

محاضرات دورة مكثفة لاكتساب المهارات الاساسية للمحادثة

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1-Greeting other people. بدا السلام وتحية الاخرين

2-Introducing ourselves. تقديم وتعريف انفسنا والآخرين

3-Personal information &CV. معلومات شخصية

4-How to start a conversation . كيفية بدأ المحادثة

5- what to say in the following situations:::المواقف التالية:

a. At a restaurant في المطعم

b. In an airport

c. At the supermarket or mall

d. At the health center/ hospital or clinic

e. If invited to a feast

في المطار

في محل التسوق او المول

في العيادة

اذا دعيت لوليمة

6-How to Farwell or say good bye

كيفية توديع الاخرين

7-What to say in an interview

ماذا تقول في المقابلة

8-Skills of a salesperson

مهارات مسؤول المبيعات

Greetings التحيات

1-التحيات المرتبطة باوقات اليوم :-

(a) لتحية اشخاص عند الصباح نستخدم العبارة Good Morning والوقت المرتبط بهذه التحية يبدأ من 12:00 am صباحا وحتى 12:00pm منتصف النهار ويستخدم بشكل رسمي وغير رسمي .

(b) لتحية اشخاص عند وقت الظهيرة نستخدم العبارة Good afternoon والوقت المرتبط بهذه التحية يبدأ من 12:01 ظهرا وحتى العصر اي تقريبا الخامسة او السادسة عصرا.

(c) لتحية اشخاص عند المساء اي بعد غروب الشمس وحتى منتصف الليل 12:00 pm نستخدم العبارة Good Evening

(d) عند الخلود للنوم نستخدم العبارة Good Night

2-التحيات الغير رسمية والغير مرتبطة بوقت محدد هي:

- كيف الحال ? How are you ?

- كيفك / شلونك ? How are you doing ?

- مرحباً Hi there

- كيف الامور ? How are things ?

- كيف الامور معك ? How is it going with you ?

للاجابة على هذه التحيات نستخدم عادة الاجابات التالية :-

الاجابة التحية

How are you I'm fine , I'm ok .

How are you doing pretty good, great,..

Hi there hi

How are things Things are fine / good / ok.

How is it going with you well , fine, ok , pretty good.

التعارف Introduction

لتعريف انفسنا او الاخرين نتبع ماييلي :-

1-لايمكن سؤال شخص عن اسمه في اللقاء الاول ودون البدء بتقديم انفسنا .

A: Hi, my name's Ali

B: Hi ,I'm Yousuf.

C: Nice to meet you

2-ثم تذكر العبارة سعيد بلقائك

B: Nice to meet you too.

3-لتقديم شخصين او اكثر لأول مرة نستخدم العبارة :

A: Ali ,I'd like you to meet Hasan .

Hasan , this is Ali.

Ali: Nice to meet you Hasan

Hasan : You too

اما اذا كان التعارف رسمي ويكون بين الموظف ومسؤوله او الاشخاص ذوي المراكز الرسمية في المجتمع ورؤسائهم او موظفيهم نستخدم الصيغة :-

A: May I introduce Mr. Ali ? Mr. Ali, this is Mr. Hasan.

Mr. Ali : How do you do , Mr. Hasan. تشرفنا

Mr.Hasan : How do you do ,Mr. Ali. تشرفنا

Personal Information معلومات شخصية

1-What's your name ?

- It's Jasim

2-What's your surname اللقب

-It's AL-Zubaidi, Al Haddad, Al Dulaimi etc

3-What do you do ? ما عمالك

Or How do you make your living ? ما عمالك | كيف تكسب قوتك

Or what's your work?

Or what's your Job ?

4-What's your nationality ? ماهي جنسيتك

-I'm Iraqi.

5-Where are you from ? من اي بلد انت

-I'm from Iraq.

6-What's your telephone number ?

ما هو رقم هاتفك

Cell phone

Mobile

-It's 077.....

7-Where do you live ?

اين تسكن

-I live in Baquba, Iraq.

8-What's your email address ?

-It's@yahoo.com

9-what's your marital status ?

ما هي حالتك الزوجية

-I'm single or I'm married

Or Are you married ?

او هل انت متزوج

-No , I'm not.

10-Do you have children /Kids ?

-Yes, Ido / No I don't.

11. What's your education?

ما تعليمك

ادارة واقتصاد مثلا

-Well,I have BA in Management and Economy

BA بكالوريوس انساني

BSC بكالوريوس علمي

ماجستير انساني MA

MSC ماجستير علمي

12. What's your major ?

-I major in marketing

13. What languages do you speak ?

هل لديك -I speak English and my mother language is Arabic.

14. Do you have computer skills? مهارات حاسوب

-Yes I know Word, Excel, Power point etc.

عرض شرائح الصور جداول

15. What's your work experience? ماهي خبراتك

اسم الشركة نوع العمل

-I work as a ----- at -----

16. What are your duties ? ما هي واجباتك ؟

كيفية بدأ محادثته .:

إن بدأ محادثة وإدارتها مع أشخاص لم نلتقي بهم سابقا هو فن بحد ذاته لذا يتوجب علينا الإلمام بالأساليب والإجراءات الواجب مراعاتها عند بدأ محادثة وعادة ما نستثمر المكان الذي تدار فيه المحادثة للبدء بالتحدث عنه أو السؤال عنه.

فإذا كان المتحدث في حديقة عامة يبدأ بالعبرة :

Nice weather, isn't it? جو لطيف أليس كذلك

?or Nice, terrific, beautiful view, isn't it منظر جميل أليس كذلك

إذا كان المتحدث في عيادة طبيب

-Is it your first visit to the doctor ?

هل هذه زيارتك الأولى للطبيب؟

Is this seat taken هل هذه المقعد محجوز ؟

للسؤال عن مكان ما :

Excuse me , where's the market?

عذرا اين الاسواق مثلا

Excuse me, could you show me the way to the market ?

عذرا هل من الممكن توضيح الطريق الى الاسواق مثلا

Intensive conversation course

محادثة مكثفة

تكملة بدأ محادثة :

للسؤال عن الوقت :

Excuse me, what's the time ?

للسؤال عن محطة الباصات (مرأب السيارات):

Excuse me , how can I get the bus station ?

كيفية بدأ محادثة في قطار او باص:

A :Excuse me , would you mind if I open the window?

B :Not at all , you are right . It's rather hot in here . Isn't it?

A: Yes , And it's such a lovely day outside, isn't it ?

B :yah , and we don't have many fine days , don't we ?

Are you going far?

A: To اسم المكان

B: I'm going to ----- to spend a few days with my family

Well , here's my station , I have enjoyed talking to you .

perhaps we'll meet again on the train (bus) one day, good bye.

A:perhaps . It's pleasure meeting you . Good bye.

What to say in the following situations :

ماذا تقول في المواقف التالية :

(1)At a Restaurant في المطعم

waiter : Would you like to order now ?

Customer : Yes I'd like a chicken and vegetable salad please

Waiter : Sure anything else ?

Customer : Yes , can I have a cheese burger and chips , please?

Waiter: Yes of course. And what would you like to drink ?

Customer : coke and mineral water, please .

Waiter : Yes of course . Would you like to desert ?

Customer : Yes, I'd like an apple pie and ice cream.

Waiter : You order me sir . anything else ?

Customer: No , thank you, but can we have the bill please ?

Waiter: certainly , its 95\$ in total .

Customer :Here's 100\$, you can keep the 5\$ as a tip.

Waiter: Thank you sir .

محادثة شاملة في المطعم

A comprehensive conversation that may take place at a restaurant:

waiter : can I take your order sir.

هل لي بأخذ طلبك سيدي

Or : have you decided on something . sir ?

هل قررت تناول شيئاً ما سيدي

Or: May I take your order ?

Customer : Yes I'd like to try the steak, please .

Or: Yes, fish & chips for me please .

Or: yes, I think I'll have the curry chicken please.

Waiter : And what to follow?

ثم ماذا؟

Or: How about the sweet?

وماذا تطلب كتحليه

what would you like afterward

ثم ماذا ترغب بعد ذلك

or: Do you want any sweet ?

Customer : ice-cream please .

Or: no sweet thanks just tea or coffee

Or: I'd like some fruit if you have any .

Or: Apple pie & custard would be nice.

At the Airport في المطار

Employee : Can I have your ticket & passport , please ?

Passenger: yes here you are نعم تفضل

Employee : How many bags have you got ?

Passenger : Two bags.

Employee : Did you pack your bags yourself ?

هل انت رزمت حقائبك؟

passenger: yes I did .

Employee: Have you got any sharp Items in your hand bag?

الحقيبة اليدوية التي تحمل مع المسافرين داخل الطائرة

Passenger : No I haven't , I put them in the charges.

Employee: Ok , Here's your boarding ticket in seat 16A

Customer : which seat is it window / middle or an aisle seat?

Employee: It's a window seat.

Customer: Ok good. Is it on time ?

Employee: Yes it is . It leaves at 1:30 pm. Enjoy your trip

Customer: Thank you , bye.

At the shop

(1)

Customer : Excuse me, how much is this sofa?

Shop assistant :This one ? let me see . it's \$600.

Customer :Ok and what about that one ?

S.A: That one is \$600

Customer : Thanks. I'll think about it.

(2)

Customer :Can I have a kilo of apple please?

Shop Assistant :Yes of course. The green ones?

C: Er , no , not those , The red ones.

SA :Ok , anything else?

C: Yes , I'd like some banana . please .

(3)

C:Excuse me , how much are the Tvs ?

SA: Well , this tv is \$329. But the tvs over there are in the sale at \$279

عليهم عرض (تخفيضات)

C: Have you got any sausages ?

SA: Yes, these Danish sausages are very nice.

تكملة في المحل (الدكان)/ المحلات الكبيرة (Super Market)

(4)

C: Excuse me . how much are these

dictionaries ?

SA: This dictionary is \$12,95 and that one is \$15.

Big malls

محادثه شامله في محلات تسوق كبيرة
يعمل فيها اكثر من مسؤل مبيعات

SA: Are you being served? هل قدمت لك مساعدة

Or: Is anybody looking after you هل اهتم بك احد

Or: Are you being attended ?

Or: Are you being seen to ?

C: No, I'm trying to find a navy blue raincoat , size 42.

Or: No, I'm looking for a pink striped suit a 34 waist

Or: No, I'm after a size 40 v- neck pullover in grey

.SA: sorry, but they were sold (right) out نفذت لدينا البضاعة

Or: I can do the size but not the colour .

Or: I'm afraid I can't help you at the moment

Or: I have it here, here you are وجدتها.. تفضل

C: Could you order me one ?

Or: will you be having any more in ?

SA: yes of course , Look in again Monday week اسبوع بعد يوم الاثنين

Or: How can I pay for it ?

Or: You can pay in cash or by card .

Or: If you leave your address , I'll contact you .

What to say on the phone ماذا تقول على الهاتف

(1) عامل البدالة

Operator : Hello 3 Dok company, can I help you ?

A: Hello can I speak to ____ Please ?

Operator: Hold on I'll get him انتظر سأنادييه

B:ok

A: Hi it's ----- I got your message.

B: Good. Shall we go for a coffee after work?

A:Sure . Is six o'clock ok ?

B: yes, let's meet at café neovo

A: Ok , see you there at six . Bye.

(2)

Ali : Hello is that you Ahmed? هل هذا انت احمد?

Ahmed : speaking نعم المتحدث معك

Ali: This is Ali 3 Dvk company

Ahmed : Hello, Ali, look I'm in a meeting now. Can I call you back later?

Ali: Of course, if it's after five call me on mobile.

Ahmed: Right, I'm calling you later .

Ali: Thanks a lot, Bye.

Comprehensive Telephone Conversation محادثة شاملة عن الهاتف

A: Hello this is John. Can I speak to Marry, please?

Or: Hello Sami speaking . May I have a word with John?

Or: Hello James here. Is Alice there, please ?

Or: Hello my name's Frank Jim. Could I talk to Linda .please

B: Hold the line. انتظر لطفا

Or: I'll just see if she in

Or: Hang on a moment

A: Ok \ Right you are \ All right \ right

Or: Sorry , but she's out .

Or: I'm afraid she's not here right now.

Or: I think she's gone shopping .

Or: Sorry , but she won't be back till Monday.

A: Would you tell her \ him I rang \ called?

Or: Could you take a message ?

Or: Would you ask her \ him to call back ?

Or: Can you tell her \ him to ring me when she gets back ?

B: I'd be glad to.

Or: Yes of course.

Or: Certainly

Or: With pleasure

Or: Rest assured will do.

السؤال عن صحة الآخرين. Asking about others' health status.

A: How's your father keeping ?

Or: where's Tony this evening ?

Or: How's your brother these days ?

Or: I haven't seen Ali lately , How is he ?

B: He's been off work for a day or two.

Or: He's not feeling very well.

Or: He hasn't been too well just recently.

Or: As a matter of fact he's laid up.

A: what's wrong with him?

Or: Really ? what's the trouble ?

Or: I'm sorry to hear that. What's the matter?

Or: Oh dear ! What's up with him?! يا لهي ماخطبه!

B: He's caught cold.

Or: I think he's been over working. عمل كثير

Or: We don't know, but we're having the doctor in tomorrow.

A: Tell him\her I hope he\she soon feels better

I hope to be better soon.

Or: Give (him/her) my regards and tell (him/her) to take things easy.

Or: I hope he soon gets over it.

Or: let me know if there's anything I can do .

. B: that's very kind of you , I'll pass it on سأخبره

Or: Thank you very much I'll tell him what you said.

Or: Thank you he'll be pleased to hear you asked after him .

Or: Thank you very much , I'll tell him you inquired about him.

In a Doctor's clinic في المركز الصحي | المشفى او عيادة الطبيب

Patient : I've got a sore throat and my chest hurts.

Or: I feel shivery and I've got a pain in my stomach.

Or: I keep feeling dizzy and I've got a headache.

Or: I'm running a temperature! I fever and I feel sick, doctor.

Doctor: How long have you been like this? منذ متى وانت هكذا?

How long have you had it?

How long has it been going on ?

Since when have you been feeling like this?

Patient : Two or three days now.

Or: The best part of a week (اسبوع كامل) معظم الاسبوع

Or: it came on yesterday .

Or: It all started the day before yesterday

Doctor : I think you've got flu , there's a lot of it about.

Or: By the sound of it you've caught a chill.

Or: I should say you're generally run down

Or: you seem to have picked up some sort of infection.

Patient : what do you advise ?

Or: what should I do ?

Or: what do you think I should do?

Doctor :Take this prescription to the chemist's and then go straight to bed .

Or: I'll give you something for it and come to see you in a couple of days \ after a week \ a month

Or: It's nothing serious but you'd better stay in bed for a day or two.

Or: Stay away from work till Monday \for a week and don't overdo things .

لا تبالغ بالقيام بالإعمال

At a chemist's \ pharmacy

ماذا تقول في الصيدلية

Patient : The doctors given me this prescription

Or: could you make up this prescription for me please ?

Chemist: I'll do it for you straight away

Or: I'll have it ready for you by fifteen minutes

Or: It'll only take five minute so perhaps you'll wait.

Patient: Have you also got something suitable for sore lips?

Or: Bye the way , what do you suggest for sunburn ?

Or: Can you also give me something for this rash ?

Or: I'd like something for a stomachache too .

Chemist :Rub in this cream every four hours.

Or: Ointment should clear up the trouble .

Or: Try this tube following with these pills .

Or: Use this lotion on three times a day.

What to Say If invited to a feast

host man \ woman :have you enjoyed the food? مضيف

Or: Did you like our recipe.

Or: How did you find the food ?

Guest : it was delicious

Or: I like **pizza** most , but everything was delicious.

كل شي كان لذيذ

Host man : what do you think of life in England ?

Or: How do you think over here ?

Or: How do you like London ?

Or: what is your first impressions of England

Guest: I'm still feeling homesick.

Or: Just need to be accustomed to the climate .

Or: It's quite different from what is expected.

Or: of course , it's much colder than it is at home (Iraq)

Host man: it won't take you long settle down لن يستغرق وقتنا طويلا لنستقر

Or: Don't worry .you soon get used to it .

Or: Never mind you'll be all right in a week or two.

Or: it's sure to be strange at first only .

فقط في بادئ الامر ستشعر في الغربة

Saying good – bye

A: I've come to say good bye. قدمت لاودعكم.

Or: I'd like to say good by to you all اود ان اودعكم جميعا

Or: I'm ringing to say good bye اتصل لاقول مع سلامة

B: when are you off ? متى سنغادر ?

Or: when are you setting off ?

What time are you leaving ?

A: I'm flying home on Sunday .

Or: My plane leaves at 8:00 am

الى القاء مع اطيب التمنيات بالسلامة

B: Good bye then and all the very best .

Or: well good bye and have a good **journey** .

Or: Cheerio then and don't forget to **keep in touch** ,

Or: good bye and remember me to your family .

A: Good bye and thank you for everything.

Or: Good bye to you and to the rest of your family

Or: Bye be safe/ take care. وداعا وكن حذرا

Or: good bye have a nice and safe flight \ trip \ journey

Asking about the way للسؤال عن الطريق

A: Excuse me can you tell me where Street is please ?

Or: Excuse me please, could you tell me the way to the station ?

Or: Excuse me could you tell me how to get to the downtown

وسط المدينة \ city center

B: Take the second on the left & then ask again .

Or: Turn around then turn left at the traffic light .

Or: Take the third on the right & go straight on.

Or: first right, second left you can't miss it.

A: Is it far?

Or: will it take me long to get there ?

Or: should I take a bus ?

Or: is it too far too walk?

B:no , it's only about five minutes' walk.

Or: no its no distance at all

Or: no, you can walk it in under five minutes .

Or: no, it's only a couple of hundred yards.

B: not at all \ it's pleasure \ that's ok.

At a Hotel

A: I wonder if you have any vacancies for tonight ?

Or: Have you got a room for **two nights** ?

Or: Can I book a **double room** from now until Friday ?

Or: Have you got a twin bedded room for one night ?

Reception : Yes I can offer you room 241 on the 2nd floor.

Or: Yes, but only on the top floor.

Or: Yes, can have room 33 it's overlooking the sea.

Or: I can let you have a room at the back ,

A: How much is it ?

Or: what price is it ?

Or: what's the price ?

Or: what does it cost ?

B: It's \$28 a night excluding service.

Or: \$34 with service &TV .

Or : \$25 not counting the service.

A: Can I see it please ?

Or: Fair enough. Can you show me the room please ?

Or: Can I have a look at it please

Or: Can you show me something a little cheaper ?

B: certainly would you take a seat for a moment ?

Or: of course would you like to follow me ?

Or: Yes of course come this way .

Or: Yes of course. I won't keep you a moment.

Watching TV

A: Is there anything worth watching on the other channel ?

Or: Do you know what's on after the news?

Or: Do you know what comes next ?

Or: what's on BBC at eight o'clock pm

B: I think it's a western.

Or : I've got a feeling it's a documentary

Or: I believe there's variety show on .

Or: As far as I can remember there's a quiz program

A: Do you mind if we switch over?

Or: Does anybody mind if I watch it ?

Or: we mustn't miss that .

Or: would you mind if I watched it ?

B: well , I rather wanted to see the football match .

Or : Don't you won't to see part two of the serial ?

Or: let me look in the Radio Tunes first .

Or: no I've been looking forward to it all evening .

Booking Airline Tickets

A: I want to fly to London on or about the first .

Or: I'd like to book a flight to ----- about the first.

Or: what flight are there from London to Vienna tomorrow ?

Or: Are there any planes to Rome on Sunday ?

B: I'll just see what there is.

Or: I'll have a look in the timetable.

Or: If you'd like to take a seat , I'll find out for you .

Or: If you'll excuse me for a second , I'll check .

A: I want to go economy and I'd prefer the morning.

Or: I'll need an economy class open return

Or: I'd like to travel first class please .

Or: By the way I don't want a night flight

B: There's a Swiss air DC-q out London at 9:20 pm

Or: BA flight takes off from Heathrow at 9:25 & flies direct .

Or: KSA flight lh 203 leaves at 10:00 pm

A: what time do I have to be there ?

Or: what time have I got to get there ?

Or: when am I supposed to check in ?

B: The coach leaves for airport at 7:45

Or: The latest time of reporting is 8:20 at the airport

Or: you'll have to be at the coach station by 7:40

Or: If you're going to the airport you must be there before 8:20

في محطة القطار او المترو At a Railway Station

A: when does the London train leave, please ?

Or: which train do I take for Victoria, please ?

Or: which platform for London Bridge, please ?

Or: what time's the next train to Victoria, please?

B: 9:25 platform 3.

Or: 9:26 platform 4 . right up at front

A: what time does it reach London ?

Or: when does it get in ?

Or: What time does it arrive ?

Or: When do we get there ?

B: You should be at 1:30 but you may be a bit late

Or: It gets there at 10:30.

A: Do I have to change ?

Or: Yes , change at Isle gate.

Or: No it's a through train.

No: there's no need to change .

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speklar