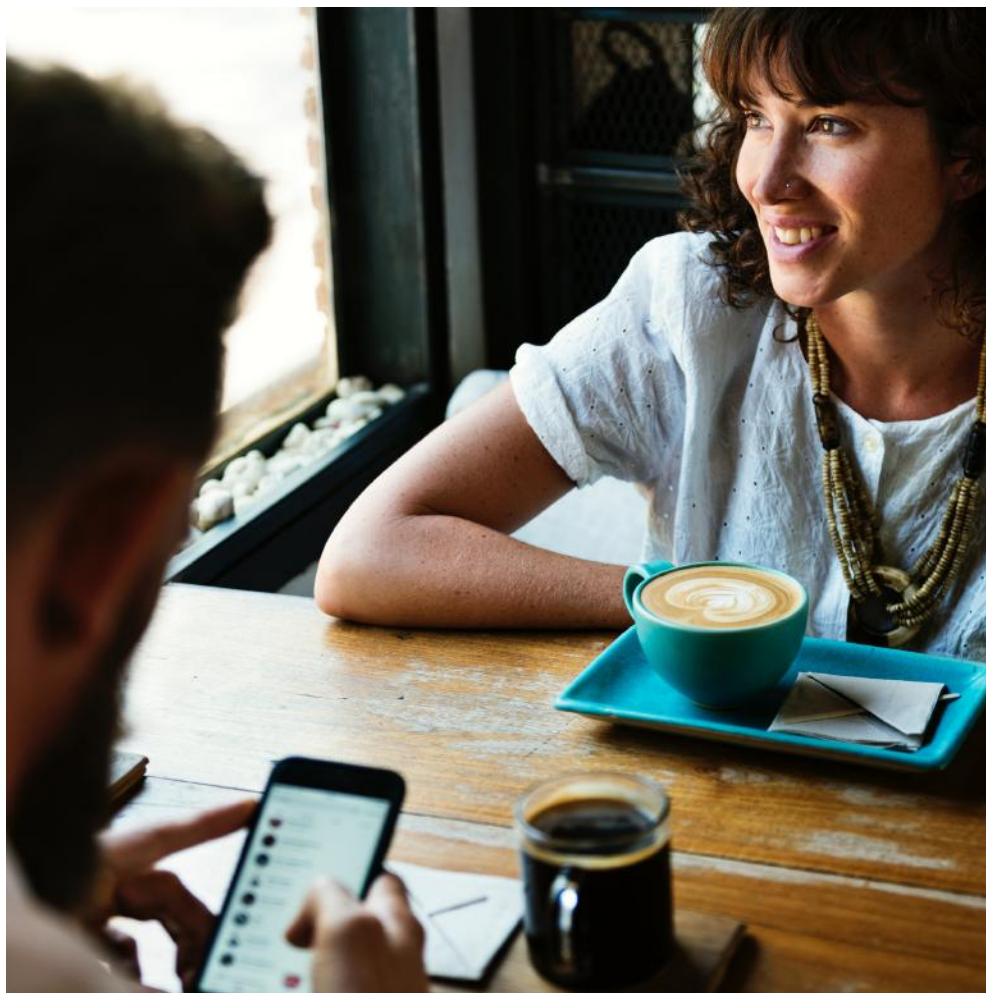


ENGLISH CONVERSATION GUIDEBOOK

*Speak with confidence and learn tools to help you in
formal and informal settings*



PUBLISHED BY LEARNING HOUSE

Edited by Michelle Welsch, M.S.W.



*To our learners,
Our work is for you.*

We see you.

We hear you.

Keep going.



Practicing a new language can be scary. It takes courage and focus to communicate in a language that isn't your own. With time, your skills will develop and you will gain confidence. We've made this free eBook to help.

This conversation guidebook is filled with real life scenarios to help you build communication skills.

Though we review some grammar rules, this book assumes basic language knowledge and is meant to be a supplementary resource for English language learning.



In addition to professional and social dialogues, you'll find:

- [A brief grammar review](#)
- [Vocabulary bank](#)

We hope these pages help you find more confidence in formal and informal settings. As with anything in life, the more you practice, the easier it becomes.

Michelle and the Learning House team





About Learning House

Learning House encourages education and leadership in Pokhara, Nepal. Combining the comfort of a community space with the offerings of an educational facility, Learning House promotes learning and development through classes, seminars, and workshops.

We are grateful to our teachers, students, staff, and volunteers for their hard work and dedication.

www.learninghousenepal.com

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What is this?

This guidebook is filled with sample conversations.

Conversations vary based upon the environment and individuals involved, and the words you choose will depend on where, when, and with whom you are speaking.

Social conversations are more casual than those in professional environments. An office greeting will be more formal than speaking with friends at your favorite restaurant.

How to use this book

This is not meant to serve as a **comprehensive** guide or complete curriculum. This book **assumes** basic language knowledge and is to be used as a **supplementary** resource for English language learning.

Read out loud with your friends to learn new vocabulary and phrases.

Don't be afraid to insert your own questions and answers into the provided conversations.

Vocabulary bank

Throughout this book, you'll find a list of terms that may appear **unfamiliar**. These words will be **bolded** and listed in boxes on the page in which they appear. Memorize their definitions and practice using them in your speech.

comprehensive – *total or complete; whole*

assumes – *suggests*

supplementary – *additional or extra*

unfamiliar – *new; unique*

bolded – *emphasized; strengthened*

Grammar review

No building is made
without smaller
components: Bricks,
panels, **beams**, nails.

The more familiar you are with the use
and **function** of grammatical
components, the more complex
sentences you will be able to make.

This will help your speech sound more fluent.

components – a smaller piece of a whole

*beams – long objects often used in
construction*

function – purpose



**Parts of speech are the
materials you need to build
conversations.**



Noun

Person, place, thing or idea

King Tribhuvan, Mt. Everest, light, creativity

The **bus** drove to **Lakeside**.

Pronoun

Take the place of a noun

this, that, he, she, we, you

She went to the market.

Adjective

Describes a noun

blue, tall, beautiful, fast

Many red kites floated in the **cool** breeze.

Verb

Action or state of being

drink, walk, sit, play, eat

He **ate** biscuits with his friends.

Adverb

Describes verb; how something is done

slowly, thoughtfully, helpfully

We were late, so we walked **quickly**.

Article

Tiny, descriptive words placed before nouns

the, an, a

The earth is round.

Preposition

Describes relationship between objects

under, at, beneath, above

The cat slept **under** the tree.

Conjunction

Joins words or groups of words

and, or, but, for, not, yet, however

Her hair was braided, **and** she wore green and yellow beads.





Word order

In Nepali, the object of a sentence is placed between subject and verb, and the verb is always at the end of a sentence. For example,

"Michelle American hunuhunchha."

can be directly translated as

"Michelle American is."

However, this is an incorrect English sentence.

A close-up, low-angle shot of a person's hand holding a blue pen, writing on a piece of paper. The person is wearing a grey, textured sweater. The background is blurred, showing a desk with a book and other papers. The lighting is soft and natural.

Typically, English follows this form:

noun - verb - object

Therefore,

"Michelle is American."

is the correct translation.

Asking questions

In Nepali, the question word is placed before the verb.

"Tyo ke ho?"

can be directly translated as

"This what is?"

but we would ask,

"What is this?"

in English.

Basic verb forms

Verbs help tell stories.

Verbs are the words you need to describe something that has happened, an action that is occurring, or something that has yet to take place.

While certain verbs can be easily modified, “irregular” verbs don’t follow any specific rule.

PAST

Use past verb forms to talk about something that has happened.

He **asked** if Luni could attend the party.

PRESENT

Use present verb forms to talk about something that is going on now.

The teachers **are asking** whether Pemba passed the exam.

FUTURE

Use future verb forms to describe something that will take place.

Nima **will ask** Susan to marry him.

Think of the best speakers you
know...

**John F. Kennedy,
Martin Luther King, Jr.,
Winston Churchill,
Oprah Winfrey.**

Maybe you know a popular
teacher who can easily keep the
classroom's attention.

Speaking tips

You may think successful personalities were born talented or that some people are natural speakers who never needed help or advice.

Most public speakers spend years practicing: They record themselves, tape themselves, stand in front of mirrors, and receive feedback from voice coaches.

You may not have access to a teacher or professional trainer, so we've compiled some tips to help you communicate and give presentations to audiences of all sizes.

DON'T

BE

AFRAID

OF

ANYONE



Speaking tip #1: Eye contact

Maintain an appropriate level of eye contact. This lets a listener know you're focused and ready to communicate.



Speaking tip #2: Confidence

It is natural to feel nervous when speaking with someone new. Put your shoulders back, lift your chin, and smile when appropriate. People are more likely to **engage** with someone who shows signs of confidence.

*engage – to interact
with; to participate*



Speaking tip #3: Think of a friend

When we speak with a **stranger**, our comfort level can be affected. This impacts our ability to communicate. Pretend you're speaking with a close friend to feel relaxed and at ease.

stranger – an unknown or unfamiliar person



Speaking tip #4: Ground yourself

Of course you will feel nervous in stressful situations. Focus on your breath and feel your feet on the ground to shift your attention away from any anxiety you feel. Relax, take smooth breaths, and speak clearly.

**"The art of
communication is
the language of
leadership."**

— James Humes

Professional settings

Whether attending a job interview or opening a bank account, it is important to know which phrases to use, how to ask questions, and what to say in response.

Though environments may differ, **strive** to keep a professional **tone** when you are asking for help or service.

Maintain **appropriate** eye contact and body **posture**.

strive – to aim for or move towards

tone – pitch or sound

appropriate – reasonable

posture – position

Making an introduction



Making an introduction

"I'm Molly. I'm from New York."

"Nice to meet you, Molly. Where do you work?"

"I'm working at a tech start-up downtown."

"Do you enjoy it?"

"Yes! Actually we're looking for an intern for our media department if you know of anyone."

"I wish I had the time. I have a full schedule this semester. Can I take your email?"

"Yes, of course. Let's get coffee when you have time."

tech – short for
"technology"

start-up – company in
beginning stage

downtown – main
area of city

intern – one who is
focused on gaining
experience or
knowledge

Applying for a visa



Applying for a visa

"I'm here to apply for a visa."

"Where would you like to go?"

"I want to visit a friend in Ohio."

"You will need to apply for a visitor's visa. You can fill out the form online. Then you need to bring a **deposit**."

"Is there an interview?"

"Yes, that is required."

"Okay. Can I call someone if I have any questions?"

"You can find **FAQs** on the website. There are details there."

*deposit – money paid
in advance*

*FAQs – "Frequently
Asked Questions"*

**At the post
office**



At the post office

"I'd like to mail a package to Kathmandu. What's the best way?"

"Express or regular mail?"

"It doesn't really matter."

"Regular then. Do you have the address?"

"Yes, here it is."

"Would you like **tracking** or **insurance**?"

"Insurance isn't necessary, but I would like to know when it arrives."

tracking – to follow or watch carefully

insurance – coverage in case something happens; can be for materials (house, car) or self (personal injury)

"It should take three weeks. Keep your receipt with you."

"One important key to success is self-confidence. An important key to self-confidence is preparation."

— Arthur Ashe



Social settings often require less formal language than those found in professional situations.

The way you talk with friends will be different than the way in which you address a boss or **colleague**. Regardless of the setting, respectful and polite behavior is always appreciated.

colleague – co-worker

At a sporting event



At a sporting event

"Which team are you supporting?"

"The home team. They haven't lost!"

"Do you play?"

"I used to play in high school."

"What position?"

"Left midfield. I loved it."

"You should play again. I'm on a *rec* team. Would you want to join?"

"Maybe. What days do you play?"

"Usually Sundays. We practice during the week."

"That sounds fun!"

*rec – short for
recreation*

Finding a place to live



Finding a place to live

"I'm looking for a room to rent."

"We have one in our house. You'll have a roommate. Everyone cleans up and helps out. Once a week, we have dinner together."

"How much is rent?"

"\$700 dollars per month."

"Does that include utilities?"

"Utilities are extra. You'll need to help pay for water and wifi."

"Will I need to sign a contract?"

"Yes, for six months."

"I'll think about it and get back to you by the end of this week."



A dinner invitation

A dinner invitation

**"Can you pass the pepper, please?
The recipe calls for it."**

"Sure. Thanks again for inviting me."

**"It's no problem. We love having
guests! Do you also cook?"**

"I sometimes help my mom."

**"I'm sure whatever you make tastes
great. Would you like something to
drink?"**

"I'll have a glass of water. Thank you."

**"Cups are over there on the table.
Make yourself at home. Dinner should
be ready soon."**

"Thanks. I'm hungry!"

A photograph of the Roxy Cinema building. The building features a prominent vertical sign with the word "CINEMA" in large, illuminated letters, and "ROXY" in smaller letters below it. The building's facade is composed of dark panels with some lighter, square accents. To the left, there are vertical, colorful glass or light structures. A semi-transparent white box with a black border is overlaid on the upper part of the image, containing the text "At the movies".

**At the
movies**

CINEMA

ROXY

At the movies

"Two tickets, please."

"That will be fourteen dollars. Our machine is broken, so we can only accept cash."

"Is there an ATM nearby?"

"There's one around the corner."

"Is this show very full?"

"Half of the seats are sold. You should probably hurry."

"Are food and drinks from outside permitted in the theater?"

"You can bring in snacks and drinks as long as they are in a closed container."

Attending a concert



Attending a concert

"Are there tickets left for tonight's show?"

"It's sold out. I'm sorry."

"It's a popular band. Do you think I can find tickets outside?"

"I saw some people selling tickets on the corner."

"I'll see what I can do. The show is 21 and up?"

"Yes. You'll need ID at the door."

"What time is the main band?"

"Eleven thirty. There are two openers."

"Okay. Thanks for your help!"



**At a
restaurant**

At a restaurant

"May I order, please?"

"Of course. What will you have?"

**"A sesame bagel, please. Toasted.
Are there any specials today?"**

"Not now. Our kitchen closes soon."

**"I'll eat quickly. What else do you
recommend?"**

"Our lemonade is quite good. Mint,
strawberry, or plain."

"Mint sounds nice. Thank you."

"Can I get you anything else?"

"No, that will be it. Thanks again."

At a coffee shop



At a coffee shop

Fill in the blanks with your own words and phrases.

"May I have a **latte**, please?"

"What size?"

"_____. And a sandwich."

"Would you like that toasted?"

"Yes. With _____. Is there wi-fi?"

"_____."

"Great. Can I pay with a credit card?"

"_____. I'll call your name when your order is ready."

*latte – coffee drink
made of steamed milk
and espresso*



At the university

At the university

**"I'm here to register for classes.
Where should I go?"**

"You need to go to the **registrar's office**. Do you have your admissions letter?"

**"Yes, I _____.
Would it be better to make an
appointment?"**

"I'm sure someone can see you today.
What program are you joining?"

**"I will be working towards my
Bachelors in _____. I want to
be a _____."**

"Excellent.
Good luck to
you!"

*registrar's office – administrative
office where it is possible to pay
tuition, get advising help, and
learn about registration*

A photograph of a clothing store interior. In the background, there are racks of clothes, including a blue jacket and a pink shirt. A wooden shelf holds a pair of black boots, a wooden crate, and a camera. Below the shelf, there are more clothes, including a blue shirt and a white shirt. The text "Going shopping" is overlaid in a large, bold, blue font. The background is slightly blurred, focusing attention on the text.

Going shopping

Going shopping

"Can I help you find something?"

"I need _____."

"Do you know your size?"

"_____."

"Follow me. I'll show you what we have. And today we have a buy-one-get-one sale."

"How long does the sale last for?"

"Until Tuesday."

"Okay. Is there a fitting room?"

"_____."

"Thanks for your help."

**"Success doesn't come to you,
you go to it."**

— Marva Collins



Present your best self, both on paper and in person.

Your ability to find a job will be a combination of your talent, experiences, personal presentation, communication skills, and networking abilities.

Employers receive many job applications. State your skills and experiences while clearly communicating why you should be considered for the position. Make your application stand out from the crowd!

Job application letter

Dear Ms. Poudel,

I would like to apply for the cafe opening at Kathmandu Java House as posted on your Facebook page. I have two years experience as a barista at The Cup in Pokhara and would like to bring my skills making espresso drinks to your Kathmandu store. I have knowledge of hot and cold beverages and have been trained to provide excellent customer service.

Prior to working at The Cup, I completed the Barista Training Program at Learning House in Pokhara, Nepal. I learned fundamentals of espresso pouring and gained a solid foundation of coffee drinks before I started working in Lakeside. I am a fast learner and hard worker, and I believe my experience taking orders, making drinks, grinding beans, and running the cash register will help me become an asset to your team.

I have completed the online application and am attaching my resume to this email. I am available to begin work immediately.

I look forward to hearing from you.

Sincerely,

Niraj Gurung

Check for spelling and grammatical mistakes and provide your contact details so you can be easily notified for interviews and follow-up questions.

Sample resume

Bobby Lama

Matepani, Pokhara NEPAL

977-123-4567 | writeyouremail@here.com

Work Experience

Tasty Coffee Shop – Pokhara, Nepal (2013 – present)

- Greet customers with fast, personalized service
- Follow company recipes and procedures
- Serve locals and tourists beverages and food orders

Khaja Ghar – Tangting, Nepal (2011 – 2013)

- Serve customers in a friendly and timely manner
- Manage cash register and handle hotel bookings
- Recommend sightseeing options to tourists

Education

College of Hospitality – Pokhara, *Hotel Management* (2011 – Present)

Trainings & Certificates

Barista Training Program – Learning House, Pokhara (2016)

Computer Certificate – Learning House, Pokhara (2015)

Additional Skills & Interests

- Knowledge and passion for coffee
- Proficient in Microsoft
- Captain of local futsal team

Give your resume to a teacher or mentor for formatting suggestions and grammatical corrections.

Phrases for the workplace



Phrases for the workplace

The ways in which you welcome and speak with customers will create a positive impression for your establishment.

Communication is an essential part of good customer service. Your friendliness will make it more likely for a customer to return.

Welcome visitors with a smile and you will be greeted with one in return.

Greeting and taking orders

How may I help you?

Hello! How are you today?

Welcome to our store.

If you need help, just ask.

It's great to see you again!

Let me know if I can help you.

What can I get for you today?



Thanking customers

Saying thank you builds a positive relationship between you and your client.

Always thank customers for their visit. Wish them well and you will likely see them again in your store.

Come again!

Hope to see you soon!

Have a great day.

Thank you for your visit.

Goodbye! See you again!

It's my pleasure to serve you.

Thanks for stopping by.

Take care.

Sending emails

Write emails to communicate for business and personal reasons.

Dear Mr. Santos,

I am confirming our appointment for 3:00pm tomorrow at the Lakeside coffee shop. If this time no longer works for you, please suggest another day for us to meet. I look forward to learning more about you and your work!

Sincerely,

Kalpana

Re-read your email before clicking the “send” button to make sure you’ve included all necessary information.

Including attachments

Easily send important documents using email.

Dear Hiring Manager:

Please find my resume attached. My experience and training make me an exceptional candidate for this position, and I'll believe you'll find me to be hard worker. I look forward to hearing from you and learning more about this opportunity.

Sincerely,

Manoj

Check that files are attached and formatted correctly. If sending photographs or large attachments, reduce file size or send as a .zip.

**"Always walk
through life as if
you have something
new to learn and
you will."**

— Vernon Howard

More ways to practice

Go online

Advanced learners can enroll in online courses; Coursera and Khan Academy are some of our favorites. Watch TED talks to master speaking and presentation techniques.

Drink coffee

Host an English language coffee date and practice speaking English with friends. Challenge yourselves to use descriptive words. The person who speaks a non-English word first has to pay the bill!



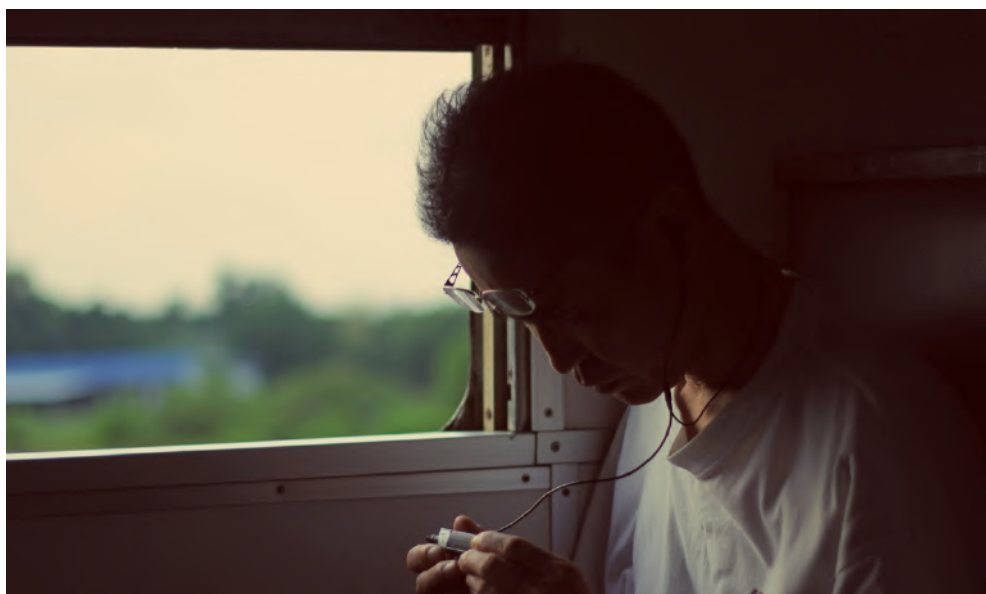
More ways to practice

Record yourself

Recording your voice is an important step in identifying areas of weakness and strength. Stand in front of a video camera and record yourself giving a speech.

Download podcasts

Listening to radio, podcasts, and music can help you recognize patterns of native English speakers and the pace of their voice. Check out TED Radio Hour, Akimbo, The Moth, Here's the Thing, or The Nerdist.



Want more help?

Stop by!

Our office is in Pokhara, Nepal.



www.learninghousenepal.com

