C

HOW TO FIND ONE'S WAY : asking for directions
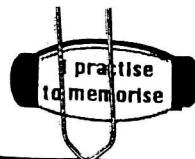
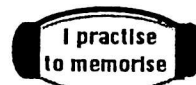| STRANGER to the town	PASSER-BY
1. **Disturb.** ↘ **Ask for directions** : station ? ↗ 3. **Ask for approval** : a bit far, ↘ ... ? ↗ 5. **Thank.** ↘	2. **Accept.** ↘ **Give directions** : straight ⇨ traffic-lights. ↘ (Junction) ✋ left. ↘ ✋ Right. ↘ Station / town-hall : opposite. ↘ 4. **No.** ↘ **Invite** : show you the way ? ↗ 6. **React to T.Y.** ↘ ☞ ↘

D

WHAT TO SAY OVER THE PHONE

CALLER	OTHER PARTY
1. ☎ H ! ↘ **Ask to speak to s.o.** ⇨ manager ? ↗ 3. **Refuse.** ↘ **Call again** : later. ↘ (later) 4. H ! ↘ **Ask** : speak ⇨ manager ? ↗	2. ☎ **Make s.o. wait** : H / mn. ↘ See if / in. ↘ (...) **Can't connect** : Mr Smith / out. ↘ **Invite** : message ? ↗ 5. **Make wait** : H, pls ! ↘ **Connect** : ⇨ extension 2-6-3. ↘ 6. **Answer** : ext. 263. ↘ **Identity** : John Smith. ↘

E

HOW TO BE INTERESTING & TO SURPRISE

STUDENT A	STUDENT B
1. **Be interesting** : find / summer job / the S ! ↘ 3. **Be interesting** : going to work / this summer. ↘ 5. **Explain** : know / have to carry out / training period in industry. ↘ My case / go to the States. ↘ 7. **Apologise.** ↘ **Apologise** : realise / you / find a job in Am. ↘ **Suggest** : start looking / job / over there ? ↘ 9. **Accept** : ++ idea. ↘ **Suggest** : try to do that ! ↘	2. **Ask to repeat** : pardon ? ↗ not understand ; ↘ say that again ? ↗ 4. **Surprise** : r ? ↗ **Surprise** : hear that. ↘ **Surprise** : how ? ↗ 6. **Regret** : someone / told me about it before. ↘ I didn't know / possible. ↘ 8. **Polite negative answer** : too late. ↘ Idea ! ↘ **Alternative suggestion** : work for the same employer ? ↘