

English in Everyday Life

Practical English for Real Daily Situations

Supermarkets · Airports · Banks · Doctors · Work · Social Life

✓ Real dialogues from everyday situations	✓ Key vocabulary for each context
✓ Cultural tips for English-speaking countries	✓ Practice exercises after every unit
✓ Pronunciation & grammar notes	✓ Suitable for A2 – B2 learners

Level: A2 – B2 | 30 + Units | Full Colour Edition

How to Use This Book

English in Everyday Life is designed for learners who need to use English outside the classroom immediately — whether you are travelling, living abroad, or working in an English-speaking environment. Unlike exam preparation courses, every unit in this book centres on a real situation you will actually face.

Each unit follows the same clear structure so you always know what to expect:

1. Situation Overview

A short description of the real-life setting so you understand the context before you begin reading.

2. Key Vocabulary

The most important words and phrases for that situation, with definitions and example sentences.

3. Model Dialogue

A realistic conversation between two or more people. Read it aloud with a partner whenever possible.

4. Useful Expressions

A reference table of phrases organised by function — asking, responding, politely refusing, and so on.

5. Cultural & Language Notes

Tips on what is considered polite, common, or unusual in English-speaking cultures.

6. Practice Exercises

Activities to consolidate what you have learned — matching, gap-fill, role-play prompts, and more.

■ Study Tip

Do not try to memorise every word. Focus on the expressions you need most for your situation. Return to other sections when they become relevant to your life.

Table of Contents

How to Use This Book	2
Unit 1 – Meeting People & Small Talk	4
Unit 2 – Shopping at the Supermarket	6
Unit 3 – Eating Out & Ordering Takeaway	8
Unit 4 – Visiting the Doctor & Pharmacy	10
Unit 5 – At the Bank & Post Office	12
Unit 6 – Using Public Transport	14
Unit 7 – Renting Accommodation	16
Unit 8 – Making Phone Calls & Appointments	18
Unit 9 – Handling Emergencies	20
Unit 10 – Social Gatherings & Events	22
Unit 11 – Job Interviews & First Days at Work	24
Unit 12 – Communicating with Neighbours	26
Unit 13 – At the Airport	28
Answer Key & Grammar Notes	30

UNIT 1

Meeting People & Small Talk

How to introduce yourself confidently, start a conversation, and keep it going.

Situation Overview

Whether you are at a work event, a neighbour's party, or waiting in a queue, the ability to start and maintain a light conversation — known as 'small talk' — is one of the most valuable social skills in English. In many English-speaking countries, small talk is expected and shows friendliness, not intrusiveness.

Key Vocabulary

introduce	to tell people your name or present someone	<i>Let me introduce myself — I'm Sara.</i>
acquaintance	someone you know slightly, not a close friend	<i>He's an acquaintance from work.</i>
common ground	shared interests or experiences	<i>We found common ground over travel.</i>
chat	to have a friendly, informal conversation	<i>We chatted for half an hour.</i>
follow up	to continue a topic or contact someone again	<i>I'll follow up with you next week.</i>

Model Dialogue

At a neighbourhood welcome party:

Alex:

Hi there! I don't think we've met. I'm Alex.

Maria:

Oh hello! I'm Maria. Are you new to the area?

Alex:

Yes, I just moved in last week — the flat on the second floor.

Maria:

Welcome! How are you finding it so far?

Alex:

It's lovely, thank you. Very quiet. Do you live nearby?

Maria:

Just across the hall, actually. If you ever need anything, just knock.

Alex:

That's really kind of you. I'll definitely take you up on that!

Useful Expressions

Expression	When to use it
<i>I don't think we've met.</i>	Starting a conversation with someone new
<i>Nice to meet you / Lovely to meet you.</i>	Responding to an introduction
<i>How are you finding it here?</i>	Asking how someone feels about a new place
<i>What brings you to [place]?</i>	Asking someone's reason for being somewhere
<i>I'll take you up on that!</i>	Accepting an offer warmly
<i>We should catch up sometime.</i>	Suggesting a future meeting politely

■ **Language Note:** In British English, 'Lovely to meet you' is very common. In American English, 'Great to meet you' or 'Nice to meet you' are more typical. Both are perfectly correct.

■ Small Talk Topics

Safe small-talk topics in English-speaking cultures include: the weather, local events, weekend plans, food, and travel. Avoid asking about salary, age, or relationship status when meeting someone for the first time.

Practice Exercises

Exercise A – Fill in the blank

1. Hi! I don't think we've _____. I'm James.
2. How are you _____ the new city?
3. We should _____ up for coffee sometime!
4. What _____ you to London?

Exercise B – Role Play

Work with a partner. Student A has just moved to a new town. Student B is a long-time resident. Use the expressions from this unit to have a two-minute conversation. Try to find one thing you have in common.

UNIT 2

Shopping at the Supermarket

Finding products, asking for help, and paying at the checkout.

Situation Overview

Supermarkets can be confusing in a new country — different layouts, unfamiliar brand names, and checkout procedures vary widely. This unit prepares you for every stage of a supermarket visit: finding items, reading labels, asking staff for help, and paying.

Key Vocabulary

aisle	a passage between shelves in a shop	<i>The bread is in aisle four.</i>
checkout	the place where you pay for goods	<i>There's a long queue at the checkout.</i>
loyalty card	a card that gives you discounts or points	<i>Do you have a loyalty card with us?</i>
self-checkout	a machine you use to pay without a cashier	<i>I'll use the self-checkout — it's faster.</i>
expiry date	the date after which food is not safe to eat	<i>Check the expiry date before buying.</i>
organic	food grown without artificial chemicals	<i>The organic tomatoes are on the top shelf.</i>

Model Dialogue

At a large supermarket:

Customer:

Excuse me, could you tell me where the pasta is?

Staff:

Of course! It's in aisle seven, on the left-hand side.

Customer:

Thank you. Also, do you stock gluten-free bread?

Staff:

Yes, we do. You'll find it in the 'Free From' section — aisle three.

Customer:

Perfect. One more thing — where are the carrier bags?

Staff:

They're at each till. They're 10p each, I'm afraid.

Customer:

No problem. Thanks for your help!

Staff:

My pleasure. Have a good day!

Useful Expressions

Expression	When to use it
<i>Could you tell me where [item] is?</i>	Asking a member of staff for directions
<i>Do you stock / carry [item]?</i>	Asking if the shop sells a particular product
<i>Is this on offer / on sale?</i>	Asking if an item is discounted
<i>Can I pay by card?</i>	Asking about payment methods
<i>Could I have a bag, please?</i>	Requesting a carrier bag
<i>Keep the change.</i>	Telling a cashier you do not need change

■ **Language Note:** 'Till' (British English) and 'checkout' or 'register' (American English) both mean the place where you pay. 'Queue' is British; 'line' is American — but both are understood everywhere.

■ **Cultural Note**

In many UK and Australian supermarkets, plastic bags cost a small fee. It is common to bring your own reusable bag. Saying 'No bag, thanks' is perfectly normal and environmentally appreciated.

Practice Exercises

Exercise A – Match the question to the correct answer

1. Q: Where is the dairy section? → A: _____

2. Q: Do you have a loyalty card? → A: _____

3. Q: Can I pay by card? → A: _____

4. Q: Is this gluten-free? → A: _____

5. Q: How much are the bags? → A: _____

UNIT 3

Eating Out & Ordering Takeaway

Booking a table, ordering food, handling special diets, and paying the bill.

Situation Overview

Restaurants, cafés, and takeaway counters each have their own etiquette. This unit covers everything from making a reservation over the phone to splitting the bill with friends — including how to handle dietary requirements politely.

Key Vocabulary

reservation	a booking for a table at a restaurant	<i>I have a reservation for two at 7 p.m.</i>
appetiser	a small dish eaten before the main course	<i>The soup comes as an appetiser.</i>
entrée	the main course (especially in US English)	<i>I'll have the salmon as my entrée.</i>
dietary requirement	a food restriction for health or belief	<i>I have a dietary requirement — I'm vegan.</i>
the bill / check	the paper showing what you owe	<i>Could we have the bill, please?</i>
gratuuity / tip	extra money given to thank good service	<i>A 10–15% tip is standard here.</i>

Model Dialogue

Ordering food at a restaurant:

Waiter:

Good evening! Are you ready to order, or do you need a few more minutes?

Guest:

I think we're ready. I'd like the grilled chicken, please.

Waiter:

Excellent choice. And how would you like that cooked?

Guest:

Medium, please. Could you also tell me if the pasta is vegetarian?

Waiter:

Yes, it is. It's made with roasted vegetables and no meat stock.

Guest:

Wonderful. My friend will have that. Oh, and does it contain nuts?

Waiter:

No nuts at all. I'll put that in for you. Anything to drink?

Guest:

A sparkling water and a glass of house white, please.

Waiter:

Perfect. I'll be right back with your drinks.

Expression	When to use it
<i>Could we have a table for [number]?</i>	Asking for a table on arrival
<i>I'd like / I'll have the [dish], please.</i>	Ordering food politely
<i>Does this contain [ingredient]?</i>	Asking about allergens
<i>Could we get the bill / check, please?</i>	Asking for the bill
<i>We'd like to split the bill.</i>	Asking to pay separately
<i>It's on me / I'll get this one.</i>	Offering to pay for everyone

■ Dietary Requests

Always mention allergies clearly: 'I have a nut allergy — it's quite serious.' For preferences, say 'I'm vegetarian / vegan / gluten-free.' Most restaurants are happy to accommodate with advance notice.

UNIT 4

Visiting the Doctor & Pharmacy

Describing symptoms, understanding medical advice, and buying medicine.

Situation Overview

Being able to describe how you feel and understand a doctor's instructions could be very important for your health. This unit teaches you the vocabulary and phrases you need at a GP surgery, walk-in clinic, or pharmacy.

Describing Symptoms

Expression	When to use it
<i>I have a temperature.</i>	fever — your body is hotter than normal
<i>I feel nauseous.</i>	you feel like you might vomit
<i>I've been dizzy.</i>	you feel unsteady or like the room is spinning
<i>I have a sharp / dull / throbbing pain in my [area].</i>	describing the type of pain
<i>It started about [time] ago.</i>	saying when the symptom began
<i>The pain is worse when I [action].</i>	describing what makes it worse

Model Dialogue

At the GP's office:

Doctor:

Good morning. What can I do for you today?

Patient:

I've had a sore throat and a high temperature for three days now.

Doctor:

I see. Any other symptoms — a cough, headache, or earache?

Patient:

A slight headache, yes. And I feel very tired.

Doctor:

Let me take a look. Open wide, please... Yes, your throat is quite red. I'm going to take a swab to rule out a bacterial infection.

Patient:

Is it serious?

Doctor:

Probably not — it looks like a viral infection. Rest, drink plenty of fluids, and take paracetamol for the fever. I'll call you if the swab shows anything.

Patient:

Thank you. Should I come back if it gets worse?

Doctor:

Yes — if you develop difficulty breathing or a rash, come in immediately.

prescription	a written order for medicine from a doctor	<i>Here is your prescription for antibiotics.</i>
over-the-counter	medicine you can buy without a prescription	<i>Ibuprofen is available over-the-counter.</i>
dosage	the amount of medicine to take	<i>The dosage is two tablets, twice a day.</i>
side effects	unwanted effects of medicine	<i>Drowsiness is a common side effect.</i>

■ **At the Pharmacy**

You can ask the pharmacist: 'Can you recommend something for a cold / headache / upset stomach?' Always mention any other medicines you are taking and any known allergies.

UNIT 5

At the Bank & Post Office

Opening accounts, sending money, posting parcels, and solving problems.

Situation Overview

Banks and post offices have specific procedures and formal language. Knowing the right vocabulary helps you open accounts, make transfers, send packages abroad, and deal with any problems that arise — all with confidence.

Key Vocabulary

current account	everyday bank account for spending (UK)	<i>I'd like to open a current account.</i>
sort code	a 6-digit UK bank branch code	<i>My sort code is 20-41-55.</i>
standing order	automatic regular payment from your account	<i>I set up a standing order for my rent.</i>
direct debit	permission for a company to take money from your account	<i>Utility bills are on direct debit.</i>
registered post	tracked, insured postal service	<i>Send it by registered post for safety.</i>
customs form	a declaration required for international parcels	<i>Fill in the customs form for this parcel.</i>

Model Dialogue – At the Bank

Customer:

Hello, I'd like to open a current account, please.

Advisor:

Of course. Do you have proof of address and photo ID with you?

Customer:

Yes, I have my passport and a recent utility bill.

Advisor:

Perfect. I'll take copies of those. Are you employed or a student?

Customer:

I'm employed. I started a new job here last month.

Advisor:

Great. We have two options — a standard account and a premium account with added benefits. Which would you prefer to hear about first?

Customer:

The standard one is fine for now, thank you.

Advisor:

Certainly. Your card will arrive within five working days.

Expression	When to use it
<i>I'd like to open / close an account.</i>	Banking requests
<i>I'd like to transfer [amount] to...</i>	Sending money
<i>Has this payment cleared?</i>	Checking if money has arrived
<i>I need to report a lost/stolen card.</i>	Reporting a problem
<i>How long will delivery take?</i>	At the post office
<i>I'd like to track this parcel.</i>	Asking for tracking information

■ **Language Note:** When giving your account number or sort code over the phone or at a counter, say each digit individually: 'Two-zero, four-one, five-five' rather than 'twenty, forty-one, fifty-five'.

UNIT 6

Using Public Transport

Buses, trains, the underground, and taxis — buying tickets and asking for directions.

Situation Overview

Public transport in English-speaking cities can be efficient but confusing for newcomers. This unit covers buying tickets, understanding announcements, asking for help when lost, and using taxis and ride-hailing apps.

single / one-way	a ticket for one journey only	<i>A single to Oxford, please.</i>
return	a ticket to go and come back	<i>A day return to Bath, please.</i>
peak / off-peak	busy / quiet travel times, affecting price	<i>Off-peak tickets are much cheaper.</i>
platform	the raised area where you board a train	<i>Your train departs from platform 9.</i>
connection	a second train/bus you change onto	<i>You'll need a connection at Birmingham.</i>
contactless	paying by tapping a card or phone	<i>You can pay contactless on all buses.</i>

Model Dialogue – At the Train Station

Passenger:

Excuse me, which platform does the train to Edinburgh leave from?

Staff:

That's platform 3. It's the 14:22 — you've got about ten minutes.

Passenger:

Thank you. Do I need to reserve a seat?

Staff:

Not on this service — it's open seating. But it gets busy, so board quickly.

Passenger:

Is there a café carriage on this train?

Staff:

Yes, coach D has a buffet. It's usually in the middle of the train.

Passenger:

Brilliant. Thank you so much!

Expression	When to use it
<i>A single / return to [destination], please.</i>	Buying a ticket
<i>Which platform for the [time] to [place]?</i>	Finding your train
<i>Does this bus go to [place]?</i>	Checking bus routes
<i>Could you let me know when we reach [stop]?</i>	Asking a driver for help
<i>I've missed my connection — what should I do?</i>	Handling a problem
<i>Can you take me to [address], please?</i>	Getting into a taxi

■ Underground / Subway

On London's Tube, stand on the right on escalators and let passengers off the train before you board. In New York, 'subway' trains run 24 hours. Always validate your ticket or tap your card before travelling to avoid a fine.

UNIT 7

Renting Accommodation

Viewing flats, understanding lease agreements, and communicating with landlords.

Situation Overview

Finding somewhere to live is one of the biggest challenges when arriving in a new country. This unit equips you with the language to respond to listings, ask the right questions at viewings, and understand your rights and responsibilities as a tenant.

tenancy agreement	a legal contract between tenant and landlord	<i>Read the tenancy agreement carefully.</i>
deposit	money paid upfront as security	<i>The deposit is equivalent to six weeks' rent.</i>
utilities	water, gas, electricity, and internet services	<i>Are utilities included in the rent?</i>
furnished / unfurnished	with or without furniture provided	<i>The flat comes fully furnished.</i>
letting agent	a company that manages rental properties	<i>Contact the letting agent to arrange a viewing.</i>
notice period	how much warning you must give before leaving	<i>The notice period is two months.</i>

Questions to Ask at a Viewing

- How long is the minimum tenancy?
- Is the deposit protected in a government scheme?
- Are bills included in the monthly rent?
- What is the process for reporting repairs?
- Is the property pet-friendly?
- How much notice do I need to give to leave?
- Is there parking included?
- What appliances are included in the kitchen?

Model Dialogue – Viewing a Flat

Agent:

Welcome! This is the flat. It's a one-bedroom on the third floor.

Viewer:

It looks bright. Which direction does it face?

Agent:

South-facing, so you get plenty of afternoon sun.

Viewer:

Lovely. Are utilities included in the rent?

Agent:

Council tax and water are included. Gas, electricity, and broadband are separate.

Viewer:

And the deposit — is it protected?

Agent:

Absolutely. We use the Tenancy Deposit Scheme. You'll receive the certificate.

Viewer:

One last thing — is there any flexibility on the move-in date?

Agent:

It's available from the first of next month, but we can discuss a week either way.

■ Tenant Rights

In the UK, your landlord must protect your deposit in a government-approved scheme within 30 days. In the US, rules vary by state. Always get every agreement in writing — verbal promises are hard to enforce.

UNIT 8

Making Phone Calls & Appointments

Speaking clearly on the phone, booking appointments, and leaving voicemail messages.

Situation Overview

Many learners find phone calls harder than face-to-face conversations because you cannot see the other person's face or body language. This unit builds your confidence for calling offices, booking services, and handling calls when you do not understand something.

Expression	When to use it
<i>Could I speak to [name], please?</i>	Asking to be connected to someone
<i>I'm calling to make an appointment.</i>	Stating the reason for your call
<i>Could you repeat that, please?</i>	Asking someone to say something again
<i>Could you speak more slowly, please?</i>	Asking for slower speech
<i>I'll hold.</i>	Agreeing to wait on the line
<i>Could I leave a message?</i>	Asking to leave a message
<i>I'll call back later.</i>	Saying you will phone again
<i>Could I take your reference number?</i>	Asking for a confirmation number

Model Dialogue – Booking a Dental Appointment

Receptionist:

Good morning, Riverside Dental Practice. How can I help?

Caller:

Hello, I'd like to make an appointment for a check-up, please.

Receptionist:

Of course. Are you a registered patient with us?

Caller:

Yes, the name is Karim Hassan.

Receptionist:

Let me find your file... Yes, I have you. The next available appointment is Thursday the 12th at 2:30, or Monday the 16th at 10 a.m. Which suits you better?

Caller:

Thursday at 2:30 would be perfect.

Receptionist:

Lovely. And do you need a reminder call the day before?

Caller:

Yes, please. My number is 07712 334 556.

Receptionist:

Got that. See you Thursday, Mr Hassan!

Leaving a Voicemail

When you reach an answering machine, leave a clear message using this structure:

- Your name: 'Hello, this is Ana Ferreira...'
- Your number: '...calling on 07890 123 456...'
- Your reason: '...regarding my appointment on Friday...'
- Best time to call back: '...I'm available after 3 p.m. today.'
- Polite close: 'Thank you. I look forward to hearing from you.'

■ **Language Note:** When spelling your name over the phone, use the NATO phonetic alphabet for clarity: A = Alpha, B = Bravo, C = Charlie, D = Delta, E = Echo... Say: 'My name is Smith — Sierra, Mike, India, Tango, Hotel.'

UNIT 9

Handling Emergencies

Calling emergency services, reporting incidents, and staying calm under pressure.

Situation Overview

In an emergency, clear and quick communication can save lives. This unit teaches you how to call the emergency services, describe what is happening, give your location accurately, and follow instructions from operators.

Country	Police / Fire / Ambulance	Non-emergency
UK	999	101 (police)
USA / Canada	911	311 (local)
Australia	000	131 444 (police)
EU / Ireland	112	Varies by country

What to Say When You Call

State which service you need: *'Police, please.'* / *'I need an ambulance.'*

Give your location: *'I'm at 14 Maple Street, Oxford.'* / *'I'm near the junction of High Street and Park Road.'*

Describe the emergency: *'There's been a car accident.'* / *'A man has collapsed.'*

Describe injuries: *'There is one person injured — he is conscious but bleeding.'*

Stay on the line: *'I'll stay on the line as instructed.'*

Model Dialogue – Calling an Ambulance

Operator:

Emergency services — which service do you require?

Caller:

Ambulance, please. A woman has fainted in the street.

Operator:

What is your location?

Caller:

We're on King Street, outside the coffee shop called Beanz — B-E-A-N-Z.

Operator:

Is the woman breathing?

Caller:

Yes, she is breathing. She's conscious now but very confused.

Operator:

Good. Keep her still and warm. Do not give her anything to eat or drink. An ambulance is on its way.

Caller:

Thank you. How long will it take?

Operator:

Approximately eight minutes. Stay on the line with me, please.

■ **Stay Calm**

Speak slowly and clearly. The operator will guide you. Do not hang up unless they tell you to. If English is difficult in a crisis, say 'I need an interpreter' and the operator will find one.

UNIT 10

Social Gatherings & Events

Accepting and declining invitations, making conversation at parties, and gift etiquette.

Situation Overview

Socialising in English involves more than just language — it involves understanding the unspoken rules of events, parties, celebrations, and get-togethers. This unit prepares you to feel relaxed and confident in a variety of social settings.

RSVP	respond to confirm attendance (from French)	<i>Please RSVP by Friday.</i>
plus one	a guest you bring to an event	<i>You're welcome to bring a plus one.</i>
housewarming	a party to celebrate moving into a new home	<i>They're hosting a housewarming this weekend.</i>
potluck	a gathering where each guest brings a dish	<i>It's a potluck — bring something to share.</i>
mingle	to move around and talk to different people	<i>Feel free to mingle with the other guests.</i>
dress code	rules about what to wear to an event	<i>The dress code is smart casual.</i>

Accepting & Declining Invitations

Expression	When to use it
<i>I'd love to come — thank you!</i>	Accepting warmly
<i>That sounds great — count me in.</i>	Accepting enthusiastically
<i>I'm afraid I can't make it — I'm already committed.</i>	Declining politely
<i>I'll try to pop by if I can.</i>	Giving a maybe answer
<i>Shall I bring anything?</i>	Offering to contribute

It was a wonderful evening — thank you so much for having me.

Thanking the host when leaving

Model Dialogue – At a House Party

Sam:

Hi! I don't think we've been introduced — I'm Sam, Emma's colleague.

Priya:

Oh, lovely to meet you! I'm Priya — we went to university together.

Sam:

Small world! How long have you been in London?

Priya:

About two years now. You?

Sam:

Almost five. Do you work in the same field as Emma?

Priya:

Not quite — she's in marketing, I'm in graphic design. Are you in marketing too?

Sam:

Finance, actually. Much less creative, I'm afraid!

Priya:

(laughs) I'm sure that's not true! Can I get you a drink?

■ Gift Etiquette

When invited to someone's home, it is polite to bring a gift: wine, chocolates, or flowers. In the UK, hosts often put gifts aside to open later. In some cultures in the US, gifts may be opened immediately. Follow the host's lead.

UNIT 11

Job Interviews & First Days at Work

Interview language, workplace introductions, and professional communication.

Situation Overview

A job interview tests your language skills under pressure. Once you have the job, the first days are equally important — making a good impression, understanding workplace culture, and communicating professionally with colleagues and managers.

Common Interview Questions & Model Answers

Q: Tell me about yourself.

Start with your professional background, then mention key skills and end with why you want this role. Keep it to two minutes.

Q: What are your strengths?

Choose strengths relevant to the job and support each with a brief example: 'I'm highly organised — in my last role I managed four projects simultaneously.'

Q: Why do you want to work here?

Research the company first. Mention specific things you admire and connect them to your goals.

Q: Where do you see yourself in five years?

Show ambition but also commitment: 'I'd like to grow into a senior role and contribute to [area].'

Q: Do you have any questions for us?

Always have two or three questions ready — about the team, training, or company culture.

First Day at Work

Expression	When to use it
<i>Please call me [name].</i>	Introducing yourself informally
<i>I'm still finding my feet — bear with me!</i>	Admitting you are new without embarrassment
<i>Could you point me to [area/person]?</i>	Asking for directions in a new workplace
<i>Would you mind showing me how to use this?</i>	Asking for help politely

<i>I'll check with my manager and come back to you.</i>	Showing you are careful and responsible
<i>It's great to be part of the team.</i>	Making a warm first impression

■ **Language Note:** 'CC me in' (add me to an email chain), 'loop someone in' (include them in communication), 'take this offline' (discuss separately), and 'action items' (tasks to do) are common workplace expressions in English-speaking offices.

UNIT 12

Communicating with Neighbours

Building good neighbourly relations and handling noise, disputes, and requests.

Situation Overview

Good relations with your neighbours make daily life much more comfortable. This unit covers friendly introductions, polite requests, handling noise complaints, and writing notes — all with the right level of politeness.

Model Dialogue – Meeting a Neighbour

Neighbour:

Hi — sorry to bother you. I'm Emma from upstairs.

You:

Oh, hello! I'm Reza. Nice to finally meet you.

Neighbour:

You too! I just wanted to mention — we're having a few people over on Saturday evening. I hope it won't be too noisy. We'll try to keep it down after ten.

You:

That's very considerate of you, thank you! Not a problem at all.

Neighbour:

Lovely. And if it ever is too loud, just knock — I'd rather you tell me than suffer in silence!

You:

I really appreciate that. I'll do the same if I'm ever loud!

Handling a Noise Complaint Politely

Expression	When to use it
<i>I hope you don't mind me mentioning this, but...</i>	Introducing a sensitive topic politely
<i>The noise has been a bit much lately.</i>	Raising a complaint without aggression
<i>Would it be possible to keep it down after [time]?</i>	Making a polite request
<i>I completely understand — I'll sort it.</i>	Accepting a complaint gracefully
<i>I'm sorry if it's been disturbing you.</i>	Apologising for noise

If it happens again, please let me know.

Inviting future communication

■ Writing a Note

If you cannot speak in person, a handwritten note is still perfectly acceptable for neighbour communication. Keep it brief and polite. Start with 'Dear Neighbour,' and sign with your flat number and first name. Avoid accusatory language — describe the impact, not the blame.

UNIT 13

At the Airport

Check-in, security, boarding, customs, and handling flight problems.

Situation Overview

Airports use a specific set of vocabulary and have strict procedures. Whether you are departing, arriving, or in transit, knowing the right language will help you move through the airport smoothly and deal with unexpected problems.

boarding pass	the document that allows you onto the plane	<i>Please have your boarding pass ready.</i>
carry-on luggage	bags you take into the cabin	<i>One carry-on bag per passenger.</i>
checked baggage	luggage loaded into the hold	<i>My checked baggage is 22 kg.</i>
transit / layover	a stop between flights	<i>I have a three-hour layover in Dubai.</i>
customs declaration	a form declaring goods you are bringing in	<i>Fill in the customs declaration form.</i>
duty-free	goods sold without local tax at airports	<i>I bought perfume at the duty-free shop.</i>

Model Dialogue – At Check-In

Agent:

Good morning. Passport and booking reference, please.

Passenger:

Here you are. I have one bag to check in.

Agent:

That's fine. Could you place it on the scale? ... It's 23 kg — just over the 23 kg limit, I'm afraid. That'll be a £12 excess baggage fee.

Passenger:

Oh, is there any flexibility? It's only a kilogram over.

Agent:

I understand, but the policy is firm. You can also move some items into your carry-on.

Passenger:

I'll do that, then. One moment... Okay, it should be fine now.

Agent:

21.5 kg — perfect. Do you have a seat preference?

Passenger:

An aisle seat if possible, please.

Agent:

Row 24, seat C — enjoy your flight!

Expression	When to use it
<i>My flight has been delayed / cancelled.</i>	Reporting a problem
<i>I've missed my connecting flight — what are my options?</i>	Handling a missed connection
<i>Could I be rebooked on the next available flight?</i>	Asking for rebooking
<i>Am I entitled to compensation or a meal voucher?</i>	Knowing your passenger rights
<i>Nothing to declare.</i>	At customs when you have no taxable goods
<i>This is for personal use.</i>	Explaining goods to a customs officer

■ **Language Note:** If your flight is delayed by more than two hours, ask airline staff about your rights. In the EU and UK, Regulation EC 261/2004 may entitle you to meals, refreshments, accommodation, and financial compensation depending on the delay length and distance.

Answer Key & Grammar Notes

Unit 1 – Exercise A Answers

1. **met**
2. **finding**
3. **catch**
4. **brings**

Unit 2 – Exercise A: Correct Matches

- Q: Where is the dairy section? → **Aisle two, near the back.**
- Q: Do you have a loyalty card? → **Not today, sorry.**
- Q: Can I pay by card? → **Yes, Visa and Mastercard.**
- Q: Is this gluten-free? → **Check the label — it should say 'GF'.**
- Q: How much are the bags? → **It's 10p each.**

Grammar Note: Modal Verbs for Polite Requests

Throughout this book, you have seen many examples of modal verbs used to make requests polite. Here is a summary from most to least formal:

Expression	Level	Example
Would you mind...?	Very polite	Would you mind repeating that?
Could you...?	Polite	Could you help me?
Can you...?	Neutral	Can you show me?
I'd like to...	Polite statement	I'd like to book a table.
I want to...	Direct (use carefully)	I want to cancel my order.

Grammar Note: Describing Duration with 'For' and 'Since'

In Unit 4 (Doctor) and elsewhere, we describe how long something has been happening. Use **for** with a period of time and **since** with a point in time:

- I've had a sore throat **for** three days.
- I've had this cough **since** Monday.
- We've lived here **for** two years.
- She's been working here **since** January.

Grammar Note: Making Suggestions

There are several ways to make suggestions in English:

Why don't we...? → *Why don't we grab a coffee?*

How about...? → *How about trying that new restaurant?*

What if we...? → *What if we leave a bit earlier?*

We could always... → *We could always take the bus.*

Shall we...? → *Shall we split the bill?*

Pronunciation Notes

Correct stress and intonation can change the meaning of what you say. Here are some common pronunciation patterns across the units:

Stress on questions: In yes/no questions, English often rises at the end: 'Can I help YOU?'

Unstressed 'you': 'Could you' is often said as 'couldja' in fast speech. Listen for this.

Silent letters: 'Knight', 'receipt', and 'subtle' all contain silent letters.

The 'th' sound: There are two: voiced (this, that) and unvoiced (think, thanks).

Connected speech: 'I would like to' becomes 'I'd like to' — contractions are normal in spoken English.

Congratulations on completing English in Everyday Life. Keep practising by seeking out real conversations, watching English-language television, listening to podcasts, and returning to the units most relevant to your daily life. Language grows through use — every conversation is progress.

Good luck — and enjoy the journey!