

ENGLISH COMMUNICATION

SMK PERBANKAN NASIONAL

SPEAKING AND LISTENING MR. DIAN

Informal greetings

Let's start with informal greetings. Here's how you can say hello:

- **Hello!**
(A universal greeting that works for every conversation.)
 - **Hi!**
(A neutral and friendly greeting.)
 - **Hey!**
(An informal and relaxed greeting.)
 - **Greetings!**
(This is quite formal and rare these days, but could be used humorously among friends.)
 - **Howdy!**
(A casual greeting that's not commonly used, but can add some flavor to your English.)

Formal greetings

For a more formal way to greet someone, use the model "good + [time of day]":

- **Good morning!**
(Reserved for any time before noon.)
 - **Good afternoon!**
(Typically used between noon and 5-6 p.m.)
 - **Good evening!**
(Any time after 6 p.m.)

Remember that "**good night**" normally means that you're saying goodbye. It's also commonly used right before going to bed.

Introductions

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o introduce yourself is to give your name:

- **My name is What's your name?**
(This is simple, neutral and always works well!)
If you met somebody once before, but you don't remember their name, you can say this:

- **I'm sorry, I don't remember your name. You are... ?**

(This is a bit more informal.)

If you want to introduce a person to someone else, you can simply say:

- **Please meet + [name]**
Please meet my friend Tom!
(Formal introduction.)

- **This is + [name]**
This is Tom!
(Common introduction.)

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Now that you've introduced yourself, use one of the phrases below to respond to someone's introduction:

- **Nice to meet you!**
(The most common.)
- **Pleased to meet you!**
(Simple and polite.)
- **It's a pleasure!**
(Informal, but nice.)

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There are several ways to [ask someone how they're doing](#):

- [***How are you? / How are you doing?***](#)
(Neutral.)
- [***How's it going?***](#)
(More informal.)
- [***How are things?***](#)
(Informal.)
- [***What's up?***](#)
(Very informal.)

An interesting thing about asking these questions is that an answer isn't really required.

Instead, a simple answer and a "how are you" in return is enough for a typical conversation in English:

- [***I'm well. How are you?***](#)
- [***It's going well, thank you. How are you doing?***](#)
- [***Fine, thanks. And yourself?***](#)

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Asking and Answering Questions

There are two types of questions you may ask: **closed-ended** and **open-ended** questions.

Closed-ended questions are also called “yes/no” questions, because their goal is to confirm or deny certain information. For example:

- [Are you having a good day?](#)
- [Did you just get to the office?](#)
- [Have you seen my email?](#)

Compare the examples above to the open-ended questions below. They’ll ask a person to elaborate—i.e., to give more information instead of simply saying “yes” or “no.”

- [How is your day going?](#)
(A perfect example of small talk!)
- [When did you arrive at the office?](#)
- [What do you think about that email I sent?](#)

Open-ended questions typically begin with [“who,”](#) [“what,”](#) [“where,”](#) [“when”](#) and [“why.”](#) They’re important to make your English conversation informative and productive.

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Asking for Clarification

It's perfectly normal to ask for clarification or to repeat something. Just remember to be polite! If you don't understand something, for example, a word or even some idea relating to your conversation, you could say:

- *I'm sorry, I don't understand. Could you please repeat that?*

- *I'm sorry, I don't understand. Could you please explain that?*

or even...

- *Care to elaborate?*

(This very informal question is the short version of "Do you care to elaborate on this?")
If you simply didn't hear something, just say it like this:

- *I'm sorry, I didn't hear that. Could you please repeat?*

- *I'm sorry, I didn't catch that. Could you please repeat?*

or even...

- *Could you say that again, please?*

- *Come again?*

(This is very informal, and it can sound rude to some people.)
Don't be shy to ask for help. People are generally very happy to explain or repeat something!
And please, don't forget to thank them after they do.

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Bringing an English Conversation to a Close

Say you've got all the information you need from the person. It's time for you to go.

Maybe you're running late and want to keep the conversation brief. No matter the reason, it's always nice to let the person know you can't continue talking to them for much longer.

There are many ways to do it depending on the situation. For example, if you're late, say:

- ***I have to get going. / It's time for me to go.***
(This is polite and neutral.)

- ***I have to run—can we continue later?***
(This is more informal, but also polite.)

And if you have all the information you wanted:

- ***Thank you so much for your help!***
(A very common and useful expression.)

- ***Got it, thanks!***
(Very informal and friendly.)

- ***I think I have everything I need, thank you!***
(This is formal and may come across as rude if you don't thank the person after, so use it with caution.)

Using Small Talk to End a Conversation

Hey, guess what? Small talk can be used at the end of an English conversation too!

Before saying goodbye, it's polite to say something like:

- ***Have a good day!***
(This works in any situation.)

- ***Enjoy your day!***
(This one's a bit more formal.)

- ***Good luck!***
(If the person needs it; it'll depend on the situation.)

- ***Talk to you soon!***
(This is neutral and doesn't necessarily mean that you'll really talk to the person soon.)

- ***Great seeing you! / Great talking to you!***
(This is informal yet common.)

- ***Catch you later!***
(This is very informal and fun.)

And after that, the only thing left to do is...

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WHERE ARE YOU FROM?

- **Hello.**
- Hi.
- **How are you?**
- I'm good. How are you?
- **Good. Do you speak English?**
- A little. Are you American?
- **Yes.**
- Where are you from?
- **I'm from California.**
- Nice to meet you.
- **Nice to meet you too.**

DO YOU SPEAK ENGLISH?

- **Excuse me, are you American?**
- No.
- **Do you speak English?**
- A little, but not very well.
- **How long have you been here?**
- 2 months.
- **What do you do for work?**
- I'm a student. How about you?
- **I'm a student too.**

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WHAT'S YOUR NAME?

- **Excuse me, what's your name?**
- My name is Jessica. What's yours?
- **John.**
- You speak English very well.
- **Thank you.**
- Do you know what time it is?
- **Sure. It's 5:10 PM.**
- What did you say?
- **I said it was 5:10 PM.**
- Thanks.
- **You're welcome.**

ASKING DIRECTIONS

- **Hi Michael.**
- Hi Amy. What's up?
- **I'm looking for the airport. Can you tell me how to get there?**
- No, sorry. I don't know.
- **I think I can take the subway to the airport. Do you know where the subway is?**
- Sure, it's over there.
- **Where? I don't see it.**
- Across the street.
- **Oh, I see it now. Thanks.**
- No problem.
- **Do you know if there's a restroom around here?**
- Yes, there's one here. It's in the store.

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- **Thank you.**
- Bye.
- **Bye bye.**

I'M HUNGRY

- **Hi Sarah, how are you?**
- Fine, how are you doing?
- What do you want to do?
- **I'm hungry. I'd like to eat something.**
- Where do you want to go?
- **I'd like to go to an Italian restaurant.**
- What kind of Italian food do you like?
- **I like spaghetti. Do you like spaghetti?**
- No, I don't, but I like pizza.