

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?



Gate A1-A30
Departures



Transfer



Arrivals



Baggage



- 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** ⁵ _____ 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.
- WOMAN** ⁶ _____ 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. ⁷ _____ 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

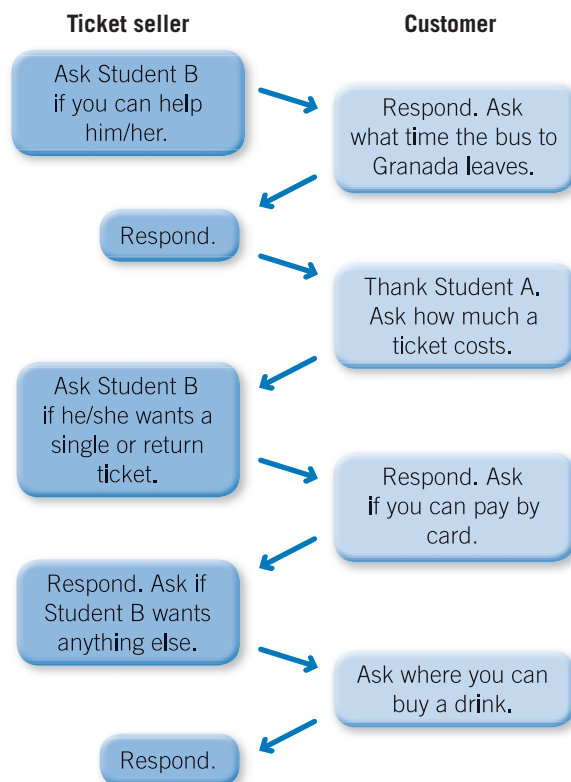
What time *is the next bus*?
 How often *do the buses leave*?
 Could you tell me where *the ticket office is*?
 How much *is a ticket*?
 Can I *pay by card*?
 Where can I *buy a cup of tea*?

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?

- Can I pay by card?
- 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.

- ☐ How can I help you?
- ☐ What time does the train leave?
- ☐ Is there anything else?
- ☐ How much is a return ticket to Paddington?
- ☐ Where can I buy a sandwich?
- ☐ 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.

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