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السنة



Speaking & Listening

1ST Semester – 6th Lecture

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Political Terms Reading & comprehension
Consecutive Translation phonetics
Culture Scientific Texts & Idioms Essay
Contrastive Analysis Dictionaries عربي
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HELLO EVERYBODY:

Last week we talked about slang. Today we are going to talk about informal situation.

Professor: What is "informal Situation"?

Student: I think this is where we can practice the language, the real place and situation for practicing the language.

Professor: What did we say about regarding situation?

↳ **Regarding:** That we need in everyday life to converse with anyone about any topic that we might come across in our life or to converse about anything that you have in mind.

↳ **Situational** means that it depends on the situation given. For example, if I'm here talking to you, this is a situation dialogue that is academic.

It has its own vocabulary it has its own give and take if I ask a question you are entitled to answer. And if you ask me a question I answer as well. So, each situation that we come across has its own things that we depend upon regarding this conversation that is going to happen.

So, if for example, you bought something that is faulty, what meaning of faulty.

➤ **Faulty:** معطل

Professor: So, if I buy a faulty television, what do you do?

If you happen to come across that you bought a TV that happened to be faulty. not working properly and broken or damaged like a friend said what do you do?

Student: talk to the company.

Professor: what else?

Student: get a refund.

Professor: You can maybe get a refund to. Like your friend said, what is a refund?

It is getting your money back. So, if I bought something and it's faulty and it's not working properly, I go to the company I say to them like, this is yours. I don't want it anymore and I want a refund. I want the full money that I have just given you before in replacement of this faulty product that you gave me or you sold it to me.

Professor: What do I call this? If I don't like something?

Student: a complain?

Professor: Exactly? So, this is what a complaint is in regarding dialogues.

So, if I said this is not working? I go complain. How do I complain? What do I tell them like your friends said that I want a refund. I want to find me a solution for my problem.

So, complaining is expressing dissatisfaction with a certain product or a certain something. And in this first dialogue we're going just to look at the keywords that will come across because we already know what the complaint is and how the give and take would be.

A faulty TV

A: Good afternoon, can I help you?

B: I hope so. I bought this television here about three months ago, but the sound and picture quality are awful. The picture is always flickering and there's a dark line down the left-hand side of the screen. And there's an annoying hissing sound in the background.

A: Do you have an outside aerial?

B: Yes, I do.

A: Have you tried adjusting the aerial?

B: Several times.

A: I'll get our engineers to have a look at it.

B: a friend of mine bought the same model here and had exactly the same problems. I want a refund.

A: I'm afraid it isn't our policy to give refunds, sir.

B: I want to see the manager.

Okay, so this is basically how the complaint would be between the buyer and the companies that have sold this product.

What do I mean with flickering?

- **Flickering:** (of light or a source of light) shine unsteadily: vary rapidly in brightness.
- **Hissing:** make a sharp sibilant sound as of the letter s.
- **Aerial:** A television antenna, or TV aerial, is an antenna specifically designed for use with a television receiver (TV) to receive over-the-air broadcast television signals from a television station.
- **Adjusting:** alter or move (something) slightly in order to achieve the desired fit, appearance, or result.
- **Refund:** pay back (money), typically to a customer who is not satisfied with goods or services bought.
- **Policy:** it is the way that company deals with costumers. Like a system.
- **Faulty:** working badly or unreliable because of imperfections.
- **Complaining:** is expressing dissatisfaction with the product.

A bad holiday

A: Good morning, can I help you?

B: I'd like to make a complaint about my holiday in Portu last week.

A: I'm sorry to hear that. What exactly was the problem?

B: First of all the coach taking us to the hotel broke down and we had to wait for over two hours in the sweltering heat before a replacement arrived. Then when we got to the hotel we found our room hadn't been cleaned.

A: Oh dear, did you complain to the hotel staff?

B: Of course, but we were told all the chambermaids were off duty. Anyway, that's not all. The people in the room above sounded like they were having all-night parties, every night. I demanded another room but the receptionist told me the hotel was full.

A: Oh, I see.

B: And to cap it all the food in the hotel restaurant was awful. It was so bad we had to eat out all the time despite having paid for meals in the price of our holiday.

A: I do apologise. I'd like to offer you a 20% discount on the price of one of our Autumn breaks as a gesture of goodwill.

B: A 20% discount, you must be joking. I want to see the manager.

- **Coach:** bus or a small van, a mean of transportation.
- **sweltering heat:** uncomfortably hot or boiling hot.
- **Chambermaids:** the hotel cleaners. They are the women who are entitled to clean the hotel rooms and their bathroom, so on and so forth. So, they take care of the welfare of the place or the hotel.
- **off duty:** having a weekend. Off work. They were free. They were not doing their jobs.
- **cap it all:** above all things.
So, if I have like something bad that came at the end of a series of bad things or bad incidents or accidents, I say to cap it all or it's like the cherry on top of the cake. You know what, what a cherry is? We say that when bad things happen to us. This cherry comes on top of our cakes over we can't take it anymore shows."فوق كل هاد"
- **a gesture:** gesture is an act.
- **Goodwill:** good intention.

Okay, now we have practice page 78

Practice:

D) You had beef curry at the Grand Hotel a couple of evenings ago. That night you had stomach ache sickness and diarrhoea. The doctor said you had food poisoning. You're feeling better now and have gone back to the hotel to complain. Make the conversation.

Professor: Do you know what a beef curry is?

Student: A meal?

Professor: Exactly. So, this type of meat and vegetables that are cooked together with hot spices, it's basically an Indian food.

So, imagine that you have this food at the Grand Hotel or any of the hotel that we have here. Four Seasons for example. Afterwards after that night you have a stomach ache. What do I mean by a stomach ache?

Student: sickness.

Professor: sickness and diarrhea. What do I mean by diarrhea?

Student: when you feel you want to go to the toilet a lot.

Professor: okay, so you go out to the bathroom and you know the rest.

Professor: The doctor said you had food poisoning. What do I mean by food poisoning?

Student: food harm the body.

Professor: So, it's food that harms the body because of bacteria or when it's expired, for example, or had bad ventilation, and it turned to be bad food, and then after that it have been cooked and served to us, we might go through this food poisoning, which entails that the food actually have toxins or bacteria in it, which causes the body to have all these illnesses or sicknesses like the stomach ache, diarrhea, vomiting, so on and so forth. So imagine that you just went anywhere in this country, and to have this food. I think that a lot of us actually have been through food poisoning.

let's see, we have page 79 crime.

Crime

O: Dartford Police Station. Can I help you?

W: I hope so. My house has been burgled.

O: Where do you live?

W: 2B Southbrook Road.

O: When did you discover the burglary?

W: When I got home from work. About 5 minutes ago.

O: Was anything stolen?

W: Yes. All my jewellery's gone, and my computer too. And they sprayed graffiti all over my walls.

O: How did they get in?

W: They forced the back door.

O: An officer will be round in about half an hour. Please don't touch anything.

- **Burgled:** burgle somebody/something to enter a building illegally, usually using force, and steal from it.
- **Sprayed graffiti:** graffiti is a stylistic symbol or phrase spray-painted on a wall by a member of a street gang, some graffiti is not gang related.

In pairs discuss the following ideas.

Organized crime can't be defeated.

Definition of organized crime

A group of professional criminals who work together as part of a powerful and secret organization.

"Theft, murder, human trafficking, prostitution, drug trafficking, hijacking.

Prostitution: the practice or occupation of engaging in sexual activity with someone for payment.

Organized crime has to be seen as an international problem.

What do you think should be done to fight organized crime worldwide? Make a suggestion.

Treat violence as a public concern.

Create programs that target the population group most likely to commit violent crimes, often young males between 10-29 years old.

Complemented with a treatment plan that involves the family and community.

The focus needs to be on preventing the conditions that draw people into violent or criminal behavior. In order to do this we need a systematic, coordinated approach.

Page 81 finding a flat

Finding a flat

A: Hi, what can I do for you?

M: I'm interested in the flat in Central Parade. What can you tell me about it?

A: It's a conversion on the second floor of a beautiful, four-storey Edwardian house. It has two bedrooms and a large living room overlooking the sea. The kitchen and bathroom have recently been re-fitted.

M: Is it centrally heated?

A: Yes, it's centrally heated throughout, and double-glazed too.

M: Does it have a parking space?

A: No, but there's plenty of unrestricted parking in Central Parade and nearby.

M: How much is it?

A: It's £39,995, but I believe the owner would be willing to accept an offer.

M: How long is the lease?

A: There's no lease. The price includes a share of the freehold.

Finding a flat

Conversion: Rehabilitation of the house rebuilding reconstruction the house.

Edwardian: belonging to connected with, or typical of Britain in the first decade of the 20th century, when Edward VII was King

Overlooking:

Re-fitted: to make or be made ready for use again by repairing.

Centrally heated: A central heating system provides warmth to the whole interior of a building,

Double-glazed: Definition of double-glazed. Of a window having two layers of glass to keep heat inside and reduce noise.

Unrestricted parking space: free parking

The lease: a contract

Share of the freehold:

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Telephone

A: Good afternoon, Fowler's, may I help you?

B: Extension 237 please.

A: I'm sorry, the line's busy, will you hold?

B: Yes, I'll hold.

A: I'm putting you through.

C: Marketing, Harry Webb speaking.

B: Could I speak to Maurice Caine please?

C: I'm sorry, he's in a meeting at the moment.

B: Do you know when he'll be back?

C: He should be back around four. Can I take a message?

B: Yes, please ask him to call David Jones on 629 3478

C: 629 3478, right?

B: That's right.

C: OK, I'll see he gets your message.

Telephone:

When you call the receptionist in the hotel or hospital and say give me room 807, for example, this is what we call the extension number which is an internal number.

The line is busy: the telephone number is occupied, Cagaged. I couldn't get through to you because your line was busy all day. Every time I called, it seemed you were speaking to someone else.

I hold: I wait

Putting you through: the phone is ringing and I am contacting you with a person because he is available now.

PAGE 83 we have two friends talking, and we have a practice afterwards. Just do it as a smart phone work at home. It's so easy. It's very, very easy. It's like you're talking to your friends.

PAGE 85 and 87 are actually speaking, exercises or practices.

The rest of the lecture was a speaking practice among students.

The end ♥