

# 2E Speaking Plus

## How can I help you?

Learn to ask for information in a public place

P Intonation: questions

### 1 LISTENING

a Look at the pictures and answer the questions.

- 1 How are the buses in your town or city different to the ones in the photo?
- 2 Do you prefer to travel by bus or train? Why?
- 3 Where do you prefer to buy tickets, at the station or online? Why?

b 4.5 Listen to the dialogue. What does Marco buy?

c 4.5 Listen again. Underline the correct words.

- 1 Marco *missed* / *will be able to* get the three o'clock bus.
- 2 The buses go every *ten* / *twenty* minutes.
- 3 Marco decides to buy a ticket *from the woman* / *on the bus*.
- 4 A period return costs £*20* / £*22*.
- 5 Marco pays by *cash* / *card*.
- 6 He wants to buy a *cup of tea* / *magazine*.

### 2 USEFUL LANGUAGE

a 4.5 Read and complete the dialogue with the question beginnings in the box. Listen again and check.

Can I Could you tell me where How much  
How often What time Where can I (x2)

**MARCO** Excuse me? Do you work for the bus company?

**WOMAN** Yes, I do. How can I help you?

**MARCO** 1 \_\_\_\_\_ is the next bus to the airport?

**WOMAN** Well, you've just missed the three o'clock bus.

**MARCO** Oh, no! 2 \_\_\_\_\_ do the buses leave?

**WOMAN** They go every twenty minutes.

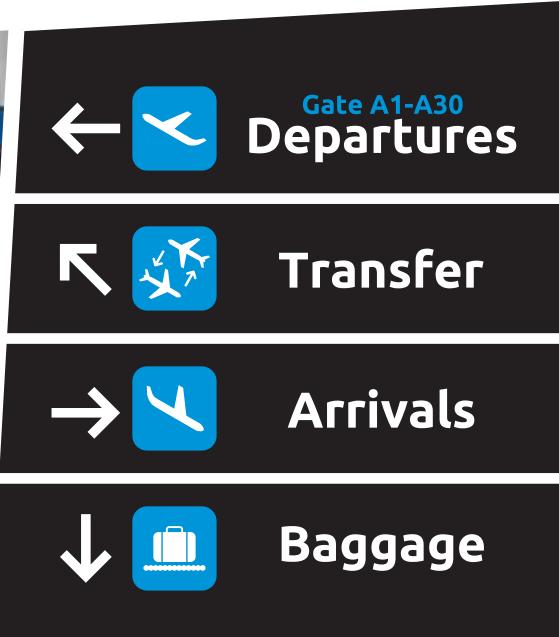
**MARCO** Oh, good. So the next one is at 3.20?

**WOMAN** That's right.

**MARCO** 3 \_\_\_\_\_ buy a ticket?

**WOMAN** You can get one from me, or you can buy one on the bus from the driver.

**MARCO** 4 \_\_\_\_\_ pay by card?



- WOMAN** Yes, if you buy your ticket from me. If you want to buy it on the bus, it's cash only.
- MARCO** OK. I'll get one from you now, if that's OK.
- WOMAN** Of course. Single or return?
- MARCO** <sup>5</sup> \_\_\_\_\_ is it for a return ticket?
- WOMAN** It's £20 for a day return and £22 for a period return. When do you want to come back?
- MARCO** Next week.
- WOMAN** OK. That's a period return.
- MARCO** I'll have a period return then, please. Here's my card.
- WOMAN** Thank you. Can you enter your PIN, please?
- MARCO** PIN?
- WOMAN** The secret number for your card.
- MARCO** Oh, yes. Sure.
- WOMAN** Thank you. OK. Here you are – your ticket and your card. Keep your ticket safe for the return journey.
- MARCO** OK. Oh, sorry. Just one more thing.
- <sup>6</sup> \_\_\_\_\_ I should get off for Terminal D?
- WOMAN** The driver will tell you when you arrive at the terminal. Is there anything else I can help you with?
- MARCO** Yes. <sup>7</sup> \_\_\_\_\_ buy a cup of tea? I'm really thirsty!

- b** Look at the useful phrases in the Phrasebook and think of other words that can replace the words in *italics*.

**Phrasebook**

**Asking for information**

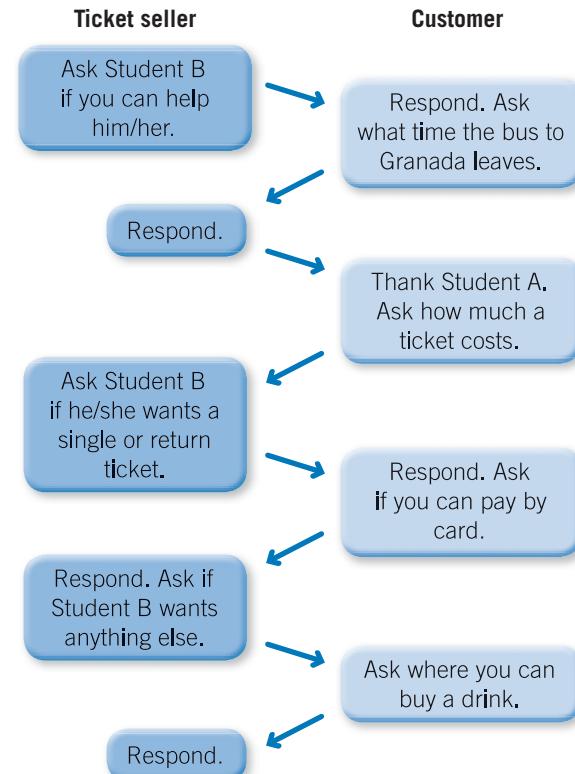
What time *is the next bus*?  
How often *do the buses leave*?  
Could you tell me where *the ticket office is*?  
How much *is a ticket*?  
Can I *pay by card*?  
Where can I *buy a cup of tea*?

**Asking if people need help**

How can I *help you*?  
Is there *anything else*?

### 3 SPEAKING

- a** Look at this dialogue map and the useful language in the Phrasebook. Make notes about what you want to say.



- b** Work in pairs. Use the dialogue map and your notes to make a conversation in a bus station. Take turns being the ticket seller and the customer.

### 4 PRONUNCIATION

#### Intonation: questions

- a** Listen to the same question said in two different ways. Can you hear how the speaker's voice is flat in question 1 and rises and falls in question 2? Which question sounds more polite and friendly?

- 1 Can I pay by card?
- 2 Can I pay by card?



Questions sound more polite and friendly if you use intonation that rises and falls.

- b** Listen and tick (✓) the questions that sound polite and friendly with intonation that rises and falls.

- 1  How can I help you?
- 2  What time does the train leave?
- 3  Is there anything else?
- 4  How much is a return ticket to Paddington?
- 5  Where can I buy a sandwich?
- 6  Can you tell me where the ticket machine is, please?

- c** Listen again and repeat the questions that you ticked in 4b.

- d** Work in pairs. Take turns asking and answering the questions below. Use polite and friendly intonation.

- 1 What time's the bus to London?
- 2 How often do the trains leave?
- 3 Is anyone sitting here?
- 4 Could you tell me where the ticket office is?
- 5 Is there anything else I can help you with?
- 6 Where can I buy a magazine?