



## When You Don't Understand

- Could you please repeat that?
- Do you mind repeating that?
- Sorry, I didn't hear what you said.
- Let me repeat that just to make sure?
- Excuse me?
- Sorry, I didn't catch that.



## Phrases for Making Apology

- Please, accept my apologies for...
- Please, forgive me for...
- That's OK.
- Please, forgive me for my...
- That was rude of me. I'm sorry.





# Phrases to Accept Apology

- Forget about it.
- Forget about it. I understand.
- Never mind.
- That's all right.
- Don't apologize.
- Don't worry about it.
- There is no need. It's ok.
- It doesn't matter.
- I quite understand.
- You couldn't help it.
- That's OK.
- Don't worry. You're forgiven!
- It's ok.
- No need to...
- No harm is done.





# Asking Direction

- Can you show me on the map, please?
- Where is ...?
- How do I find...?
- Could you direct me to ...?
- Do you have a map?
- I'm looking for ...
- How do I get to the library?
- Is it far?
- Where is the nearest post office?
- Can you tell me the way to the Big Hotel?
- I'm looking for this address.
- May I ask for some help? I need to get to ...?
- Are we on the right road for London?
- Pardon me, I'm lost, how do I get to ...?
- Are you from around here?
- Excuse me, How can I go to ...?
- Which the best way to ...?
- How can we get to High Park?





# Giving Direction

- Take this road
- Turn right at the crossroads
- Go straight ahead
- Go along...
- It's on your right
- Go up...
- It's next to...
- You will pass a supermarket on your left
- Turn right
- It's on your left
- Take the second road on the left
- Turn left
- Take the first road on the right
- It's in the middle of the block
- It's on the corner
- It's about 100 meters from here
- Turn left into ... Street





# Phrases for Saying 'No'

- Apologies, but I can't make it.
- I'm not able to commit to that right now.
- I want to, but I'm unable to.
- I'd rather not, thanks.
- Maybe another time.



- I'm not really into it, but thanks for asking!
- We appreciate the offer, but ...
- My body says yes, but my heart says no.
- That's not going to work for me.
- It is not a good idea for me.
- Sounds fun, but I'm not available.
- I just don't have that to give right now.



# Hoteling Phrases

- Your room is on the second floor.
- More fresh towels are available at the front desk.
- Is there anything else we can help you with?
- When I can check-in?
- Can someone help me with my bags?
- How many guests are with you?
- Thank you for staying with us!
- Please sign your name here.
- I'd like a single room, please.
- Can I see the room, please?
- The room is too noisy.
- Do you have a reservation?
- Do you need a wake-up call?
- I'd like to book a room, please.
- Do you need help with your bags?
- We really enjoyed our stay.





# Phrases for Classroom

- Can I switch off the lights?
- Can you help me, please?
- Which book?
- Can you explain that again?
- Is this right?
- Can I go to the toilet?
- I am sorry. I did not hear.
- Do we have to write this down?
- May I go out, please?
- Can I go out?
- Sorry, for being late.
- Can we pack our things now?
- Can I answer the question?
- Can I open the window?
- May I join the class/group?
- What is the homework?
- Teacher, please can you repeat again?
- May I open/close the window?
- Can you explain it once more, please?
- Can I go to the board?





# Phrases for Shopping

- Do you have a refund policy?
- Do you know where else I could try?
- Do you have this item in stock?
- Would you have this in another color?
- Do you have a bigger size?
- Where can I weight my groceries?
- Do you sell organic vegetables?
- Do you have any strawberry?
- Where is the changing room?
- Where is the fitting room?
- Do you have something less pricey (expensive)?
- Could you help me, please?
- Do you offer a cash discount?
- How much is this?
- Do you have a smaller size?
- I'm looking for a leather handbag.
- Does it come with a guarantee/warranty?







# Daily Life Phrases

- What are you up to these days
- Chicago is very different from Boston.
- I'm going to leave.
- I am dog tired
- I'm not busy.
- I'm not married.
- How are you doing today?
- I'd like to go for a walk.
- I'm thirsty.
- I'll call you when I leave.
- From time to time.
- Good idea.
- Thank you so much
- I'm happy.
- I'll come back later.
- I'm hungry.
- That's a good one
- I'll take you to the bus stop.
- I couldn't agree more.
- I don't want it.
- I like her.





# Daily Life Phrases

- I'll pay.
- Beats me!
- I'm cold.
- I get off of work at 6.
- I hope you and your wife have a nice trip.
- I don't want to bother you.
- Don't worry.
- I lost my watch.
- He likes it very much.
- I'm not sure.
- I'm not ready yet.
- We will be having a good time.
- Can you translate this for me?
- I don't know how to use it.
- Don't take it personally
- How's work going?
- He's very famous.
- I don't want that.
- I don't like it.
- He's very annoying.

