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Subject: English



Which of the following are vowels and which are consonants?

1. A 2. B 3. E 4. F 5. I 6. H 7. O 8. M 9. U 10. Y

Read the following conversations in a receptionist's office. Identify all greetings and then practice the dialogues by reading them out loud. Look up any new words in a dictionary.

Conversation 1

A: Good morning.

B: Good morning. Excuse me. What is your name?

A: My name is Yohalma.

B: Could you spell your name, please?

A: Yes. No problem. It's
Y-O-H-A-L-M-A.

B: Let me see. Is it Y- O - J- A- L- M- A?

A: No. It's with an H and not with a J. It's
Y- O- H- A- L- M- A.

B: Thank you very much!

A: You're welcome.

Conversation 2

A: Good afternoon.

B: Good afternoon.

My name is Roxana.

A: Ok. Excuse me. What is your last name?

B: My last name is Hercules.

A: Sorry. Could you spell your last name, please?

B: It's H-E-R-C-U-L-E-S.

A: Is that H-E-R-C-U-L-E-S?

B: Yes. That's right.

Listen carefully to the spelling of the following names and choose the correct answer.

1. Kris/ Chris

2. Carla/ Karla

3. Orlando/ Rolando

4. Sara / Sarai

5. Jessica/ Yessica

Listen carefully to the spelling of the last names and choose the correct answer.

1. Aguilar/ Aguilera
2. Potter/ Porter
3. Henríquez/ Enrique
4. Payes/ Pérez
5. Ruiz/ Ruis

There are different ways to ask someone to spell a word or words. Here are some expressions that you can use. Study the following:

Can you spell your name, please? It' _____

Could you spell your last name? It's _____

Can you spell **Conversation**, please? _____

How do you spell your family name? _____

Could you spell your mother's name, please?

It's _____

Courtesy expressions

This list includes courtesy formulas of everyday usage. Used in formal and informal situations.

English expressions of courtesy

Enjoy your stay.	Do you mind my smoking?
All the best.	Excuse me.
Don't mention it.	Don't bother.
Take your time.	Sorry.
My pleasure.	Please.
Does it bother you if ...I open the window?	Not at all.
May I?	May I come in?
Doesn't matter.	It would be a pleasure.
Be my guest.	May I help you?
Would you like (a cup of coffee/ a drink)?	Please come in.
Thank you!	I beg your pardon.
You're welcome.	Don't be shy.

Choose the letter that best answers the following questions.

1. May I come in?
A. Thank you.
B. Yes, please come in.
2. Thank you very much.
A. Don't mention it.
B. Thank you.
3. Does it bother you if I open the door?
A. Not at all.
B. My respect.
4. May I help you?
A. My pleasure.
B. Yes, please.
5. Could you spell it again?
A. Please come in.
B. Yes, no problem.