

LANGUAGE HELP 2**CONVERSATION KEYS**

Thanking	
<ul style="list-style-type: none">• Thanks a lot, Sir, Ma'am.• Thank you very much.• Thanks.• I'm very grateful for...	<ul style="list-style-type: none">• It's nothing at all.• You're welcome.• My pleasure.• Forget it.
Apologizing	
<ul style="list-style-type: none">• Excuse me.• I'm sorry.• I beg your pardon.	<ul style="list-style-type: none">• Of course.• It's nothing.• No problem.
Congratulating	
<ul style="list-style-type: none">• Congratulations!• Good for you!• I'm very happy for you!• It couldn't happen to a nicer person!	<ul style="list-style-type: none">• Thanks very much.• It's nice of you to say so.
Sympathizing	
<ul style="list-style-type: none">• That's very sad!• That's really bad luck!• That's too bad!• I'm very sorry for you.• You have my sympathy.• That's terrible! What happened?	
Ask questions about how a person is	
<ul style="list-style-type: none">• How are you?• How's it going?• What's happening?• Are you okay?• Is everything okay?	<p>I'm fine, thanks.</p> <p>I'm in top shape.</p> <p>I'm not feeling well.</p> <p>I'm a bit under the weather.</p> <p>I've got a cold / the flu.</p>

Offer help	Accept an offer
<ul style="list-style-type: none"> • What can I do for you? • Do you want me to...? • May I help you? 	<ul style="list-style-type: none"> • Yes, please. • I would like... • With pleasure.
	Refuse an offer <ul style="list-style-type: none"> • No, thank you. • No thanks. • It's kind of you, but...
Start a conversation on a precise subject	End a conversation
<ul style="list-style-type: none"> • Am I bothering you? • Can I speak to you? • I have something to ask you. • Can I interrupt you? • Excuse me for interrupting you, but... • I need to speak to you. • Can you spare me a few minutes? 	<ul style="list-style-type: none"> • Well, excuse me but I have to (gotta) go / I must leave. We'll see each other tomorrow / next week. • I'll call you. • See you later. • So long for now.
Give news	React to news
<ul style="list-style-type: none"> • Have you heard that...? • Do you know the news? • I have something to tell you. • You'll never guess what... • I have some good (bad) news for you. 	<ul style="list-style-type: none"> • I didn't know that. • I had no idea.
Look for the missing word	
<ul style="list-style-type: none"> • I don't know what it's called, but... • It's a thing for...(gerund) • It's a thing that... • It's a person who... 	

Make polite wishes

At the beginning of a meal:

- Enjoy your meal!
- Bon appétit!

To welcome a newcomer:

- Welcome to the Ottawa office.
- We're happy to welcome you here.

To a person who is leaving or going out:

- Have a nice day!
- Have a nice evening.
- Have fun!

To a person who is leaving on a trip:

- Have a nice trip!
- Enjoy you trip!
- Have a nice stay at, in...

To a person who is tired:

- Have a nice rest!
- Relax for a while.

To make a toast to someone:

- Your health!
- Here's to you!
- Here's to your new promotion!
- Cheers!