

# **BASIC ENGLISH CONVERSATION PRACTICAL PHRASES AND DIALOGUES**

Disusun Oleh:

**Pikir Wisnu Wijayanto, Nenden Sri Rahayu, Zahratun Nufus  
Gitta Vania Andriany, Herman**



ISBN 978-623-325-129-3



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**GET PRESS INDONESIA**

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**ISBN : 978-623-125-604-1**

**Editor :** Yuliatr Novita, M.Hum.  
**Desain Sampul dan Tata Letak :** Atyka Trianisa, S.Pd.

**Penerbit:** GET PRESS INDONESIA  
Anggota IKAPI No. 033/SBA/2022

**Redaksi:**  
Jl. Palarik RT 01 RW 06, Kelurahan Air Pacah  
Kecamatan Koto Tengah, Padang, Sumatera Barat  
website: [www.getpress.co.id](http://www.getpress.co.id)  
email: [adm.getpress@gmail.com](mailto:adm.getpress@gmail.com)

Cetakan pertama, Februari 2025

Hak cipta dilindungi undang-undang  
Dilarang memperbanyak karya tulis ini dalam bentuk  
dan dengan cara apapun tanpa izin tertulis dari penerbit.

# PREFACE

First and foremost, we express our deepest gratitude to God Almighty for His blessings and guidance, which have made the creation of this book possible. Basic English Conversation: Practical Phrases and Dialogues is a resource aimed at helping learners build essential English conversation skills for everyday situations. Whether you are just starting or seeking to improve your language abilities, this book provides practical phrases and dialogues that will assist you in navigating common scenarios such as greetings, shopping, dining out, and more.

Through this book, our goal is to not only provide you with useful vocabulary but also to help you gain confidence in engaging in real-life conversations. By practicing the dialogues and expanding your expressions, we hope you will enhance your communication skills and feel more comfortable in speaking English. May this book serve as a valuable guide on your journey to mastering the basics of English conversation.

Happy learning!

**Author**

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# **CHAPTER 1**

## **INTRODUCTION TO BASIC ENGLISH CONVERSATION**

**By Pikir Wisnu Wijayanto**

### **1.1 Introduction**

This chapter will introduce the concept of basic English conversation, explain why it is important for daily communication, and provide learners with essential basic phrases, vocabulary, and grammar. These theoretical and practical tools enable learners to engage in real conversations. They are simple, clear, and useful for language beginners.

In this chapter, we explore the idea of simple English conversation and how it relates to other communication that takes place daily. The platform granulates the basics for learners, making it all easier with basic phrases, vocabulary, and an overview of grammar theory practised well. It is geared towards introductory learners and emphasises clarity, simplicity, and real-world usage. By the end of the chapter, learners should have a good grounding to improve their listening and speaking skills and to feel more confident in everyday interactions. This is geared toward helping learners communicate as easily as possible under typical conversational conditions and avoiding any "fear of speaking" nature when using English (Celce-Murcia, Brinton, & Snow, 2014).



## 1.2 What is Basic English Conversation?

English conversation refers to the verbal exchange of ideas, thoughts, and information in the English language. Basic English conversation involves simple, everyday language for communication commonly used in personal and professional settings, including greetings, small talk, asking and answering simple questions, handling everyday tasks, and expressing opinions or feelings (Richards & Bohlke, 2014). It involves simple sentence structures and advanced vocabulary. However, the building blocks of communication can be easily learned and applied in real-life situations, making it a comfortable and less intimidating starting point for learners.

Basic conversation is key to cross-cultural communication, enabling individuals from different language backgrounds to connect and understand each other. Whether travelling, working, or interacting with people from other cultures, conversing in basic English is valuable. Learning these foundational conversation skills provides a strong springboard for more advanced language learning, whether the goal is to achieve proficiency in academic or professional English (Crystal, 2018).

The goal of basic English conversation is not to demonstrate mastery of the language but to facilitate communication for practical purposes. It's about using simple, everyday English to engage in functional communication. This typically involves the exchange of greetings, small talk, questions, and responses (Swan, 2016).

Unlike academic or professional English, which is more formal and specialized, the basic conversation is about understanding and making oneself understood in daily situations. It's about asking for directions, ordering food, or

introducing oneself. This level of communication focuses on the most common vocabulary and expressions used in daily life.

Example Situations:

1. Meeting someone for the first time: "Hi, I'm Sarah. Nice to meet you."
2. Asking for help: "Excuse me, could you tell me where the nearest bus stop is?"
3. Ordering food: "I'd like a coffee and a sandwich, please."
4. At a coffee shop: "I'd like a coffee, please."
5. Meeting someone new: "Hi, I'm Maria. Nice to meet you."
6. Asking for directions: "Excuse me, where is the train station?"

Basic conversation skills allow you to survive and thrive in an English-speaking environment, even if your language knowledge is still developing. Mastering basic conversation skills will enable learners to confidently handle common social and practical exchanges, laying the foundation for more advanced English communication (Murphy, 2019).

### **1.3 Importance of Learning English Conversation**

As English continues to be the most widely spoken second language, it facilitates communication in business, travel, education, and social settings. Beyond these practical applications, basic English skills open the door to a wealth of online and offline information and opportunities for personal and professional growth (Harmer, 2015).

Mastering basic English conversation is essential for travelling, working in an international environment, or simply interacting with people from different cultures. It enhances your ability to communicate effectively, build relationships, and understand others. Moreover, English proficiency opens up

access to vast information, resources, and opportunities in the digital age, making it an invaluable skill (Crystal, 2018).

The ability to converse in basic English conversation is essential for several reasons:

### **1.3.1. Global Communication**

English is the most widely spoken second language worldwide and is often considered the global language. It is used widely for international business, diplomacy, travel, education or academic collaboration, and international communication. It is a common communication medium between people of different native languages and linguistic backgrounds to interact effectively, especially in business, travel, and the digital world, where much of the world's content on websites, social media platforms, and online resources is in English, mastering basic conversation enables access to this vast information network (Celce-Murcia, Brinton, & Snow, 2014).

### **1.3.2. Everyday Interactions**

Basic English is useful for daily tasks, such as asking for directions, making purchases, and socializing with new people. Whether in an English-speaking country or interacting with English-speaking tourists, this skill bridges communication gaps, ensuring smoother and more efficient interactions.

Even if you don't live in an English-speaking country, knowing basic English helps with daily tasks such as travelling, shopping, dining, and communicating with people from diverse backgrounds (Richards & Bohlke, 2014). Whether you're a tourist or hosting international guests, basic English can bridge communication gaps.

Basic English helps people perform essential tasks in English-speaking environments, such as shopping, dining out, or making appointments. Even with limited vocabulary and grammar, learners can understand these everyday contexts.

### **1.3.3. Foundation for Language Growth**

Basic English conversation forms the foundation for more complex and specialized language learning. Once learners are comfortable with everyday expressions and simple sentence structures, they can progress to more formal English, which is necessary for academic, business, and professional settings. It also enables learners to think in English, helping to boost listening and speaking skills over time (Murphy, 2019).

Conversing in basic English sets the foundation for more advanced language learning. It encourages learners to think in English, enhances listening and speaking skills, and boosts communication confidence. Mastering basic English conversations provides the confidence to engage with others. It also serves as a stepping stone for advancing to higher levels of language proficiency. The more comfortable you become with the basics, the easier it is to expand your vocabulary and take on more complex conversations.

### **1.3.4. Career and Educational Opportunities**

English is often a required skill in many industries and educational institutions. Proficiency in basic English opens doors to better job prospects and access to global education through online courses, international scholarships, and exchange programs (Harmer, 2015). Even within non-English-speaking countries, English is commonly used as the language of instruction and work in multinational companies.

In short, many industries and academic institutions require at least basic English proficiency, particularly in countries where English is an official language or commonly used in the workplace. Proficiency in basic English conversation can be a stepping stone to securing better employment or advancing one's education.

## 1.4 Common Phrases and Expressions

Learning and mastering common phrases and expressions is key to becoming conversational in everyday English. These phrases provide a structure for expressing and interacting with basic needs and ideas in various social situations, whether in social, professional, or travel-related contexts (Richards & Bohlke, 2014).

### 1.4.1 Greetings

- Formal: "Good morning," "Good afternoon," "Good evening."
- Informal: "Hi," "Hello," "Hey."
- Farewells: "Goodbye," "See you later," "Take care," "Have a great day."

### 1.4.2 Small Talk

Small talk helps initiate or maintain a light conversation.

- "How are you?"

Responses: "I'm good, thanks," "Not bad," "Doing well, how about you?"

- "What do you do?" or "What do you do for work?"

Response: "I work as a teacher." "I'm a student."

### 1.4.3 Asking for Help

- "Could you help me with this?"
- "Could you repeat that?"

### 1.4.4 Asking for Directions

- "Is this the right way to the city centre?"
- "Do you know where the nearest bank is?"
- "Excuse me, how do I get to the park?"

- “Could you tell me where the nearest ATM is?”
- “How do I get to the train station?”

#### **1.4.5 Polite Requests**

- “Can I have the bill, please?”
- “Can I have the check, please?”
- “Could you tell me the time?”
- “Could you please help me with this?”
- “Would you mind opening the window?”
- “Would you mind opening the door for me?”

Mastering these phrases helps initiate and maintain conversations. It also provides a foundation for smoother interactions, making conversations more natural and less intimidating (Swan, 2016). They are commonly used in everyday interactions, making them essential for learners engaging in social exchanges.

### **1.5 Useful Vocabulary for Everyday Conversations**

Building a strong vocabulary is fundamental to improving and becoming proficient in your English conversation skills and essential for effective communication. Below are categories of common words used in everyday English conversation (Murphy, 2019):

#### **1.5.1 Common Nouns**

These are everyday words for people, places, and things.

- People: friends, teachers, students, doctors, family.
- Places: school, office, restaurant, home, airport.
- Objects: book, phone, car, chair, table.

## **1.5.2 Action Verbs**

Verbs describe actions, helping you express what you or others do.

- Go, come, eat, drink, buy, read, walk, work, talk.

## **1.5.3 Time and Days**

Understanding time-related words is crucial in daily conversations.

- Morning, afternoon, evening, night, today, tomorrow, yesterday, now, later.

## **1.5.4 Weather**

Talking about the weather is a common conversation starter.

- Sunny, rainy, cloudy, windy, hot, cold.

## **1.5.5 Adjectives**

Adjectives help describe people, things, or feelings.

- Happy, sad, big, small, fast, slow, good, bad.

For example, in a conversation about food, you might say, "I had breakfast this morning, and the coffee was really good." This sentence incorporates basic nouns (breakfast, coffee), verbs (had), and adjectives (good), which are all part of basic English conversation (Harmer, 2015).

By building your vocabulary, you can create more meaningful conversations and understand others better in various contexts, from discussing the weather to sharing details about your day.

## 1.6 Basic Grammar for English Conversation

Grammar is the backbone of language, and understanding basic rules will help you form correct sentences in English. Grammar forms the foundation of coherent communication in any language. Understanding basic grammar is essential for constructing simple, clear sentences (Murphy, 2019). Here are the fundamental grammar points necessary for basic conversation:

Here are the critical grammar concepts needed for basic conversation:

### 1.6.1 Subject-Verb Agreement

Understanding how subjects (nouns/pronouns) and verbs agree in number (singular/plural). The subject and verb must agree in number (singular or plural) (Swan, 2016).

- Singular: "He **likes** ice cream."
- Plural: "They **like** ice cream."
- Singular: "She **works** at the hospital."
- Plural: "They **work** at the hospital."

### 1.6.2 Present Simple Tense

This tense describes habits, general truths, and routines (Murphy, 2019).

- "I go to work every day,"
- "She likes coffee."
- "I go to the gym every day."
- "She lives in London."



### 1.6.3 Past Simple Tense

This tense is used to describe actions that occurred in the past (Richards & Bohlke, 2014).

- "I visited my parents last weekend."
- "She finished her homework yesterday."
- "He visited his family last weekend."

### 1.6.4 Future Simple Tense

The future simple is used to express actions that will happen in the future (Harmer, 2015).

- "I will call you tomorrow."
- "We will go to the cinema later."
- "We will meet tomorrow," "She will call you later."

### 1.6.5 Questions and Negations

Questions often use the auxiliary verbs "do," "does," and "did." These help form questions in English conversation (Murphy, 2019).

- "Do you like pizza?"
- "Does she live near here?"
- "Did he speak English when he was a child?"

Negations add "not" after the auxiliary verb.

- "I do not like tea."
- "She does not like chocolate."
- "He did not stay in Rome as a child."

### **1.6.6 Prepositions**

Prepositions show the relationship between nouns regarding place, time, and direction. Commonly used prepositions in conversation: at, on, in, with, for, from, to (Swan, 2016). These indicate the position of an object or person.

- In: "The keys are in the drawer."
- On: "The book is on the table."
- At: "He is at the office."

Understanding these basic grammar points helps learners structure their sentences accurately, making communication smoother and more understandable (Murphy, 2019). These grammar rules help form coherent and grammatically correct sentences easily understood in conversation.

## **1.7 Practicing English Conversation Skills**

Practice is the key to fluency. Effective practice methods are crucial for improving fluency and confidence in English conversation. Below are several approaches to practice:

### **1.7.1. Role-Playing**

Practice real-life situations, such as ordering food in a restaurant, asking for directions, or introducing yourself to new people. Simulate real-life situations by practising common scenarios. Role-playing with a partner or group can improve your ability to react quickly in everyday situations (Celce-Murcia, Brinton, & Snow, 2014).

### **1.7.2. Language Exchange**

Find a language partner or join a language exchange group where you can practice speaking with others who are learning English or are native speakers regularly. You can meet in person or use language exchange platforms that connect learners with native speakers or other learners (Harmer, 2015).

### **1.7.3. Recording Yourself**

Record your conversations or speaking practice to listen for areas of improvement on various topics, then listen back to assess your pronunciation, fluency, and grammar. This method helps identify areas for improvement and builds self-awareness (Swan, 2016).

### **1.7.4. Listening and Watching to English Media**

Watching movies, TV shows, or listening to podcasts in English exposes you to native speakers' conversation styles. Please pay attention to how they structure sentences, use phrases, and emphasize certain words. Practice repeating phrases to improve your accent and pronunciation (Richards & Bohlke, 2014). Try imitating the sentences or repeating phrases after hearing them.

### **1.7.5. Using Language Learning Apps**

Apps such as Duolingo, HelloTalk, FluentU, or Babbel offer interactive exercises to help improve vocabulary, grammar, and conversational skills. Many platforms also provide speaking exercises to simulate real conversations (Murphy, 2019).

By consistently applying these techniques and integrating them into their daily routines, learners can steadily and gradually improve conversational English, build confidence, and become more fluent in everyday situations.

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# CHAPTER 2

## ESSENTIAL PHRASES FOR EVERYDAY SITUATIONS

By Nenden Sri Rahayu

### 2.1 Introduction

In our daily lives, we encounter countless situations where effective communication is essential. Whether you're meeting someone new, shopping, dining out, or simply asking for directions, having the right phrases at your fingertips can make interactions smoother and more enjoyable. According to Crystal (2012), mastering these everyday phrases can greatly enhance both verbal and non-verbal communication, helping learners build confidence in practical settings. This chapter, *Essential Phrases for Everyday Situations*, is designed to equip you with practical English phrases that you can use in various common scenarios.

The goal is to build your confidence and fluency by focusing on phrases that are not only widely used but also flexible enough to fit a range of situations. As you go through this chapter, you'll find expressions for greetings, asking questions, making small talk, and even handling emergencies. By practicing these phrases, you'll gain the tools you need to navigate daily interactions with ease and naturalness.

So, let's dive in and explore these essential expressions. With consistent practice, you'll find yourself becoming more comfortable and capable in English, one conversation at a time.

## **2.2 Greetings and Introductions**

Greetings and introductions are the foundation of any interaction in English, making them one of the most crucial skills to master when learning the language. Whether you're meeting someone for the first time, introducing yourself in a professional setting, or simply saying hello to a friend, the ability to use appropriate greetings and introductions can set the tone for a positive interaction. This section will guide you through the various expressions used in greetings and introductions, helping you understand when to use formal or informal phrases and how to navigate these essential moments in everyday conversations.

### **The Role of Greetings in Communication**

Greetings are the starting point of any conversation and serve as a means of acknowledging others. They convey respect, politeness, and cultural awareness, making them an important aspect of social interactions. According to Holmes (2013), greetings are foundational elements of social etiquette, impacting first impressions and relationship-building. In English, greetings vary in formality, ranging from simple casual expressions like "Hi" to more formal phrases such as "Good morning."

Choosing the appropriate greeting depends on the context, the time of day, and your relationship with the person you're speaking to. For instance, in a business setting, a formal greeting like "Good afternoon" might be appropriate, while "Hey" would be more suitable when speaking with friends.

## Common Greetings

| Formal Greetings | Informal Greetings               | Usage Tips                                                                         |
|------------------|----------------------------------|------------------------------------------------------------------------------------|
| "Good morning"   | "Hi"                             | Use "Good morning," "Good afternoon," and "Good evening" based on the time of day. |
| "Good afternoon" | "Hello"                          | "Hi" and "Hello" are versatile and can be used in most situations.                 |
| "Good evening"   | "Hey"                            | Use "Hey" only in casual settings among friends or peers.                          |
| "How do you do?" | "What's up?" / "How's it going?" | "How do you do?" is very formal and rarely used outside formal events.             |

The choice of greeting can convey different levels of formality and familiarity. Using "Good morning" shows politeness, while "Hey" indicates a more relaxed, friendly approach. Understanding when to use each phrase is essential for making the right impression.

## Introducing Yourself

Introducing yourself is an opportunity to establish your identity and initiate a conversation. As highlighted by Brown and Levinson (1987), self-introduction is a form of 'face-saving' that allows individuals to navigate social hierarchies and foster a sense of belonging. A clear and confident self-introduction is important, as it helps others remember you and sets the stage for further interaction.



The main goal of introducing yourself is to establish a connection. In formal situations, providing additional information, such as your job title or the organization you represent, can help others understand your role. In informal settings, a simple introduction using your first name is sufficient.

## Introducing Others

Introducing others is a courteous way of helping people connect, especially in group settings. It's important to provide relevant information about the person you're introducing, such as their name, job, or how you know them, to facilitate further conversation.

When introducing others, be sure to mention their name clearly and provide context, which makes it easier for others to remember and engage with the person being introduced.

## Polite Ways to Ask Someone's Name

Asking someone's name is an essential part of introductions, but it's important to do so politely, especially in formal situations. While "What's your name?" might work in casual settings, using more polite forms is better in professional or unfamiliar environments.

## Examples of Asking for Someone's Name

| Polite Ways                                                 | Casual Ways               | Usage Tips                                                         |
|-------------------------------------------------------------|---------------------------|--------------------------------------------------------------------|
| "May I ask your name?"                                      | "What's your name?"       | Use polite phrases in formal or professional settings.             |
| "Could you please tell me your name?"                       | "What's your name again?" | Avoid being too direct in formal situations.                       |
| "I'm sorry, I didn't catch your name. Could you repeat it?" | "Remind me of your name?" | Expressing politeness when asking to repeat a name is appreciated. |

Using polite expressions when asking someone's name shows respect and consideration, which can leave a positive impression.

### **Cultural Considerations in Greetings and Introductions**

It's important to remember that greetings and introductions can vary across cultures. In English-speaking countries, a handshake is a common way to greet someone in formal settings, while more casual greetings might involve a wave or a nod. Goffman (1967) emphasized that being aware of these cultural differences can help avoid misunderstandings, as such rituals are deeply embedded in cultural practices and convey various levels of respect and intimacy.

## **2.3 Asking for Information**

In everyday conversations, asking for information is one of the most fundamental skills. Whether you're in a new city and need directions, at a restaurant asking about the menu, or trying to clarify something in a professional setting, being able to ask questions politely and clearly is essential. This section covers key phrases and techniques for effectively asking for information in various contexts, both formal and informal, and helps you communicate your needs in a respectful and efficient way.

### **Importance of Asking for Information**

Asking questions allows you to gather necessary details, solve problems, and engage in meaningful conversations. It also shows that you are interested and engaged in the topic or situation at hand. Being able to ask questions effectively ensures

that you get the information you need while maintaining a polite and respectful tone, which is especially important in professional and formal settings.

**Common Phrases for Asking Information**

| Formal Phrases                                 | Informal Phrases           | Usage Tips                                                                                     |
|------------------------------------------------|----------------------------|------------------------------------------------------------------------------------------------|
| "Could you please tell me...?"                 | "Can you tell me...?"      | Use "Could you please" in formal situations or when speaking to strangers.                     |
| "May I ask how/where/what...?"                 | "Where is...?"             | Asking "May I" is a polite and respectful way to ask for information in professional settings. |
| "Would you mind explaining...?"                | "Do you know...?"          | Use this when you need someone to elaborate on something.                                      |
| "I was wondering if you could help me with..." | "Can you help me with...?" | Use "I was wondering" for more polite, indirect requests.                                      |
| "Could you clarify...?"                        | "What's this about?"       | Use "clarify" when asking for more detailed explanations or corrections.                       |

**Examples:**

- Formal: "Could you please tell me when the meeting starts?"
- Informal: "Do you know where the nearest coffee shop is?"

In formal or professional settings, it's important to frame your questions politely. This shows respect and creates a positive tone for the conversation.

Types of Questions: Open vs. Closed

When asking for information, it’s helpful to know the difference between **open-ended** and **closed-ended** questions.

- **Open-ended questions** encourage more detailed responses and invite discussion. For example:
  - "Could you explain how this works?"
  - "What do you think about this proposal?"
- **Closed-ended questions** typically result in short, specific answers like "yes" or "no." For example:
  - "Is the meeting at 3 pm?"
  - "Do you have this in blue?"

Knowing when to use each type of question is key to getting the kind of information you need. Open-ended questions are useful when you want a more detailed explanation, while closed-ended questions are great for quick, specific answers.

Asking for Clarification

Sometimes, after receiving information, you may need to ask for clarification if something is unclear or if you need further explanation. Asking for clarification politely is important, especially in professional or formal contexts.

Common Phrases for Asking for Clarification

| Formal Clarification Phrases              | Informal Clarification Phrases     | Usage Tips                                      |
|-------------------------------------------|------------------------------------|-------------------------------------------------|
| "Could you clarify what you meant by...?" | "What do you mean by...?"          | Use "clarify" to request more details politely. |
| "I'm not sure I understand. Could         | "I didn't get that. Can you say it | Use this phrase to express confusion and        |

| Formal Clarification Phrases                     | Informal Clarification Phrases           | Usage Tips                                                                      |
|--------------------------------------------------|------------------------------------------|---------------------------------------------------------------------------------|
| you explain that again?"                         | again?"                                  | ask for a clearer explanation.                                                  |
| "Would you mind explaining that in more detail?" | "Can you give me more details about...?" | Use this phrase when you need a more comprehensive response.                    |
| "I'd appreciate it if you could elaborate on..." | "Can you tell me more about...?"         | Use "elaborate" when asking for additional information or a deeper explanation. |

**Examples:**

- Formal: "Could you clarify what you mean by ‘project milestones’ in this context?"
- Informal: "What do you mean by ‘quarterly goals’?"

Asking for clarification in a respectful way shows that you are actively listening and want to ensure that you fully understand the information provided.

**2.4 Expressing Needs and Preferences**

Expressing needs and preferences is a fundamental part of everyday communication in English, as it allows you to convey your desires, choices, or requirements clearly. Whether you are ordering food at a restaurant, asking for help, or expressing your preferences in a conversation, having the ability to articulate your needs politely and effectively is crucial. This section will guide you through various phrases and expressions that can

help you communicate your needs and preferences in both formal and informal situations.

**Expressing Needs**

When you need something, it’s important to ask in a way that is clear but also polite, especially in formal or professional settings. Depending on the context, your tone and choice of words may vary. For example, while "I need..." is a direct way to express your requirements, adding phrases like "Could I have..." or "Would it be possible to..." makes your request sound more polite and respectful.

**Common Phrases for Expressing Needs**

| Formal Expressions                      | Informal Expressions | Usage Tips                                                                 |
|-----------------------------------------|----------------------|----------------------------------------------------------------------------|
| "Could I have...?"                      | "Can I get...?"      | Use "Could I have..." in formal settings like restaurants or offices.      |
| "Would it be possible to...?"           | "Can you...?"        | "Would it be possible to..." is very polite and ideal for requests.        |
| "I would appreciate it if you could..." | "I need..."          | Use "I would appreciate it if..." to show politeness when making requests. |
| "May I request..."                      | "Give me..."         | Avoid direct demands like "Give me" in formal contexts.                    |

**Examples:**

- Formal: "Could I have a glass of water, please?"
- Informal: "Can I get a coffee?"

Using polite phrases when expressing your needs not only shows respect but also increases the likelihood of getting a positive response, especially when speaking with strangers or in professional environments.

### Expressing Preferences

Expressing preferences involves indicating what you like, want, or would rather do in a given situation. This is important in social settings, workplaces, or when making decisions. Being able to communicate your preferences clearly helps others understand your choices and allows for smoother interactions.

#### Common Phrases for Expressing Preferences

| Formal Expressions    | Informal Expressions             | Usage Tips                                                               |
|-----------------------|----------------------------------|--------------------------------------------------------------------------|
| "I would prefer..."   | "I'd rather..."                  | Use "I would prefer..." in professional or polite settings.              |
| "I would like..."     | "I want..."                      | "I would like..." is more polite than "I want."                          |
| "My preference is..." | "I'm into..." / "I'm keen on..." | "My preference is..." sounds more formal and suitable for work settings. |
| "I'd appreciate..."   | "I'm good with..."               | Use "I'd appreciate" when you want to express a preference respectfully. |

#### Examples:

- Formal: "I would prefer to have tea instead of coffee."
- Informal: "I'd rather go out for pizza."

By using phrases like "I would prefer" or "I would like," you communicate your preferences in a way that is polite and considerate, making it easier for others to accommodate your wishes.

**Requesting Something Politely**

When expressing your needs and preferences, it's often necessary to make requests. How you phrase these requests can significantly impact how they are received. Being polite is especially important in formal situations or when speaking to someone you don't know well.

**Common Phrases for Polite Requests**

| Formal Requests                       | Informal Requests          | Usage Tips                                                           |
|---------------------------------------|----------------------------|----------------------------------------------------------------------|
| "Would you mind...?"                  | "Can you...?"              | "Would you mind...?" is a very polite way to ask for something.      |
| "Could you please...?"                | "Could you...?"            | Adding "please" always makes the request more polite.                |
| "May I ask you to...?"                | "Can you help me with...?" | "May I ask you to..." is ideal in professional or official contexts. |
| "I would be grateful if you could..." | "Can you do me a favor?"   | Use "I would be grateful if you could..." for more formal requests.  |

**Examples:**

- Formal: "Would you mind sending me the report by tomorrow?"
- Informal: "Can you pass me the salt?"



When making requests, always remember to use phrases like "please" and "thank you" to show politeness and appreciation.

**Expressing Dislikes or Alternatives**

At times, you may need to express what you don't like or offer an alternative preference. Doing this politely helps to avoid sounding negative or dismissive.

**Common Phrases for Expressing Dislikes or Alternatives**

| Polite Expressions                                    | Informal Expressions          | Usage Tips                                                             |
|-------------------------------------------------------|-------------------------------|------------------------------------------------------------------------|
| "I'm not particularly fond of..."                     | "I'm not into..."             | Use polite expressions when talking about dislikes in formal settings. |
| "I would prefer not to..."                            | "I'd rather not..."           | Avoid being too blunt when expressing dislikes.                        |
| "I'm afraid I'm not interested in..."                 | "That's not really my thing." | Starting with "I'm afraid" softens the expression.                     |
| "Would it be possible to..." (suggest an alternative) | "How about... instead?"       | Offering an alternative shows that you're open to options.             |

**Examples:**

- Formal: "I would prefer not to attend the meeting today."
- Informal: "I'm not really into watching that movie."

Being able to express dislikes or alternatives politely helps maintain a positive tone in conversations, even when your preferences differ.

## **2.5 Making Small Talk**

Small talk is a vital skill in everyday conversations, serving as the social glue that helps build connections and establish rapport with others. It involves light, casual, and often surface-level conversation about common topics that are easy to engage in, such as the weather, current events, hobbies, or general interests. Even though small talk might seem insignificant, it plays an essential role in initiating conversations, making others feel comfortable, and creating a positive atmosphere, especially when meeting new people or interacting in social or professional settings.

### **The Purpose of Small Talk**

The primary purpose of small talk is to break the ice and ease into a conversation. It acts as a way to fill potentially awkward silences and allows people to feel more at ease with each other. Small talk helps build a sense of familiarity and lays the foundation for deeper, more meaningful interactions. In professional settings, it can create opportunities for networking, while in social situations, it helps form bonds and friendships.

By mastering small talk, you show that you are approachable, polite, and interested in others, which can enhance your social and communication skills.

## Common Topics for Small Talk

| Topic                    | Sample Questions/Comments                     | Usage Tips                                                                  |
|--------------------------|-----------------------------------------------|-----------------------------------------------------------------------------|
| <b>Weather</b>           | - "It's a beautiful day, isn't it?"           | Safe and universally relatable; easy for anyone to comment on.              |
|                          | - "It's been really cold lately, hasn't it?"  | Ideal for starting a conversation with strangers.                           |
| <b>Work/Profession</b>   | - "What do you do for a living?"              | Common in professional settings; shows interest in the other person's life. |
|                          | - "How's work going for you?"                 | Use it to transition to more specific work-related topics.                  |
| <b>Hobbies/Interests</b> | - "What do you like to do in your free time?" | Helps to find common ground and shared interests.                           |
|                          | - "I love hiking. Have you ever tried it?"    | Great way to explore more personal topics.                                  |
| <b>Current Events</b>    | - "Did you hear about the latest news on...?" | Be cautious with controversial topics; stick to                             |

| Topic  | Sample Questions/Comments                            | Usage Tips                                                |
|--------|------------------------------------------------------|-----------------------------------------------------------|
|        |                                                      | neutral news.                                             |
|        | - "I read an interesting article about... recently." | Shows that you're informed and engaged.                   |
| Travel | - "Have you been on any trips recently?"             | Many people enjoy talking about their travel experiences. |
|        | - "I'd love to visit [place]. Have you been there?"  | Helps to explore cultural differences and preferences.    |

The key to successful small talk is choosing topics that are neutral, light, and unlikely to cause disagreements. It's usually best to avoid topics that could be sensitive, such as politics, religion, or personal finances, unless you know the person well.

### Phrases for Showing Interest in Small Talk

Once you've started a conversation, it's important to show genuine interest in what the other person is saying. This not only keeps the conversation flowing but also makes the other person feel valued and heard. Here are some phrases that you can use to demonstrate interest:

| Phrases                       | Usage Tips                                                           |
|-------------------------------|----------------------------------------------------------------------|
| "Really? That's interesting!" | Use this to show enthusiasm and encourage the speaker to share more. |
| "Tell me more about that."    | Invites the other person to expand on what they're saying.           |

| Phrases                             | Usage Tips                                                               |
|-------------------------------------|--------------------------------------------------------------------------|
| "How did you get into that?"        | A great follow-up question when someone mentions a hobby or interest.    |
| "That sounds amazing!"              | Expresses excitement or admiration for what the other person is sharing. |
| "I'd love to hear more about that." | Indicates genuine curiosity and interest.                                |

By using these phrases, you create a positive interaction that encourages others to continue sharing, making the conversation more engaging and enjoyable.

## 2.6 Expressing Feelings and Emotions

Expressing feelings and emotions is a crucial part of everyday communication, allowing you to convey your inner state and connect with others on a deeper level. Being able to articulate your emotions effectively helps in building relationships, fostering empathy, and enhancing your interactions in both personal and professional settings. This section explores how to express a wide range of emotions in English, from happiness and excitement to frustration and sadness, along with phrases to respond to others' feelings in a way that shows understanding and support.

### Why Expressing Emotions is Important

Expressing emotions helps you communicate more authentically and build genuine connections. When you share how you feel, you invite others to understand your experiences, which can strengthen relationships and encourage mutual support. Additionally, being able to express emotions clearly is essential in conflict resolution, as it helps others understand

your perspective and allows you to navigate challenging situations more effectively.

**Common Phrases for Expressing Different Emotions**

| Emotion            | Formal Expressions                       | Informal Expressions              | Usage Tips                                                     |
|--------------------|------------------------------------------|-----------------------------------|----------------------------------------------------------------|
| <b>Happiness</b>   | "I'm delighted."                         | "I'm so happy!" / "I'm thrilled!" | Use "delighted" in formal or professional settings.            |
|                    | "It brings me great joy."                | "I'm over the moon!"              | Informal phrases convey more enthusiasm.                       |
| <b>Sadness</b>     | "I'm feeling down." / "I'm quite upset." | "I'm feeling really bummed out."  | Use "I'm feeling down" as a polite way to express sadness.     |
|                    | "I'm saddened by..."                     | "I'm so bummed."                  | Choose words based on the depth of emotion you want to convey. |
| <b>Excitement</b>  | "I'm very excited about..."              | "I'm pumped!" / "I'm so stoked!"  | "Excited" is versatile and suitable for most settings.         |
|                    | "It's incredibly exciting to..."         | "I can't wait!"                   | Use informal phrases among friends or in casual situations.    |
| <b>Frustration</b> | "I'm a bit frustrated"                   | "This is driving me crazy!"       | "Frustrated" is a polite way to                                |

| Emotion  | Formal Expressions                         | Informal Expressions          | Usage Tips                                              |
|----------|--------------------------------------------|-------------------------------|---------------------------------------------------------|
|          | by..."                                     |                               | express irritation.                                     |
|          | "I find this situation quite challenging." | "I'm fed up!"                 | Avoid overly strong expressions in formal settings.     |
| Surprise | "I'm astonished."                          | "No way!" / "You're kidding!" | "Astonished" is more formal, while "No way!" is casual. |
|          | "This is quite unexpected."                | "Wow! That's unbelievable!"   | Express surprise with enthusiasm or mild shock.         |

The table above provides a range of expressions to help you articulate your emotions based on the level of formality required. Being aware of these differences ensures you use the right phrases in different contexts, whether you’re speaking to a friend, colleague, or someone you’ve just met.

### Responding to Others’ Emotions

When someone shares their emotions with you, it’s important to respond in a way that shows empathy, understanding, and support. This helps build rapport and shows that you care about how they feel.

## Common Phrases for Responding to Emotions

| Emotion            | Response Phrases                                        | Usage Tips                                         |
|--------------------|---------------------------------------------------------|----------------------------------------------------|
| <b>Happiness</b>   | "That's wonderful!" / "I'm so happy for you!"           | Sharing their joy shows empathy and support.       |
|                    | "You must be thrilled!"                                 | Use this to acknowledge their excitement.          |
| <b>Sadness</b>     | "I'm sorry to hear that." / "That sounds tough."        | Express sympathy without being intrusive.          |
|                    | "If you need anything, I'm here for you."               | Offering support can be comforting.                |
| <b>Excitement</b>  | "That's amazing!" / "You must be so excited!"           | Respond with enthusiasm to match their excitement. |
|                    | "I can't wait to hear more about it!"                   | Encourages them to share more details.             |
| <b>Frustration</b> | "That sounds really frustrating."                       | Acknowledging their feelings shows you understand. |
|                    | "I can see why you'd feel that way."                    | Validating their emotions helps them feel heard.   |
| <b>Surprise</b>    | "Wow, that's incredible!" / "I didn't see that coming!" | Matching their surprise builds rapport.            |
|                    | "You're kidding! That's amazing!"                       | Use this to express genuine interest.              |

Responding to emotions thoughtfully helps strengthen your connections with others. By using empathetic phrases, you show that you're not only listening but also genuinely care about the other person's experience.



## 2.7 Apologizing and Clarifying

Apologizing and clarifying are essential communication skills that help prevent misunderstandings, resolve conflicts, and maintain positive relationships. Knowing how to apologize sincerely when you've made a mistake and how to clarify misunderstandings or confusing statements ensures that interactions remain respectful and constructive. This section will guide you through common phrases and techniques for both apologizing and clarifying in different contexts, ranging from formal to informal situations.

### The Importance of Apologizing

Apologizing is an act of acknowledging a mistake, expressing regret, and taking responsibility for your actions. It's a vital skill in both personal and professional life because it helps mend relationships, shows respect, and demonstrates your willingness to take accountability. A sincere apology can prevent conflicts from escalating and foster a sense of understanding and forgiveness.

### Common Phrases for Apologizing

| Formal Apologies                            | Informal Apologies            | Usage Tips                                                                                        |
|---------------------------------------------|-------------------------------|---------------------------------------------------------------------------------------------------|
| "I sincerely apologize for..."              | "I'm really sorry about..."   | Use formal apologies in professional settings or when addressing serious issues.                  |
| "Please accept my deepest apologies for..." | "My bad, I didn't mean to..." | "Please accept my apologies" is appropriate for emails, official meetings, or serious situations. |
| "I regret any inconvenience"                | "Oops, sorry about that!"     | "Oops" is more casual and suited for minor mistakes.                                              |

| Formal Apologies                    | Informal Apologies   | Usage Tips                                                                |
|-------------------------------------|----------------------|---------------------------------------------------------------------------|
| caused."                            |                      |                                                                           |
| "I take full responsibility for..." | "It was my mistake." | Taking responsibility is important in both formal and informal apologies. |

**Examples:**

- Formal: "I sincerely apologize for the delay in responding to your email."
- Informal: "My bad, I totally forgot about our lunch plans."

A genuine apology should always be accompanied by a sense of sincerity, and you should avoid making excuses when apologizing. Taking responsibility for your actions builds trust and respect.

**How to Make an Effective Apology**

To make an effective apology, follow these steps:

1. **Acknowledge the Mistake:** Clearly state what you did wrong. For example, "I made an error in the report."
2. **Express Regret:** Use phrases like "I'm truly sorry" or "I deeply regret."
3. **Take Responsibility:** Avoid shifting blame. Accept that you were at fault.
4. **Offer a Solution or Make Amends:** Indicate how you'll fix the issue or prevent it from happening again.
5. **Ask for Forgiveness (if appropriate):** In some cases, saying "I hope you can forgive me" shows you value the other person's feelings.

# The Importance of Clarifying

Clarifying involves making sure that both parties understand each other clearly. It's an essential skill when there's confusion, miscommunication, or when you need to ensure accuracy in a discussion. Clarifying helps prevent misunderstandings, ensures that everyone is on the same page, and allows for more effective communication.

## Common Phrases for Clarifying

| Formal Clarification                              | Informal Clarification                        | Usage Tips                                                                     |
|---------------------------------------------------|-----------------------------------------------|--------------------------------------------------------------------------------|
| "Could you please clarify what you meant by...?"  | "What do you mean by...?"                     | Use "Could you please clarify..." in professional settings to show politeness. |
| "I'm not sure I understand. Could you elaborate?" | "I didn't quite catch that. Can you explain?" | "I didn't catch that" is suitable for casual settings.                         |
| "To confirm, you're saying that..."               | "So, you're saying...?"                       | Rephrasing what was said shows you're actively listening.                      |
| "Would you mind explaining that further?"         | "Can you tell me more about...?"              | Use polite forms when asking someone to explain something in more detail.      |

## Examples:

- Formal: "Could you please clarify your point about the budget proposal?"
- Informal: "What do you mean by 'different approach'?"

Clarifying is crucial in avoiding miscommunication, especially when instructions, opinions, or complex topics are involved. It shows that you're engaged in the conversation and committed to understanding.

## 2.8 Asking and Giving Directions

Being able to ask for and provide directions is a practical skill in everyday communication, especially when navigating unfamiliar places or helping others find their way. Whether you're traveling in a new city, assisting a tourist, or giving instructions to a delivery person, understanding the right phrases and strategies for asking and giving directions ensures effective and clear communication. This section covers common expressions, useful vocabulary, and tips for making your directions as clear and helpful as possible.

### Asking for Directions

When asking for directions, it's important to be polite and clear about what you're looking for. In English, there are various ways to request directions depending on the level of formality and the situation.

### Common Phrases for Asking Directions

| Formal Phrases                               | Informal Phrases          | Usage Tips                                                                 |
|----------------------------------------------|---------------------------|----------------------------------------------------------------------------|
| "Could you please tell me how to get to...?" | "How do I get to...?"     | Use formal phrases when speaking to strangers or in professional settings. |
| "Would you mind showing me the way to...?"   | "Where's the nearest...?" | Asking politely increases the likelihood of getting help.                  |
| "I'm looking for..."                         | "Can you tell me          | Provide as much detail as                                                  |

| Formal Phrases                         | Informal Phrases           | Usage Tips                                                |
|----------------------------------------|----------------------------|-----------------------------------------------------------|
| Could you direct me?"                  | how to get to..."          | possible about your destination.                          |
| "Excuse me, could you help me find..." | "Do you know where... is?" | Starting with "Excuse me" makes your request more polite. |

### Examples:

- Formal: "Could you please tell me how to get to the nearest post office?"
- Informal: "How do I get to the mall from here?"

When asking for directions, being polite and specific about the location you're looking for helps others provide more accurate guidance.

### Useful Vocabulary for Asking Directions

- **Landmarks:** Church, hospital, park, school, bank, museum
- **Prepositions:** Next to, across from, behind, in front of, between, opposite
- **Distance:** Near, far, a few blocks away, around the corner
- **Directional Terms:** Left, right, straight, north, south, east, west

Using these words helps you describe or understand directions more accurately.

# Giving Directions

When giving directions, the key is to be as clear and concise as possible, using simple language to avoid confusion. Providing step-by-step instructions and including landmarks or street names can make your directions easier to follow.

## Common Phrases for Giving Directions

| Formal Phrases                                   | Informal Phrases                                   | Usage Tips                                                          |
|--------------------------------------------------|----------------------------------------------------|---------------------------------------------------------------------|
| "First, go straight ahead until you reach..."    | "Just go straight until you hit..."                | Use simple and clear instructions to avoid confusion.               |
| "Turn left/right at the next intersection."      | "Take a left/right at the next street."            | Use landmarks or street names to provide context.                   |
| "You'll see [landmark] on your left/right."      | "You'll pass by [landmark], and it's right there." | Mention recognizable landmarks to make directions easier to follow. |
| "Continue walking/driving for about 500 meters." | "Keep going for a bit, and you'll see it."         | Adjust your language based on the distance or time needed.          |

## Examples:

- Formal: "Go straight ahead for two blocks, then turn left at the traffic lights. You'll find the library on your right."
- Informal: "Just go straight and then take a right at the big statue. You'll see the café right there."

Providing clear and specific directions helps the person reach their destination more easily, so try to be as detailed as possible without overwhelming them.

## Using Landmarks and Reference Points

Including landmarks and reference points in your directions is extremely helpful, as they provide visual cues for the person receiving the instructions. For example:

- "You'll see a big red building on your left; turn right after that."
- "The bank is across from the supermarket."

Landmarks make your directions more understandable, especially if the person is unfamiliar with street names or distances.

## Using Prepositions and Directional Terms

To give precise directions, use prepositions (such as "next to," "opposite," "behind") and directional terms (like "left," "right," "straight ahead"). These words help create a clear path for the person following your instructions.

| Preposition/Directional Term | Usage Example                               |
|------------------------------|---------------------------------------------|
| "Next to"                    | "The bookstore is next to the coffee shop." |
| "Across from"                | "The park is across from the bank."         |
| "Behind"                     | "The restaurant is behind the mall."        |
| "Left"                       | "Turn left at the traffic lights."          |
| "Right"                      | "Take a right when you reach the corner."   |
| "Straight ahead"             | "Go straight ahead for three blocks."       |

These terms make it easier to describe the exact location or route.

## 2.9 Shopping and Dining Out

Shopping and dining out are common activities where effective communication is essential. Whether you're buying groceries, shopping for clothes, or ordering a meal at a restaurant, knowing the right phrases and expressions can make these experiences more enjoyable and efficient. This section will guide you through the key phrases and vocabulary needed to navigate shopping and dining scenarios, ensuring you can interact confidently and politely in these settings.

### Shopping: Key Phrases and Expressions

When shopping, it's important to know how to ask questions about prices, sizes, availability, and how to make polite requests. Whether you're in a supermarket, boutique, or market stall, these phrases will help you interact smoothly with shop assistants or salespeople.

### Common Phrases for Shopping

| Questions                                 | Examples                                | Usage Tips                                          |
|-------------------------------------------|-----------------------------------------|-----------------------------------------------------|
| "How much does this cost?"                | "How much is this shirt?"               | Use this phrase to ask about the price of an item.  |
| "Is this on sale?"                        | "Are there any discounts on this item?" | Great for finding out if you can get a better deal. |
| "Do you have this in another size/color?" | "Do you have this dress in a medium?"   | Helpful when looking for specific sizes or colors.  |



| Questions                  | Examples                                     | Usage Tips                                          |
|----------------------------|----------------------------------------------|-----------------------------------------------------|
| "Can I try this on?"       | "May I try these shoes on?"                  | Use this phrase when shopping for clothes or shoes. |
| "Where can I find...?"     | "Where can I find the dairy section?"        | Useful for locating specific items in a store.      |
| "Can you help me with...?" | "Can you help me find a gift for my friend?" | Asking for assistance makes shopping easier.        |

### Examples:

- "How much is this jacket?"
- "Do you have these shoes in size 8?"

### Making Purchases and Handling Payments

When you're ready to make a purchase, knowing how to handle payments politely is important.

| Phrases for Payment                   | Examples                        | Usage Tips                                              |
|---------------------------------------|---------------------------------|---------------------------------------------------------|
| "I'd like to buy this, please."       | "I'll take this shirt, please." | Use polite phrases when making a purchase.              |
| "Can I pay by credit card?"           | "Do you accept debit cards?"    | Useful for asking about payment options.                |
| "Could I have a receipt, please?"     | "May I get a receipt?"          | Always ask for a receipt for your records.              |
| "Can I return or exchange this item?" | "What is your return policy?"   | Good to know in case you need to return the item later. |

**Example Conversation:**

- **Customer:** "Excuse me, how much is this sweater?"
- **Salesperson:** "It's \$30, but there's a 10% discount today."
- **Customer:** "Great, I'll take it. Can I pay by credit card?"

**Dining Out: Key Phrases and Expressions**

When dining out, knowing how to order food, ask about menu items, and handle the bill can make your experience more enjoyable and less stressful.

**Common Phrases for Dining Out**

| Situations                   | Phrases                                           | Usage Tips                                                   |
|------------------------------|---------------------------------------------------|--------------------------------------------------------------|
| <b>Making a Reservation</b>  | "I'd like to make a reservation for two, please." | Use this when planning to dine at a busy restaurant.         |
|                              | "Do you have any tables available for tonight?"   | Ask ahead to avoid waiting.                                  |
| <b>Ordering Food</b>         | "I'd like to order the grilled chicken, please."  | Use "I'd like" or "Can I have" to place your order politely. |
|                              | "Could you recommend a dish?"                     | Ask for suggestions if you're unsure what to choose.         |
| <b>Asking About the Menu</b> | "What's the soup of the day?"                     | Use this to ask about specials or specific menu items.       |
|                              | "Is this dish vegetarian?"                        | Helpful for dietary preferences.                             |
| <b>Handling the Bill</b>     | "Could I have the                                 | Use this when you're                                         |

| Situations                          | Phrases                                                   | Usage Tips                                         |
|-------------------------------------|-----------------------------------------------------------|----------------------------------------------------|
|                                     | bill, please?"                                            | ready to pay.                                      |
|                                     | "Do you accept credit cards?"                             | Ask about payment options.                         |
| <b>Complimenting or Complaining</b> | "The meal was delicious, thank you!"                      | Complimenting shows appreciation for good service. |
|                                     | "I'm sorry, but I think there's a mistake with my order." | Address issues politely to resolve them.           |

**Examples:**

- "Could I have a glass of water, please?"
- "What's in the house special pasta?"

**Useful Vocabulary for Dining Out**

- **Menu sections:** Appetizers, main course, desserts, beverages, specials
- **Types of dishes:** Soup, salad, steak, pasta, seafood
- **Beverages:** Water, soda, juice, coffee, tea, wine
- **Dietary terms:** Vegetarian, vegan, gluten-free, spicy, mild

Using this vocabulary helps you understand menu options and express your preferences effectively.

**2.10 Saying Goodbye**

Saying goodbye is an essential part of any conversation or interaction, serving as a polite way to bring a conversation to a close. Whether you're leaving a casual gathering, ending a

business meeting, or concluding a phone call, knowing how to say goodbye appropriately is crucial for maintaining good relationships and leaving a positive impression. This section will guide you through various phrases and expressions for saying goodbye in different contexts, ranging from formal to informal settings.

### The Importance of Saying Goodbye Politely

Saying goodbye is more than just a formality; it's an opportunity to leave a lasting impression on others. A well-chosen goodbye can convey appreciation, respect, and sincerity, showing that you value the interaction. Whether in social or professional settings, ending a conversation gracefully ensures that the other person feels acknowledged and respected, making it easier to reconnect in the future.

### Common Phrases for Saying Goodbye

| Formal Goodbyes                           | Informal Goodbyes  | Usage Tips                                                                               |
|-------------------------------------------|--------------------|------------------------------------------------------------------------------------------|
| "Goodbye, it was a pleasure meeting you." | "See you later!"   | Use formal goodbyes in professional settings or when meeting someone for the first time. |
| "Have a great day."                       | "Catch you later!" | Wishing someone a good day is a polite way to end the conversation.                      |
| "I look forward to our next meeting."     | "Take care!"       | Use this phrase to indicate interest in future interactions.                             |
| "Thank you for your time."                | "Bye!"             | Keep it simple in casual interactions.                                                   |

| Formal Goodbyes                        | Informal Goodbyes | Usage Tips                                             |
|----------------------------------------|-------------------|--------------------------------------------------------|
| Goodbye."                              |                   |                                                        |
| "It was nice talking to you. Goodbye." | "See ya!"         | Combine politeness with warmth for a friendly goodbye. |

Examples:

- Formal: "Goodbye, it was a pleasure working with you. I look forward to our next project."
- Informal: "See you later! Take care!"

Being aware of the appropriate level of formality is crucial, as it reflects respect for the situation and the person you are interacting with.

Saying Goodbye in Different Situations

In Professional Settings

In professional contexts, your goodbye should convey respect, appreciation, and a sense of closure. These situations may include leaving a meeting, ending a business call, or concluding a networking event.

| Phrases                                                     | Usage Tips                                                       |
|-------------------------------------------------------------|------------------------------------------------------------------|
| "Thank you for your time today. Goodbye."                   | Shows appreciation and respect for the other person’s time.      |
| "I appreciate your insights. I hope to connect again soon." | Leaves the door open for future interactions.                    |
| "It was great working with you. Goodbye."                   | Suitable when ending a collaboration or work-related discussion. |

**Example Conversation:**

- **You:** "Thank you for the productive meeting today. I look forward to implementing your suggestions. Goodbye."
- **Colleague:** "Thank you as well. Have a great day!"

**In Social Settings**

When saying goodbye in social settings, the tone is often more relaxed and friendly. Whether you’re leaving a friend’s house, a party, or a casual gathering, you want to leave on a positive note.

| Phrases                               | Usage Tips                                |
|---------------------------------------|-------------------------------------------|
| "It was great seeing you! Take care." | A friendly and warm way to say goodbye.   |
| "Let’s catch up again soon!"          | Indicates your interest in meeting again. |
| "Bye! Have a good one!"               | A casual way to end the interaction.      |

**Example Conversation:**

- **You:** "I had a wonderful time tonight. Let’s do this again soon! Bye!"
- **Friend:** "Absolutely! Take care!"

**On the Phone**

Ending a phone call gracefully is important, as it ensures that the conversation concludes in a polite and respectful manner. Whether it's a work-related call or a chat with a friend, using the right phrases shows courtesy.

| Phrases                                                | Usage Tips                                                |
|--------------------------------------------------------|-----------------------------------------------------------|
| "Thank you for your call. Goodbye."                    | Ideal for ending formal business calls.                   |
| "It was great catching up with you. Talk to you soon!" | Suitable for ending personal calls.                       |
| "I'll let you go now. Have a great day!"               | A gentle way to indicate that the conversation is ending. |

**Example Conversation:**

- **You:** "Thank you for your help today. I'll be in touch. Goodbye."
- **Caller:** "You're welcome. Goodbye."

**Additional Ways to Say Goodbye**

Sometimes, you might want to add a bit of warmth or personality to your goodbye, depending on the situation or the relationship you have with the person. Here are a few alternative expressions:

| Goodbye Expressions | When to Use Them                                                                                |
|---------------------|-------------------------------------------------------------------------------------------------|
| "Take it easy!"     | Suitable for casual, friendly interactions.                                                     |
| "Farewell."         | More formal and often used in written communication.                                            |
| "Have a good one!"  | Informal and works well in everyday conversations.                                              |
| "All the best!"     | Common in both personal and professional settings, especially when parting for a longer period. |
| "Until next time!"  | Ideal when you know you'll see the person again.                                                |

These alternatives can help you adapt your goodbye to different contexts, making your interactions feel more genuine and thoughtful.

This chapter has provided you with a comprehensive guide to essential phrases for everyday conversations, equipping you with the tools to communicate effectively, whether you're greeting someone, asking for information, or saying goodbye. By practicing these phrases regularly and applying them in various contexts, you'll enhance your fluency, build confidence, and develop the skills needed to navigate daily interactions with ease. With time and practice, these expressions will become an integral part of your communication toolkit, enabling you to engage confidently and successfully in any conversation.



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# CHAPTER 3

## CONVERSATIONAL PRACTICE: DIALOGUES FOR DAILY LIFE

**Oleh Zahratun Nufus**

This chapter contains the Daily English Dialogue Conversation for your benefit in words, deeds, and life. Many individuals grasp grammar rather well, yet they struggle when it comes to everyday English conversational discussions. However, by being familiar with and practicing a few fundamental everyday English conversations, this issue can be simply avoided. Therefore, you can improve your foreign language skills by using the fantastic everyday English conversation in this chapter. So let's begin and find a spectacular way to impress everyone and ensure our worth.

### 3.1 Greeting Conversations

**Setting: At School**

#### Dialogue 1 Formal Greeting

- Arkan** : "Good morning, Mr. Willy! How are you today?"
- Mr. Willy** : "Good morning! I'm doing well, thanks. How about you?"

- Arkan** : "I've been well, thank you. I recently completed the project we discussed in our last meeting."
- Mr. Willy** : "That's wonderful to hear! I look forward to hearing your insights. Have you had a chance to review the feedback from the last presentation?"
- Arkan** : "Yes, I have. I have made some revisions accordingly."
- Mr. Willy** : "Excellent! I appreciate your diligence. I'll see you then."
- Arkan** : "Thank you Mr. Willy. Have a great day!"

## Dialogue 2 Informal Greeting

- Raihan** : "Hi, Nisa. How's it going?"
- Nisa** : "Fine, thanks, and you?"
- Raihan** : "Just fine. Where are you off to?"
- Nisa** : "Go home. I've got math exam tomorrow and need to start studying."
- Raihan** : "Oh, no. Well, I'll see you later. Good luck!"
- Nisa** : "Thanks. See you later."

Notes:

Good morning, good afternoon, and good evening are phrases used to greet individuals at different times of the day. "Good evening" is typically used once the sun has set, which is after 6 PM. Smiling and maintaining a friendly tone helps make the interaction feel warmer and more natural.

## 3.2 Introduction Conversations

### Setting: At School

#### Dialogue 1 Formal Introduction

**Teacher** : "Good morning, class. I'd like to introduce a new student before we get started today. Greetings, Maria. Maria will be with us for the remainder of the academic year; she recently joined us from Jakarta."

**Maria** : "Hello, everyone. I'm Maria, and I'm happy to be here. I am excited to get to know each and every one of you."

**Teacher** : "We're happy to have you, Maria. If you need any help settling in or catching up on our coursework, feel free to reach out to me. You can also pair up with another student if you need assistance."

**Maria** : "Thank you, Mr. Sadam. I appreciate it."

#### Dialogue 2 Informal Introduction

**Andika** : Hey, do you mind if I join this group?

**Ihsan** : Not at all, come on in! I'm Ihsan, by the way.

**Andika** : Thanks, I'm Andika.

**Ihsan** : Nice to meet you, Andika. First time here?

**Andika** : Yeah, I just joined.

Notes:

In formal conversation, keep the conversation polite and respectful, using formal titles like "Mr.," "Ms.," or "Mrs." when addressing others. In informal conversation, a casual "Hey," "Hi,"

or "Hello" works well and **first names** are sufficient in informal settings.

### 3.3 School Conversations

#### Setting: At School

#### Dialogue 1 Asking for Homework Help

**Student** : "Excuse me, Mr. Angga, I'm having trouble with this math problem.

**Teacher** : "What part are you finding difficult?"

**Student** : "I don't understand how to solve for 'x' in this equation."

**Teacher** : "Okay, let me see. Let's break it down step by step. First, isolate the variable by subtracting 5 from both sides."

**Student** : "Oh, I see! So now I just divide by 3 to get the value of 'x'?"

**Teacher** : "Exactly! You've got it now."

**Student** : "Thanks for explaining it."

**Teacher** : "No problem! Just practice a few more, and you'll get the hang of it."

#### Dialogue 2 Discussing Grades with a Teacher

**Student** : "Hi, Mr. Wahyu. Do you have a moment to talk about my recent grades?"

**Teacher** : "Sure, I have time. What's on your mind?"

**Student** : "I've been reviewing my grades,

and I'm worried about my performance in English class. I didn't expect to do so poorly on the last test.

**Teacher** : "I understand your concern. The last test was particularly challenging. Can you tell me what parts you found difficult?"

**Student** : "I struggled with the essay question. I wasn't sure how to structure my argument effectively.

**Teacher** : "That's a common issue. I recommend focusing on the essay format thesis, supporting arguments, and conclusion. Would you like to meet for an English writing workshop?"

**Student** : "Yes, that would be really helpful. I'd appreciate any tips on improving my English writing skills."

**Teacher** : "Great! Let's schedule a time for the workshop. Additionally, I can provide some resources and sample essays for you to review."

**Student** : "Thank you, Mr. Wahyu! I'll make sure to take advantage of that and work hard to raise my grade."

**Teacher** : "You're welcome! Remember, improvement takes time, so don't hesitate to reach out if you need more help."

### **Dialogue 3 Asking Permission for an Activity**

**Student** : "Hi, Ms. Renata! Do you have a moment to talk?"

**Teacher** : "Sure, what's up?"

- Student** : "I wanted to ask if I could organize a field trip to the local museum for our art class. I think it would really enhance our understanding of the techniques we've been learning."
- Teacher** : "That sounds like a great idea! Have you thought about the logistics, like how we would get there and the cost?"
- Student** : "Yes, I was thinking we could take the school bus, and I can research the ticket prices."
- Teacher** : "I like your initiative! Make sure to prepare a proposal with all the details. I'll need to present it to the administration for approval."
- Student** : "Absolutely! I'll get started on that and keep you updated. Thank you so much for considering it!"
- Teacher** : "You're welcome! I'm looking forward to seeing your proposal."

Notes:

To help the teacher better support you when you seek for help, make sure to specify exactly what you are having trouble with. Make sure you know exactly what you want to do and are prepared to explain the plan when you ask for permission.

## 3.4 Family Conversations

### Setting: At Home

#### Dialogue 1 Discussing School Work

- Mother** : "How's your homework going, kids?"
- Son** : "I'm almost done with my math, but I'm stuck on one of the problems."
- Father** : "Let me take a look and see if I can help."
- Daughter** : "I finished my history report, but I still need to study for my English test tomorrow."
- Mother** : "How about we quiz you on the English after dinner?"
- Daughter** : "That would be great, thanks!"
- Son** : "Dad, I think I get it now! Thanks for the help."
- Father** : "No problem. Keep up the good work!"

#### Dialogue 2 Planning Family Vacation

- Father** : "What should we do this weekend? Any ideas?"
- Mother** : "We could go to *Safari Park* or maybe visit *Taman Mini*."
- Daughter** : "I really want to go to the *Safari Park*. We haven't been in a while."
- Son** : "Can we go to *Dufan*? I want to ride the roller coasters!"
- Father** : "We need to choose something everyone will enjoy."



- Mother** : "Why don't we go to the *Safari Park* in the morning and then go to *Dufan* in the afternoon? That way, we all get to do something fun."
- Daughter** : "That sounds perfect!"
- Son** : "Yeah, I can live with that."
- Father** : "Alright, It's going to be great trip!"

### Dialogue 3 Resolving a Family Disagreement

- Father** : "I noticed you two have been arguing a lot lately. What's going on?"
- Son** : "She keeps using my stuff without asking!"
- Daughter** : "Well, you never share anything!"
- Mother** : "Okay, let's take turns talking.  
Son, how does it make you feel when she takes your things?"
- Son** : "It's annoying. I just want her to ask first."
- Father** : "How do you feel?" (Asking the daughter)
- Daughter** : "I just thought it wasn't a big deal. I didn't mean to upset him."
- Mother** : "How about we agree that she asks for permission first, and you try to share a bit more?"
- Son** : "Yeah, I guess that's fair."
- Daughter** : "Okay, I'll ask next time."

**Father** : "Great, let's try to respect each other's space from now on."

Notes:

Listening is key to understanding each family member's needs and feelings. Speak in a calm tone, avoid shouting or using hurtful words, even when emotions run high and let each person have a chance to speak ensures that everyone feels heard.

## 3.5 Supermarket Conversations

**Setting: At Supermarket**

### Dialogue 1 Asking for Assistance

**Customer** : "Excuse me, could you help me find the flour?"

**Store Assistant** : "Sure! The flour is in aisle 2, next to the sauces."

**Customer** : "Thank you! And where can I find gluten-free options?"

**Store Assistant** : "We have a small gluten-free section in aisle 1, near the organic products."

**Customer** : "That's great, thanks so much for your help!"

**Store Assistant** : "You're welcome! Let me know if you need anything else."

## Dialogue 2 Asking about Discount

**Customer** : "Hi, are there any discounts on fruits today?"

**Store Assistant** : "Yes, we've a 20% discount on all fruits, and apples are buy1 get 1 free."

**Customer** : "That sounds great. I'll grab some oranges and apples, then!"

**Store Assistant** : "Good choice! Let me know if you need help finding anything else."

**Customer** : "Thanks, I will."

## Dialogue 3 Asking about an Out-of-Stock Item

**Customer** : "Excuse me, I can't find any brown rice. Are you out of stock?"

**Store Assistant** : "Let me check... Yes, it looks like we're out of brown rice at the moment."

**Customer** : "Do you know when you'll have it back in stock?"

**Store Assistant** : "We should get a new shipment in Sunday. You could check back then."

**Customer** : "Okay, I'll come back later in the week. Thanks!"

**Store Assistant** : "You're welcome!"

Notes:

Always greet the staff, say "please" and "thank you," and use a polite tone when asking for help. If you need help finding a product, mention exactly what you're looking for, including the brand or category.

## 3.6 Shopping Offline Conversations

### Setting: At Store

#### Dialogue 1 Asking for Help in a Store

**Customer** : "Excuse me, could you help me find a size medium in this shirt?"

**Salesperson** : "Of course! Let me check for you... Here you go!"

**Customer** : "Thank you! Do you have this in other colours as well?"

**Salesperson** : "Yes, it also comes in red, blue, and white. Would you like to see them?"

**Customer** : "That would be great, thanks!"

**Salesperson** : "I'll bring them right over. Anything else I can help you with today?"

**Customer** : "No, that's all for now. Thanks for your help!"

#### Dialogue 2 Asking for a Price Check

**Customer** : "Excuse me, could you help me with a price check on this item?"

**Salesperson** : "Sure! Let me scan it for you... It's \$10.50."

**Customer** : "Thanks! I couldn't find the price tag."

**Salesperson** : "No problem. Is there anything else you need help with?"

**Customer** : "No, that's all for now. Thank you!"

**Salesperson** : "You're welcome. Have a great day!"

## Dialogue 3 Returning an Item

- Customer** : "Hi, I'd like to return this item. It didn't work as expected."
- Salesperson** : "I'm sorry to hear that. Do you have your receipt with you?"
- Customer** : "Yes, here it is."
- Salesperson** : "Thanks. I can process the return for you. Would you like a refund or store credit?"
- Customer** : "A refund, please."
- Salesperson** : "All set. The refund has been processed back to your card. Is there anything else I can help you with?"
- Customer** : "No, that's it. Thanks for your help!"
- Salesperson** : "You're welcome. Have a great day!"

Notes:

In a store setting, polite language like "excuse me" and "thank you" is essential. Tone should be respectful, but you can still be casual, depending on the type of store.

## 3.7 Shopping Online Conversations

### Setting: At Online Chatting

#### Dialogue 1 Inquiring about a Product

- Customer** : "Hi, I'm interested in the wireless headphones on your website. Could you tell me if they are compatible with iPhones?"
- Seller** : "Hello! Yes, the wireless headphones are compatible with both iPhones and Android devices. Is there anything else I can help you with?"

**Customer** : "That's great. Do they come with a warranty?"

**Seller** : "Yes, they come with a one-year warranty covering any manufacturing defects."

**Customer** : "Thank you! I'll place an order now."

**Seller** : "You're welcome! Feel free to reach out if you need further assistance."

## **Dialogue 2 Tracking an Order**

**Customer** : "Hi, I placed an order last week, and I haven't received any shipping updates. Can you help me track it?"

**Seller** : "Sure! Could you provide your order number?"

**Customer** : "It's #456321."

**Seller** : "Thank you! Your order is scheduled for delivery within 7-10 business days. You should receive an email with a tracking number shortly."

**Customer** : "Perfect. I'll keep an eye on the tracking updates."

**Seller** : "You're welcome. Let us know if there's anything else we can assist you with."

## **Dialogue 3 Asking about Return Policy**

**Customer** : "Hi, I'm thinking about ordering a dress, but I'm not sure about the size. What's your return policy?"

**Seller** : "Our return policy allows you to return items within 30 days of purchase for a full refund, as long as they are in their original condition."

**Customer** : "Do I have to pay for return shipping?"

**Seller** : "We offer free return shipping on all clothing items."

**Customer** : "That's good to know. Thanks for the information!"

**Seller** : "You're welcome! Let me know if you need any further assistance."

Notes:

Say "excuse me" and "thank you" when asking customer service for information on product specifications, availability, or to track your order.

## 3. 8 Bank Conversations

**Setting: At the Bank**

### Dialogue 1 Opening a Bank Account

**Customer** : "Good morning. I'd like to open a savings account, please."

**Bank Teller** : "Good morning! Do you have a valid ID and proof of address with you?"

**Customer** : "Yes, I have my passport and a utility bill."

**Bank Teller** : "Great. I'll need to take a few details, then we can proceed with opening your account. Would you also like a debit card with this account?"

**Customer** : "Yes, please."

**Bank Teller** : "Alright, it'll take a few minutes to set everything up."

## **Dialogue 2 Inquiring about Loan Option**

**Customer** : "Hi, I'm interested in applying for a personal loan. Could you explain the options available?"

**Loan Officer** : "Of course. We offer personal loans with fixed interest rates and flexible repayment periods. How much are you looking to borrow?"

**Customer** : "I'm considering borrowing Rp.50.000.000,-."

**Loan Officer** : "For that amount, we have a repayment term of up to 5 years. Would you like to know the interest rate?"

**Customer** : "Yes, that would be helpful."

**Loan Officer** : "The interest rate is 2.5% per annum. I can give you a breakdown of the monthly payments if you'd like."

## **Dialogue 3 Reporting a Lost Debit Card**

**Customer** : "Hello, I've lost my debit card. Can you help me cancel it and issue a new one?"

**Bank Teller** : "I'm sorry to hear that. Let me assist you. Can I have your name and account number to verify your identity?"

**Customer** : "Yes, it's Irfan and my account number is 014776599454."



- Bank Teller** : "Thank you. I've cancelled your lost card. We can issue a new card that will be mailed to you within 5 to 7 business days."
- Customer** : "Thank you. Can I use my online banking in the meantime?"
- Bank Teller** : "Yes, your online banking and mobile payments will still work as usual."

Note:

When inquiring about services, state your needs clearly, whether it's opening an account, applying for a loan, or making a transaction.

## 3.9 Post office Conversations

### Setting: At the Post Office

#### Dialogue 1 Sending a Package

- Customer** : "Hi, I'd like to send this package to China."
- Postel Worker** : "Sure! How would you like to send it—regular, express, or overnight delivery?"
- Customer** : "What's the difference in cost between express and overnight?"
- Postel Worker** : "Express is \$10, and it will take 2-3 days. Overnight is \$15, and it will arrive tomorrow."
- Customer** : "Let's go with express delivery, please."
- Postel Worker** : "Alright. Could you please fill out this form with the recipient's address?"

## **Dialogue 2 Buying Stamps**

**Customer** : "Hi, I need to buy some stamps."

**Postel Worker** : "Sure, how many stamps do you need?"

**Customer** : "I think 5 should be enough."

**Postel Worker** : "That'll be Rp.50.000,-. Would you like any specific design?"

**Customer** : "No, just regular stamps are fine."

**Postel Worker** : "Here you go. Anything else I can help you with?"

**Customer** : "No, that's all. Thanks!"

**Postel Worker** : "You're welcome! Have a great day."

## **Dialogue 3 Asking about Package Weight Limits**

**Customer** : "Hi, I need to send a large package, but I'm not sure about the weight limit."

**Postel Worker** : "For domestic shipments, the maximum weight is 70 pounds. For international shipments, it depends on the country."

**Customer** : "This package is going to Jakarta. What's the limit for that?"

**Postel Worker** : "For Jakarta, the maximum weight is 80 pounds."

**Customer** : "Got it, thanks! I'll make sure it's within the limit."

Notes:

Being polite, saying “please” and “thank you, and staying patient if there is a queue will make your experience smoother.” Greet the postal worker with a smile and a simple "Hello" or "Good morning" to start the conversation on a positive note.

### 3. 10 Restaurant Conversations

**Setting: At Cafe or Restaurant**

#### **Dialogue 1 Making a Reservation**

**Customer** : "Hi, I'd like to make a reservation for dinner."

**Cashier** : "Sure! For how many people?"

**Customer** : "It's for five."

**Cashier** : "What time would you like the reservation?"

**Customer** : "7.30 PM, please."

**Cashier** : "Got it! We'll see you at 7.30 PM. Name for the reservation?"

**Customer** : "It's under Daniel."

**Cashier** : "Thank you, Daniel! We'll have a table ready for you."

#### **Dialogue 2 Ordering Meal**

**Waiter** : "Good afternoon! What can I get for you?"

**Customer** : "Hi, I'll have a burger, please."

**Waiter** : "Sure! Would you like that medium or large?"

**Customer** : "Medium, please."  
**Waiter** : "Anything else for you today?"  
**Customer** : "No, that's all, thanks!"  
**Waiter** : "Great! That'll be \$3.50."  
**Customer** : "Here you go."  
**Waiter** : "Thank you! Your meal will be ready in just a minute."

### Dialogue 3 Paying the Bill

**Customer** : "Could we get the check, please?"  
**Waiter** : "Of course! I'll bring it right over." (After a moment) "Here you go. Your total is \$40.50."  
**Customer** : "Can I pay by card?"  
**Waiter** : "Yes, you can. Just tap or insert your card here."  
**Customer** : "Thank you! Everything was great."  
**Waiter** : "I'm glad you enjoyed it! Have a wonderful evening."

Notes:

It's important to use kind words like "please" and "thank you" while placing an order at a cafe or restaurant. Speaking clearly is important, especially when giving an order. Being brief is beneficial because most conversations at cafe or restaurant happen quickly.

### 3. 11 Tourism Conversations

#### Setting: At Travel Agency

#### Dialogue 1 Asking for Direction

**Tourist** : "Excuse me, can you help me? I'm trying to find the National Museum."

**Tourist Guide** : "Sure! You're not far. Just go straight ahead for two blocks, then turn right. The museum will be on your left."

**Tourist** : "Got it. Straight for two blocks, then right. Thank you so much!"

**Tourist Guide** : "You're welcome! Enjoy your visit to the museum!"

**Tourist** : "Thanks! Have a great day!"

#### Dialogue 2 Booking a Tour

**Tourist** : "Hi, I'd like to book a guided tour of the city."

**Tourist Guide** : "Of course! We have several options. Are you interested in a walking tour or a bus tour?"

**Tourist** : "I think a bus tour would be great."

**Tourist Guide** : "Perfect. We have a 3-hour city tour that covers all the major landmarks. It's \$50 per person, and the next tour departs at 2 PM."

**Tourist** : "That sounds good. I'll book two tickets, please."

**Tourist Guide** : "Great! Your tickets are confirmed. Please be at the meeting point 15 minutes before departure."

**Tourist** : "Will do! Thanks for your help."

**Tourist Guide** : "You're welcome! Enjoy your tour!"

### Dialogue 3 Checking a Hotel

**Receptionist** : "Good afternoon! Welcome to the Grand Hotel. How can I assist you?"

**Tourist** : "Hi, I have a reservation under the name Anne."

**Receptionist** : "Let me check... Yes, I see your booking for two nights. Can I have your ID, please?"

**Tourist** : "Sure, here it is."

**Receptionist** : "Thank you. Your room is ready. You'll be staying in room 301. The elevator is down the hall to your left."

**Tourist** : "Great, thank you! What time is breakfast?"

**Receptionist** : "Breakfast is from 7 AM to 10 AM in the dining area on the first floor."

**Tourist** : "Perfect. Thanks for your help!"

**Receptionist** : "My pleasure! Enjoy your stay."

Notes:

When asking for directions in a foreign place, be polite and clear. In tourist-related conversations, clear communication about details like timing, cost, and meeting points is key. Hotel conversations often involve basic information exchanges like providing ID, asking about amenities, and clarifying details. Speaking clearly and listening for important information. Don't hesitate to ask questions to make sure you understand the options.

## 3.12 Hospital Conversations

### Dialogue 1 Making an Appointment

#### Setting: At hospital

- Receptionist** : "Good morning. How can I assist you?"
- Patient** : "Hi, I'd like to make an appointment with Dr. Willie. I've been experiencing some back pain."
- Receptionist** : "I'm sorry to hear that. When would you be available for the appointment?"
- Patient** : "I'm available any time in the afternoon."
- Receptionist** : "We have an opening at 5 PM on Wednesday. Does that work?"
- Patient** : "Yes, that works. Thank you."
- Receptionist** : "You're welcome. See you on Wednesday at 5 PM."

## Dialogue 2 Visiting a Doctor

- Doctor** : "Good morning, how are you feeling today?"
- Patient** : "I've been feeling a bit under the weather, mostly tired and a slight cough."
- Doctor** : "How long have you had the symptoms?"
- Patient** : "For about four days now."
- Doctor** : "Any fever or difficulty breathing?"
- Patient** : "No fever, and my breathing is fine, just the cough."
- Doctor** : "Okay, I'll take a listen to your lungs and check your throat."
- Patient** : "Thank you. Should I be worried?"
- Doctor** : "It seems like a mild cold, but let's run a quick test just to be sure."

## Dialogue 3 Picking up a Prescription

- Pharmacist** : "Good morning! How can I help you?"
- Patient** : "Hi, I'm here to pick up a prescription for Farah."
- Pharmacist** : "One moment, let me check... Yes, it's ready. Do you have any questions about the medication?"
- Patient** : "Yes, should I take it with food?"
- Pharmacist** : "Yes, it's best to take it after meals to avoid any stomach irritation."



**Patient** : "Got it. Thanks for the advice."

**Pharmacist** : "You're welcome. Have a great day!"

**Patient** : "You too!"

Notes:

it's important to be clear and get to the point quickly, because Medical professionals often work under time constraints. After the doctor explains your treatment, repeat it back to confirm you understand. It helps ensure you've understood the doctor's instructions correctly.

### 3.13 Movie Theatre Conversations

**Setting: At the Cinema**

#### **Dialogue 1 Buying Ticket**

**Customer** : "Hello, I'd like two tickets for the 3 PM show, please."

**Theatre Staff** : "Sure! For which movie or play?"

**Customer** : "For the new play, *Budi Pekerti*."

**Theatre Staff** : "Great choice! Would you like regular or the premier?"

**Customer** : "What's the difference?"

**Theatre Staff** : "Regular is Rp.35.000,- per person, and the premier is Rp.50.000,-. The premier gives you a better view and reclining seats."

**Customer** : "I'll go with the premier, please."

**Theatre Staff** : "Alright, that'll be Rp.100.000,- for two tickets. How would you like to pay?"

**Customer** : "I'll pay by card."

**Theatre Staff** : "Thank you. Here are your tickets, and the show starts at 3 PM. Enjoy!"

**Customer** : "Thanks a lot"

## **Dialogue 2 Asking about Showtimes**

**Customer** : "Hi, could you tell me the showtimes for *Ayat-ayat Cinta*?"

**Theatre Staff** : "Of course! We have showings at 3 PM, 5 PM, and 7 PM."

**Customer** : "What time does the 7 PM show end?"

**Theatre Staff** : "The movie is about 2 hours long, so it will end around 9 PM."

**Customer** : "Perfect. I'll take two tickets for the 7 PM show, please."

**Theatre Staff** : "Sure! Would you like to reserve specific seats?"

**Customer** : "Yes, could we sit in the middle section?"

**Theatre Staff** : "Absolutely. Here are your tickets. Enjoy the show!"

## **Dialogue 3 Buying Snack**

**Customer** : "Hi, can I get a popcorn and a lemon tea?"

**Theatre Staff** : "Sure! What size lemon tea would you like—small, medium, or large?"

**Customer** : "I'll take a large lemon tea."

**Theatre Staff** : "Would you like any butter or seasoning on the popcorn?"

**Customer** : "Yes, please add some butter."

**Theatre Staff** : "That'll be Rp. 60.000,-. Is there anything else you'd like?"

**Customer** : "No, that's all, thanks."

**Theatre Staff** : "Here's your order. Enjoy the show!"

Notes:

If you're asking in person, be specific about the movie and time you're interested in to avoid confusion. If you're unsure about which movie to watch, ask for recommendations like, "Which movies are showing today?"

### 3. 14 Flight Conversations

**Setting: At the Airport**

#### **Dialogue 1 Checking in**

**Passenger** : "Hi, I'd like to check in for my flight to Malaysia."

**Ground Staff** : "Sure! Can I have your passport and ticket, please?"

**Passenger** : "Here you go."

**Ground Staff** : "Thank you. Do you have any bags to check?"

**Passenger** : "Yes, just this one."

**Ground Staff** : "All set! Your boarding pass is printed. Have a great flight!"

## **Dialogue 2 Checking passport**

**Ground Staff** : "Good morning! May I see your passport, please?"

**Passenger** : "Of course. Here it is."

**Ground Staff** : "Thank you. What is the purpose of your visit?"

**Passenger** : "I'm here for vacation. I'll be staying for one weeks."

**Ground Staff** : "Sounds great! Where will you be staying?"

**Passenger** : "I'll be staying at a hotel in downtown."

**Ground Staff** : "Do you have a return ticket?"

**Passenger** : "Yes, I do. Here's the confirmation."

**Ground Staff** : "Thank you. Everything looks good. Enjoy your stay!"

**Passenger** : "Thank you very much!"

## Dialogue 3 Boarding the flight

- Ground Staff** : "Ladies and gentlemen, we are now boarding Flight 345 to Singapore."  
**Passenger** : "Excuse me, is this the line for boarding?"  
**Ground Staff** : "Yes, it is. Please have your boarding pass and ID ready."  
**Passenger** : "Thank you! I'm in Group 2. How long until we board?"  
**Ground Staff** : "Group 2 will board shortly, probably in about 15 minutes."  
**Passenger** : "Great! Thank you."

Notes:

Don't use jargon; instead, communicate clearly. Familiarize yourself with common terms like "gate," "boarding," "check-in," and "security" to enhance your communication.

## 3. 15 Train Conversations

**Setting:** At Train Station

### Dialogue 1 Buying a Train Ticket

- Passenger** : "Good morning. I'd like to buy a ticket to Bandung, please."  
**Ticket Agent** : "Sure. Would you prefer a one-way or round-trip ticket?"  
**Passenger** : "One-way, please."  
**Ticket Agent** : "The next train leaves at 10:30 AM. Do you want a seat in the standard or first class?"  
**Passenger** : "Standard is fine. How much is the ticket?"  
**Ticket Agent** : "It's Rp.180.000,-."  
**Passenger** : "Here's my card."

## Dialogue 2 Asking for Train Information

- Customer** : "Excuse me, could you tell me what time the train to Surabaya leaves?"
- Station Staff** : "The next train to Surabaya departs at 5:30 PM from Platform 3."
- Customer** : "How long is the trip?"
- Station Staff** : "It's around 4 hours and 20 minutes."
- Customer** : "Thank you. Is there a dining car on the train?"
- Station Staff** : "Yes, the train has a dining car in the middle. You'll also find snack services."
- Customer** : "Perfect. Thank you so much."

## Dialogue 3 Asking about Delay

- Customer** : "Excuse me, do you know if the train to Semarang is delayed?"
- Station Staff** : "Yes, the train to Semarang is delayed by 30 minutes. It's expected to leave at 4:00 PM."
- Customer** : "Do you know why it's delayed?"
- Station Staff** : "There was some track maintenance earlier, but the delay shouldn't be much longer."
- Customer** : "Thanks for the update."

Note:

Politeness goes a long way in getting help quickly and efficiently. Use "please" and "thank you" in your requests, especially when seeking assistance from station staff.



# CHAPTER 4

## BUILDING CONFIDENCE IN CONVERSATION

By Gitta Vania Andriany

### 4.1 Introduction

“A conversation is a talk between two or more people in which thoughts, feelings, and ideas are expressed, questions are asked and answered, or news and information is exchanged”(Cambridge Dictionary, 2024). From that definition, we can see that a conversation is an exchange of information. According to Gurteen (2021), “Conversation is shaped by our moods. A conversation held one day will take a very different path and have very different outcomes compared to the same conversation on another day”. Based on this statement, we can see that a conversation occurs and is formed from the mood we have. Because of person's mood changes, it will produce different responses on different days.

He also added a statement about conversation which reads as follows: “And it's not just the words spoken that form the communication. The speed and volume of delivery, the tone, and the emotion in the voice shape the meaning of the words conveyed. And the eyes and the smile convey so much, along with other body language”. Based on this statement, we know that conversation involves many elements in our voice and our body language so that the message can be conveyed clearly.



## 4.2 Self Confidence

The conversations that we often have can be divided into several forms, namely formal and informal. Both forms can run effectively if the people can convey the message well, one of which is having self-confidence when having a conversation. Many people prefer to write to convey messages, because they are embarrassed to talk to other people. This shyness needs to be eliminated so that the message can be conveyed clearly. This shyness can be eliminated by trying to have self-confidence. “Self-confidence is a feeling or consciousness of one's powers or of reliance on one's circumstances” (Merriam-Webster Dictionary, 2024). From this statement we can assume that self-confidence is believing in the circumstances or strengths that one has.

- To get self-confidence, of course, it cannot be obtained instantly, we need a process of training ourselves to get optimal self-confidence that can be used as a support in having a conversation. To train ourselves to build self-confidence, we can do many ways as mentioned by several experts. As stated by Leil Lowndes in *Conversation Confidence: Secrets to Fearless Conversation* (2006), “Here are some key strategies outlined by Lowndes:
- Master the art of small talk: Lowndes emphasizes the importance of small talk as a foundation for deeper conversations. She provides tips on how to initiate and maintain engaging small talk.
- Use nonverbal cues to your advantage: Body language, facial expressions, and tone of voice can significantly impact how you are perceived. Lowndes offers guidance on using these nonverbal cues to project confidence and build rapport.
- Ask open-ended questions: Open-ended questions encourage others to share more about themselves and can help you keep the conversation flowing.

- Practice active listening: Active listening involves paying attention to what the other person is saying, asking clarifying questions, and showing genuine interest.
- Build rapport through shared experiences: Finding common ground with others can help you establish a connection and build trust.

By following these strategies, you can develop the confidence and skills needed to engage in meaningful and enjoyable conversations with others". From the definition, we can see that the strategy in building self-confidence is to engage in small talk, use gestures, practice asking questions and actively listening and creating experiences with colleagues.

Based on the statement above, let's explain one by one the strategies that have been mentioned. Small talk is an important point that can build self-confidence. Of course, this simple chat can be carried out informally but still politely because this chat is only to make someone dare to express their opinion. "Small talk refers to the informal, polite, light conversations people have when they don't know each other well (or at all)" (verywellmind, 2024). From the definition above, we can see that small talk is when people chat with each other but do not know each other beforehand. The next strategy is to use gestures. According to Mehrabian (1971), "gestures are any form of communication that does not involve spoken or written words. These cues can include body language, facial expressions, gestures, posture, eye contact, tone of voice, and even physical appearance. They often convey subtle messages that can enhance, contradict, or supplement verbal communication". From this explanation we can see that gestures are a form of communication that involves words that cannot be spoken or written like body language. The next strategy is to ask questions. Asking questions is an effective activity because we will think about how to start a conversation with the questions that will be given. The next strategy is to listen actively. If we actively listen,

we will respond to a conversation well. The last strategy from the previous paragraph is to build rapport through shared experience. From the experience carried out with colleagues, of course, it will create a stronger bond so that the conversation will be more intense.

If the explanation above contains 5 strategies, in this paragraph the author will provide another perspective on building self-confidence in carrying out conversations. According to Heather Campbell (2023, on the *Commsmaster*, 2024) there are 7 tips, namely:

#### “1. Getting more space

People who are shy or withdrawn tend to take less physical space. This can make them seem timid, and even childlike, and so people treat them accordingly. If you want to project confidence with your conversational style then consciously take up more space. Keeping an upright posture when you're standing or sitting, uncrossing your arms and even spreading your paperwork out more sends the message 'I've a right to be here.'

#### 2. SOFTEN up

Sticking with body language for a minute, I want to remind you about the SOFTEN technique. This was developed by Don Gabor who is a small talk expert. SOFTEN's an engagement tool to help with social situations and the principles hold true for business conversations too. If you use them you'll find your audience listening to you more carefully and this will help develop your conversational confidence.

They stand for:

S – Smile – A smile is a welcoming sight and lets people know that you feel good about yourself and are non-threatening to them. These are both positive if you want people to remember good things about you.

O – Open – Too often, people who lack confidence appear to put up barriers. At work, this might mean crossing their arms, sitting behind a desk or table or always having a notebook or laptop open in front of them. Get rid of these barriers and you'll immediately appear more confident, engaged and engaging.

F – Forward – Leaning forward during a conversation, particularly when seated across from someone over a desk, says you are actively listening to that individual. It shows you are interested in them and what they have to say. They will likely mirror your actions in return, leading to a more engaged and confident conversation on both sides.

T – Touch – A firm handshake, initiated by you, states clearly that you are a confident person.

E – Eyes – Eye contact communicates that you are confident. Look back at point 1 about Taking up more Space – lifting your head, standing straighter and looking someone in the eye gives you more actual presence as well as emotional presence.

N – Nod – Acknowledging the other person's point with a slight nod shows that you are paying attention and lets them feel understood, encouraging them to continue.

### 3. Talk more slowly.

Speaking too hastily conveys a lack of authority and confidence. In order to give your sentences more weight and to demonstrate to others that you have the right to be there and heard, try slowing down the speed of your discourse.

### 4. Take a moment to register

You can talk more slowly and emphasize the points you make by using conversational pauses. Try pausing after you say anything that you really want other people to understand for two or three counts. This moment of silence conveys your sense of control and assurance that the contribution you have made is significant.

### 5. Reduce the range of your voice

Take a look at some of the most famous speeches throughout history, at current politicians, and even at television newscasters. You'll find that most of them have deeper tones of voice – this is no coincidence. People tend to watch speakers with deeper speaking voices as having more authority and confidence.

### 6. Look your best

A simple yet powerful technique. If you look good then you will feel more confident. There's no harm at all in choosing to get 'suited and booted' when you feel your confidence may be at a low level.

When you feel good about how you look, you'll give off a vibe that says 'Confident.'

### 7. Be a Communicator

If you want to build your confidence, don't wait for those conversations that matter most – big presentations, negotiations and so on.

Build your confidence by looking for opportunities to address a group as a speaker, or strike up conversations with strangers you meet and practice the skills we have discussed.

The best way to improve your conversational confidence is to practice your techniques until they become habitual!"

Based on the statement above, we can see that there are 7 tips that we can use to build self-confidence, including: take more physical space, body language, don't speak quickly, use pauses and lower vocals, be well-suited and be a good communicator in every chance we can make.

Beside two explanations above, the author will put longer and detail tips about how to build confidence in conversation. According to Morin & Sander (2021), there are 23 tips that can be used to build confidence in conversations. Especially when making conversations with people we don't know. They stated that "here's how to be confident and relaxed when you make conversations with new people.

1. Speak more slowly

Observe how quickly you speak in comparison to other people. Speaking more quickly than the others can be an indication of anxiousness or a fear of being ignored in a conversation. On the other hand, speaking a bit slower gives you more time to formulate your thoughts and signals confidence. Take care not to talk much more slowly than the person you are speaking to.

2. Rather than fighting your anxiety, accept it. To help you feel more comfortable when you speak with others, keep in mind that everyone has anxiety occasionally. Those who are confident can also be uneasy. Simply said, despite their anxiety, they continue to speak with the people they want to communicate to. Recognize that the emotion exists and proceed nevertheless. It's not harmful to be

anxious. It's not unlike from feeling, say, excited or hungry in that sense. We become "less afraid of feeling afraid" when we realize that feeling anxious is harmless. Strangely, after time, this calms us down.

3. Recognize that your perception of yourself differs from that of others.

Throughout your entire past, you recognize yourself. "I'm nervous." "I'm bad at X" . Nobody you talk to seems to know anything about your past.

Research indicates that we often mistakenly believe we stand out in social situations. According to other studies, we mistakenly believe that others understand our emotions. Keep in mind that the people you are speaking with probably have a more positive opinion of you than you do.

4. Concentrate on the subject to become more charming and real.

When you conclude the conversation in your mind, return your attention to it.

"I'm a consultant for a media company," said someone. An anxious individual might think, "Uh oh, that sounds fancy, and I still have to study." I wonder if my posture is awkward and what she will think of me. How should I reply? etc. Rather, return your attention to what they say and show curiosity about it.

When you concentrate on the subject: What's it like to work as a consultant, I wonder? What sort of media business is it? What inspired her to work in the media? Is her passion art or what aspects of media appeal to her the most? This exemplifies the inner workings of your mind. Not all of these questions should be asked.) Your facial expressions will become more genuine and spontaneous as a result of your increased presence. You possess more.

5. Vary your tone to come out as assured and at ease. Changing the tone of your voice conveys relaxation. Additionally, it might enhance your charismatic speech.
6. Give name to your anxiety so it becomes more relatable and less frightening.

Therapists can help their clients overcome anxiety by teaching them this effective routine:

- a. Notice how anxious you are. It's where in the body? (For example, I frequently feel a rotating pressure somewhat below my chest when I'm scared.)
- b. Acknowledge its existence. It's even monikersable. Bob is my rotating pressure. Naming it familiarizes it and reduces its terrifying factor.)
- c. Let go of the emotion and carry out the action you were about to take. After some time, you'll notice that your feelings wane.

## 7. Be interested in another person

Ask sincere questions and sincerely try to make the person you are talking to.

This shows your kindness, and in my personal experience, people seem more confident when they care about others.

On the other hand, neurotic people tend to be too self-centered in social situations and not be able to be considerate of others.

## 8. Look they want to talk to you by pay attention to their feet and eye.

Look at people's feet and see if you're afraid of not wanting to talk to yourself. If they look at you, turn their foot towards you and engage in the conversation, you can be sure they want to keep talking. If they turn their foot



towards you or look away and no longer engage in the conversation, that's a sign you want to end the conversation.

9. Don't be afraid to open up and talk about yourself.

Alternate between asking questions about the other person and talking about yourself.

People prefer a balance between sharing and learning from someone else.

You : How was your visit to Germany?

Them : That's nice, but I like France better.

You : What do you mean?

They : I like a food culture there and how everything seems so culturally aware.

You : I see. I was in Europe many years ago and visited Italy. And I was blown away by food there.

10. Don't take responsibility for the awkward silence.

Remember, just like you, the other person is trying to figure out what to say. They won't wait for you to take responsibility and they won't find you annoying. They might even think they're waiting for you to come up with something clever to say. Knowing this helps to remove pressure.

11. Being comfortable with silence.

Don't try to fill every silence. Confident people don't mind being quiet sometimes. Just stay calm and don't worry about what to say. If you remain calm, the other

person will feel calmer and the silence will feel more relaxed rather than awkward.

## 12. Return to previous topic

Feel free to return to what you discussed earlier in the conversation.

Friend : That's why I don't like potatoes.

You : Oh, I see.

(crickets)

You : By the way, you said you started writing poetry again?

Another reason a conversation may end is because the other person may want to end the conversation.

## 13. Maintain proper posture

Raise your upper back to raise your chest. It makes room for more air in your lungs, which strengthens your voice. We can feel more secure when we have proper posture.

## 14. Simplify your features and allow your true emotions to come through.

Avoid projecting tension or anger by ensuring that your facial muscles are relaxed. Permit your genuine emotions to come out. This could give you a more genuine appearance. If you find yourself getting tense, remind yourself to "open up" your face.

## 15. Speak with assurance

Some people who are anxious seem to be second-guessing themselves and soften their voice. Speak with a voice that conveys your belief in what you're saying. Saying that you're not sure about something is preferable to being

unsure about it. "I'm not sure about this, but I believe that," said a certain voice.

16. Don't talk any louder than is absolutely required.

Make sure you are constantly audible while you speak. But refrain from attempting to be "the loudest one." That might sound like an attempt to make up for insecurity.

17. Drop an octave in your tone.

When you speak louder, your pitch should drop by one octave. Most people make the error of attempting to speak so ominously that they lose their tone. It only takes one "step" or one octave down to sound assured and natural.

18. Exhibit listening skills

Demonstrate that you are paying attention. Being present gives off an air of confidence. People who listen well and exude confidence are frequently regarded as charismatic.

- Maintain eye contact
- Occasionally nod
- Offer comments by humming and, when appropriate, stating "yes" or "wow."
- Pay attention to what they say instead of mentally preparing your next move.

19. Avoid wearing a smile all the time.

When you say hello or goodbye, or when something is humorous or interesting, smile. Steer clear of smiling all the time during casual conversation. That can sound hesitant or disingenuous.

20. Look aside while reflecting and maintain eye contact while speaking.

Whenever you or someone else speaks, look them in the eye. The one exception is when you converse while strolling side by side with someone. We frequently pause during casual conversations to collect our thoughts. During this period, avoid making eye contact. If not, it could feel overly intense. When you say hello or farewell to someone, give them an extra second of your attention. It conveys confidence to glance up instead of down. Make sure your facial expression is friendly and at ease. An aggressive scenario becomes more hostile and a pleasant setting becomes more pleasant with greater eye contact. Thus, it's crucial to make eye contact and indicate warmth at the same time.

21. Consider how a self-assured individual would respond.

Consider what a self-assured person would do in your situation if they committed the same social faux pas. Often we find that someone who is confident wouldn't give a damn. Being able to view our blunders through the eyes of someone who exudes confidence can make us feel more at ease during a conversation. We are aware that modest errors are acceptable and that mistakes aren't always fatal. Speaking honestly and making errors from time to time is preferable to constantly being defensive.

22. Recognize that insecurities abound in everyone.

Keep in mind that everyone you encounter has many fears. For instance, eight out of ten say they are uncomfortable being the center of attention. They probably worry about coming up with something to say or looking

uneasy just as much as you do. Being aware of this can boost our self-assurance.

### 23. Work on your communication abilities

In increasing your confidence that you'll know what to say, work on your conversational abilities. Gaining additional talking experience is the most crucial step towards developing your conversational abilities. Try to engage in conversation with others on a daily basis and take the initiative to approach new people.

From the statement above, it can be seen that these 23 tips are useful tips when we meet new people such as speak slower and not too loud, accept your nervousness and realize the nervousness to make it more familiar rather than trying to fight it, know that is not how others see you and giving more attention to the topic to be more authentic and charismatic, be interested in another person, look if they want to talk to you or not, be comfortable with opening up, share about yourself and silences, don't take responsibility for awkward silences, go back to previous topics, practice a good posture and relax your face, use a confident voice, lower your pitch one octave and use tonal variation, show that you listen, don't smile constantly, look to the other thing while thinking, ask yourself how a confident are you, know that everyone's full of insecurities, practice your conversation skills. These tips are presented in detail & accompanied by examples so that beginners can understand them well. Not only that, these tips discuss how to overcome feelings of tension that arise from yourself. Because feeling tense is the result of not being confident.

In the other hand, Dale Carnegie, known for his classic work, *How to Win Friends and Influence People* (1936), he stated tips for building self-confidence as follows, “here are some key principles from Carnegie's book that can help you boost your conversational confidence:

1. Be genuinely interested in other people.

This involves active listening, asking thoughtful questions, and showing genuine empathy. When you focus on the other person, you'll feel less self-conscious and more engaged in the conversation.

2. Smile, use a warm, friendly voice, and maintain eye contact.

Nonverbal cues can significantly impact how others perceive you. A positive demeanor can help you feel more confident and approachable.

3. Talk in terms of the other person's interests.

People are more likely to be drawn into conversations that are relevant to their lives. By tailoring your conversation to their interests, you can build rapport and make them feel valued.

4. Be a good listener.

Give others a chance to express themselves fully without interruption. Show that you're paying attention by nodding, making eye contact, and asking follow-up questions.

5. Avoid arguing.

If you disagree with someone, try to find common ground or respectfully express your viewpoint without being confrontational.

6. Talk about your own mistakes and weaknesses.

This can help you connect with others on a deeper level and build trust.

7. Show appreciation for others.

A sincere compliment or expression of gratitude can go a long way in boosting someone's confidence and making them feel valued.”

Based on the statement above, we can see that there are 7 key principles that can increase self-confidence in conversation, namely quite interested in other people, maintain your cues, talk the relevant topic to someone's interest, listen well, avoid confrontation, talk about your own failures and appreciate others.

Beside that explanation above, Sandberg (2013) stated that “there are 5 key strategies outlined, namely:

1. Own your voice: Don't hesitate to express your opinions and ideas. Practice speaking confidently and assertively.
2. Prepare and practice: Research topics you'll be discussing and hearing potential responses. This can help you feel more prepared and confident.
3. Embrace imperfection: Understand that everyone makes mistakes. Don't let fear of failure hold you back.
4. Seek support: Surround yourself with people who uplift and encourage you. A strong support network can boost your confidence.
5. Challenge negative self-talk: Replace negative thoughts with positive affirmations. Remind yourself of your strengths and accomplishments.”

From the statement above, we can assume that there are 5 key strategies that can be used to build self-confidence, namely daring to give opinions, practicing, daring to make mistakes, looking for support and optimistic.

Apart from that, Debra Fine in her book, *The Fine Art of Confident Conversation* (2017). She states that “tips for confident conversations are:

1. Understand Your Audience:
  - Research: Learn about the people you'll be conversing with. Understanding their interests and backgrounds can help you tailor your conversation.
  - Common Ground: Find shared interests or experiences to connect on a deeper level.
2. Practice Active Listening:
  - Focus: Give your full attention to the speaker.
  - Reflect: Paraphrase what they've said to show understanding.
  - Ask Open-Ended Questions: Encourage them to elaborate on their thoughts.
3. Master Small Talk:
  - Prepare Topics: Have a few conversation starters in mind, such as current events, hobbies, or shared experiences.
  - Transition: Smoothly move from small talk to more meaningful discussions.
4. Increase Your Vocabulary:
  - Expand: Learn new words and phrases to express yourself more effectively.
  - Practice: Use them in your conversations to enhance your communication skills.
5. Practicing Optimistic in Self-Talk:
  - Challenge Negative Thoughts: Replace self-doubt with positive affirmations.
  - Visualize Success: Imagine yourself having confident and engaging conversations.
6. Embrace Silence:
  - Pause: Allow for natural pauses in the conversation.
  - Reflect: Use this time to gather your thoughts and respond thoughtfully.”



From the statement above, it can be assumed that there are 6 tips for building confidence in conversation, namely understand the audience, listen well, be expert in small talk, increase the vocabulary, be optimistic and enjoy the silence.

The last but not least is these last tricks. As mentioned by Jayson Demers (in the muse, 2020), he stated that “during the course of conversation, there are many tricks you can use to make your words sound more authoritative and to converse to your audience with greater overall confidence. Here are seven of them:

1. Talk gently

Some of us talk more quickly when we're anxious. Some of us speak quickly by nature. Whatever your subconscious or conscious intentions, speaking too rapidly conveys insecurity or a lack of authority. Furthermore, speaking rapidly gives you less time to deliberate over your words and increases the likelihood that you may mispronounce words. Try talking more slowly during your conversation to give your sentences more weight and to let your thoughts flow naturally. You won't be as likely to make any crucial mistakes that jeopardize your credibility as a speaker, and your audience will have more time to process what you're saying.

2. Make the Most of Pauses

Another tactic to help you speak more slowly is to employ pauses, which works well on its own. Practice using pauses creatively to enhance the impact of your speech. For instance, if your eight-sentence opening statement for a public presentation makes a big point after the third sentence, take a few important seconds to stop. It will give your final statement more weight and allow your audience to process it. It also allows you to gather your thoughts and

get ready for the next part of your speech, which enhances the overall level of confidence and authority you convey.

### 3. Steer clear of Asides

Asides are acceptable in situations where preparation is possible, like when delivering a speech in front of a crowd. You have time in advance to get them ready, decide if they apply, and then incorporate them. On the other hand, spontaneous asides can backfire in more casual discussions. In a job interview, for instance, answering a question directly and then launching into a story about something that occurred to you years ago could indicate that you're worried and trying to fill the time throughout the talk. Rather, concentrate only on what is urgently necessary.

### 4. Reduce A Range Of Your Voice

Examine some of the most well-known speeches made by notable historical figures, prominent politicians today, and even neighborhood newscasters. It's not by accident that the majority of them speak in hushed tones. Speaking with a lower voice gives one the impression that the speaker is more confident and authoritative. Practice speaking in a softer voice as often as possible. It can really help if you can bring yourself down a tone or two, but don't push yourself or you'll sound artificial.

### 5. Straighten Up Your Back

In a discussion, your body language is equally as crucial as the words you say. Work on your posture whether you're standing or sitting in front of the crowd. Maintain a straight posture, shoulders back, and a raised head when you stand or sit up. You'll look bigger and more certain as a result, and it will also boost your self-confidence. You'll also have the extra advantage of realigning your body to

facilitate better breathing and speaking. It can take a lot of work to maintain proper posture, so practice beforehand.

## 6. Instinctual

The using of your hands and arms to emphasize or punctuate your spoken words is known as gesticulation, and it is another effective body language technique. Presenters who actively employ body language in their speeches are typically perceived as more certain and powerful than those who don't. It goes without saying that various hand gestures can indicate different things, and if you just wave your hands wildly in front of your audience, it could give the impression that you are unhinged. Rather, concentrate on saving your most powerful hand gestures for your most important statements, and make an effort to manage and reserve your movements.

## 7. Speak Up More

Whether they take the shape of a commercial transaction or a public presentation, the discussions that matter in our lives are not as common. However, that doesn't mean we can't get ready for such important talks in our daily lives. When you have the chance, and in every situation, look for fresh ways to interact with people. Practice these speaking techniques and concentrate on getting better at speaking over time. Joining public speaking organizations when you can and striking up discussions with strangers wherever you go are the only ways to improve at something.

The simplicity with which these conversational techniques may be applied anywhere and in practically any situation when you're interacting with multiple people is what makes them so beautiful. Try them out by doing practice on a friend or coworker. You'll eventually become used to them, and your

voice will talk with more confidence and power when you speak naturally.

Based on that explanation, we can assume that do not speak faster, focus, maintain your vocal and body language and keep talking are the strategies in order to sound confident in engaging the conversation if the even though we are actually embarrassed.

Based on the 7 types of strategies presented by experts, it can be concluded that there are some of the same tips. This proves that experts agree that the important things to build confidence in conversation are as follows: speak slower, practice a good posture, lower your pitch one octave, show that you listening well.

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# CHAPTER 5

## EXPANDING YOUR VOCABULARY AND EXPRESSIONS

Oleh Herman

### 5.1 Introduction

In any situation, a person generally communicates by combining words and short expressions. These words and expressions are based on the main subject or the main words that will be communicated. We can call them "keyword expressions" or simply "keywords." People, however, have different vocabularies or concepts of what keywords to use in given situations or conversations. This diversity can cause confusion, misunderstanding, and impersonal situations. Basic English introduces an international vocabulary of keywords. Because there are not so many words in this basic vocabulary, they are easy to learn, pronounce, and recognize. These basic words are, therefore, the most efficient words or expressions to use in daily conversation, especially when these conversations are between people from different countries.

It is an important point. That is the reason why we are emphasizing the keyword expressions that are useful to start basic communication. We would like to say that using these keyword expressions might sound unnatural at the beginning, but it is better to concentrate on gaining communication rather than thinking about formal correctness. It would be a great idea for you to expand your keyword expressions in Basic English eagerly. There is a progressive list of words to use in learning

and also a list for each of seven ordinary subjects. These words are good for use in Basic English conversation. Use each word in a complete expression for two or three minutes until you speak it automatically.

This book is designed to help you quickly build, improve, and expand your basic English conversation skills. Some topics you will be studying in this book include introductions, business greetings, and talking about common interests. You will also learn how to talk about your habits, activities, family, etc. through storytelling. It was designed for English learners who wish to improve their conversational English skills by focusing on the vocabulary that they are likely to speak or encounter in daily life.

It is difficult to master English speaking only by memorizing textbook vocabulary. The vocabulary that makes up today's English is much more complex and variable than what is found in regular textbooks. Thousands of new English words and phrases come into existence daily. Furthermore, many of the words that you already know may be used in various, unfamiliar ways. This book takes these factors into account in order to help avoid confusion faced by overly complicated phrases while you are trying to gain fluency. Although basic English conversation can be heard frequently in daily life, not many textbooks cover this area. It was with the intention of providing a solution to this problem that the activities to learn how words are used got underway.

## **5.2 Understanding Basic English Conversation**

To expand your vocabulary and practice your English, listen to basic English conversation. A conversation generally involves at least two people taking turns speaking. With basic English conversation, you can learn to ask questions, make

statements, and respond with the answers for typical English conversations. There are many types of conversations in English, from formal business English conversation to casual conversation during social gatherings. You will learn both formal and informal English. Let's examine some typical features of basic English conversation that you can practice.

So many times in lively discussions, English speakers assert with simple exclamations such as "ah," "alas," "dear," "hello," "hi," "hmm," "er," "um," "o," "oo," "oops," "ow," "pew," "plonk," "psst," "sh," "shlup," "tsk-tsk," "uh-huh," "whoah," and "wow." These are correctly called by grammarians "interjections" or "fillers," and they are meant to serve for any sound or phrase suddenly uttered to gain one's attention, express surprise, etc., as "ah," "dear," "pew."

Basic English conversation requires that the speakers include common patterns, such as questions used to begin most conversations. Advanced conversation tends to use more diverse questions. Talking about the weather, likes and dislikes, backgrounds, ages, origins, compliments, and future activities completes common conversation patterns. Other relevant patterns touch on health and well-being, food and nutrition, and celebrations. Practicing these stories and questions will help you remember them for use in future conversations. Some stories or questions should not be asked directly in every context. Asking extremely personal questions to a stranger is generally considered rude. For example, if you have only known someone for less than an hour, you should probably not ask about their health. If you are very interested in someone beyond basic information, you should ask the person if they think that it is a good time to talk or ask if you can ask a personal question. If you are feeling ill, looking for a shared experience, or considering asking these personal questions, you could mix the more personal conversation with a thank you, another reflection, a



similar personal story from your own experiences, or a related question (Van Os et al., 2020; Qodriani and Wijana, 2021).

### **5.3 Building a Strong Foundation by Learning Common Words and Phrases**

Now that you are eager to expand your vocabulary and expressions, let us begin with some simple basic English conversation. We will first lay a foundation of what we might say to others when we meet them for the first time. Being able to do this gives practice at 'exchanging pleasantries,' including greetings and goodbyes, which play an extremely important part in the formation of good relationships, both personal and business. Always remember, practice is the key to becoming more proficient, and our aim is for natural, meaningful conversation expressed in clear, easy-to-understand sentences without the desire to impress others by using complex words. In the beginning, some of this may seem quite repetitive. However, the aim is to help you cultivate automatic responses: as you are about to find out, conversations sometimes happen at increased speed! You need to be able to perform without the need for much thinking, and in due course, you will recognize situations when to use these greetings. Once you have acquired a basic familiarity with these, you can easily adapt your expressions to suit different situations. For example, instead of saying, 'Goodbye. I have to leave now' to a friend who is leaving your home, you would say, 'Goodbye. Take care,' or 'Goodbye. Safe journey.' Likewise, of course, instead of 'Goodbye. I have to leave now' at the end of meetings, you might say, 'Goodbye. See you tomorrow,' or 'Goodbye. Have a nice lunch.'

Would you like to start speaking basic English to improve your employment and life opportunities? You can go to chat or conversation clubs to practice and learn about common phrases

and minor grammar usage. Seeking pronunciation and reading practice with feedback is advisable but very hard to find. Another way is to read, especially early-stage novels comprising conversations.

You can make up a story by using some of the strengths that comprise your vocabulary and share inside jokes, humor, and showcase your own creative style while sounding natural by adding expressions from a main list of common words or phrases you know will make you sound not just like a fellow English speaker, but a native speaker as well. This is a good way to expand your own vocabulary and idiomatic knowledge by checking in native language feedback translators to confirm if applicable.

When you want to expand your own vocabulary of common words and phrases, make it a fun point to note a new word or phrase during different conversations or engage in sharing a new word or phrase with other English learners at your English chat or conversation club based at your job, local community, or online. Be sure to use a smartphone app, electronic reader, or bring a small dictionary to check the meaning of a new shared word or phrase, and try to use it in a sentence in your own follow-up response. Go ahead and pretend you are the root of the fun!

After showing up to participate and contribute in conversation clubs for a while, you can create a list from memories to prepare for that upcoming English job interview or recreational get-together your friend invited you to. When you are speaking, you can include such phrases in your own style. Always keep checking these words, or if you have any words you want me to translate into English, it will be helpful for me to check if I am around at that time with feedback because checking vocabulary and translation is available. This helps in improving your ability to engage in encouraging yourself to

Speak freely in basic English conversation by bringing awareness of the small words and phrases. Similarly, hearing and speaking out commonly used phrases in natural English conversation is very beneficial by increasing your own strength for common situations that arise.

## 5.4 Expanding Vocabulary

Now that you have learned some basic English expressions, words, and sounds, you can begin to expand your vocabulary. At first, the things we learn may seem complicated because it seems there is so much, but actually there are only one or two new words for each word that we know. Remember to continue repeating the vocabulary in your mind over and over again. You will remember a little at a time. If you have the chance, use the words in conversation with a friend. This way you can find that each day, your means of communication are broadened just a little. You may hear a word that you would like to try and use in conversation. That is fine! It does not matter that the sentence in which you use it is strange. It will sound strange to others, but the very fact that you are trying helps you win half of the battle. It means you are learning. The most important thing is to be able to communicate your thoughts. Do not become self-conscious because you are speaking in a different language. When you see a new word, look it up in the dictionary. After years of study, you will be surprised to realize how many words in your memory are new words that you have learned. (Arjmandi and Aladini2020)

Many people need to improve their vocabulary, and the ability to communicate well provides an important advantage in many areas of life. English is quite possibly the most essential language to know because of its wide usage in the workplace and educational establishments in particular, and the

foundational knowledge built in early school years needs a significant amount of enhancement to prepare for a potentially prosperous life. I have some concrete suggestions as to how to get your feet wet and expand your language skills and vocabulary. Follow these guidelines for free access and the open sharing of your thoughts and ideas.

Here are more specific strategies that will help you learn new words. The purpose is not to remember each and every word that you encounter, but it is intended to activate your schema in the realm of vocabulary acquisition. Start with words you already know. Make a networking word association map that will eventually grow into a rich bank of words. It will consist of new words and synonyms you encounter, and it will eventually take the shape of a fractal, with multiple words grouped by semantic similarity. For example: History - Human - Society - Soil - Anthropology - Archaeology - History.

## **5.5 Enhancing Expressions**

### **A. Idioms and Phrases**

Conversational English is the language in constant use in any country where English is the native tongue, as well as in those where it is a second language, a commercial, or diplomatic language. This type of English depends for its effect not only on idiomatic and thoroughly expressive words that convey the exact shade of thought but also on many small phrases or indeed whole sentences that have been accepted on the basis of long usage and are invaluable as time-savers in speech or writing. This last applies particularly in the case of the foreigner who has learned his English in specialized classes, and he must feel comfortable starting his conversation—whether a sudden, casual talk or a speech at a social occasion. Please note that the

meanings of idioms and phrases change sometimes according to the context in which they are used, so please be careful and look up their meaning in any dictionary or idiom book before using them.

## **B. Colloquial Expressions**

English idioms are common in native English. They exist in many forms and are concepts we absorb every day without even thinking about it. Native speakers use these types of phrases and expressions to convey a strong point and build connections with others. We use idioms because English speakers talk about control and not chaos. When you can't move beyond grammatical correctness to understand the actual meaning of a particular expression, you are still seen as an outsider when using idioms. Let's look at a few idioms and examine the actual meanings and what people mean. Here is a list of idiomatic expressions used to make interesting conversation with new English idiomatic expressions.

- Show your true colors
- Across the board
- Be on deck
- Last but not least
- Get cold feet
- Knock on wood
- Open a can of worms
- Over your head
- Cut to the chase
- Cry over spilled milk
- Save for a rainy day
- They danced around the subject
- Get out of hand
- The ball is in your court
- A deal with the devil

- Back to the drawing board
- Over the top
- Take a rain check
- You make your bed and lie in it
- Not sharp
- First of all
- Get it off my chest
- Foot in mouth
- The chips will fall where they may

## 5.6 Practicing Conversations

Speaking English is like a muscle: to get better, you must practice often. The more you learn, the more real English conversations you will be able to handle. Try these conversations to practice various English vocabulary words and expressions.

### Conversation 1 - Joining in a Classroom Discussion

A: Excuse me, do you mind if I join in the discussion?

B: No, not at all. Everyone is welcome.

A: I'd like to add something.

B: Please do. We'd like to hear your opinion.

A: In my opinion, the most important reason is that... what do you think?

B: I'm not sure about that. I disagree.

A: Here's what I think...

B: Our ideas are pretty similar. I hadn't thought of it that way.

### Conversation 2 - Ordering at a Restaurant (formal)

A: Are you ready to order?

B: Yes, I'd like the No. 2, medium rare.

### Conversation 3 - Ordering at a Restaurant (less formal)

A: So what would you like?

B: What is your specialty?

A: Our house special is mixed vegetables and rice.

B: You leave me little choice. I'll have that dish also.

### Conversation 4 - Setting Appointments

A: Would Tuesday suit you for an appointment?

B: Could we make it November 8th?

A: Let me check my calendar. Yes, that would work out fine.

A: Let's meet at the corner. Is that okay?

B: Why not? The corner is easy to find.

A: How about 3:00 PM in the library?

B: Make it later. Anytime from 4 PM would be better.

### Conversation 5 - Thanking People

A: Thanks for the help.

B: No problem.

A: Many thanks for what you have done.

B: You're welcome.

A: I'd like to thank you on behalf of all the hard work you've put in.

B: Don't mention it. I was glad to do it.

## **A. Role-playing Scenarios**

Every day, we meet people on various social occasions, such as a lunch party, a school social activity, a reception, or a business meeting. We have conversations or talk with people for different purposes. What are the different social occasions? In this module, we use the following ten situations in our English learning.

1. Party chat: Small talk before introducing a friend to another.
2. Checking a schedule on the telephone.
3. Making an appointment: Arranging a meeting and checking the location.
4. A meeting with an acquaintance at the airport.
5. Information collected before a business meeting: Life and work experience.
6. A job interview in a company.
7. Shop assistant selling skills: Different products need different promotional words.
8. Saying goodbye and giving an invitation by telephone.
9. Meeting strangers abroad.
10. A complaint in a supermarket: I am sorry, I cannot sell this item for you.

## **B. Engaging in Real-Life Conversations**

So, how do you feel about not being able to use words or build sentences effectively in a conversation? The tips in this section will help you develop the necessary skills you need to feel comfortable talking about various everyday topics in both colloquial language and using idiomatic expressions. Practice and repetition are the keys to language acquisition. Our advice is simple: just start speaking English as much as you can! In the beginning, it does not always have to be perfect; in fact, the aim here is more to help us build confidence and diminish stage fright than to speak grammatically correctly. As you read, try to imagine yourself as the speaker of this text, and encourage yourself to restate or paraphrase the information in your own words. Remember, we are referring only to the meaning, not word-for-word repetition. Every so often, when you watch a film or talk with a friend, seize the opportunity to express how you feel or describe your daily life and listen to your friends carefully. If necessary, try to show understanding to others; it



does not cost much and is enormously beneficial. Engage in more informal conversations with other speakers. Note how our body language reflects our intentions and feelings in the messages we want to communicate. This can help you decode and articulate the nuances we are discussing in conversations by observing other people who are speaking to us or confirmed speakers in their everyday conversations.

## **5.7 Improving Pronunciation and Intonation**

The sounding of individual words and syllables is important in learning the elements of good English pronunciation. However, intonation carries across longer stretches of speech, giving it essential conversational qualities. These two, pronunciation and intonation, are best learned together. Native speech should be the best model. Learning sounds, intonation, and meaning together is part of our language study. Try to learn the following from the sounds you hear: How smoothly or hesitantly, how deliberately or rapidly do the natives speak? How many words are usually spoken in a single breath? Which among them are usually emphasized by pitch accents? Are there stress or pitch changes within sentences, and if so, where do they occur? With which words do these syllables form intonation patterns? Syllable stress, pitch accents, and pitch changes form our intonation system (Dunbar et al., 2022).

In English, almost all syllables have some stress. However, the linguistic or discoursal functions of stress are somewhat different in English, with intonation or other suprasegmentals playing a unique role. English has a kind of stress that is called sentence stress and another kind that is called word accent. It actually incorporates not only the effect of a pitch or tonal pattern, especially in questions and surprise situations, but also syllable length and juncture. How to learn to use stress is what

we will first do. If alone, we can turn on a radio, listen, and repeat the way the natives speak. We should attempt to converse in English with others. Except at advanced stages, conversation will naturally be slower, more deliberate, and distinctly articulated than native conversation, and the conversation will not use the full range of sounds of fluent connective discourse. After some time conversing with speakers from a different language background, we would be speaking like speakers from that part of the world. If not yet fluent in our pronunciation and they are, or if their pronunciation is only weird to us, it may be possible for them to help us with our pronunciation. In addition, our language teachers can and will usually help us with the difficult parts of our pronunciation. With the resources of the computer, we can practice our pronunciation by underlining these resources.

## **5.8 Effective Communication Strategies**

Speaking effectively is a skill in itself. Effective communicators don't just have to be able to speak fluently and accurately; they need to know and use other skills as well. Some of these are just common sense and practical know-how, while others require specific strategies and techniques. For example, they need to be good listeners and know how to show that they are listening. They need to speak clearly and at an appropriate volume, as well as learn how to read non-verbal communication from their conversation partner. Then, they need to use effective language and strategies that actively encourage the other person to take part in the conversation, whether that's just by nodding in agreement or by giving a full and detailed response. Research into conversation patterns suggests that how much we follow or subvert the pattern is a key part of how interesting and motivating a conversation is for both partners, so you might like to think about your own participation and how much and how

genuinely you are showing interest in your partner's opinions and feelings.

Effective strategies for encouraging other speakers to speak involve using options other than straightforward closed questions, which can be seen as limiting someone's choice of what to say. In English, this is most often done by giving people a choice between two or more suitable alternatives or structures, such as "Have you visited New York or Boston?" "Why do you think people are against younger people's fashions?" "Do you believe in UFOs? Or is other life too far away?" or true/false questions such as "Do you believe in UFOs? Yes/No," "Are you in general for younger or older people's fashions?" "Are you neutral about things to do with religion? True/False." Open questions, which give the other person greater freedom to decide what to say by inviting them to say practically anything, are also important. These might include questions like "Can you tell me if people are generally addicted to something connected to religion?" "Do you notice whether you have any preferences for religious clothing?" "Can you tell me about any religious celebration you know?" The general rule is that what you think at the moment you say this kind of question is also what you should ask in their comment, e.g., for "Why do you think sales taxes are lower for food and children's clothes than for adults' clothes?".

The expression "active listening" refers to a certain way of listening that helps you learn what the speaker intends for you to understand and know. During the conversation, you are likely to make an assessment of what you are hearing so that you can respond appropriately later in the conversation. You must also determine the intent of the speaker in order to fully understand the message. Active listening should also involve evaluating the message to assess the speaker's understanding, to increase your understanding of the message, to communicate involvement,

and to provide productive input in the form of a response. When you are consciously trying to improve your listening, the first step should be to stop talking. Listen completely to what the speaker is saying without interruption. When the person who speaks pauses, you can ask for confirmation that you fully understand by questioning the speaker. Concentration is essential so that you will recognize the various signals the speaker is transmitting. The speaker's words may be enhanced by facial expressions, body language, or other signs. By observing all of these signals, you can better understand the speaker's message.

## **5.9 Conclusion**

It is a fact that learning vocabulary in any language is a high priority task if one is part of a target language speaking community. It is not only a challenge to learn new languages, but it also demands a great amount of time and effort. However, mastering any language requires an immeasurable investment in time to expand vocabulary and comprehension of the relations between communication components. We hope that your time spent in the study of expanded expressions rewards you with outstanding knowledge of the above relations. This course was designed to provide a tool that would speed up your vocabulary expansion by displaying groups of expanded expressions related to the theme of a keyword. It is pertinent to state that basic vocabulary can greatly be expanded by the continued study of expanded expressions. The actual student effort towards cultivated expansion is the major factor that will determine the benefit of the course. The benefit is not exhausting because one is always free to play and choose the scale and course subjects in accordance with individual objectives. Keep records of this vocabulary expansion tool nearby when your total expanded list grows to the level of

challenge to carry everyday conversation. When you feel comfortable communicating with possible spontaneous themes, you may avoid the task of continuous reference to the list.

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## BIODATA PENULIS



### **Dr. Pikir Wisnu Wijayanto, M.Hum.**

Lecturer of Information Systems Study Program  
Faculty of Applied Sciences, Telkom University

The author, born in Banyumas on May 31, 1980, and residing in Bandung, West Java, has a remarkable academic journey. The author's last education was in the Doctoral Program (S3) in the Language Education Study Program, with a concentration in English at Semarang State University. The author's dedication and hard work were recognized with the award for the best graduate for the Postgraduate Program (Doctoral), a testament to the author's academic excellence.

The author's career journey as a teaching staff member began as a permanent foundation teacher (GTY) at SMA Muhammadiyah 1 Purwokerto for three years (2006–2009). During the same period, the author also became an extraordinary lecturer (LB) at several universities in Purwokerto, such as STIKES Harapan Bangsa Purwokerto, STMIK Amikom Purwokerto, and duniaBSI Purwokerto. The subjects or courses taught are English.



From 2009 until now, the author has worked as a permanent lecturer at Telkom University, with a placement (home base) in the Information Systems D3 Study Program, Faculty of Applied Sciences. The author has also held several structural positions. I started as an assistant library manager in 2010–2012 and then as associate manager of career and alums services (2012–2014). In 2014–2017, the author continued his education in the Doctoral Program (S3) and completed his studies for 3 (three) years. After completing his studies, the author last served in the structural position as Postgraduate and International Class Manager in 2020. In addition to being a lecturer, the author was also an Assessor for BAN PAUD PNF West Java from 2019-2021. The author is also quite productive in producing books, scientific publications in several proceedings, and national and international journals with a reputation. In addition, the author has also made several HAKI products and is active in community service activities (PkM) with several partners each semester.

## BIOGRAPHY



Nenden Sri Rahayu, S.S., M.Pd.  
English Lecturer  
Faculty of Teacher Training and Education  
Bale Bandung University

The Writer is an English lecturer with a distinguished career in academia. She earned her Bachelor's degree in English Literature from the Indonesia University of Education (UPI), where she developed a deep appreciation for linguistic studies and literary analysis. Her commitment to education led her to pursue a Master Degree in English Education from the same university, focusing her research on education in multicultural settings.

Currently, the writer is a lecturer at Bale Bandung University. In her role, she teaches a wide range of courses, including Speaking, Writing, and Literature. Her innovative teaching methods and passion for fostering a dynamic learning environment have earned her recognition and praise from both colleagues and students.

Beyond her teaching responsibilities, the writer is an active researcher in the field of English language studies. She has published some papers in reputable journals, exploring topics

such as language use and teaching media. In addition to her academic contributions, The writer is an active presenter at national and international conferences and workshops, where she shares her insights on language education.

## BIODATA PENULIS



### **Zahratun Nufus, M.Ed.**

Dosen Program Studi Pendidikan Bahasa Inggris  
STAI Rasyidiyah Khalidiyah (Rakha) Amuntai

She was born in Amuntai, January 10th, 1994. She is a lecturer at English Education Department Sekolah Tinggi Agama Islam Rasyidiyah Khalidiyah (STAI Rakha) Amuntai. She obtained her bachelor's degree from UIN Antasari Banjarmasin in 2016. Then, she received her master's degree at Universiti Pendidikan Sultan Idris (UPSI) Malaysia. Before teaching at STAI Rakha Amuntai, she became a lecturer at UIN Antasari Banjarmasin in 2018-2020 and STKIP Sabilal Muhtadin Banjarmasin in 2019-2020. Several subjects that have ever been taught by her are Introduction to Linguistics, English Literature, Phonology, Speaking, Reading, Language Assessment, Academic Writing, Cross Cultural Understanding and English for Islamic Studies. Her research interests are in Applied Linguistics and English Language Teaching. Her recent study is Translation Strategies Used by Tiffany Tsao in Rendering Culture Specific Items in Dewi Lestari's "Paper Boats" which has been published in Sinta-indexed journals. Her works can be accessed in Google Scholar.

## **BIODATA PENULIS**



**Gitta Vania Andriany, S.S., M.Hum**

Dosen Bahasa Inggris  
Universitas Telkom

Penulis lahir di Bandung, tanggal 24 November 1993. Penulis adalah dosen luar biasa yang mengajar bahasa Inggris di Universitas Telkom. Menyelesaikan pendidikan S1 di Jurusan Bahasa & Sastra Inggris dan melanjutkan S2 pada Jurusan Linguistik Bahasa Inggris.

## BIODATA PENULIS



### **Prof. Dr. Herman, S.Pd., M.Pd.**

Dosen Program Studi Pendidikan Bahasa Inggris  
Universitas HKBP Nommensen Pematangsiantar

Herman, lahir pada tanggal 31 Maret 1986 di kota Pematangsiantar. Dia memperoleh gelar Sarjana Pendidikan (S.Pd.) dan Magister Pendidikan dalam bidang Pendidikan Bahasa Inggris. Gelar Doktor (Dr.) diperoleh dalam lingkup Linguistik Terapan Bahasa Inggris (LTBI) pada tahun 2020 di Universitas Negeri Medan. Disamping kegiatan sehari-hari dalam mengajar, Herman juga aktif dalam menulis di berbagai Jurnal baik Nasional, Nasional Akreditasi maupun Jurnal Internasional biasa dan Jurnal Internasional Bereputasi. Pada tahun 2021, ia berhasil lulus uji sertifikasi dan memperoleh predikat Penulis dan Editor Profesional berstandar BNSP. Ia juga menjadi Dosen Pembimbing Lapangan (DPL) pada Program Kampus Mengajar Angkatan II pada tahun 2021. Selain aktivitas dalam menerbitkan tulisan, ia juga menjadi Editorial Board dan Reviewer di beberapa jurnal terakreditasi SINTA dan jurnal internasional. Ia juga ikut aktif dalam menulis buku seperti buku monograf dan juga buku Antologi. Herman dapat dihubungi melalui *e-mail*: herman@uhnp.ac.id || FB: Herman Fukada || IG: @Herman Fukada