
- Oh no, you'll have to change it for route 17 bus.
- And where do I get off to change it?
- At Hyde Park corner.

### 4

#### **Am I Going the Right Way to?**

- Am I going the right way to the №1 trolley-bus?
- Oh no. You are quite out of your way. Go straight on as far as the first turning to the right, then cross the street and you will see the stop. You cannot lose your way. It's just a two minutes' walk from here. I'm going that way myself. Come with me if you like.
- Thank you. It's very kind of you.

### 5

#### **Which is the Quickest Way?**

- Excuse me, sir.
- Yes, what is it?
- Which is the quickest way to the centre, please?
- Let me think... Oh yes. Take number 26 bus and go as far as Trafalgar Square.
- Will that be the very centre of London?
- Yes, of course. That's the very centre of London.

### 6

#### **How Often Does This Bus Come?**

- Excuse me, officer. Could you tell me how often the number 6 bus comes (leaves)?
- You just missed it, ma'am, but there's another one in half an hour.
- Oh, no! Then could you tell me where Adam Street is?
- Two blocks east and one block north, ma'am.
- Thank you. And just one more thing. Do you know where the nearest restroom is?
- Right behind you, ma'am. See that sign?
- Oh, thanks a lot.



## 7

### Take the Street on Your Left

- Pardon me; I want to get to the British Museum. Can you show me the way there, please?
- Why, yes. Hmm. Let me think... Well, take the street on your right and go straight as far as the little church.
- Yes, how do I go then?
- Then you'll turn to your left and go another two blocks.
- Isn't it more convenient for me to go there by bus?
- No, there isn't a very good bus service there. You'll just lose time.

## 8

### It's a Ten-minute Walk from Here

- Excuse me. Am I right for the British Museum?
- The British Museum? Let me think... I'm sorry to say you aren't. You'll have to go back and then turn to the left. You'll go along that street straight to the north as far as the Museum.
- Thank you. Isn't it better for me to take a taxi?
- Oh, you needn't. It's just a ten minutes' walk from here.
- Thank you ever so much.
  - It's all right, sir.
  -

## 9

### On a Bus

- Excuse me... I want to get to the Palladium Theatre. Do I get off at the next stop?
- Well, what's that stop? Oh no. You go farther. Two or three stops more. Or... wait a moment. You may get off here and take another route bus. It'll be probably quicker.
- Oh, thank you. I'll go by this bus, just not to change.
- Yes, it's surely more convenient.

## 10

### You are Going in the Opposite Direction

- Excuse me... I want to get to Waterloo Bridge. At what stop do I get off?
- Waterloo Bridge? ... Just a minute. But you are going away from it. The bus is going in the opposite direction.
- Do you mean to say I've taken the wrong bus?
- You should have taken the same route, but a bus going in the other direction.

## I Can Give You a Lift

- Harry: Hello, Andrew. Where are you walking so fast?  
(from his car)
- Rogov: Oh, that's you, Harry. I'm hurrying to the theatre. I don't know exactly how long it will take me. I want to be on the safe side.
- Harry: Well, I can give you a lift, if you don't mind. It'll be just on my way. Take the front seat. Close the door.
- Rogov: Thank you.

## III. Functional Phrases (to be used in making up conversations)

- |   |   |
|---|---|
| <p>Excuse me, sir (madam) ...</p> <p>Is there a bakery (café, cinema, restaurant, any other eating place) near here (around here)?</p>  | <p>– There it is. Right across the street.</p> <p>– It's over there, round the corner, to the right.</p> <p>– It's on the left/right-hand side of the street, two blocks down.</p> <p>– It's at the corner of M. and L. Streets.</p> <p>– It's at the end of this block.</p> <p>– It's at the beginning of the next block.</p> <p>– It's near the University.</p> <p>– It's opposite the University.</p> <p>– It's next to the University.</p> <p>– It's across the street from the University.</p> |
| <p>Can you tell me how to get to the post-office?</p> <p>How can I get to ... from here?</p> <p>Can you direct me to... ?</p> <p>Can you tell me the way to...?</p> <p>Could you please show me the way to...?</p> <p>How do I get to...?</p> | <p>– That's easy. Turn left and there you are.</p> <p>– Go as far as ... and then change to tram 5.</p> <p>– Go straight ahead as far as the first turning to the left.</p> <p>– Go straight along this road and you'll see it on the left.</p> <p>– Walk straight along this street. It will be on your left.</p> <p>– Walk two blocks to the traffic lights.</p>  |

- Walk to the corner. Then make a left turn.
- Turn round and ask again (and go back).
- Follow the rights and you can't miss it/and there you are.
- It's farther along the road.
- You'll have to take a bus.
- I really have no idea.

Shall/should I take a bus to get there?  
 Shall I have to take a bus?  
 Do I have to take a bus?

- Yes, sure. It's rather a long way from here.

Is there a bus from here to...?  
 What bus do I take to get there?  
     shall  
     should  
 do I have to take

- Bus 2 will take you right there.
- Take number 2 bus. It will take you right there.
- Take bus 2 and go three stops. Then change for route 20 bus.

What stop do I get off?  
 Where shall I get off?  
 Do I get off at the terminus?  
 How many stops shall I go?  
     do I go?  
     do I have to go?  
     should I go?

- I'll tell you in good time.
- It's the next stop.
- It's the next stop but one.
- It's the last but one stop to the terminus.

Does this bus stop at Minin Square?

- It does.
- Yes, it'll take you right there/to the place.
- No, I'm afraid you've taken the wrong bus.

Is it far from here?  
 Is it a long way from here to...?  
 Is it much of a walk?

- It's no distance at all.
- It's quite a distance (from here).
- You want a bus.
- It's 3 stops after this one.

- It's a two-minute walk from here.
- No, not really. It's just round the corner.

Which is the  
best/shortest/quickest/most  
convenient/right way to ...?

- It'll be quickest/shortest/right/most convenient to get there by route 6 bus.

Am I O.K. for...?  
Am I going the right way to...?  
Is this the way to...?

- Yes, that's right.
- You are quite out of your way.
- No, you are going the wrong way.
- No, you are going in the opposite direction.

## IV. Essential Words and Phrases

**1**

transport services  
vehicle  
route-taxi  
coach  
cab  
minicab

**2**

to go by tram  
to take a tram  
to get on/off a bus  
to change buses; to change to ...

**3**

season ticket  
return ticket  
travel card  
    one-day travel card  
travel pass  
to be valid  
to pay the fare  
to travel at half fare  
to have a privilege to travel free of charge  
fares will be raised  
What's the fare to ...?  
fine n., v., pay a fine

**4**

compulsory stop  
request stop  
to stop by request of a passenger  
terminus  
to pick up passengers  
to drop passengers  
to give smb. a lift  
to provide safe trips

**5**

hail a taxi  
 taxi-stand, taxi rank  
 meter  
 fares are displayed on the meter  
 Are you engaged, driver?

**6**

pedestrian  
 pedestrian subway  
 fly-over  
 underpass n.  
 traffic light(s)  
 commuter  
 passenger

**7**

to obey traffic rules  
 to observe the speed limit  
 to be charged for a traffic violation  
 to tower away  
 driving permit/licence  
 parking fine  
 parking ticket  
 “No parking” sign  
 “Walk”/“Don’t walk” sign

**8**

left-handed /right-handed traffic  
 keep to the right  
 drive on the right/left  
 one-way/two-way street  
 traffic jam  
 standstill  
 rush-hour(s).  
 the traffic is heavy/bad

**9**

service station  
 petrol station  
 to pollute the air

## Proverbs and Sayings

1. Don’t cross the bridge before you come to it.
2. The more haste, the less speed.
3. The furthest way about is the nearest way home.
4. There are more ways to wood than one.

# SHOPPING



## I. Texts for Close Language Study

### **Text 1** **Supermarkets**

Many factors make supermarkets popular with customers. Quick service, a large number of items on sale and the possibility to buy everything at one place draw customers to such shops. They are usually brightly lit, spacious and well laid-out.

All the goods are delivered to the storage premises. Then they are prepared for sale in the packaging departments which are separated from the sales floor by windows. The optical and electronic scales speed up greatly the process of weighing a purchase and determining the cost of the given weight.

In the huge sales floor there are numerous counters, stands and shelves where a wide range of goods is displayed. All the goods are within easy reach. They are ready-packed and have labels which indicate the date, price, weight and cost.

Perishables – meat, fish, milk, and all dairy products – are kept in special reach-in refrigerator units and deep-freeze lockers.

There are special stands with all sorts of household knick-knacks, where every housewife is bound to find something.

There is plenty of room for the customers to walk about. They move along the aisles of goods pushing shopping trolleys or carrying little wire baskets in their hands where they put their purchases.

Supermarkets are self-service shops. There are few shop assistants on the sales floor. They fill up the shelves and cases that become empty and see to it that everything has a price stamped on it.

At the check-out the cashier quickly reckons up the bill on the cash register which automatically adds up the various items. The cashier hands the receipt and the change to the customer.

### **Text 2** **Buying Clothes**

If you want to buy a ready-made (or we sometimes say off-the-peg) jacket, first find the jackets in the shops and look at the label inside to see the size, material and make. For the price, look at the price tag. To see if it will fit you, you can try on the jacket in front of a mirror. If necessary an assistant will help

you. You pay the cashier, who you will find at the cash desk. He or she will take your money, put it in the bill and give you your change. Make sure you also get a receipt, which you should keep and bring back to the shop with the jacket if something is wrong with it and you want to exchange it or ask for a refund of your money. In clothes shops you pay the fixed price, of course. You don't bargain. Or you can wait until the sales, when many goods are reduced in price. If you don't like shops, you can stay at home, look at catalogues and newspaper advertisements and do your shopping by mail order.

### **Text 3**

#### **Britain's Favourite Stores**

#### **MARKS & SPENCER**

Marks & Spencer (or M&S) is Britain's favourite store. Tourists love it



too. It attracts a great variety of customers, from housewives to millionaires. Princess Diana was its customer. Dustin Hoffman, and the British Prime Minister are just a few of its famous customers now.

It usually makes a profit of more than £10 million a week.

#### **How did it all begin?**

It all started 105 years ago, when a young Polish immigrant, Michael Marks, had a stall in Leeds market. He didn't have many things to sell: some cotton, a little wool, lots of buttons, and a few shoelaces. Above his stall he put the now famous notice: DON'T ASK HOW MUCH – IT'S A PENNY.

Ten years later, he met Tom Spencer and together they started Penny Stalls in many towns in the north of England. Today there are 564 branches of M&S all over the world - in America, Canada, Spain, France, Belgium, and Hungary.

## What are the best-sellers?

Surprisingly, tastes in food and clothes are international. What sells well in Paris sells just as well in Newcastle. Their best-selling clothes are:

- For women: jumpers, bras, and knickers (M&S is famous for its knickers!).
- For men: shirts, socks, pyjamas, dressing gowns, and suits.
- For children: underwear and socks.

Best-sellers in food include: fresh chickens, bread, vegetables, and sandwiches. Chicken Kiev is internationally the most popular convenience food.

## Why is M&S so successful?

The store bases its business on three principles: good value, good quality, and good service. Also, it changes with the times - once it was all jumpers and knickers. Now it's food, furniture, and flowers as well. Top fashion designers advise on styles of clothes.

But perhaps the most important key to its success is its happy, well-trained staff. Conditions of work are excellent. There are company doctors, dentists, hairdressers, and even chiropodists to look after the staff, and all the staff can have lunch for under 40p!

## HARRODS

Harrods is an upmarket department store, one of the world's largest and most famous department stores, now owned by Egypt's Al-Fayed family. Since the 19<sup>th</sup> century Harrods has maintained a reputation for quality and service, priding itself on stocking the best of everything.



The shop's 330 departments offer a wide range of products and services. Products on offer include clothing for women, men, children and infants, electronics, jewelry, sporting gear, bridal trousseau, pets and pet accessories, toys, food and drink,



health and beauty items, packaged gifts, stationery, housewares, home appliances, furniture, and much more.

A representative sample of shop services includes 32 restaurants, serving everything from high tea to tapas to pub food to haute cuisine; a repair service; a tailor; a dispensing pharmacy; a beauty spa and salon; a barbers shop; private events planning and catering; food delivery; a wine steward.

Up to 300,000 customers visit the shop on peak days, comprising the highest proportion of customers from non-English speaking countries of any department store in London. More than five thousand staff from over fifty different countries work at Harrods.

Harrods sales are major events with those hungry for bargains and prepared to queue a long time to be first through the door.

Since the deaths of Diana, Princess of Wales, and Dodi Al-Fayed, Mohamed Al-Fayed's son, two memorials commissioned by Al-Fayed have been erected inside Harrods to the couple. The first was unveiled on 12 April 1998, consisting of photographs of the two behind a pyramid-shaped display that holds a wine glass smudged with lipstick from Diana's last dinner as well as what is described as an engagement ring Dodi purchased the day before they died.

#### Text 4

### A Typical Shopping Day of an English Woman (for reading comprehension)

Consider a typical shopping expedition in England. I have a student son and a twelve-year-old daughter. My son needs to cook in his student hostel, and I have promised to buy him a saucepan. In the hardware shop saucepans are arranged on the shelves. I examine those which are suitable for boiling potatoes for two or three people. The cheapest costs £4. The £4 saucepan has a metal handle that will burn the hand and a thin base that will quickly dent. Useless for electricity, almost useless for gas. The next saucepan at £10 is prettily



enamelled, but my son is bound to burn his food, and will damage the enamel scraping off burnt food. The most expensive saucepan, costing £54, is in heavy cast-iron, enamelled according to a special process, safe, economical to use, and

it will last a lifetime. But I can't afford £54 for my son. Anyway, it will get stolen. So I buy him a stainless steel saucepan for £17.

My daughter has grown out of her winter anorak. In different shops I find eight kinds of anorak. Two are almost identical – similar materials, similar linings, similar styles. Either would please her. One costs £25 and the other costs £21. Not being a fool, I buy the one for £21. I have also promised her a nightie. There's a very pretty one for £19, but that is a lot of money. I buy a simpler one for £12. Both nighties, because of government regulations have special flame-proofing of the material.

At the chemist I buy six bars of soap and some plasters for cut knees and fingers. I see a special display of bottles of a moisturising cream costing 'Only £4.95!!' The ingredients will-it seems-make even someone like me look beautiful. It's a small bottle and I have others at home but... I buy it.

At the grocer's I buy two kinds of cereal, because the children like different kinds, four tins of soup and a dozen free-range eggs.

Everything has been straightforward: clearly displayed prices, helpful assistants, few queues. It's wonderful. But it is not simple.

The people who produce the things I buy and the people who produce the raw materials and the people who drive the trains and lorries to transport the goods and the people who work in the shops all need as much of my money as they can get hold of. So they need to charge high prices for each product, but not such high prices that I refuse to buy what they offer.

In a market system there are no state prices, no 'agreed' prices, no 'fair' prices. We all need saucepans, but what counts is the money in our pockets. I can afford £17, you can afford £54, our neighbour, who has a small child and an unemployed husband (and who needs a safe, durable saucepan) can only afford £4.

Two similar anoraks have different prices. The more expensive one is made in England, the cheaper one in Thailand. However, when I do not buy the expensive English anorak, the English factory makes less profit.

I know that it is cheaper to buy six bars of soap in one pack than to buy six packs. Poorer people who cannot afford six bars at a time will find their soap is more expensive. It's both easy and difficult in shops: easy to buy, difficult not to be overwhelmed by demands to buy. It is easy and cheaper and more nourishing to make a soup at home, but tins are convenient. Convenience is very tempting. Yet, something is lost.

I'm glad to be able to buy 'free-range' eggs' from chickens which have been allowed to wander freely. They taste better, are probably more healthy, mean better treatment for the chickens. They also cost more. My choice.

All this time I have been calculating, choosing, rejecting. I have spent £65.60 p. That is nearly half the weekly disposable income of a middle-aged manual worker. It's a lot of money, and yet I have only been extravagant on the moisturising cream.

I go into a cafe, order a cup of coffee and sit down at a clean table. The tables are crammed together to get in a lot of customers and make more profit. The waitress is friendly, partly because she is genuinely friendly, partly because if she was not friendly, I would go to the next cafe and her place would make less money – which would mean less wages for her. Good services built into the system. I pay £1.20 p. for coffee, cleanliness, friendliness, good service. If I do not have money I do not get these pleasant experiences.

Some time later my husband and I decide to spend our savings on a new washing machine. I can afford a machine with a good reputation that costs £300. My neighbour also needs a washing machine but has only £150. She can save a bit longer, and then buy a cheaper one, or save for a long time, or – which she decides to do – she can buy the £300 machine, paying £150 directly and the rest on credit-which means that she may pay as much as another £300 over a long period. Credit is convenient but dangerous.

There is no shortage of goods or services. And the questions I and my fellow-citizens ask ourselves are: “Do I have the money?”, “Do I really need this? If I do, can I afford it?” We have to choose, which is difficult for children, poorer citizens and those who are not very intelligent and easily get confused.

*(after Karen Hewitt, “Understanding Britain”)*

### **Text 5**

#### **Buying a Suitcase**

**(for reading comprehension)**

Well, with the holiday season approaching, we thought it would be a good time to have a look at the subject of suitcases. There are a few people, I know, who use the same old suitcase all their lives. It may be a fine old leather one, covered with labels from the exotic places they've visited, for example.

Most suitcases, though, don't have quite such a long life and they need to be replaced from time to time. Leather is a bit too expensive consider these days and it does tend to be rather heavy too, and for those of us who are looking for something more practical, modern suitcases have a lot of advantages to offer.

In the first place, modern materials like nylon or vinyl can be both extremely tough and yet light enough to carry easily. There are basically two sorts of suitcase - soft ones, made from nylon or vinyl, and rigid ones, made from materials like polypropylene.

The second advantage modern suitcases have is that they often offer greater security than the old-fashioned kind. Most have locks, some have padlocks, and a few even have combination locks.

Lastly, most up-to-date suitcases are made with wheels attached so that they can be pulled or pushed instead of carried. Again, there are two main types. Four-wheeled suitcases are designed to be pulled along, parallel to the floor.

Suitcases with two wheels are tipped on one end and then either pulled or pushed, using a strap or handle on one side of the case.

We've got different types of suitcases on sale.

Let's have a look at the first one. It's 67cm in length, in smart brown. It has a 2 year guarantee and a padlock which gives greater security. It costs £67 and we think it represents good value for money.

The second case is cheaper, at the price of £32. It's 68cm long and made of nylon in a choice of 3 colours. There are 2 wheels and a strap on one side for pushing or pulling it along. All in all it seems good value but the material is not very strong and it might easily get turn.

Our 3<sup>d</sup> case is made of very tough material in a plain cream colour. It's 75cm long and has 2 combination locks, which makes it the most secure of all the cases you see. It has 2 wheels and a metal push-pull handle on the side. The price is £109 which may seem high but you are paying for the added security of the combination lock. The suitcase itself is rather heavy compared to the 2 first ones but it moves smoothly and easily, looks smart and practical but a bit overpriced.

So with the range of suitcases in price from the very cheap to the exclusive and expensive ones, it's for you to make the choice depending upon what you like and what you can afford.

### **Text 6**

#### **Computers in Shopping**

**(for reading comprehension)**

I don't suppose there are many people who actually enjoy shopping. I mean the daily or weekly shopping trip for food and the other boring, necessary things of life, like soap powder and toothpaste. Up to now, we've had to do our shopping by going to the shops. And after we've queued in the supermarket, we've got to carry our purchases home.

Well now the microchip has come to our aid! Computers are being used to develop shopping systems which will allow us to do our shopping from home. In fact we are able to gather information about products, compare prices and buy goods without even leaving the house!

A scheme especially for pensioners was introduced in Britain. It allows elderly people to order anything from a bag of chips to chemist's products from their own homes. They use specially adapted televisions, directly linked by telephone to the council's shopping and information service. At the touch of a button, they can order any one of 1,000 items at the town's main supermarket and a range of other items from the local baker and chemist. The goods are delivered to their home within a few hours and this service is completely free.

A similar scheme in Birmingham was started last year through British Telecom, the company which runs the national telephone service. This scheme

is available to anyone with a telephone who pays extra for British Telecom's special information service. It allows you to use your telephone to contact the local hypermarket's computer. Information is displayed on your television screen and orders can be placed for any of 10,000 goods stored on the computer. The goods are then automatically delivered to your home.

It proves extremely useful to many a busy working person and parent. You can use your telephone and television set to order groceries, frozen food, fresh food and vegetables, bread and meat. You choose what you want, when you want to have it delivered (day or evening) and the delivery service is free. The only cost you have to pay is £6.50 every three months for the information service.

For people who live in south London, there's a scheme called 'Shopping link' which promises all the advantages of a supermarket – such as low costs, variety, freshness and quality, together with a delivery service up to ten o'clock at night. You place your order by telephone but you have to give 24 hours' notice. When the order arrives, you pay £1.73 on top of the bill for the service. You also get a computer printout of your order so you can check off what you've bought.

Finally, there's a scheme called 'Comp-u-card' which is based in Windsor. This system stores information about products in its computer and goods are supplied directly to customers from a nationwide network of manufactures and distributors. Because no actual stock is held, costs are greatly reduced and 'Comp-u-card' offers the lowest prices in Britain! If a customer can prove that a product he or she has bought is available from somewhere else for less money, 'Comp-u-card' will refund the difference to the customer.

This service costs £20 to join and purchases can be made by cheque or credit card.

## **II. Conversations**

### **1**

#### **Shopping at the Supermarket**

- Hello, Robert! Why the rush? Where are you going?
- Hello, Mike! Sorry, I'm in a terrible hurry. You see, we are giving a party tomorrow and Lucy seems to have run out of everything. Just have a look at the shopping list she gave me.
- Good Lord. You should have done your shopping beforehand. It's not very wise to do everything at the last minute.
- I know we should have, but you know how it is with one thing and another...
- True, true. The only thing I can suggest that you should go to the supermarket. They usually offer a wide choice of goods, and with a bit of luck you'll buy everything there.

- That’s a good idea.
- I’ll keep you company, if you don’t mind. Jane asked me to buy a bottle of milk and a tin of instant coffee. I might as well do it now.

*(In the supermarket)*

- Well, don’t forget to take a basket.
- I’d better take a trolley. Where shall we start? The first item on my list is chicken.
- Then let’s go to that deep-freezer over there.
- Right. Then come a dozen of eggs and three bottles of milk.
- Well, all dairy products are displayed in that reach-in refrigerator in the middle of the floor. By the way, I must not forget my bottle of milk. Now, for the vegetables. We’re bound to find everything here. They are usually well stocked.
- Oh yes, so they are. I’ll take two bags of potatoes, a small head of cabbage and a packet of carrots.
- Why, look at those water melons. They look delicious. I’ll buy one. It’ll be a surprise for Jane.
- Now, I need a pound of sugar, a jar of jam, a loaf of bread and half a pound of cheese. That’s the lot.
- Well, you’ll need a lorry to take all that home. Shall I give you a hand with one of the shopping bags?
- That’s very kind of you, but I really hate to give you all that trouble.
- No trouble at all. I’ll tell you what. You go and fetch the bread for yourself and a tin of coffee for me, and I’ll go and join the queue at the check-out. It’ll save us a lot of time.
- Right you are! I’ll be with you in a jiffy.

## 2

### **Buying a Suit**

Shop assistant: Good morning! Can I help you, sir?

Customer: I’m looking for a lounge suit. Could you show me some suits, please?

S.a.: Certainly, sir. Any particular kind? We have a fine range in ready-made clothes.

C.: Well, I don’t want anything fancy. Just something comfortable and not very expensive.

S.a.: Do you know your size?

C.: I used to be 50, but I’ve put on some weight lately, so you’d better take my measurements.

S.a.: Very good, sir ... I think size 52 will fit you. Do you like any of these tweed suits? This model is very fashionable at the moment. It’s very popular.

C.: I like the cut, but the colour is a bit too bright for me. Besides, all light colours show the dirt too quickly, you know. And I prefer a plain pattern.

S.a.: Something like this, perhaps? I think this single-breasted brown suit will suit you all right. It's very attractive.  
 C.: Oh, yes, that's exactly what I am looking for.  
 S.a.: Very good, sir. Come this way: this fitting room is empty.  
 C.: I do hope it fits me – I like the colour and the style so much.  
 S.a.: Well, it seems to be a perfect fit.  
 C.: Yes, but don't you think the sleeves are a little too long? And look how baggy the trousers are.  
 S.a.: That doesn't matter at all. We can alter this. They can easily be shortened.  
 C.: And the waist is rather tight. Could you let it out a bit?  
 S.a.: Oh, yes. This can be easily put right.  
 C.: Good, and when can I get the suit?  
 S.a.: It won't take long. You may have it the day after tomorrow (by Tuesday morning).  
 C.: What's the price?  
 S.a.: Thirty-two pounds sixty.  
 C.: All right, I'll take it. Where shall I pay the bill?  
 S.a.: At the pay-desk. Thank you, sir. Good-bye!

### 3 Buying Shoes

Shop assistant: Are you being served, sir? What can I do for you?  
 Customer: I want a pair of shoes.  
 S.a.: Yes, sir. Have you anything special in mind?  
 C.: Well, I'd like a pair of good leather shoes.  
 S.a.: Certainly, sir. I think I may say we've a very fine selection of leather shoes at the moment. What size do you take, sir?  
 C.: Size seven.  
 S.a.: Try this one, please. How is it? Does it pinch anywhere?  
 C.: Oh, it hurts dreadfully. It's too narrow. Besides, I don't want these pointed shoes with high heels. Have you got anything of the same colour but in a different style?  
 S.a.: Just a moment, sir. Well, see how this one fits. These shoes are with square toes and flat heels.  
 C.: They are fairly comfortable. I suppose they'll give a little.  
 S.a.: Yes, they are sure to stretch with wearing.  
 C.: How much is this pair?  
 S.a.: Ninety pounds.  
 C.: Ninety pounds ... That's rather dear, isn't it?  
 S.a.: No, sir, it isn't dear, it's cheap. In fact, it's a real bargain at the price.  
 C.: All right, I'll take them.  
 S.a.: Anything else, sir?

C.: Yes, put some shoe cream in with them.

S.a.: Very well, sir. Will that be all?

C.: Yes, thank you.

S.a.: Thank you, sir. Will you pay at the desk, please.

#### 4

### A Pair of Socks

Salesman: Good morning, sir. what can we do for you?

Robert: Good morning. Er ... I just wanted a pair of socks.

S. : Certainly, sir. I think I may say we have a very fine selection. These nylon ones, for instance. They are Italian: only came in this morning.

R.: Well ... I didn't want anything fancy. Just ordinary woolen socks, you know. I'm going on a short walking-tour, so I thought something warm ...

S.: Walking-tour, sir? Then if you don't mind my saying so, you'll certainly need some of these quick-drying wool-and-nylon socks. They wash beautifully and dry in no time at all. Three pounds a pair. How many shall I wrap up for you?

R.: Er ... just one pair will do. Those green ones.

S.: If you are going on holiday, sir, perhaps you'll be interested in this new line of trousers? Very popular, they are. You'll find them invaluable when you are out in bad weather.

R.: Are they crease-resistant?

S.: They're crease-resistant, water-repellent and fade-proof. You'll have to have a pair if you're going on holiday, sir. Only fifty pounds – a real bargain.

R.: Er ... Well, perhaps ...

S.: The blue ones? Very good, sir. I'll just measure you: waist thirty, inside leg thirty-one. Very good, sir. Haha, sir, I see you're looking at that yellow cashmere pullover. The last one, that is, and it happens to be your size, sir. You'll need something to keep you warm on a walking-tour. You'll feel a different man when you put it on.

R.: It certainly looks nice and warm. But won't it get dirty rather quickly?

S.: Well, of course, sir, all light colours show the dirt. But you'll find this washes like a dream. Just use a spoonful of our special washing-powder. Two and sixty a packet. I'll wrap up a couple of packets with the pullover.

R.: But won't it shrink?

S.: Shrink, sir? We've sold dozens of these pullovers and haven't had a single complaint. If it shrinks, sir, we'll give you your money back.

R.: All right. I'll take it. You can wrap up everything in one parcel.

S.: Let me see: socks, trousers, pullover, washing powder. Here we are, sir. Here's your parcel.

R.: And my change?



S.: Change, sir? I'm afraid there's some mistake. Here's the bill, sir. One hundred fifty five pounds and sixty pence. Another five pounds to come, sir.

R.: Oh, and I dropped in just for a pair of socks.

## 5

### I Would Like to Change It

Shop assistant: Yes, can I help you?

Customer: Yes, I bought this on sale here ... a couple of weeks ago, I think it was...

S.a.: I see, yes..

C.: And I've only worn it a couple of times, but when I looked at it the other day I just thought, no, I don't like it. I don't think it suits me ... the colour's not really right for me, do you know what I mean?

S.a.: Well ... um, do you have any receipt or proof of purchase?

C.: No, no, I didn't keep the receipt, sorry ... does that mean that I can't change it? Because I've seen another one I like...

S.a.: Well, we can't normally exchange goods without proof of purchase, you see...

C.: Oh no!

S.a.: I can speak to the manageress if you like, see what she says.

C.: Well, yes, if you would ... because I would like to change it...

## 6

### She Bought It by Mistake

Customer: I'd like to change this CD, please.

Shop assistant: You'd like to change it. What exactly is the problem?

C.: It was a Christmas present, I asked my mum to buy me a CD for Christmas, but this isn't the one I wanted. I wanted the new CD by Chaos Theory, and so she bought me this ... it's the wrong one, my mum bought it by mistake ... it's their first CD, not the latest one...

S.a.: I see, so you'd like to exchange it for the right CD, is that right?

C.: Well no, not really, you see I don't like Chaos Theory any more. I'd like a computer game instead...

S.a.: I see, well if you'd like to choose which computer game you'd like, then we can probably take the price of the CD off the price of the computer game ... if you have the receipt with you. Do you have the receipt?

C.: Yes, it's here.

S.a.: OK then ... if you'd like to choose the computer game, we'll try to sort it out for you, okay?

### III. Functional Phrases (to be used in making up conversations)

#### *Shop assistant*

What can I do for you?  
Can I help you, sir/madam?  
Anything else, sir/madam?

We have a very good selection of ... .  
Would you like any particular kind,  
sir/madam?  
We have a wide range of coats in your  
size. Have you anything special in mind?  
We have many patterns and shades to  
choose from.  
Have a look at this one.

Do you know your size?  
What size do you take in ... ?

See how this one fits.  
It happens to be your size.  
Try this one, please. How is it?  
How do you like it?

#### *Customer*

– Could you show me ... , please?  
– I'm looking for ... .  
– I'd like to see some gloves.  
– I want a pair of shoes.

– I'd like something for every day  
wear.  
– I don't want anything fancy.  
– I prefer a plain pattern.  
– Something like this, perhaps.

– You know, I used to be 44. But  
you'd better take my  
measurements.  
– My size is 52.  
– I take size 44 shoes.

– It seems to be a size too big for  
me.  
– It fits me perfectly/ It's a perfect  
fit.  
– Oh, yes, that's exactly what I'm  
looking for.  
– I like the cut, but the colour is a  
bit too bright for me.  
– Have you got the same style but  
in a different colour?  
– It'll show the dirt too quickly, I'm  
afraid.  
– I want a darker shade.  
– Have you got the same colour but  
a size bigger?

- I don't really think this suits me.  
(*about shoes*)
- It hurts terribly
- It pinches me dreadfully.
- I don't want these pointed toes.

***Customer***

***Shop assistant***

The waist is rather tight.  
It seems to be a little too broad in the shoulders.  
It seems a trifle too long.  
Look how baggy the trousers are.

- This can be easily put right.
- It can easily be shortened.
- We can easily alter that, sir / madam.

How much is it?  
What is the price of ... ?

- Three pounds and a half.
- It's a real bargain at the price.

***Shop assistant***

***Customer***

Will that be all?  
Anything else, sir/madam?

- Yes, that'll be all, thank you.
- There's one more thing I want to buy.

Here's your purchase. Shall I wrap it up for you?

- Yes, please.

## IV. Essential Words and Phrases

### 1

to go shopping  
to do shopping  
to go window shopping  
to go shopping for food (and other things)

to buy/purchase smth.  
a customer  
a shop assistant

### 2

the sales floor  
the packaging department  
the storage premises  
sales shelves  
a counter

perishables  
knick-knacks  
a price label/tag  
weigh n,v  
to reckon up the bill

a stand	check out n, v
aisle	a cash-register
electronic scales	a cashier
a deep-freeze locker	a receipt
a reach-in refrigerator	change
a shopping list	a queue, to join a queue, to stand in a queue
a shopping bag	to wrap up
a wire basket	
a trolley an item	
a purchase	
ready-packed goods	
food stuffs	
dairy product	

### 3

to be popular with customers  
 to draw customers to  
 to be on sale  
 to offer a wide range/choice of goods  
 to be well laid out  
 to be within easy reach  
 to have smth. in stock  
 to stock goods  
 to be well stocked  
 to be completely out of smth.  
 to have something in stock  
 to be short of smth. to run out of smth.  
 to have food shortages  
 to budget carefully  
 The demand for goods is increasing

### 4

#### *Types of Shops*

a shopping center	a self-service shop
a supermarket	a department store
a minimarket	a boutique
a baker's/bakery	a book shop
a butcher's/ry	a flower shop/a florist's
a confectioner's/ry	a jeweler's
a fishmonger's/ry	a stationer's/ry
a grocer's/ry	a tobacconist's
a greengrocer's	a toy shop

a radio shop  
a record shop  
a shoe shop  
a sports shop

a watchmaker's  
a chemist's  
a haberdasher's/ry  
a tailor's

## 5

### *Names of Shops*

Women's Clothing Department/ Ladies' Wear	Men's Wear
Sportswear/ Sporting Goods Store	Footwear/ Shoe Department
Tableware	Household Goods/ Houseware Store
Audio	a Gift Shop
An Appliance and Electronics Store	

## 6

### *Items that Can be Bought*

a bottle of milk	a bunch of grapes
a tin of coffee	a head of cabbage
a packet of tea	a bottle of wine
a jar of jam	a can/bottle of beer
a tin/can of meat	a packet of cigarettes
a packet of cornflakes	a box of matches
a box of sweets	a bunch/bouquet of flowers
a packet of flour	a tube of toothpaste
a bag of potatoes	a bar/cake/piece of soap
a loaf of bread	mascara
a packet of noodles	a bottle of perfume
a bar of chocolate	
a cart of juice	
a dozen of eggs	
a pound (half a pound) of cheese	
a pound of butter	

## 7

### *Buying Clothes*

a lounge suit, a single-breasted suit, a well-cut suit, a tailored suit  
a pair of shoes  
a pair of socks  
a pair of trousers  
pantyhose  
shoes for town (country) wear, for casual wear

home shoes  
shoe laces  
pointed shoes  
shoes with square toes  
shoes with flat (high) heels  
to put on  
to put on inside out  
to put on back to front  
to put on upside down  
to take off  
to stand up to high-pressure salesmen  
to be easy to take in  
to follow the washing instructions  
to do as the label says  
to suit  
to match/ to go well with  
to become  
to take measurements  
to fit/sit well  
to be tight round the hips (across the shoulders, at/round the waist/the hips)  
to fit like a glove  
It feels right  
to be baggy  
to pinch  
to hurt  
to stretch with wearing  
to alter (put sth right)  
to shorten, to let out, to take in  
to be out of fashion  
smth. in/of the latest style/fashion  
smth. in a different colour/ in a larger size  
in different styles, in size 10, in red, in all cuts, in all colours  
to all tastes  
at all prices  
a plain pattern, a checked (stripy) pattern  
a bright (light) colour

## 8

### *Quality of Clothes*

to dry in no time (quick-drying)  
to wash well (to wash like a dream)  
to keep smb. warm

to wear well  
to keep the shape  
crease-resistant  
water-repellent  
fade-proof  
long-lasting  
a real bargain at the price  
invaluable  
It pays to choose a good cloth for a coat

## 9

to have clothes made to order/to measure  
to go for a fitting in  
to be stock size  
tailor-made clothes, ready-to-wear clothes  
off-the-peg/ready-made clothes  
It is cheaper to buy ready-made clothes than to have clothes made to order  
(made to measure)

## 10

### *Trade: Types and Forms*

to buy smth. for cash  
to pay cash  
cash payment  
to be in cash/ out of cash/ short of cash  
I haven't got any cash on me  
to sell for cash  
cash on delivery  
to pay by cheque  
a bank card (P.I.N.)  
traveler's checks  
a credit card

to buy goods on hire purchase (The buyer makes a down payment of 10% to over 30% of the price and pays the rest by weekly or monthly installments until the full price has been paid. Payment may be spread over a period of...)

a charge for interest  
rate of interest  
to pay interest  
There is a charge for interest

What do you charge for it?

retail trade vs wholesale trade

retail price vs wholesale price

to sell by retail vs to sell by/at (Amer.) wholesale

to buy retail vs to buy wholesale

wholesaler (sells goods to retailers)

a retail shop, retailer (shops that sell to the public)

a reputable shop

sale

to bargain

to overcharge (to ask for more than the price)

to undercharge (to ask the customer for less than the price)

discount

to reduce smth. in price, to sell at a reduced price, to cut prices

refund v, n; to ask for a refund

to exchange a thing (a purchase) for another

a faulty thing

### **Proverbs and Sayings**

1. Cut your coat according to your cloth.

2. The tailor makes the man.

3. Measure twice and cut once.

4. Every shoe fits not every foot.

5. A bargain is a bargain.

6. The cap fits.

7. That is where the shoe pinches

8. The cheapest is the dearest

9. Fine feathers make fine birds

10. to come off cheap



# SERVICES



## I. Conversations and Texts for Close Language Study

### 1

#### Yesterday's Luxury Is Today's Necessity

*(John and Mary Brown; Helen – Mary's friend)*

*Helen:* How do you manage to do all the work by yourself, Mary, with a family of four?

*Mary:* Well, the housework keeps me busy, you know. As soon as one job is finished there is another waiting to be done. The children are too small to help.

*John:* Don't forget to say that I do my share. I'm always willing to lend a hand.

*Helen:* Oh, John, I haven't seen you doing much housework.

*John:* Oh, haven't you? Who helps with the washing up? Who mends anything that gets broken? And when the electric lights go out who changes the bulbs or mends the fuses? I think I do my share.

*Mary:* Yes, he's very useful, Helen. Besides, he helps with the children.

*John:* And I must admit that housekeeping is much easier than it used to be. Times have changed. Now we don't think what a blessing electricity is. We soon become accustomed to new things and take them for granted. Nobody thinks of electricity as a luxury now. Yesterday's luxury is today's necessity.

*Mary:* I don't know what I should do without my vacuum cleaner, washing machine or refrigerator, to say nothing of radio, television and the telephone.

*Helen:* Will you show me your TV set, John? I haven't seen it yet.

*John:* It's a new colour set. But we don't actually own it. We rent it. Our city is full of rental offices. Besides, Mary pressed me into renting a telly. This does not mean I have anything against the box.

*Mary:* We have no reason for regret. Sometimes they are tricky to adjust though. But now a mere phone call is enough to bring a repairman from the rental office.

*Helen:* And you will save a lot of money besides.

*Mary:* That's true. And now let me show you my washing machine. You want to buy one for yourself don't you?

*Helen:* Yes, and I'd like to know it works.

*Mary:* It's quite easy. You put in the clothes you want to wash, run in some water, switch on the current and Bob's your uncle, as my dear husband John would say. Of course, you have to put some soap powder or detergent in the

water. After a time you let the water run out, take out the clothes and hang them up to dry.

*Helen:* But you still have to iron the clothes, I suppose?

*Mary:* Yes, it's a pity that no one has invented an ironing machine yet.

## 2

### A Complaint on the Phone

*Manager:* What seems to be the problem?

*Customer:* Well, I was transferring my files to the computer from my flash drive and it's lost the lot. Everything!

*Manager:* OK, now don't worry. I'm sure we can sort something out. First, can you give me a few details? The computer has lost all the data, you say?

*Customer:* Yes. But you don't understand. It's wiped everything off the flash drive as well! My whole life, my whole life was in those files.

*Manager:* Oh, my goodness! Are you sure? Sounds like the problem's with your flash drive.

*Customer:* Of course I'm sure! And there's nothing wrong with my flash drive. I've had it years!

*Manager:* OK. I can understand how upset you must be. Now, I don't think we can deal with this on the phone, so I'm going to send a service engineer to see if they can retrieve your data.

*Customer:* I'll be expecting a total refund and compensation if this can't be fixed!

*Manager:* Unfortunately, we are not authorized to give refunds, but what I can do is send you a brand-new computer. How would that be?

*Customer:* This is supposed to be a brand-new computer. You think I want another one of these, after what the last one did to my files?

*Manager:* Well, let's see what our engineer can do. Hopefully, it's not quite as bad as you think. Now, I've got your address here in your computer file. Oxford OX2 6 BJ, right?

*Customer:* Yeah, right.

*Manager:* And it's Mr Harris, isn't it?

*Customer:* Yes.

*Manager:* Right, Mr Harris. We'll have an engineer with you this afternoon. And I'll ask him to bring a new hard disk with him. Is that OK for you?

*Customer:* Er, well, I suppose...

*Manager:* Good. Glad to be of assistance. Is there anything else I can help you with?

*Customer:* Hm? Oh, no, no.

*Manager:* Well, best of luck this afternoon. I hope we can solve the problem for you.

*Customer:* Well, thanks. Erm, goodbye.

*Manager:* Goodbye, Mr Harris.

### 3

#### **At an Appliance and Electronics Store**

*Customer:* Good morning, miss. I'd like to speak to the manager.

*Manager:* I'm the manager, sir. How can I help you?

*Customer:* Oh, really? It's this radio. It doesn't work.

*Manager:* Mm... did you buy it here?

*Customer:* Pardon? Of course I bought it here. Look, you switch it on and nothing happens.

*Manager:* Could I see your receipt?

*Customer:* Receipt? I haven't got one.

*Manager:* Oh, you should have obtained a receipt when you bought it.

*Customer:* I probably did. I must have thrown it away.

*Manager:* Ah, well, have you got any other proof of purchase, the guarantee, for example?

*Customer:* No. It must have been in the box. I threw that away too.

*Manager:* Oh, dear. You really ought to have kept it. We need to know the exact date of purchase.

*Customer:* What? I only bought it yesterday! That young man over there served me. Oh, I paid by cheque. I've got the cheque stub.

*Manager:* That's all right then. Did you check the radio before you left the shop?

*Customer:* Check it? No, it was in the box. I expected it to work. It wasn't a cheap radio, it's a good make.

*Manager:* You should have checked it.

*Customer:* Come on! Stop telling me what I should have done, and do something! Either give me my money back or give me another radio.

*Manager:* There's no need to get aggressive, sir. Let me look at it... mm ...you see this little switch on the back?

*Customer:* Yes?

*Manager:* It's on "mains", and it should be on "battery". You really should have read the instructions.

*Customer:* Oh!

### 4

#### **At a Rental Office**

– Can I hire a washing machine for a couple of days?

– Yes, certainly: you can hire anything here you like and on any terms too. What model do you wish, madam?

- I'd like to try the newest washer with automatic control; they say it's something extraordinary. It is true that it itself selects the right temperature, speed and time for any fabric?
- That's right, ma'am. You'll do the cleanest laundering and save a good deal of time if you take it.
- But, sir: I'm not sure about the way it's to be operated.
- You needn't bother, ma'am. When do you want the washer sent to you?
- Tomorrow morning, please.
- Very well, ma'am. The man who'll deliver the machine will instruct you properly and give you a chance to practice under his guidance.

## 5

### Calling Out a Repairman

- Hello?
- Hello, Ms. Crocker. This is Mr. Roberts.
- Uh, Mr. Roberts ... in apartment 205?
- No, not 205, 305.
- Oh, yes. What can I do for you? Are you calling about the refrigerator again?
- No, not about the refrigerator. It's the oven this time.
- Oh? Well, what's wrong with it?
- Well, I think something's wrong with the temperature control. Everything I try to cook gets burned.
- Really? OK, I'll get someone to look at it right away.
- Thanks a lot.
- Uh, by the way, Mr. Roberts, are you sure it's the oven and not your cooking?

## 6

### At a Repair Shop

- Do you repair shavers?
- Yes, I do.
- Okay. I have my shaver with me. Can you fix it?
- When did you buy it?
- About five months ago.
- Did you keep the guarantee?
- No, I didn't. I lost it.
- Then I'll have to charge you.
- How much will it cost?
- That depends on what's wrong with it.
- I think the batteries are dead. They should be replaced.
- I've to check it. Could you come in tomorrow?
- All right.

7

**At a Watchmaker's**

- Will you have a look at my watch?
- Yes, sir. What's wrong with it?
- It's slow and sometimes stops altogether.
- Well ... it wants cleaning and regulating
- Would you mind doing it as soon as you can?
- Yes, you may have it ready tomorrow.

8

**At a Shoe-maker's**

- Shoe-maker: What can I do for you, madam?
- Client: Could you repair these shoes, please. The hill has come off one shoe. Can you fix it? And I'd like to have them soled. Leather soles, please. Besides, the zipper is stuck.
- Sh.: Oh, madam, there is quite a lot of work to do. If I were you I'd rather buy a new pair.
- Cl.: And how much will it cost to have this repaired?
- Sh.: Let me count. It will be a pretty penny.
- Cl.: And will it pay to have them repaired? Will they last long after the repair?
- Sh.: I think they will.
- Cl.: So, let's have them repaired. You know, I like them very much. And they match my clothes perfectly.
- Sh.: When do you want them done?
- Cl.: As soon as possible.
- Sh.: Is tomorrow morning ok?
- Cl.: Yes.

9

**At a Camera Shop**

- John: Excuse me, is there a camera shop anywhere in this neighbourhood?
- Passerby: Turn right at the next corner. There is a camera shop. You can't miss it.
- J.: Thanks.
- J.: (*entering the camera shop*): Good morning.
- Saleswoman: Good morning. May I help you?
- J.: Yes, I'd like to have photoes printed.

S.: Okay. Anything else?  
 J.: If I have more than a hundred photoes, shall I have any discount?  
 S.: Sure. You'll have a discount of 10 percent.  
 J.: Then I'd like to leave these two flash-drives.  
 S.: Thank you.

## 10

### At the Photographer's

– I'd like to be photographed.  
 – Yes, sir. How would you like to be taken: in profile or full face, sitting or standing.  
 – I want several snapshots of different kinds – four in full length, five in half length, all – in full face.  
 – I see. What size are they to be?  
 – Nine by twelve will do for all of them.  
 – All right, sir.  
 – And by the way, can I get passport photo taken too?  
 – Sure.  
 – And can I have all these pictures ready sooner?  
 – Yes, sir. We run express service here... And now sir, take a seat, please... Look straight before you... Ready? ... That's fine!

## 11

### At the Barber's

Barber: Good afternoon. What can I do for you? / What will it be?  
 John: I want a haircut, a shampoo and a shave.  
 B.: How do you want your hair cut?  
 J.: Not too short. Just trim it at the back and sides but don't touch it on top.  
 B.: Very well, sir.  
       *(in some time).*  
       Now do you find your haircut as you like?  
 J.: Yes, that'll be all right. Now for the shave. I also want (to have) my moustache and beard trimmed.  
 B.: Very good, sir.  
 J.: How much do I owe you?

## 12

### At the Hairdresser's

– Good morning. Hair and Beauty Saloon.

- Good morning. I'd like to make an appointment, please, for 3 o'clock this afternoon.
- I'm sorry, madam. How about tomorrow morning; 10 o'clock?
- That'll be all right.

...

- Hairdresser: Good morning, madam. Will you sit here, please. What will it be?
- Mary: I want my hair shampooed, cut and set. And you know, I'd like to make a new hair style. Have you got any pictures?
- H.: Yes. Here you are. How do you like this style? It's very much in vogue/it's all the vogue.
- M.: It may be in vogue, but there are so many women going about with this style. They look so much alike.
- H.: Shall we try this style? I think it will be just your style.
- M.: Yes. I think it'll suit me. But make the parting on the right side and brush the hair a bit back/to the right. And you know I also want to have my hair dyed.
- H.: All right. ... How do you find it?
- M.: I think it's rather becoming.
- H.: Oh, yes. It awfully becomes you.
- M.: Thank you.

### 13

#### Laundry and Dry Cleaner's

- Good morning!
- Good morning! How would you like your washing done, madam?
- I'd like it washed, starched and ironed.
- How many pieces?
- Well, let me check ... 14 pieces.
- Very well, I'll weigh them now ... Here's the receipt. By the way, you may have your washing delivered. We run a delivery service here.
- No, thank you. I'll pick it up myself.

\*\*\*

- Excuse me. I'm Mrs. Milford. I'd like to know if my washing is ready.
- Number 10981.
- Well, just a moment ... Yes, number 10981, 15 pieces. Here is the package. Please, check it and see if nothing is missing, madam.
  - I hope it's all right. Here's the money. Good-bye!
  - Good-bye! Call again!

\*\*\*

- What can I do for you, sir?
- I'd like to have these things washed, as soon as possible.
- Yes, sir. You need an express service. Have you made a list?
- Yes, here it is. Check it, please ... Sorry, these trousers have to be dry-cleaned.
- O.K. Am I to wait long?
- About 30 minutes, but you'll be charged extra.
- Never mind.

\*\*\*

- What can I do for you?
- My suit needs cleaning. And there's a stain on the sleeve. Can I have it removed?
- Let me see ... Why, yes, certainly ... Do you want all this done while you wait?
- No, I'll leave it. Could it be done tomorrow morning?
- Sure. Between 9 and 10, please.
- And won't the suit shrink after cleaning?
- No, it will be dry cleaned. After dry cleaning things don't shrink.

## 14

### **Banks and Bank Accounts**

It's very simple to open a bank account. There are very few formalities. Just go to your local branch, fill in a few forms, and that's it. For regular everyday use most people prefer a current account (checking account). This normally earns no interest but it makes shopping and paying bills very easy. A deposit account (saving account) earns interest but it's not so easy to withdraw your money. You sometimes have to give a week's notice.

At regular intervals, perhaps monthly, you will receive a statement from the bank, giving details of each deposit (money you put in) and withdrawal (money you take out). If you're not sure how much money you have in your account, you can just go to your bank and ask what your balance is. If you have to make a regular payment, like rent, you can ask the bank to pay this amount for you automatically. This arrangement is called a standing order.

Young people in the US open bank accounts at a very young age, so that they can begin saving money and earn interest on their money. A small proportion of young Americans open checking accounts rather than savings accounts to have a possibility to purchase goods. The most common reasons why customers open savings accounts is to save up for college education, electronic devices, expensive goods, travelling, etc.



## **At a Bank**

- Hello. I would like to open an account, please.
- Certainly, Madam. What kind of account would you like to open: savings or a checking account?
- I'd like to open a checking account, please.
- Ok. I'll need you to fill in this form. Here is a pen. You can go over there and fill it in and when you've completed the form come back to me.
- Is it an easy form to fill in?
- Sure. If you have any problems with the form, let me know and I'll help you with it.
- Thank you very much. I'll be back in a few minutes.
- Don't forget to let me know if you need help with the form.
- ...
- Here you are. Can I draw money on demand?
- Yes, of course, you can always draw the required amount.

\*\*\*

- I would like to open a current account of this savings bank.
- What sum do you wish to deposit?
- Three thousand roubles.
- Please fill up this form of application.
- Thank you ... Here you are. Can I draw money on demand?
- Yes, of course, you can always draw the required amount.

\*\*\*

- How would you like your money, sir?
- I think one twenty – pound note, two ten – pound notes and two five – pound notes will be all right.
- One twenty, two ten and two five. Here you are!
- Thank you.

\*\*\*

- I'd like to change these francs, please.
- Yes, sir. How many francs have you got?
- Two hundred. What's the rate of exchange, please?
- The current rates are on the notice board, sir.

## **How can I Use the ATM?**

- Look, there is an ATM. I need to get some money.
- Sure, no problem.

- Can you help me? I’ve never used an ATM in this country before.
- Sure, someone is using it, but we are next. Don’t stand too close, stand here.
- Oh, I didn’t see the marker. This country is so serious about personal space.
- What card do you have? It’s a Visa debit card? Great! All ATMs accept Visa cards, so you’re fine.
- OK. I guess the first thing to do is to put the card in the machine, right?
- That’s right. Put your card in the ATM and type in your PIN number.
- OK. Now it’s giving me quite a few options.
- Press the “Withdraw Cash” button.
- Hey! It’s not as difficult as I thought.
- Now just select the amount of cash you want.
- I think 300 dollars should be enough for now.
- There you go. Can you hear the machine counting the bills? OK. Grab the money and off we go!

### **Applying for a Loan**

- Good morning. Is this the right place to apply for a loan?
- Yes, it is. Please, take a seat. I have to ask you some questions. How long have you been at your regular job?
- Almost three years now.
- Fine. Well, now fill in this form to apply for your loan.
- What information do you need?
- The first section is for your personal details such as name and address. Let’s see... How much do you want for the loan/to borrow from the bank?
- I need £12, 000 to buy a car.
- Ok. We need to know what your salary is per month. And we will need proof of salary.
- I earn about £1000 a month.
- Great. Ok, then. Please, take this form with you. Fill in your personal details and bring it back to me.

## **II. Functional Phrases** **(to be used in making up conversations)**

### ***Clerk (barber, manager)***

What can I do for you,  
sir/madam?

### ***Customer (client)***

– I’d like      my hair      cut/shampooed/set/  
to have/      dyed.

- Can I help you?
- I want/ my shoes soled.  
Can I have my boots fixed.  
the heel  
my suit cleaned.  
the linen washed and ironed.  
this film/ developed.  
the photo-  
copies  
the suitcase repaired.
- Yes, please. Can you fix this shaver?  
– I'd like to be photographed.
- What's wrong with your watch? – No idea. It's just stopped. It shows wrong time. It runs fast.
- Let me have a look at it. – Here you are.
- When do you want (to have) it ready?  
When do you want it done? – As soon as possible.
- Is tomorrow morning all right/OK?  
How about tomorrow morning? – That'll be all right.  
– Yes. And can you do it while I wait?
- Can you leave it here for repair? – Sure.
- Are you calling about the air conditioner again? – No, it's the refrigerator this time.  
– No, something is wrong with the refrigerator.
- What's wrong with it?  
What's the problem?  
What seems to be the problem? – It's not cooling properly. And it's also the iron that needs mending /  
And my iron is out of order too.
- OK, I'll get someone to come by and have a look at it at all those things right away. – Thanks.  
– Thanks a lot.

***Customer (client)***

***Clerk***

Could/can I have my watch regulated?  
the stain removed on my jeans?  
Will you have a look at my watch?

– Yes, sir/madam.  
– Certainly, sir/madam.  
– Yes, sure.

How long will it take to have it done?  
How long will you need to repair it?  
When will it be ready?

– You'll have it done in  
no time/in two days.  
– We'll do it while you  
wait/by tomorrow.

– I think it will take about  
two days  
– You will have it ready  
tomorrow.

Can you do it sooner?

– I doubt/I'm not sure.  
– I think we can.  
– We'll try.

How much will it cost?  
How much does the repair cost?

– That depends on what's  
wrong with it.  
– Let me see.  
– Let me count.

Can I have an after-repair guarantee?

– Certainly.  
– Here you are.

***Client***

***Bank clerk***

I would like to open an account (a checking/savings  
account), please.

–What sum do you want  
to deposit?  
– Ok. I'll need you to fill  
in this form.

Is this the right place to apply for a loan?

–How much do you want  
for the loan?  
–How much do you want  
to borrow from the bank?  
–I have to ask you some  
questions.  
–Fill in this form to  
apply for your loan.

### III. Essential Words and Phrases

1



*A laundrette*

enquiry office  
repair shop (Everyday Repairs)  
beauty parlour (beauty salon)  
laundry  
laundrette  
(dry-)cleaner's  
watchmaker's  
photographer's  
camera shop  
rental office  
lost-and-found

office

shoemaker's

bank;

ATM (Automatic  
Teller Machine)



2

repairman  
tailor  
dressmaker  
barber  
hairdresser  
photographer  
watchmaker  
clerk  
manager  
client  
customer

3

appliances (home electronic appliances,  
labour saving devices)  
refrigerator  
washing-machine  
TV set  
washer  
toaster  
roaster  
microwave oven (microwave)  
food processor  
air-conditioner  
vacuum cleaner  
computer  
flash drive (USB drive)  
DVD player  
MP3 player  
(HI-FI) music centre (mini system)  
mobile phone (cell phone)

## 4

to be out of order, to be broken  
to repair, to fix, to mend  
to regulate  
to replace (to replace batteries)  
to change (to change bulbs)  
to mend fuses

to adjust  
to be tricky to adjust  
to do housework  
to do the washing/cleaning/ironing  
to do one's share  
to lend a hand to smb.

## 5

1) cut n,v  
haircut (hair-do, hair style)  
to cut short  
shampoo, n,v  
brush (brush to right/back)  
shave n,v  
comb  
dye  
trim  
beard

moustache(es)  
parting  
vogue  
to be in vogue  
to go out of vogue  
to come into vogue  
It's all the vogue  
to make an appointment with ...  
for 3 o'clock

2) washing, cleaning  
linen  
iron  
press  
clean (dry clean)  
to remove stains

3) express service, to run express/delivery service  
to charge (to charge extra)  
to bargain (overcharge, undercharge)  
to sell used things  
to complain about a thing  
guarantee  
to be under guarantee  
an after-repair guarantee  
used things don't come with a guarantee  
the guarantee period is over  
(has expired)

4) to be photographed  
in profile  
in full face  
sitting, standing

in full length  
to develop a film  
to print a film  
snapshot

5) to open a bank account  
a current account (a checking account)  
a savings account (a deposit)  
to earn (no) interest  
to withdraw money  
to draw money on demand  
to fill in a form  
a loan  
to (ex)change money  
rate of exchange (exchange rate)  
current rates  
notice board  
to use an ATM

### **Proverbs and Sayings**

1. A Jack of all trades is master of none
2. Every barber knows that.
3. A bad workman quarrels with his tools.
4. You can't put it in the bank.
5. To work with the left hand.

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