

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.
- How are the buses in your town or city different to the ones in the photo?
 - Do you prefer to travel by bus or train? Why?
 - 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.
- Marco *missed / will be able to get* the three o'clock bus.
 - The buses go every *ten / twenty* minutes.
 - Marco decides to buy a ticket *from the woman / on the bus*.
 - A period return costs *£20 / £22*.
 - Marco pays by *cash / card*.
 - 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*?

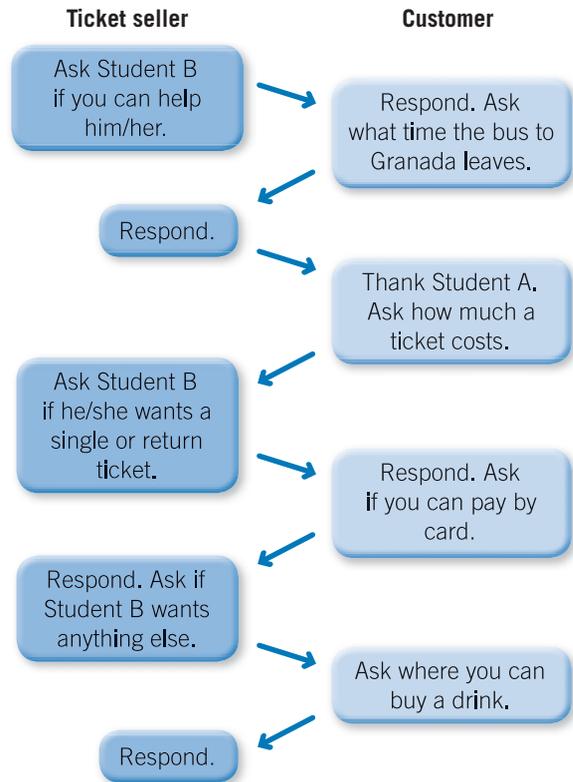
Asking if people need help

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?