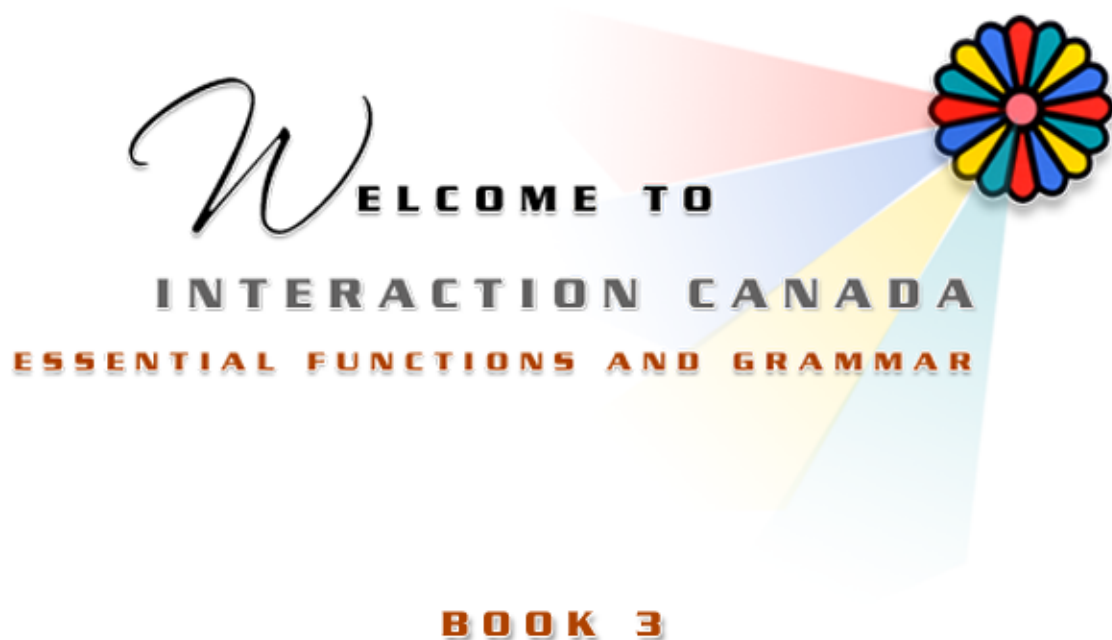




École de la fonction
publique du Canada

Canada School
of Public Service

ÉCOLE DE LA FONCTION
PUBLIQUE DU CANADA
CANADA SCHOOL
OF PUBLIC SERVICE



BOOK 3

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CREDITS

Development and Learning Technologies Directorate
Language Training Centre
Canada School of Public Service

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Unit 27

DIRECTING PHONE CALLS

STUDY

Receptionist

Caller

Answering the telephone

Administrative Services, **good morning.**
Administrative Services, **good afternoon.**
Administrative Services, **may I help you?**
Administrative Services, Kate Johnson **speaking.**

Asking to speak to someone

Yes, I'd like to speak to Mr. Duncan, please.
May I speak to Mr. Duncan?
Is Mr. Duncan in?
Is Mr. Duncan there?

Getting the caller's name

May I say who's calling?
Can I ask who's calling?
Who should I say is calling?

Identifying yourself

It's Harry Lawson from Headquarters.
My name's Harry Lawson.

Transferring the call

One moment, please. I'll connect you.
I'll transfer your call.
I'll put you through.
Hold the line, please. I'll connect you.
I'll transfer your call.
I'll put you through.

Unit 28

ASKING ABOUT LANGUAGE

STUDY

ASKING ABOUT LANGUAGE

Pronunciation

How do you say this word?

How do you pronounce this word?

Do you pronounce the "t?"

Spelling

How do you spell "disk?" Is it "s-c" or "s-k?"

Does "tape recorder" take a hyphen?

Does "apartment" have/take two "p"s?

Are there two "d"s in "address?"

Do you write "referring" with two "r"s?

Is "mailbox" one word or two?

Meaning

What does "fed up" mean?

Is "boring" the same as "dull?"

I don't understand (the expression) "off the record."

I don't understand what this word means.

Translation

What's "mood" in French?

How do you say "j'ai hâte" in English?

What's the English word for "hors d'oeuvre?"

Unit 29

DESCRIBING PEOPLE

STUDY

ASKING FOR A DESCRIPTION

What does he **look like**?

Can you describe him **(for me)**?

How old is he?

How tall is he?

What colour is his **hair**?

What colour are his **eyes**?

GIVING A DESCRIPTION

Age

She's **about** 20 (**years old**).

She's **in** her 20's.

He's **middle-aged**.

He's **in** his 40's.

Height

He's **about** five **foot** eight.

He's **around** six **feet** tall.

He's **really** tall.

She's **(of)** average height.

She's **not too** tall.

She's **quite** short.

Build

He's **kind of** stocky.

He's **on the** heavy side.

She's **short and** plump.

He's **quite** slim.

He's **really** thin.

She's **about** my size.

Eyes

He **has** brown **eyes**.
He **has** blue **eyes**.
He **has** green **eyes**.
He **has** hazel **eyes**.

She's **got** dark **eyes**.

She **wears** glasses.

Hair

He **has** fair **hair**.
He **has** blond **hair**.
He **has** dark **hair**.
He **has** black **hair**.
He **has** red **hair**.
He **has** grey **hair**.

She **has** blonde **hair**.
She **has** long **hair**.
She **has** short **hair**.
She **has** curly **hair**.
She **has** wavy **hair**.

He **has** a beard.
He **has** a mustache.

He's **got** light brown **hair**.
He's **got** dark brown **hair**.

Adjectives that Describe People
She's beautiful .
He's handsome .
He's/She's not very good-looking . He's/She's quite attractive .

Unit 30

HABITS AND ROUTINES

STUDY

Habits and Routines

The simple present tense is used to talk about habits and routines. Expressions of frequency and adverbs of frequency are also used.

Expressions of Frequency

once in a while	once a day	every Sunday afternoon
from time to time	twice a week	every morning
every now and then	three times a month	every other weekend
every now and again	several times a year	every two weeks
	on Wednesdays and Fridays	

Adverbs of Frequency

always	usually	sometimes	hardly ever	never
	generally	occasionally	rarely	
	often/frequently		seldom	

These adverbs usually come before the verb.

I ^(adverb) never ^(verb) arrive late.

She ^(adverb) rarely ^(verb) comes here.

Asking About Habits and Routines

Do you often stay up late?

Do you ever read the entertainment section?

Do you usually travel alone?

How often do you swim, anyway?

Don't you ever go out for lunch?

Unit 31

GIVING PERSONAL DATA

STUDY

ASKING FOR PERSONAL DATA

RESPONDING

Name

(Can I have) your full name, please?
(Can I have) your first name, please?
(Can I have) your middle name, please?
(Can I have) your last name, please?

(My name's) Lucy Da Silva.
My last name is Brown.

ID Numbers

What's your social insurance number?
Can you tell me your social insurance number?

(It's) 278 153 709.

Do you know your medical insurance number?
(Now) I need (to know) your student number?

Yes. It's 9431 567.
(It's) AK4703-0367-09.

Height

How tall are you?
(What's) your height?

(I'm) 1.6 metres.
(I'm) five foot four.
(I'm) five feet four inches (tall).

Weight

How much do you weigh?
(What's) your weight?

(I weigh) 53 kilos.
118 pounds.

Hair/Eye Colour

What colour is your hair?
What colour are your eyes?

Brown.
Green.

Date of Birth

(What's) your date of birth?
When were you born?

(I was born on) July 1, 1983.

ASKING FOR OTHER PERSONAL DATA

RESPONDING

Marital Status

Are you married?

Yes, I am.
No, I'm not.

(What's) your marital status?

I'm single.
I'm divorced.
I'm separated.
I'm a widow. (woman)
I'm a widower. (man)

Nationality

What's your nationality?
What nationality are you?

I'm Canadian.
I'm American.
I'm French.
I'm Japanese.

Place of Birth

(What's) your place of birth?
Where were you born?

Winnipeg, Manitoba.

Religion

What's your religion?

I'm Protestant.
I'm Roman Catholic.
I'm Christian.
I'm Jewish.
I'm Muslim.
I'm Buddhist.
I'm Hindu.

I have no religious affiliation.

Languages

What's your mother tongue?

French.
English.
Italian.
Dutch.
Spanish.
Arabic.
Chinese.

Do you speak any other languages?

Yes, I also speak Hungarian.

What (other) languages do you speak?

I also speak Italian and Greek.

Unit 32

TEMPORARY SITUATIONS

STUDY

Temporary Situations

The **present continuous** is used to talk about temporary situations.

She's living with her mother for the time being.

He's driving his wife's car to work this week.

Time expressions for temporary situations

today
these days

for a while
for the time being
for a couple of
days

this morning
this week
this year

until Monday
until 3:00

The **Present Continuous** is used to talk about:

- An action that is going on at the present moment

He's talking on the phone right now.

- Temporary situations

I'm taking an accounting course this semester.

The **Simple Present** is used to talk about:

- Habits and routines

He usually **travels** alone.

- Permanent situations

They **live** in New Brunswick.

Unit 33

GIVING DIRECTIONS

STUDY

ASKING FOR DIRECTIONS

Can you tell me **where** Suite 1039 **is**?

Could you tell me **how to get to** Mr. Edward's office?

I'm looking for Room 340.

I'm trying to find Peyton Street.

Which way is it to the museum?

GIVING DIRECTIONS

Just go past the elevators.
Go through the revolving door.

Turn left at the end of the hall.

Take the elevator up to the third floor.
Take the elevator down to the third floor.

Go upstairs to the third floor.
Go downstairs to the third floor.

Go down this street **to** the lights.
Walk along this street **to** the lights.

It's the second street **on your right**.

It's right around the corner. You can't miss it.
It's about five blocks straight ahead
(of you).
It's just five blocks down this street.

Unit 34

PAST ACTIONS AND EVENTS

STUDY

SIMPLE PAST

Interrogative	Negative
did I see?	I didn't see
did you see?	You didn't see
did he/she see?	he/she didn't see
...	...
	didn't = did not
Short Answers	
Did you get my letter?	Yes, I did.
	No, I didn't.
Who asked for this?	Jack did.

Wh- questions		
Question Words		
Who	When	How
What	Where	Why
	Which	
Question words as subject		
Who told you that?		
What happened?		
Question words as object		
Add the question word to the interrogative.		
Where did he go?		
What did they see?		
How did it happen?		
Who did you tell?		

Unit 35

ABILITY

STUDY

TALKING ABOUT ABILITY

Present Ability	
Can	
Affirmative	Negative
I can	I can't
you can	you can't
he/she can	he/she can't
...	...
I can play the guitar	can't = cannot I can't dance
Simple Present	
He speaks a bit of Chinese. Do you drive ?	

Past Ability	
Affirmative	Negative
I could	I couldn't
I was able to	I wasn't able to
<p>Could is used more often:</p> <p>He could/ was able to play the piano at the age of six. When I was younger, I could/ was able to ski the expert trails.</p> <p>Was able to is especially used for ability to do something on one occasion.</p> <p>I was able to swim three lengths of the pool last night. They were able to persuade him to come to the party.</p>	

Adverbs of Manner

Adverbs of manner say how something happens or is done. He speaks English fluently . She treats her employees fairly . He handled the situation calmly .		
Most adverbs are formed by adding -ly to an adjective.	adjective beautiful careful clear fluent	adverb beautifully carefully clearly fluently
Some adverbs have the same form as the adjective.	fast hard straight	fast hard straight
Exception	good	well

Unit 36

MAKING APPOINTMENTS

STUDY

Caller

Asking for an Appointment

I'd like to make an appointment with Mrs. Logan, please.

Could I have an appointment with Mrs. Clayton?

Would it be possible to see Dr. Pratt sometime this week?

Could Mr. Baker see me sometime next week?

Receptionist

Suggesting a Time

Could you come (on) Monday at four thirty?

Is Tuesday at one convenient?

How about Monday afternoon?

Would Wednesday at two be a good time (for you)?

She can see you on Friday at ten forty-five.

Caller

Accepting

Monday at four thirty is fine.

Tuesday at one? Yes, that's O.K.

Yes, I can come Monday afternoon.

Rejecting Arranging Another Time

I can't come on Friday. I can't make it on Friday.

Could I come on Thursday instead?

Friday's impossible for me. Would you have anything before that?

Friday's not a good day for me. Would tomorrow afternoon be possible?