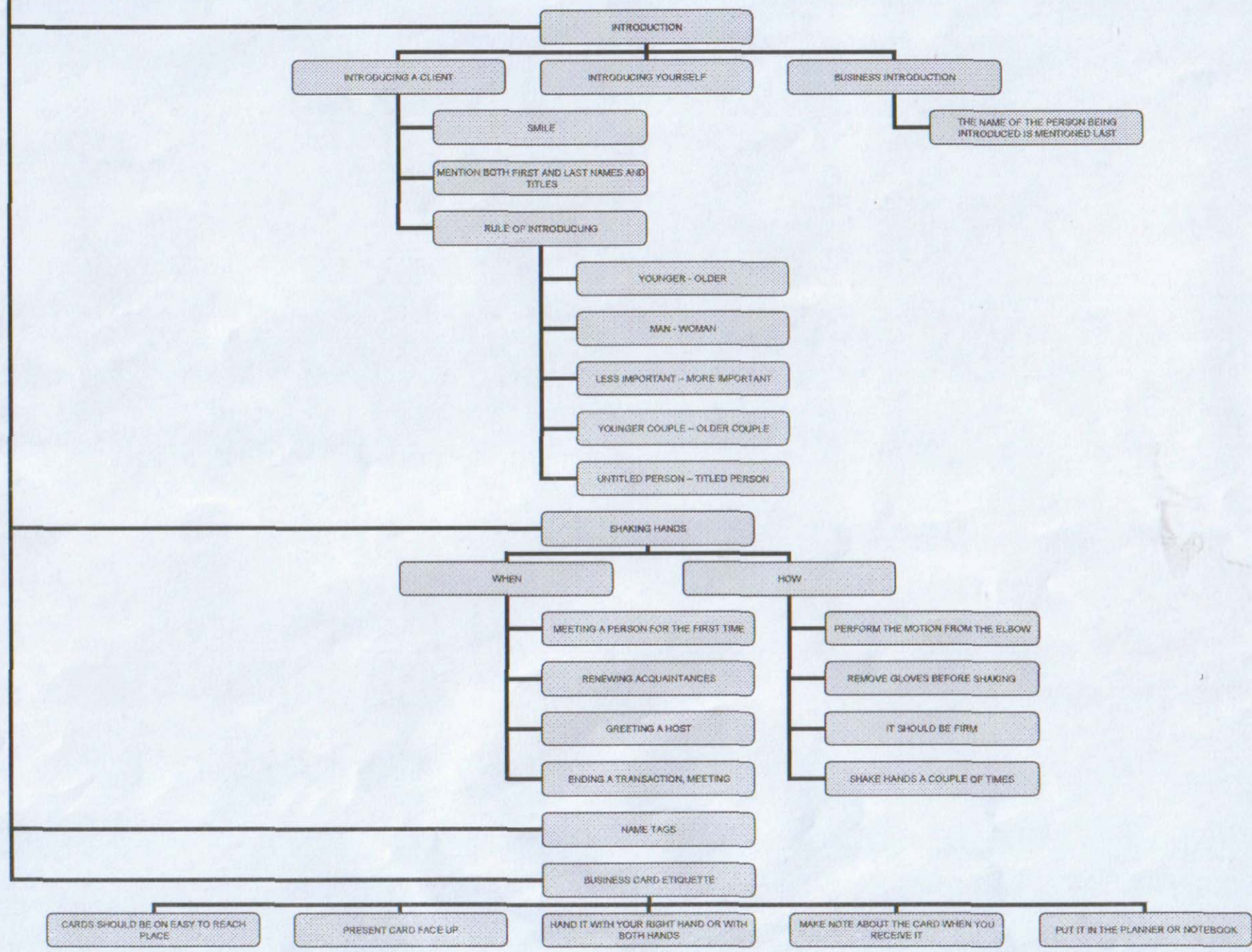


BUSINESS ETIQUETTE

Business etiquette (chart)
Useful phrases Etiquette
quiz

BUSINESS ETIQUETTE



QUIZ

Business etiquette

1) You, a business consultant, are walking along with your client, the President of Acme, and two of his employees, when you meet a business acquaintance of yours. Obviously it falls to you to introduce the four of them to each other. Whose name should you say first⁹

- A. The person standing on your immediate right.
- B. The person you've known the longest.
- C. The President of Acme.
- D. Your business acquaintance.

2) I have become a client of yours and we have a meeting scheduled so you can show me what your company can do for me. When you're speaking to me, you should refer to me as:

- A Ms. Ward
- B. Susan Ward
- C. Susan
- D. Susie, Baby

3) You encounter someone you've met before, but you can't remember his or her name. You should:

- A. Turn around and leave and hope he or she didn't see you.
- B. Walk up to him or her and say, "Hi, what's-your-name!"
- C. Walk up to him or her, use a generic greeting such as "Good morning" and just ignore the whole name issue.
- D. Walk up to him or her, use a generic greeting and admit that you don't remember the name.

4) When you receive someone else's business card you should:

- A. Immediately stuff it into your pocket.
- B. Immediately pass them your business card
- C. Look at the card but say nothing about it.
- D. Look at the card and acknowledge it,

5) When you are conversing with someone, you should stand:

- A. Ten feet away from them.
- B. Six feet away from them.
- C. Three feet away from them.
- D. One and a half feet away from them.

6) For easy reading, one's name badge should be worn

- A. On the left shoulder
- B. On the right shoulder.
- C. On the left hip.
- D. Around one's neck.

7) In business, . . .

- A. Only men should stand for handshaking and all introductions.
- B. Only women should stand for handshaking and all introductions.
- C. It is not necessary for men or women to stand for handshaking or introductions.
- D. Both men and women should stand for handshaking and all introductions.

8) You've forgotten a lunch with a business associate. You feel terrible and know he's furious. Do you:

- A. write a letter of apology?
- B. send flowers⁹
- C. keep quiet and hope he forgets about it⁹
- D. call and set up another appointment⁹

9) When you receive the business card, you

- A. receive it with your left hand
- B. receive it with your right hand

10) How do you present your business card

- A. face up
- B. Folded

How did you do on the Business Etiquette Quiz⁹ Tally your score out of 10 and see how your business manners rate:

10 out of 10: Maven: You're a true business manners inavcn. Clients and colleagues alike arc impressed and people like Emily Post will probably start ringing you up to ask for advice any day now.

8 - 9: Adept: For the most part, you come across as polished and professional Take Uie time to find out ou should do in situations ou're unsure of to cinch our success.

5-7: Shaggy Dog: Enthusiasm and a glib tongue aren't enough to win the day - or the business contract. You need lo stop being a "shagg\ dog" and clean up your act.

0-4: Barbarian: You should not be roaming around in public by yourself It's amazing that you manage to do any business at all. Take a course, read books, lure a trainer; your business manners need work and there's no lime lo waste.

INTRODUCTION-*UPOZNAVANJE*

SAYING HELLO- <i>POZDRAVITI</i>	
<ul style="list-style-type: none">• Hello/Hi (<i>Zdravo</i>)• Good morning (<i>Dobro jutro</i>)• Good afternoon (<i>Dobar dan</i>)• Good evening (<i>Dobro večje</i>)• It is good to see you again (<i>Dobro je videti te opet</i>)	
INTRODUCING YOURSELF – <i>PREDSTAVITI SE</i>	
<ul style="list-style-type: none">• Can I introduce myself? My name is..... (<i>Mogu li da se predstavim. Moje ime je....</i>)• I am..... (<i>Ja sam.....</i>)• Hello/Hi, I am.... (<i>Zdravo, ja sam....</i>)• I don't think we have met. I am.... (<i>Mislím da se nismo upoznali/sreli. Ja sam...</i>)	
INTRODUCING OTHERS- <i>PREDSTAVITI OSTALE</i>	
<ul style="list-style-type: none">• This is..... (<i>Ovo je....</i>)• Can I introduce you to..... (<i>Mogu li da Vas upoznam sa...</i>)• I want you to meet..... (<i>Želim da Vas upoznam sa....</i>)• I would like to introduce you to..... (<i>Želim da Vas upoznam sa....</i>)• Do you know.....? (<i>Da li poznajete...</i>)	<p>Nice to meet you. How do you do? (<i>Drago mi je. Kako ste?</i>)</p> <p>Nice to meet you, too. (<i>Drago mi je takođe.</i>)</p> <p>Pleased to meet you. (<i>Zadovoljstvo je upoznati Vas</i>)</p>
GIVING BUSINESS CARDS- <i>RAZMENA VIZIT KARTICA</i>	
<ul style="list-style-type: none">• Anyway, let me give you my card. (<i>U svakom sučaju, dozvolite da vam dam vizit karticu</i>)• Do you have a card? (<i>Imate li vizit kartu</i>)• Please, take my business card. (<i>Molim Vas uzмите moju vizit karticu</i>)• Here is my business card. (<i>Ovo je moja vizit kartica</i>)	
SAYING GOODBYE- <i>POZDRAVITI SE</i>	
<ul style="list-style-type: none">• Nice meeting you – (<i>Drago mi je što smo se upoznali</i>)• Goodbye-<i>Zdravo/Doviđenja</i>• Bye-<i>Zdravo</i>• See you soon-<i>Vidimo se uskoro</i>• See you on.. –<i>Vidimo se u....</i>• Have a good journey-<i>Sretan put</i>	

TELEPHONING

Telephoning (chart)

Leaving a message (chart)

Useful Phrases

Exercises

TELEPHONING

- CALLING
- INTRODUCING YOURSELF
- ASK FOR THE PARTICULAR PERSON, EXTENSION
- IF THE PERSON IS NOT IN ASK WHEN HE/SHE WILL BE BACK
- LEAVE THE MESSAGE
- END THE CALL

LEAVING A MESSAGE

INTRODUCE YOURSELF

STATE THE TIME OF DAY AND YOUR REASON
FOR CALLING

MAKE A REQUEST

LEAVE YOUR TELEPHONE NUMBER

END CALL

TELEPHONING

WHAT TO SAY	WHAT TO EXPECT
ANNOUNCING IDENTITY-<i>PREDSTAVITI SE</i>	
Hello, this is <i>(Halo, na telefonu je....)</i> My name is..... <i>(Zovem se)</i> Good morning. It's Rebecca Parker here. <i>(Dobro jutro. Na vezi je Rebecca Parker)</i>	Hello, David Jackson. <i>(Da, David Jackons)</i> Can I help You? <i>(Mogu li Vam pomoći)</i> PLC. Good morning. <i>(PLC. Dobro jutro)</i>
ASK IF SOMEONE IS IN – <i>POTRAŽITI NEKOGA</i>	
Can I speak to....., Please? <i>(Mogu li molim Vas da razgovaram sa...)</i> Hello Is there? <i>(Halo, da li je tu....)</i> Could you put me through to, please? <i>(Možete li da me povežete sa.....)</i> Can I speak to someone in Marketing, please? <i>(Mogu li da razgovaram sa nekim iz marketinške službe?)</i>	Hold the line, please. <i>(Ostanite na vezi, molim Vas)</i> Hold on, please. I will see. <i>(Ostanite na vezi. Da proverim)</i> I will just transfer you. <i>(Odmah ću Vas prebaciti)</i> Yes, just a moment. <i>(Da, samo trenutak)</i>
PERSON WANTED IS NOT THERE <i>KADA OSOBA NIJE PRISUTNA</i>	
	I am afraid she isn't in at the moment. <i>(Bojim se da nije tu)</i> Sorry, she has just gone out. Would you like to call back later? <i>(Žao mi je, samo što je izašla. Pozovite kasnije?)</i> She is away for a few days. Can I give here a message? <i>(Odsutna je nekoliko dana. Da joj prenesem poruku?)</i> She is out of office this week. I'm afraid. <i>(Neće raditi cele nedelje)</i> You can contact her on her mobile. The number is <i>(Možete je kontaktirati na mobilni telefon. Broj je...)</i>
WHEN WILL THE PERSON WANTED BE IN? –<i>KADA ĆE SE VRATITI</i>	
What time will she be back? <i>(Kada će se vratiti?)</i> Will she be back later today? <i>(Hoće li se kasnije vratiti?)</i> Can I contact her tomorrow? <i>(Mogu li da je nazovem sutra?)</i> When would be a good time to call again? <i>(kada je zgodno da ponovo nazovem?)</i>	She should be back by 4 o'clock. <i>(Trebalo bi da se vrati oko 4)</i> We are expecting her at around 4. <i>(Očekujemo je oko 4)</i> She's due back tomorrow. <i>(Vraća se sutra)</i> Why don't you try in a couple of hours? <i>(Pokušajte za nekoliko sati)</i>

CALLING OFF – <i>ZAVRŠITI RAZGOVOR</i>	
<p>I'll get back to you soon. <i>(Uskoro Vam se javljam?)</i> Thanks very much. Goodbye. <i>(Hvala puno.Prijatno)</i> Ok. Bye. <i>(U redu. Zdravo)</i></p>	<p>Thanks for calling. <i>(Hvala što ste zvali)</i> We will be in touch about it soon. Goodbye. <i>(Bićemo u kontaktu. Prijatno)</i> Bye. <i>(Zdravo/Prijatno)</i></p>
CONNECTING TO AN EXTENSION – <i>LOKALI/DEPARTMANI</i>	
<p>Could you put me through to Mr. Smith, please? <i>(Možete li da me spojite sa gospodinom Smitom)</i> I'd like to speak to Mr. Smith, please. <i>(Želeo bih da razgovaram sa gospodinom...)</i> Could you give me number of his direct line, please? <i>(Možete li mi dati broj u njegovoj kancelariji)</i> She asked me to phone her this morning. <i>(Zamolila me je jutros, da joj se javim)</i></p>	<p>Would you hold on, please? <i>(Ostanite na vezi)</i> Please hold the line. <i>(Ostanite na vezi)</i> Yes, please hold on and I'll put you through. <i>(Ostanite na vezi. Prebaciću Vam vezu)</i> Sorry to keep you waiting. <i>(Žao mi je što ste čekali)</i> Sorry this isn't her extension . I will try to transfer you. <i>(Žao mi je ovo nije njen lokal/odsek. Pokušaću da Vas prebacim)</i></p>
LEAVING AND TAKING A MESSAGE- <i>OSTAVLJATI PORUKU/BELEŽITI PORUKU</i>	
<p>Can I leave a message? <i>(Mogu li da ostavim poruku)</i> Can you tell him that called him? <i>(Možete li mu reći da ga je zvao..)</i> Can you tell him to call me back? <i>(Možete li mu reći da me nazove)</i></p> <p>1. Introduction - - - - Hello, this is Ken. OR Hello, My name is Ken Beare (more formal).</p> <p><i>Predstavljanje: Halo. Ovde Ken. Ili Zdravo ovde Ken.</i></p> <p>2. State the time of day and your reason for calling - - - - It's ten in the morning. I'm phoning (calling, ringing) to find out if ... / to see if ... / to let you know that ... / to tell you that ...</p> <p><i>Navedite vreme I razlog zašto zovete..... Deset je ujutru I zovem da vidim/da vas obavestim/ da vam kažem da...</i></p>	<p>Could (Can, May) I take a message? <i>(Da zapišem poruku)</i> Could (Can, May) I tell him who is calling? <i>(Mogu li mu reći ko je zvao)</i> Would you like to leave a message? <i>(Da li želite da ostavite poruku?)</i></p>

3. **Make a request** - - - - Could you call (ring, telephone) me back? / Would you mind ... ? /

Iskažite zahtev...Možeš li da me nazoveš kasnije

4. **Leave your telephone number** - - - - My number is / You can reach me at / Call me at ...

Ostavite broj telefona...Moj broj je/Možete me dobiti na.../ Pozovite me na ...

5. **Finish** - - - - Thanks a lot, bye. / I'll talk to you later, bye.

Završite: Hvala puno, zdravo/prijatno. Čućemo se kasnije.

Ken: Hello Tom, this is Ken. It's about noon and I'm calling to see if you would like to go to the Mets game on Friday. Could you call me back? You can reach me at 367-8925 until five this afternoon. I'll talk to you later, bye.

Telephone: (*Ring... Ring... Ring...*) Hello, this is Tom. I'm afraid I'm not in at the moment. Please leave a message after the beep..... (beep)

EXERCISES

II

In pairs make a complete telephone conversation following the chart below. The receptionist should write the message on the telephone message note.

Caller

Receptionist

Answer the phone call

Introduce yourself

Ask to speak to Mr.

Mr. is not in

Ask when you can contact him

Explain that he is away and offer to take a message

You want Mr. to call you.
Give your name and phone number

Ask him/her to repeat his/her name.
If you don't know how to write it
ask him/her to spell it

Spell your name

Confirm the information

End call

End call



TELEPHONE MESSAGE

For: Time of call:

Caller: Company:

Phone number:

Message:

III

Listen to your colleague `s conversation and fill in the telephone message note with the information (message) from their conversation.



TELEPHONE MESSAGE

For: Time of call:

Caller: Company:

Phone number:

Message:

EXERCISES

I LEAVING A MESSAGE

1. Use the appropriate words to complete each of the gaps in the answering machine recordings:

For calling; business hours; Friday; is closed; back; possible; I'm not able; call; leave; message.

- a) Thank you _____ TDK Products. I'm afraid that our office _____ and there is no-one to take your call at the moment. Our _____ are 08.30 to 18.30, Monday to _____, and we will get _____ to you as soon as _____.
- b) This is Phil Thomas. _____ at the moment to take your _____. If you'd like to _____ a _____, please speak after the tone. I'll ring you _____.

2. Here are two messages left on an answering machine. Fill in the gaps:

Tell; call; repeat; report; trying; machine; urgently; discuss; as soon as possible.

- a) This is Paula Ricchi of Vexex Supplies. I need to speak to Diana Winter of Sales. Can you _____ her to _____ me first thing tomorrow morning? My number is 0712379897. I'll just _____ my name: Paula Ricchi of Vexex Supplies. Oh, and could you tell her that I got her _____ about Turin Conference?
- b) Phil, this is Janine. I've been _____ to ring you all day but all I get is the answering _____. Where have you been? I need to speak to you _____ about the Belman contract. I've had a look at it and there are a couple of things we need to _____ before we send it out. Can you ring me _____? I'll be here till about half past seven.

THE STRUCTURE OF CALL

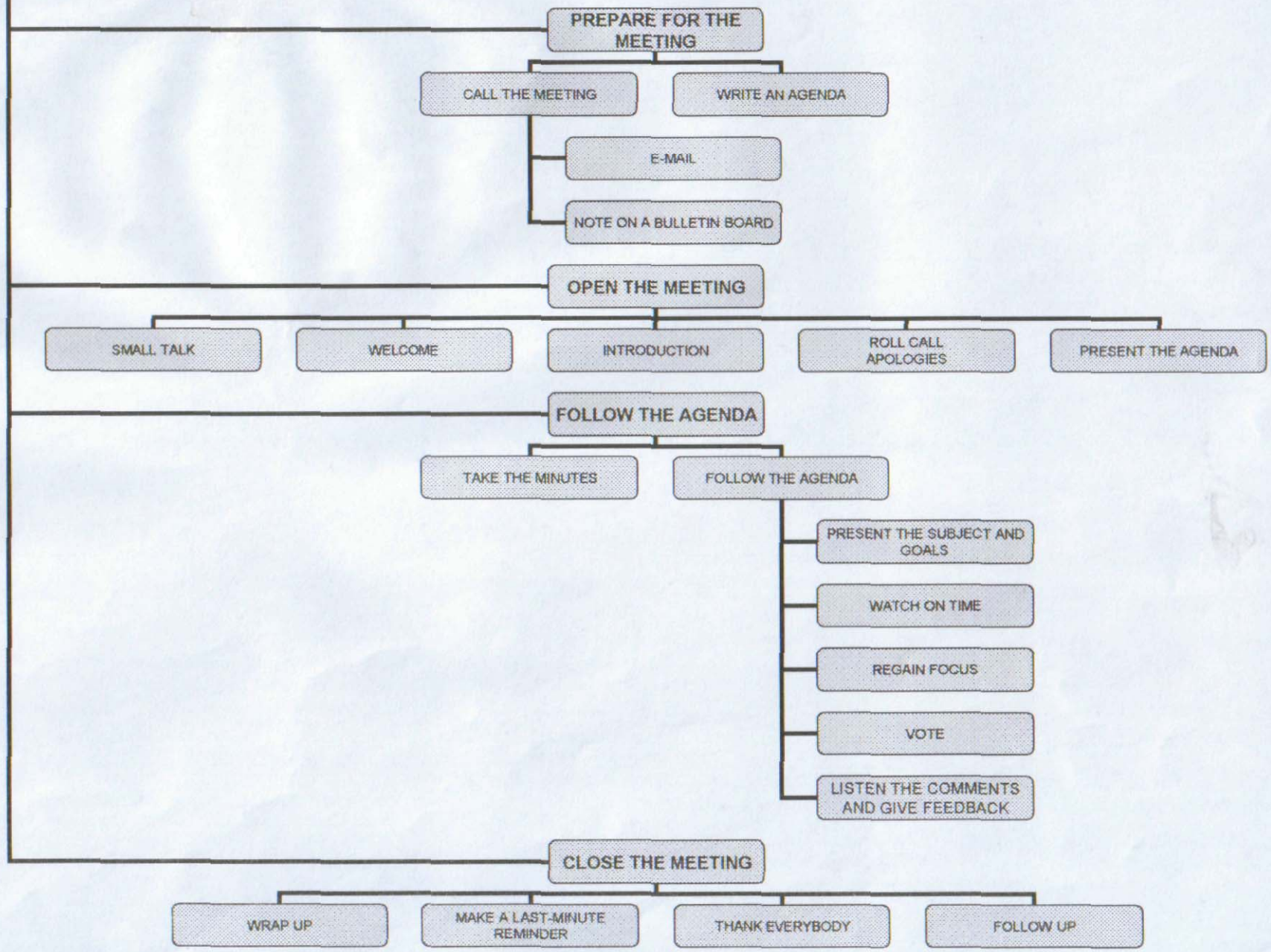
Put these sentences in the correct order ____

- a) I understand. That's very kind of you. Thank You very much. ____
- b) Can I confirm that? The date is December the 4th and it is at the Clyde Hotel. ____
- c) Excellent. I look forward to seeing you there. ____
- d) I am calling to find out some information about the Direct Line Conference in December. ____
- e) Hello, My name is Patricia Lefever. I am calling from Paris. ____
- f) Could you tell me the data and location of the conference? ____

MEETINGS

SUCCESSFUL MEETING (CHART)
USEFUL PHRASES
EXERCISES

SUCCESSFUL MEETING



OPENING THE MEETING-OTVARANJE SASTANKA
<p>Good morning/afternoon, everyone. –<i>Dobro jutro/dan svima.</i> If we are all here, let's get started (OR) <i>Ako smo svi tu da krenemo</i> let's start the meeting. <i>Počinjemo sa sastankom</i></p>
WELCOMING AND INTRODUCING PARTICIPANTS-DOČEKIVANJE I PREDSTAVLJANJE UČESNIKA
<p>Please join me in welcoming Mr. Smith <i>Pridružite mi se i poželimo dobrodošlicu..</i> We're pleased to welcome Mr. Smith <i>Čast nam je da poželimo dobrodošlicu....</i> It's a pleasure to welcome Mr. Smith <i>Zadovoljstvo je poželeti dobrodošlicu</i> I'd like to introduce Mr. Smith <i>Želeo bih da predstavim gospodina Smita</i> I don't think you've met Mr. Smith <i>Mislím da niste upoznali gospodina Smita</i></p>
STATING THE PRINCIPAL OBJECTIVES OF A MEETING-GLAVNI CILJEVI SASTANKA
<p>We're here today to – <i>Danas smo ovde</i> Our aim is to ...-<i>Naš cilj je</i> I've called this meeting in order to ... <i>Sazvao sam ovaj sastanak kako bi...</i> By the end of this meeting, I'd like to have ...<i>Do kraja sastanka. Želeo bih da</i></p>
GIVING APOLOGIES FOR SOMEONE WHO IS ABSENT – OPRAVDATI ODSUTNE
<p>I'm afraid., (Marina) can't be with us today. – <i>Bojim se da Marina danas neće biti sa nama</i> She is in... <i>Ona je u....</i> I have received apologies for the absence of (name of participant), who is in (place). <i>Opravdano su odsutni..... (ime), koji/koja je u....(mesto)</i></p>
READING THE MINUTES OF THE LAST MEETING-ČITANJE ZAPISNIKA SA PRETHODNOG SASTANKA
<p>First let's go over the report from the last meeting, which was held on (date) <i>Prvo hajde da pročitamo zapisnik sa prethodnog sastanka koja je održana dana.....</i> Here are the minutes from our last meeting, which was on (date) <i>Ovde je zapisnik sa prošlog sastanka, koji je održan dana...</i></p>
MOVING FORWARD-NASTAVITI SA SASTANKOM
<p>So, if there is nothing else we need to discuss, let's move on to today's agenda. <i>Ukoliko nema nekih pitanja, hajde da nastavimo sa današnjim planom</i> Shall we get down to business? <i>Da prionemo na posao</i></p>
INTRODUCING THE AGENDA –UPOZNAVANJE SA PLANOM SASTANKA
<p>Have you all received a copy of the agenda? – <i>Da li ste svi dobili kopiju šta je na dnevnom redu</i> There are three items on the agenda. First, <i>Danas imamo tri tačke. Prvo....</i> Shall we take the points in this order? <i>Hoćemo li redosledom..</i> If you don't mind, I'd like to ... go in order (OR) skip item 1 and move on to item 3 <i>Ukoliko nemate ništa protiv. Da krenemo redom ili da preskočimo prvu tačku I započnemo sa trećom</i></p>

ALLOCATING ROLES (SECRETARY, PARTICIPANTS)-<i>PODELA ULOGA</i>
<p>(name of participant) has agreed to take the minutes. <i>(ime) se složio da hvata zapisnik</i> (name of participant) has kindly agreed to give us a report on this matter. <i>(ime) se složio da nam dostavi izveštaj o ovoj stvari</i> (name of participant) will lead point 1, (name of participant) point 2, and (name of participant) point 3. <i>(ime) će govoriti o prvom, (ime) o drugom (ime) o trećem pitanju</i></p>
AGREEING ON THE GROUND RULES FOR THE MEETING-<i>SLAGANJE OKO OSNOVNIH PRAVILA DRŽANJA SASTANKA</i>
<p>We will hear a short report on each point first, followed by a discussion round the table. <i>(Najpre će mo čuti kratak izveštaj o svakom pitanju, praćen diskusijom)</i> The meeting is due to finish at... <i>(Planirano je da se sastanak završi oko...)</i> We'll have to keep each item to ten minutes. Otherwise we'll never get through. <i>(Na svakom pitanju ćemo se zadržati oko deset minuta. Inače nikada nećemo završiti.)</i> We may need to vote on item 5, if we can't get a unanimous decision. <i>(Možda će biti potrebno da glasamo oko petog pitanja, ukoliko ne postignemo jednoglasnu odluku.)</i></p>
INTRODUCING THE FIRST ITEM ON THE AGENDA-<i>PREDSTAVLJANJE PRVOG PITANJA</i>
<p>So, let's start with –<i>Pa da krenemo sa</i> Shall we start with. . <i>Da krenemo sa</i> So, the first item on the agenda is <i>Prvo pitanje na današnjem redu je ..</i> Pete, would you like to kick off? <i>Pite želiš li da započneš</i></p>
CLOSING AN ITEM-<i>ZAVRŠAVANJE SA PRVIM PITANJEM</i>
<p>I think that covers the first item.-<i>Mislim da prvo pitanje to pokriva</i> Shall we leave that item? – <i>Da pređemo na drugo pitanje</i> If nobody has anything else to add,- <i>Ukoliko niko nema ništa da doda onda...</i></p>
NEXT ITEM-<i>SLEDEĆE PITANJE</i>
<p>Let's move onto the next item- <i>Hajde da pređemo na sledeće pitanje</i> The next item on the agenda is – <i>Sledeće pitanje na dnevnom redu je</i> Now we come to the question of.- <i>Sada dolazimo do pitanja</i></p>
GIVING CONTROL TO THE NEXT PARTICIPANT- <i>PREDATI KONTROLU NEKOM DRUGOM UČESNIKU</i>
<p>I'd like to hand over to Mark, who is going to lead the next point .-<i>Želim da dam reč marku koji će voditi sledeće pitanje</i></p>
SUMMARIZING - <i>SUMIRANJE</i>
<p>Before we close, let me just summarize the main points. <i>Pre nego li završim, dozvolite da sumiram glavne stvari</i> In brief, - <i>Ukratko</i> Shall I go over the main points?- <i>Da pređemo preko glavnih pitanja</i></p>

FINISHING UP - ZAVRŠAVANJE
Right, it looks as though we've covered the main items <i>Tako je, izgleda das mo pokrili sva značajna pitanja.</i>
SUGGESTING AND AGREEING ON TIME, DATE AND PLACE FOR THE NEXT MEETING-PREDLOG I SLAGANJE U VEZI NAREDNOG SASTANKA
Can we fix the next meeting, please?- <i>Da preciziramo sledeći sastanak</i> So, the next meeting will be on... (day), the . . . (date) of.. . (month) at... <i>Pa, sledeći sastanak će bitidana.....datuma.....mesec...u.....sati</i> What about the following Wednesday? How is that? <i>A sledeća sreda? Da li odgovara?</i> So, see you all then. <i>Vidimo se tada</i>
THANKING PARTICIPANTS FOR ATTENDING-ZAHVALITI SE UČESNICIMA
I'd like to thank Marianne and Jeremy for coming over from London. <i>Želeo bih da se zahvalim Marijani I Džeremiju što su došli iz Londona</i> Thank you all for attending.- <i>Hvala na prisustvu</i> Thanks for your participation.- <i>Hvala na učešću</i>
CLOSING THE MEETING-ZATVORITI SASTANAK
I declare the meeting closed.- <i>Zatvaram sastanak</i>
INTERRUPTING- PREKINUTI NEKOGA U TOKU IZLAGANJA
May I have a word?- <i>Mogu li da dobijem reč</i> If I may, I think... <i>Ako mogu, ja mislim</i> Excuse me for interrupting. <i>Izvini te što vas prekidam..</i> May I come in here? <i>Mogu li da se ubacim?</i>
GIVING OPINIONS-ISKAZATI MIŠLJENJE
(really) I feel that... <i>Zaista osećam da...</i> In my opinion... <i>Po mom mišljenju</i> The way I see things... <i>Način na koji ja to vidim</i> If you ask me,... I tend to think that... <i>Ako me pitate, ja mislim</i>
ASKING FOR OPINIONS-ZATRAŽITI MIŠLJENJE
Do you (really) think that...- <i>Da li stvarno mislite da....</i> How do you feel about... <i>Šta mislite o</i>
COMMENTING ON OTHER OPINIONS-KOMENTARISANJE TUDEG MIŠLJENJA
I never thought about it that way before. <i>Nikada nisam o tome razmišljao na taj način.</i> Good point! <i>Dobro zapažanje</i> I see what you mean.- <i>Shvatam šta hoćeš reći</i>
AGREEING WITH OTHER OPINIONS-SLAGATI SE SA NEČIJIM MIŠLJENJEM
Exactly!- <i>Tačno</i> That's (exactly) the way I feel. <i>Tačno tako se osećam</i> I have to agree with (name of participant). <i>Morao bih da se složim sa</i>

DISAGREEING WITH OTHER OPINIONS-<i>PROTIVITI SE TUĐEM MIŠLJENJU</i>
Up to a point I agree with you, but... <i>Do neke tačke se slažem sa Vama, ali...</i> (I'm afraid) I can't agree <i>Bojim se da se ne mogu složiti</i>
ADVISING AND SUGGESTING-<i>SAVETOVATI I PREDLAGATI</i>
We should... <i>Trebalo bi</i> Why don't you.... <i>Zašto ne...</i> How/What about... <i>Šta mislite...</i> I suggest/recommend that... <i>Predlažem...</i>
CLARIFYING-<i>POJASNITI</i>
Have I made that clear? – <i>Da li sam bio jasan?</i> Do you see what I'm getting at? <i>Shvatate li šta hoću da kažem?</i> Let me put this another way... <i>Dozvolite da to kažem na drugi način</i> I'd just like to repeat that... <i>Samo da ponovim</i>
REQUESTING INFORMATION-<i>TRAŽENJE INFORMACIJA</i>
Would you mind... I wonder if you could... <i>Pitam se da li bi mogli</i>
ASKING FOR REPETITION- <i>PITATI DA NEKO NEŠTO PONOVI</i>
I didn't catch that. Could you repeat that, please? <i>Nisam razumeo. Možete li molim Vas da ponovite?</i> I missed that. Could you say it again, please? <i>Promaklo mi je. Možete li a ponovite molim Vas.</i>
ASKING FOR CLARIFICATION-<i>TRAŽITI OBJAŠNJENJE</i>
I'm afraid I don't quite understand what your are getting at. <i>Bojim se da ne razumem šta nameravate.</i> Could you explain to me how that is going to work? <i>Možete li da mi objasnite kako će to da funkcioniše?</i> I don't see what you mean. Could we have some more details, please? <i>Ne vidim šta mislite. Možete li nam otkriti još neke detalje?</i>
ASKING FOR VERIFICATION-<i>POTVRDITI</i>
Do you mean that...? <i>Da li mislite da...</i> Is it true that...? <i>Da li je istina da..</i>
ASKING FOR CONTRIBUTIONS FOR OTHER PARTICIPANTS <i>ZATRAŽITI MIŠLJENJE OSTALIH UČESNIKA</i>
What do you think about this proposal?- <i>Šta mislite o ovom predlogu?</i> Would you like to add anything, (name of participant)? <i>Zelite li nešto da dodate (ime)</i> Has anyone else got anything to contribute? <i>Da li ima neko nešto da doda?</i> Are there any more comments? <i>Još neki komentar?</i>
CORRECTING INFORMATION- <i>ISPRAVKA</i>
Sorry, that's not quite right.- <i>Žao mi je to nije tačno.</i> I'm afraid you don't understand what I'm saying. <i>Bojim se da ne razumete to što govorim.</i> That's not quite what I had in mind. <i>To nije ono što sam imao na umu.</i> That's not what I meant. <i>To nije ono što sam mislio.</i>

KEEPING THE MEETING ON TIME-*VREME SASTANKA*

Please be brief.-*Molim Vas budite kratki.*

I'm afraid we've run out of time. *Bojim se da nemamo više vremena.*

That's not really why we're here today. *To nije razlog zašto smo danas ovde.*

We'll have to leave that to another time. *Ostavimo to za neki drugi put.*

We're beginning to lose sight of the main point. *Udaljavamo se od tačke diskusije.*

Keep to the point, please. *Držite se tačke dnevnog reda.*

I think we'd better leave that for another meeting. *Mislim da je bolje da ostavimo to za sledeći sastanak.*

EXERCISE

I

Write an e-mail to call your staff, to attend the meeting that is going to be held on the 5th June, from 2:00 P.M. to 4:00 P.M in Room 5.

To:

From:

Subject:

II

Write a Sample notice for the meeting that is going to be held on the 17th of May from 2:00 P.M. to 4.00 P.M in Room 3, the meeting is only for supervisors.

<p>MEETING</p> <p>LOCATION: DATE: TIME FOR: SUBJECT</p> <p style="text-align: center;">ATTENDANCE IS MANDATORY</p>
--

III

Write a sample agenda for the meeting that is going to be held by your group. **DO NOT FORGET TO WRITE THE AMOUNT OF TIME FOR EACH ITEM**

<p>SAMPLE AGENDA</p> <ol style="list-style-type: none">1.2.3.4.5.6.7.8.9.

EXERCISES

IV You are going to take minutes for the meeting that is held by your colleagues. Fill in the minutes

Meeting _____
Date _____
Room _____
Start _____ Finish _____
Chair _____

Attendees

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____
13. _____
14. _____
15. _____

Late to arrive: 1. _____
2. _____
3. _____
4. _____

Early to depart: 1. _____
2. _____
3. _____
4. _____

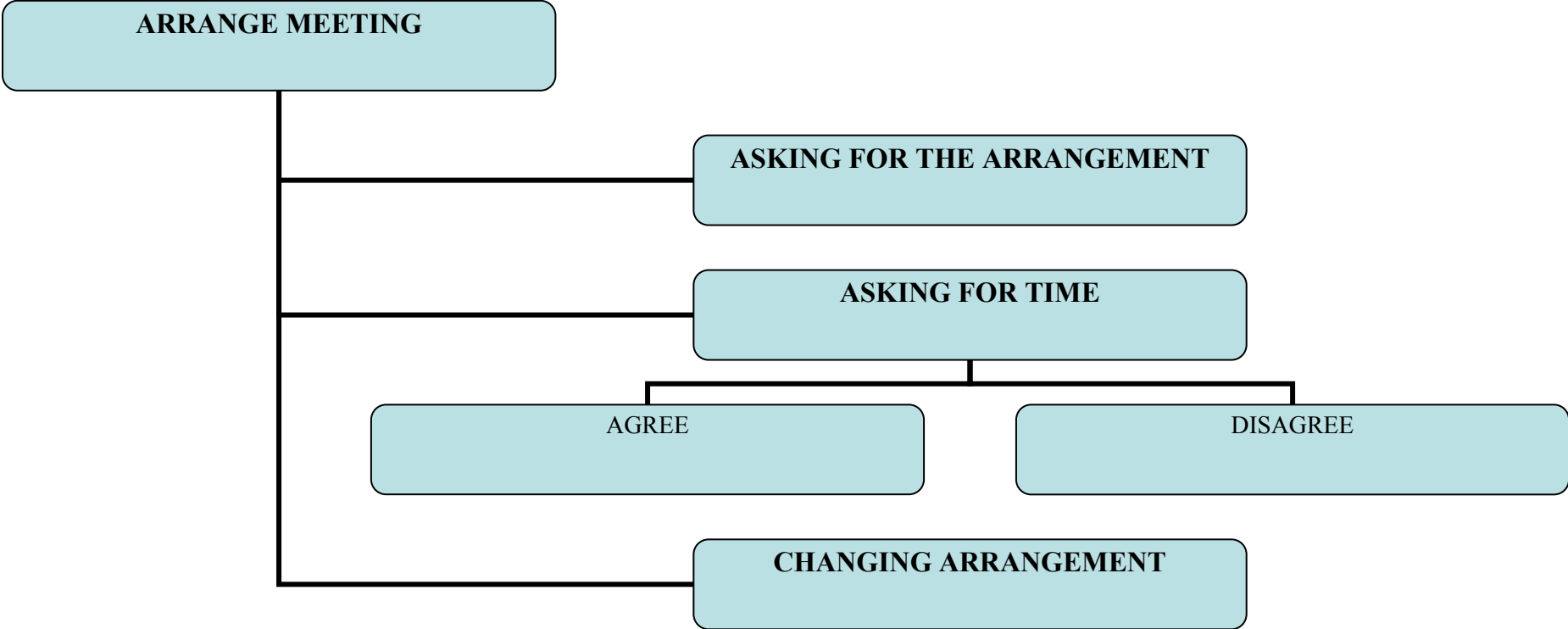
I Complete the following sentences with words from the box.

Report, finish, agenda, purpose, move on, items, close, summarize, questions, postpone, discussion, welcome

1. _____ to the meeting.
2. We have three _____ on the _____.
3. The main _____ of the meeting is to reach a decision on the Abacus project.
4. I would like to hear John's _____ and then we can have a _____.
5. I hope we can _____ by 4 o'clock.
6. John, can you _____ your main points?
7. Does anyone have any _____?
8. Let's _____ to the next point.
9. There is not enough time to discuss this. Can we _____ this decision to a later meeting?
10. I think we should _____ the meeting now, as it is after 4 o'clock.

II Choose the right ending to make the chair's remark below.

1. I would like to welcome _____
 2. There are three things _____
 3. Can I introduce Mary Jane _____
 4. Does anyone have any _____
 5. Let's move _____
 6. So, that is completed _____
 7. Can we set _____
 8. I think that is _____
 9. Thanks _____
-
- a) Who is going to present a short report
 - b) Comment on Mary's report?
 - c) On the items on the agenda
 - d) A date for our next meeting?
 - e) For coming
 - f) To the next point
 - g) All for today
 - h) On the agenda
 - i) Everyone to the meeting



ARRANGE A MEETING (ZAKAZIVANJE SASTANAKA) IN PERSON	
WHAT TO SAY (ŠTA REĆI)	WHAT TO EXPECT (ŠTA OČEKIVATI KAO ODGOVOR)
<ul style="list-style-type: none"> • Can we arrange a meeting <i>(Možemo li ugovoriti sastanak)</i> • We need to meet about <i>(moramo se sresti povodom)</i> • I'd like to meet <i>(Želeo bih da se sastanemo)</i> 	<p>Of course <i>(Naravno)</i> Sure <i>(Naravno)</i></p>
ASKING FOR TIME (ZAKAZATI U KOJE VREME)	
<ul style="list-style-type: none"> • Isok? <i>(Da li je u redu?)</i> • Is..... good for you? <i>(Da li Vam ...odgovara)?</i> • What time are you free? <i>(Kada ste slobodni)?</i> • Are you free on Monday? <i>(Da li ste slobodni u ponedjeljak)?</i> • Are you free at seven? <i>(Da li ste slobodni oko sedam)?</i> • Can we meet on (day) at (time)? <i>(Da li se možemo sresti (dan) oko (vreme)?</i> • Are you busy on (day) at (time)? <i>(Da li ste zauzeti (dan) oko (vreme)?</i> 	Saying when you are free – <i>Kada ste slobodni</i>
	<ul style="list-style-type: none"> • Of course <i>(Naravno)</i> • Sure <i>(Naravno)</i> • Monday seven is good for me. <i>(Ponedjeljak sedam mi odgovara.)</i> • I am free on ... <i>(Slobodan sam u (dan))</i>
	Saying when you are not free – <i>Kada niste</i>
	<ul style="list-style-type: none"> • Sorry, I am busy then. <i>(Žao mi je zauzet sam tada)</i> • I can't meet at seven, what about ten? <i>(Ne možemo se sresti u sedam šta mislite oko...)?</i>
MAKING ARRANGEMENT BY E-MAIL-ZAKAZIVATI SASTANAK MEJLOM	
<ul style="list-style-type: none"> • Just a quick note to arrange a time to meet <i>(samo na brzinu da ugovorimo sastanak)</i> • I am writing to set up/arrange <i>(pišem Vam kako bi ugovorili sastanak)</i> • How/What about Tuesday? <i>(šta mislite o utorku)</i> 	<ul style="list-style-type: none"> • I would like to confirm ... <i>(Želeo bih da potvrdim)</i> • Just writing to confirm... <i>(Samo da potvrdim)</i> • Tuesday is good for me. <i>(Utorak mi odgovara)</i> • Please, send me an email by 5p.m. today to confirm this. <i>(Molim Vas pošaljite mi imejl do 5 popodne kako bi potvrdili ovo)</i> • Looking forward to seeing/meeting.

	<p><i>(radujem se sastanku/viđenju)</i></p> <ul style="list-style-type: none"> • Where should we meet? <i>(Gde ćemo se sresti)</i>
<p>CHANGING ARRANGEMENT-PROMENITI DOGOVOR</p>	
<ul style="list-style-type: none"> • I am sorry I can not do/make Thursday. <i>(Žao mi je ne mogu da stignem u četvrtak.)</i> • This is to let you know, that I have had to put off/postpone. <i>(Samo da Vas obavestim da moramo da odložimo sastanak)</i> • I am writing to call off/cancel. <i>(Pišem Vam kako bi odložili sastanak).</i> • I am afraid I can't make/manage Friday. How aboutinstead? <i>(Žao mi je ali ne mogu da stignem u petak. Šta mislite onda u)?</i> 	

BUSINESS LUNCH

Chart
Expressions
Exercisess

BUSINESS LUNCH

RESTAURANT SMALL TALK

HELPING WITH THE MENU

ORDERING

PAYING FOR THE MEAL

BUSINESS LUNCH (EATING OUT)

RESTAURANT SMALL TALK – ČASKANJE U RESTORANU	
<ul style="list-style-type: none"> This looks a really nice place. <i>(Čini se kao fino mesto)</i> 	<p>It is very typical. <i>(Veoma je tipično)</i></p>
<ul style="list-style-type: none"> I am a bit hungry /absolutely starving. <i>(Pomalo sam gladan/umirem od gladi)</i> 	<p>Oh, yes. I was here last week actually. <i>(Da bio sam zapravo ovde prošle nedelje)</i> Usually when I have quests. <i>(uglavnom kada imam goste)</i></p>
<ul style="list-style-type: none"> Do you come here often? <i>(da li dolazite često ovamo?)</i> 	
<ul style="list-style-type: none"> What do you recommend? <i>(Šta preporučujete)</i> 	
HELPING WITH THE MENU-POMOĆ OKO MENIJA	
<ul style="list-style-type: none"> I am afraid they don't have English menus here. <i>(Bojim se da ovde nemaju meni na engleskom jeziku)</i> 	<p>Just say if you need help with anything. <i>(Samo kažite ako Vam je potrebna pomoć oko nečega)</i></p>
<ul style="list-style-type: none"> I might need help with some of this. <i>(Možda mi je potrebna pomoć oko ovoga)</i> Is that some kind of meat? <i>(Da li je to neka vrsta mesa)</i> So what`s...? <i>(Pa šta je onda..)</i> 	<p>It`s a kind of fish/meat/vegetables/pasta. <i>(To je vrsta ribe/mesa/povrća/testenina)</i> It`s a bit (like) omelette. <i>(Nalik je omletu)</i> It`s made with eggs, milk and sugar. <i>(Pravi se sa jajima, mlekom I šećerom)</i> It is a local speciality. <i>(To je lokalni specijalitet)</i> It`s typical of/a speciality of our region. <i>(To je specijalitet našeg reona)</i> It`s a spacy/sweet dish. <i>(Dosta je začinjeno/slatko jelo)</i> It`s made with meat/fish/vegetables. <i>(Pravi se sa mesom/ribom/povrćem)</i> You have to try that/those. <i>(Morate to da probate)</i></p>
ORDERING-NARUČIVANJE	
	<p>Do you know what you are having? <i>(Znaš li šta ćeš?)</i> Have you decided yet? <i>(Da li ste već odlučili)</i></p>
<ul style="list-style-type: none"> Yes I think I would have..... <i>(Da, mislim da ću uzeti.....)</i> I am still trying to make up my mind. It all looks so good. <i>(Još uvek ne mogu da se odlučim. Sve izgleda dobro.)</i> I think I need a couple more minutes if it is ok. 	<p>Let`s see if we can catch the waiters attention? <i>(hajde da vidimo da li možemo da privučemo pažnju konobara)</i></p>

<p><i>(Mislim da mi je potrebno još nekoliko minuta da se odlučim)</i></p> <ul style="list-style-type: none"> I am going to have the special. <i>(uzeću specijalitet)</i> 	
PAYING FOR THE MEAL –<i>PLAĆANJE</i>	
<ul style="list-style-type: none"> Shall we get the bill? <i>(Da zatražimo račun)</i> 	<p>I will see if I can catch the waiter when he goes past. Can we have the bill, please? <i>(Da vidimo da li možemo da privučemo pažnju konobaru. Možemo li dobiti račun)</i></p>
<ul style="list-style-type: none"> Let me get this. <i>(Dopusti mi)</i> 	<p>I will get this. <i>(Ja ću)</i></p>
<ul style="list-style-type: none"> Are you sure that's very generous of you. <i>(Da li si siguran. Tako darežljivo s tvoje strane)</i> Thanks for the meal it was really nice. <i>(Hvala na obroku bio je divan)</i> 	<p>You welcome. It was my pleasure. <i>(Neman a čemu. Bilo mi je zadovoljstvo)</i></p>

Use the verbs to complete the gaps in these useful sentences

<p>Book, order, bring, recommend, follow, eat, have, prefer, start, ask, suit, take</p>

- Do we have to _____ a table or can we just turn up?
- I have ordered a table for half past twelve. Does that _____ to You?
- Would You like something to drink or shall we _____ straight away?
- Can I _____ the garniture de legumes? It is one of the chef's specialities.
- I think I will have the aborigine salad to _____ and the salmon to _____.
- Which wine do you _____ red or white?
- I am a vegetarian. I don't _____ meat or fish.
- No desert for me, thanks. I will just _____ a coffee.
- Would you like anything else or shall I _____ for the bill?
- Could you _____ us the bill, please? Do you _____ VISA?

AT THE HOTEL

Chart
Expressions
Exercises

AT THE HOTEL

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graph TD; A[AT THE HOTEL] --- B[BOOKING A ROOM]; A --- C[CHECKING IN]; A --- D[ASKING ABOUT SERVICES]; A --- E[PAYING FOR THE ROOM];
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BOOKING A ROOM

CHECKING IN

ASKING ABOUT SERVICES

PAYING FOR THE ROOM

AT THE HOTEL

BOOKING A ROOM-<i>REZERVISATI SOBU</i>	
<ul style="list-style-type: none"> I would like a room for two nights with a king side bed. <i>(želeo bih sobu za dve noći sa bračnim krevetom)</i> Does that include breakfast? <i>(Da li uključuje I doručak)</i> Can I book a room? <i>(Mogu li da rezervišem sobu)</i> 	<p>Ok. Under which name and for which date? <i>(U redu. Na ime.. za koji datum)</i></p> <p>Sure/No. <i>(Naravno /Ne)</i></p> <p>Ok. For how many nights. <i>(u redu. Za koliko noći)</i></p>
CHECKING IN –<i>PRIJAVITI SE</i>	
<ul style="list-style-type: none"> I have a reservation. <i>(Imam rezervaciju)</i> What time is breakfast served? <i>(U koje vreme se služi doručak)</i> Do I need to book a table for dinner? <i>(Da li je potrebno da rezervišem sto za večeru)</i> 	<p>Can I see your credit card, please? <i>(Mogu li da vidim Vašu kreditnu karticu)</i></p> <p>Your room is</p> <p><i>(Vaša soba je ...)</i></p>
ASKING ABOUT SERVICES- <i>UPITATI ZA USLUGE</i>	
<ul style="list-style-type: none"> Can I have a wake -up call? <i>(Mogu li da naručim buđenje)</i> Can you order me a taxi? <i>(Možete li da mi pozovete taksi)</i> Do the rooms have internet access? <i>(Da li u sobi ima internet)</i> Do you have room service? <i>(Imate li sobnu uslugu(room service))</i> Is there a gym? <i>(Imate li teretanu)</i> Is there swimming pool? <i>(Imate li bazen)</i> Is there a meeting room? <i>(Imate li sobu za sastanke)</i> 	
PAYING FOR THE ROOM-<i>PLAĆANJE</i>	
<ul style="list-style-type: none"> With credit card. – <i>Kreditnom karticom</i> In cash.-<i>Kešom</i> 	<ul style="list-style-type: none"> How would you like to pay in cash or with credit card <i>Kako bi želeli da platite-karticom ili u kešu</i> Ok. Your bill is _____. <i>U redu. Vaš račun iznosi...</i> Thank you for staying with us and come again. <i>Hvala Vam što ste odsedali kod nas I dođite nam opet</i> Have a nice trip. <i>Sretan put</i>

Use the verbs to complete the sentences about the business trip

Hire, check in, change, meet, confirm, stay, miss, land

1. You must phone the airport to ____ your flight 24 hours before departure.
2. Passengers for Turin should at the AL Italia desk.
3. If you wish to _____ a car on landing, please speak to one of our ground staff on arrival.
4. It is best to _____ your money before you leave for the States. You will get a much better rate here.
5. Don't worry, Martina. I will arrange for our driver to _____ you at the airport and take you to our office.
6. Look it is nearly eleven o'clock, if we don't get a move on we will _____ our flight.
7. If I am in Singapore, I usually _____ at the Royal Park Hotel.
8. What time does your flight _____ in Brussels?

MEETING SOMEONE ON ARRIVAL

Chart
Expressions

MEETING SOMEONE ON ARRIVAL

GREETING A VISITOR

APOLOGIZING FOR A DELAY

ASKING ABOUT JOURNEY

OFFERING AND ACCEPTING HELP

FRESHING UP

TAKING THE VISITOR TO HIS/HER HOTEL OR COMPANY

TALKING ABOUT PLANS AND SCHEDULES

MEETING SOMEONE ON ARRIVAL

GREETING A VISITOR-<i>POZDRAVITI POSETIOCA</i>	
<ul style="list-style-type: none"> • Hello, I am....from....., You must be...., Welcome to.... <i>Zdravo, Jas am iz... Vi mora da ste.. Dobro došli u....</i> • Nice/Good to see you again. <i>Dobro je videti Vas opet</i> • It`s a pleasure to meet you at last. <i>Zadovoljstvo je upoznati Vas konačno</i> It`s great to finally meet you in person. <i>Zadovoljstvo je upoznati Vas uživo</i> 	<p>Good to see you, too. <i>Drago mi je što Vas vidim takođe</i> It`s a pleasure/Nice/Good/Great to meet you too. <i>Zadovoljstvo je sresti Vas takođe</i> Please call me..... <i>Molim te zovi me....</i></p>
APOLOGIZING FOR A DELAY- <i>IZVINJENJE ZBOG KAŠNJENJA</i>	
<ul style="list-style-type: none"> • I hope you haven`t been waiting long. <i>Nadam se da niste dugo čekali</i> • Sorry to keep you waiting. The traffic here is terrible. <i>Žao mi je što ste čekali. Saobraćaj je ovde užasan.</i> 	<p>Don`t worry I just got here ten minutes ago. <i>Ne brinite stigao sam pre deset minuta.</i> No problem. I know how it is. <i>Nema problema. Znam kako je.</i> Sorry, I am late. My flight was delayed because of bad weather. <i>Izvinite što kasnim. Let je kasnio zbog lošeg vremena.</i></p>
ASKING ABOUT JOURNEY-<i>PITAJTE KAKO JE PUTOVAO</i>	
<ul style="list-style-type: none"> • How was your flight/journey/drive? <i>Kakav je bio let/put/vožnja?</i> • You must be exhausted now. <i>Mora da ste iscrpljeni.</i> 	<p>Fine thanks. <i>Dobar, hvala.</i> Not so good the traffic was terrible. <i>Ne tako dobar. Saobraćaj je užasan.</i> Ok, but there was some turbulence. <i>Dobro ali bilo je turbulencije.</i> Oh, I am ok. I managed to get some sleep actually. <i>Dobro sam. Uspeo sam da odspavam malo zapravo.</i> I am a bit tired I have to say. <i>Malo sam umoran, moram reći.</i></p>
OFFERING AND ACCEPTING HELP –<i>PONUĐITI I PRIHVATITI POMOĆ</i>	
<ul style="list-style-type: none"> • Can I help you with your bags? <i>Mogu li da vam pomognem oko prtljaga?</i> • Do you need any help with that? <i>Treba li Vam pomoć sa tim?</i> • Shall I take that for you? <i>Da Vam poneseam to?</i> • Let me get that for you. • <i>Dozvolite da Vam poneseam.</i> 	<p>That would be great, thanks. <i>To bi bilo idealno. Hvala.</i></p>

FRESHENING UP-<i>OSVEŽITI SE</i>	
<p>Yes, there is one just the way. <i>Da jedan je uz put.</i> I am not sure, but let`s see if we can find one. <i>Nisam siguran. Hajde da vidimo da li možemo da pronađemo jedan.</i> Not at all. <i>Ne uopšte.</i> Actually, we are in a little bit hurry. <i>U stvari malo žurimo.</i> Maybe we could have one later? <i>Možda možemo jednu kasnije.</i></p>	<ul style="list-style-type: none"> • I would just like to wash my hands before we get going. <i>Samo da operem ruke pre nego što krenemo.</i> • Is there a toilet/bathroom/restroom(AmE) around here? <i>Imali toaleta u blizini?</i> • Is there a café where we can sit down and get something to drink? <i>Ima li kafea gde možemo seći i popiti nešto?</i> • Do you mind if we grab/get a quick coffee before we get going? <i>Imate li nešto protiv da uzmemo kafu pre nego li krenemo?</i>
TAKING THE VISITOR TO HIS/HER HOTEL OR THE COMPANY <i>VODITI POSETIOCA DO HOTELA ILI KOMPANIJE</i>	
<ul style="list-style-type: none"> • So, if you just come this way.... <i>Ako krenete ovim putem</i> • My car is parked over there. <i>Auto mi je parkiran tamo</i> • We can get a taxi over there. <i>Možemo uhvati taksu onamo</i> • Where are we going from here? <i>Gde idemo</i> • I will take you to your hotel. <i>Vodim Vas u hotel</i> • No, it`s just 15 minutes away. <i>Ne samo je petnaest minuta udaljeno</i> • It is probably about a 30/minute drive, but we have plenty of time. <i>Otprilike trideset minuta vožnje, ali imamo još puno vremena</i> 	<ul style="list-style-type: none"> • I thought we could go to the hotel first. <i>Mislim da prvo možemo da idemo u hotel</i> • We should probably go straight to the office, if that`s ok. <i>Trebalo bi prvo otići do kancelarije</i> • Is the hotel/office/conference centre far from here? <i>Da li je hotel/kancelarija/ mnogo udaljena?</i>
TALKING ABOUT PLANS AND SCHEDULES-<i>RAZGOVARATI O PLANOVIMA</i>	
<ul style="list-style-type: none"> • I thought you might like to check into your hotel first and drop off your things. <i>Mislim da bi ste možda želeli da svratite do hotela i ostavite svoje stvari.</i> • Would you like to check into your hotel first? <i>Da li želite da se prijavite prvo u hotel</i> • Actually, we can go straight to the 	<p>Sounds good, sure. <i>Zvuči dobro, naravno.</i></p>

office if you prefer.

Zapravo možemo pravo do kancelarije ako želite.

- There is a nice Italian place near your hotel. We can go for a coffee?

Ima fin italijanski restoran pored hotela. Možemo na kafu ako želite?

- We have meeting with the (sales team) as you know. At four we are going to visit.....That should only take an hour.

Imamo sastanak sa kao što znate. U četiri idemo u posetu.... To bi trebalo da traje oko jedan sat.

- I will pick you up at about seven for dinner.

Dolazim po Vas u oko sedam I idemo na večeru.

- We are going to a very nice restaurant this evening.

Idemo u fin restoran večeras.

WELCOMING A VISITOR

**Chart
Expressions**

WELCOMING A VISITOR

ARRIVING AT THE RECEPTION

WELCOMING A VISITOR

SHOWING A VISITOR AROUND THE OFFICES

OFFERING A GUEST SOMETHING TO EAT OR DRINK

GIVING DIRECTIONS

INTRODUCING A VISITOR TO YOUR COLLEAGUES

WELCOMING A VISITOR

ARRIVING AT THE RECEPTION/SECURITY- <i>DOLAZAK NA RECEPCIJU</i>	
<ul style="list-style-type: none"> • Good morning, I have an appointment with..... <i>Dobro jutro. Imam sastanak sa..</i> 	<p>Can you sign here, please? <i>Potpišite ovde molim Vas.</i> This is your visitors pass. <i>Ovo je Vaša propusnica.</i> Take a seat (Mr. Markovic) will be right down. <i>Sedite, gospodin... odmah silazi.</i></p>
WELCOMING A VISITOR- <i>DOČEK POSETIOCA</i>	
<p>Nice to meet you/see you again. <i>Drago mi je što Vas vidim ponovo.</i> No, not at all. The directions on your website were very clear. <i>Ne, uopšte. Uputstva na Vašem sajtu su bile veoma jasne.</i> No, not at all, your directions were very clear. <i>Ne, uopšte, vaša uputstva su bila jasna.</i> Yes, he/she was. Thank you so much for arranging that. <i>Da, došao je. Hvala puno što ste to ugovorili.</i></p> <ul style="list-style-type: none"> • Thanks for coming down to meet me. <i>Hvala što ste sišli da me sačekate.</i> 	<ul style="list-style-type: none"> • Hello, Ms/Mrs/Mr I amWelcome to our company. <i>Zdravo, Ja sam Dobrodošli u našu firmu.</i> • Did you have any trouble finding us? <i>Da li ste imali problema da nas pronađete?</i> • Was the driver there to meet you at the airport? <i>Da li je vozač bio da vas sačeka na aerodromu?</i> <p>No problem at all. I wasn't sure you would be able to find my office by yourself. <i>Nema nikakvih problema. Nisam bio siguran da možete sami pronaći moju kancelariju.</i></p>
SHOWING A VISITOR AROUND THE OFFICES- <i>SPROVOĐENJE KROZ FIRMU</i>	
<p>That would be nice, thanks. <i>To bi bilo lepo, hvala.</i> I will just leave my beg here if that's ok with you. <i>Ostaviću samo torbu ovde ako je to u redu sa Vama.</i></p> <p>Not at all. <i>Ne, uopšte.</i> Sure, no problem. <i>Svakako, nema problema.</i></p>	<ul style="list-style-type: none"> • You can leave your things/your briefcase/coat here in my office or you can leave it at the reception desk. <i>Možete ostaviti svoje stvari/vas kofer/kaput ovde u mojoj kancelariji ili možete ostaviti na recepciji.</i> • Would you like to leave your things here? <i>Da li biste želeli da ostavite Vaše stvari ovde?</i> • I will take you round to meet a few members of the team. They are looking forward to meeting you. <i>Provešću vas okolo da upoznate nekoliko članova našeg tima.</i> • Would you mind waiting in my office for a few minutes? <i>Možete li, ako nije problem, da sačekate u mojoj kancelariji par minuta?</i>

**OFFERING A GUEST SOMETHING TO EAT OR DRINK-*PONUĐITI GOSTU
PIĆE ILI NEŠTO ZA JELO***

<p>A cup of coffee would be great. <i>Šolja kafe bi bila odlična.</i> Just a glass of water thanks. <i>Samo čašu vode, hvala.</i> I am ok. For the moment, thanks. <i>U redu je, za sada.</i> That would be great, wonderful. Thank you so much. <i>To bi bilo dobro, odlično. Hvala Vam puno.</i> Just black, thanks. With milk/cream (AmE), please. <i>Samo crnu, molim. Sa mlekom/ šlagom, molim.</i> Milk and sugar please. <i>Mleko i šećer, hvala.</i> Could I have a glass of water as well, please? <i>Mogu li dobiti čašu vode takođe, molim?</i> Thanks/Thank you. <i>Hvala</i></p>	<ul style="list-style-type: none"> • Would you like something to drink? Tea, coffee, water...? <i>Da li želite nešto za piće? Čaj, kafu, vodu ..?</i> • So, can I get you something to drink? <i>Dakle, da li vam mogu doneti nešto za piće?</i> • Can I give you coffee? How about a cup of tea? <i>Da li želite kafu? A šolju čaja?</i> • How would you take your coffee? <i>Kako želite vašu kafu?</i> How would you like that? <i>Kako biste želeli?</i> <p>Coming right up./Of course. Here you are. <i>Stiže odmah, naravno. Izvolite.</i></p>
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GIVING DIRECTIONS-*USMERAIVATI*

<ul style="list-style-type: none"> • Where are we now? Where is your office? <i>Gde smo sada? Gde je vaša kancelarija?</i> • Which floor is your office on? <i>Na kom spratu je vaša kancelarija?</i> • Where is the bathroom/Mark`s office. <i>Gde je kupatilo/Markova kancelarija?</i> • That`s very clear thanks. <i>To je veoma jasno, hvala.</i> • Sorry, could you explain that again? <i>Izvinite, možete li to objasniti ponovo?</i> 	<p>On the fourth floor. Just down here. Na četvrtom spratu. <i>Odmah ovde dole.</i> It is just down the hall. <i>To je odmah niz hodnik.</i> It is just round the corner. <i>To je odmah iza ugla.</i> It is on the left/on the right. <i>To je na levoj/desnoj strani.</i> It is next to the kitchen. <i>To je pored kuhinje.</i> Just go out of the door and turn left to get to the lift. <i>Samo krenete od vrata i skrenete levo kako bi došli do lifta.</i> Come with me, and I will show you. <i>Pođite sa mnom i Ja ću vam pokazati.</i></p>
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**INTRODUCING A VISITOR TO YOUR COLLEAGUES-*PREDSTAVLJANJE
POSETIOCA KOLEGAMA***

<p>It is a pleasure to meet you,.... <i>Zadovoljstvo mi je da vas srećem?</i> It is great to finally meet you. <i>Odlično što vas konačno srećem.</i></p> <p>No, we haven`t but we have exchanged a lot of emails. <i>Ne, nismo ali smo razmenili dosta mejlova.</i> Yes, I think we actually met once at a trade fair. <i>Da, Ja mislim da smo se sreli na sajmu.</i></p>	<ul style="list-style-type: none"> • The first person I would like you to meet is.....She is our..... (Mary) this is <p><i>Prvu osobu koju bih želeo da srećnes je ... Ona je naša. . . ovo je ...</i></p> <p>And this is our.....Have the two of you met before?</p>
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It is nice to put a face to name, isn't it?
Lepo je konačno staviti lik na ime, zar ne?

*A ovo je ... naša.... Da li ste se vas
dve srele ranije?*

Complete the dialogue with words from the box

This, staying, nice, introduce, inviting

A: Hello (a) _____ meet you.

B: Thank you for (b) _____ me.

A: How long are you (c) _____ here?

B: Just two days.

A: Oh, not long, then. Let me (d) _____ you to my colleague Paul.

B: Paul, (e) _____ is Angela Fax.

II Match the two parts of the sentences

1. Someone will help you ____
2. I don't have enough ____
3. I will let you know if ____
4. I am worried that ____
5. I won't be arriving ____
6. I am helping to be there ____
7. I would like to pay ____
8. I would like ____

- a) Cash on me
- b) I won't make the connection.
- c) By 3 pm
- d) With your luggage
- e) A non-smoking room, please.
- f) I manage to catch the flight.
- g) Until 3 p.m.
- h) By credit card

AT THE AIRPORT

Chart
Expressions

AT THE AIRPORT

BUYING A TICKET

CHECKING IN

ON THE AIRPLANE

AT THE ARRIVAL

GETING THROUGH CUSTOMS

GETTING YOUR LUGGAGE

GOING THROUGH THE IMIGRATION

GETTING OUT OF THE AIRPORT

AT THE AIRPORT

BYING A TICKET- <i>KUPOVINA KARTE</i>	
<ul style="list-style-type: none"> I'd like to reserve two seats to <i>Želeo bih da rezervišem dva mesta za...</i> Will that be one way or round trip? <i>U jednom pravcu ili povratnu</i> How much is round trip? <i>Koliko je povatna</i> Here is my Visa card. <i>Evo moje vizit kartice.</i> Can we ask for an aisle/middle/window seat? <i>Možemo li zatražiti sedište do prolaza/u sredini/do prozora?</i> 	<p>Ok. Under which name.... <i>U redu. Na koje ime</i></p> <p>For which date.... <i>Za koji datum</i></p> <p>One way ticket? <i>U jednom pravcu?</i></p> <p>How would you like to pay? <i>Kako bi želeli da platite?</i></p> <p>You can choose your seat when you check in. <i>Možete izabrati sedište kada se prijavljujete.</i></p>
CHECKING IN - <i>PRIJAVLJIVANJE</i>	
<p>Here they are. <i>Evo izvolite.</i></p> <p>Where do we go next? <i>Gde dalje idemo?</i></p>	<ul style="list-style-type: none"> Can I see your ticket and passport, please? <i>Mogu li da vidim Vašu kartu i pasoš</i> You are in seats (25B) <i>Vi ste na sedištu....</i> Go to gate A8, straight ahead and then turn left <i>Idite do izlaza A8 samo pravo a zatim skrenite levo</i> Flight is now boarding. <i>Ukrčavanje na let....</i> Flight.....has been cancelled. <i>Let.... Je otkazan</i> Flight.... Has been delayed. <i>Let....kasni</i> This is final call for flight.... <i>Poslednji poziv za let.....</i>
ON THE AIRPLANE- <i>U AVIONU</i>	
<p>Can I have(Coke) with no ice? <i>Mogu li dobiti koka kolu bez leda?</i></p> <p>What is this form for? <i>Za šta je ovaj formular?</i></p>	<ul style="list-style-type: none"> Would you like something to drink? <i>Želite li nešto da popijete?</i> Please fill out this form before the plain lands. <i>Molim Vas ispunite ovaj formular pre nego što sletimo.</i> It is a customs and Immigration form. You will use that in the airport before you can enter the country.

	<i>To je formular koji Vam je potreban na carini I imigraciono pre nego li uđete u zemlju.</i>
THE ARRIVAL-<i>DOLAZAK</i>	
I had a good trip. Thanks for your help. <i>Dobro sam putovao. Hvala na pomoći.</i>	<ul style="list-style-type: none"> • Thank you for flying <i>Hvala Vam što ste leteli sa...</i> • It was our pleasure and we hope to see you again. <i>Bilo nam je zadovoljstvo I nadamo se da ćemo Vas videti opet</i>
GETTING THROUGH CUSTOMS-<i>PROLAZAK KROZ CARINU</i>	
<p>Sure. Here it is. <i>(Naravno, evo)</i> I am coming from.....<i>(Dolazim iz)</i> I am here on holiday.<i>(Ovde sam na odmoru)</i> I am here to visit my relatives. <i>(Ovde sam u poseti rođacima)</i> I am here on business.<i>(Ovde sam poslovno)</i> I will be staying for.....weeks. <i>Ostajem....nedelja</i> I will be staying at_____in_____. <i>Odsedam kod.....u.....</i> No/Yes Nothing special. <i>Ništa posebno.</i> I just have one.... It is a gift for my friend. <i>Imam jedan.... To je poklon za prijatelja.</i></p>	<ul style="list-style-type: none"> • Welcome to....May I see your passport please? <i>Dobro došli u.. Mogu li da dobijem Vaš pasoš?</i> • Where are you coming from? <i>Odakle dolazite?</i> • What is the purpose of your visit? <i>Koja je svrha Vaše posete?</i> • How long are you planning to stay? <i>Koliko dugo planirate da ostanete?</i> • Where will you be staying? <i>Gde odsedate?</i> • Have you ever been to....? <i>Da li ste ikada bili u..?</i> • Do you have anything to declare? <i>Imate li nešto da prijavite?</i> • That`s fine. Have a nice stay. <i>To je u redu. Prijatan boravak</i>
GETTING YOUR LUGGAGE-<i>PREUZIMANJE PRTLJAGA</i>	
<ul style="list-style-type: none"> • At which carrousel will our luggage be? <i>Na kojoj traci će biti prtljag?</i> • I will get a cart right away. <i>Odmah dovozim kolica.</i> • Yes, It is right here attached to my plane ticket. <i>Da ovde je prikačena za avionsku kartu.</i> 	<p>At number, over there. <i>Na broj...Tamo</i> Be sure you have your luggage ticket. <i>Uverite se da imate kartu za prtljag.</i></p>
GOING THROUGH IMMIGRATION-<i>PROLAZAK KROZ IMIGRACIONO</i>	
I have <i>Imam....</i>	<ul style="list-style-type: none"> • What is in the small bag? <i>Šta je u maloj torbi?</i> • Did you pack this bag by yourself? <i>Da li ste sami pakovali torbu?</i>

	<ul style="list-style-type: none"> • Could you open it please? <i>Možete li je molim Vas otvoriti?</i> • Ok. Everything seems okay. You can go. <i>Sve izgleda uredu. Prođite</i>
GET OUT-IZLAZAK SA AERODROMA	
<ul style="list-style-type: none"> • Excuse me, where can I get a taxi? <i>Izvinite gde mogu da uhvatim taksi?</i> • Thank you. <i>Hvala Vam.</i> 	<p>Go down to the end of the hall and the taxis are waiting just outside. <i>Dole niz hodnik, taksi čeka ispred.</i></p>

TENSE	FORM	USAGE	ADVERBS	VERB FORMS
PRESENT COUNTINUOUS	<u>Affirmative:</u> S + TO BE(present) + V + ING	To describe something that is happening at the moment <i>(I am watching TV now)</i> To talk about definite arrangement in the future <i>(We are having meeting tomorrow)</i>	Now, at the moment, these days, look, listen	<u>TO BE (present)</u> I - AM You, We, They- ARE He, She, It - IS
	<u>Interrogative:</u> TO BE(present) + S + V + ING			
	<u>Negative:</u> S + TO BE(present) + NOT + V + ING			
SIMPLE PRESENT	<u>Affirmative:</u> S + V (he/she/it) (es)	To talk about customs <i>(They drink tea at 5 o`clock)</i> To talk about habits <i>(She usually grumbles)</i> To talk about routines <i>(I go to work every day)</i>	Usually, sometimes, from time to time, often, every day, every month, every year	<u>DO/DOES</u> I, We, You, They – DO He, She, It - DOES
	<u>Interrogative:</u> DO (I, you,we, they) + V DOES (he, she, it) + V			
	<u>Negative:</u> S + DO/DOES + NOT + V			
SIMPLE PAST	<u>Affirmative:</u> S + V + (regular Ed Irregular IIc)	To talk about past action or event that is finished <i>(I watched TV last night)</i>	Yesterday, ago, Last night, last year, last month	<u>DO (past)</u> I, You. He, She, It, We, You, They - DID
	<u>Interrogative:</u> DID + S + V			
	<u>Negative:</u> S + DID + NOT + V			
PAST COUNTINUOUS	<u>Affirmative:</u> S + TO BE (past) + V + ING	To talk about something that was in progress at a specific time in the past. <i>(I was writing the book all day yesterday)</i> To talk about something that was in progress at the time something else happened or interrupted it. <i>(I was watching TV when the phone rang)</i>	While, yesterday, last night, last month, last year all day yeasterday	<u>TO BE (past)</u> I, He, She, It – WAS You, We, They - WERE
	<u>Interrogative:</u> TO BE (past) + S + V + ING			
	<u>Negative:</u> S + TO BE(past) + NOT + V+ING			
PRESENT PERFECT	<u>Affirmative:</u> S + TO HAVE + V + (regular Ed Irregular IIIc)	To talk about past action which has a result in present. <i>(I have lost my keys)</i> To talk about an action which began in the past and continuous to the present (<i>She has known him for ten years</i>)	Ever, never, since, for, just, yet	<u>HAVE (present)</u> I,You,We, They - HAVE He, She, It – HAS
	<u>Interrogative:</u> TO HAVE + S + V + (regular Ed Irregular IIIc)			

	<u>Negative:</u> S+TO HAVE+NOT+V+(regular Ed Irregular IIIc)			
PRESENT PERFECT COUNTINUOUS	<u>Affirmative:</u> S+TO HAVE+BEEN+V + ING	A state which lasts up to the present moment and to emphasize duration <i>(I have been working here since 1999)</i>	For, since	<u>HAVE (present)</u> I, You, We, They - HAVE He, She, It – HAS
	<u>Interrogative:</u> TO HAVE+S+BEEN+V + ING			
	<u>Negative:</u> S+TO HAVE+NOT+BEEN+V+ ING			
PAST PERFECT	<u>Affirmative:</u> S+TO HAVE(past)+V+(regular Ed Irregular IIIc)	To talk about one past action that happened before another past action. <i>(When I arrived, the film had already started)</i>	Already, before, as soon as,	<u>HAVE (past)</u> I, You. He, She, It, We, You, They - HAD
	<u>Interrogative:</u> TO HAVE(past)+S+V+(regular Ed Irregular IIIc)			
	<u>Negative:</u> S+TO HAVE(past)+V+(regular Ed Irregular IIIc)			
GOING TO	<u>Affirmative:</u> S + TO BE (present) + GOING TO + V	To talk about future actions or plans <i>(I am going to finish this grade)</i>	Tomorrow, next week, next month, in two days, in three months, in five years	<u>TO BE (present)</u> I – AM You, We, They- ARE He, She, It – IS
	<u>Interrogative:</u> TO BE + S + GOING TO + V			
	<u>Negative:</u> S + TO BE + NOT + GOING TO + V			
SIMPLE FUTURE	<u>Affirmative:</u> S + WILL + V	To make a prediction or express an opinion about future <i>(Radnicki will win the match)</i>	Tomorrow, next week, next month, in two days, in three months, in five years	<u>WILL</u> I, You. He, She, It, We, You, They - WILL
	<u>Interrogative:</u> WILL + S + V			
	<u>Negative:</u> S + WILL + NOT + V			

TENSE-VREME	FORM-OBLIK	USAGE-UPOTREBA	ADVERBS PRILOZI	VERB FORMS OBLICI POMOĆNOG GLAGOLA
TRAJNO SADAŠNJE VREME	Potvrđni: S + TO BE(sadašnje) + GL + ING	Da označi radnju koja je u toku dok se o njoj govori (<i>I am watching TV now</i>)	Now, at the moment, these days, look, listen	TO BE (sadašnje) I - AM You, We, They-ARE He, She, It - IS
	Upitni: TO BE(sadašnje) + S + GL + ING	Za unapred dogovorenu radnju (<i>We are having meeting tomorrow</i>)		
	Odrični: S + TO BE(sadašnje) + NOT + GL + ING			
PROSTO SADAŠNJE	Potvrđni: S + GL (he/she/it) (es)	Za uobičajnu radnju (<i>They drink tea at 5 o'clock</i>)	Usually, sometimes, from time to time, often, every day, every month, every year	DO/DOES I, We, You, They – DO He, She, It - DOES
	Upitni: DO (I, you,we, they) + GL DOES (he, she, it) + GL	Za uobičajnu radnju (<i>She usually grumbles</i>)		
	Odrični: S + DO/DOES + NOT + GL	Kada se govori o rutini (<i>I go to work every day</i>)		
PROSTO PROŠLO	Potvrđni: S + GL + (pravilni glagoli Ed Nepravilni II kolona)	Kada se govori o radnji koja je bila i završila se u prošlosti (<i>I watched TV last night</i>)	Yesterday, ago, Last night, last year, last month	DO (prošlo) I, You. He, She, It, We, You, They - DID
	Upitni: DID + S + GL			
	Odrični: S + DID + NOT + GL			
TRAJNO PROŠLO	Potvrđni: S + TO BE (prošlost) + GL + ING	Kada se govori o radnji koja je bila u toku u prošlosti (<i>I was writing the book all day yesterday</i>)	While, yesterday, last night, last month, last year all day yeasterday	TO BE (prošlo) I, He, She, It – WAS You, We, They - WERE
	Upitni: TO BE (prošlost) + S + GL + ING	Kada je edna radnja u prošlosti prekinula radnju koja je bila u toku (<i>I was watching TV when the phone rang</i>)		
	Odrični: S + TO BE(prošlost) + NOT + GL+ING	Kada su se dve radnje istovremeno dešavale u prošlosti (While I was plazing the piano, he was watching TV)		

SADAŠNJI PERFEKAT	Potvrdni: : S + TO HAVE + GL+ (pravilni Ed Nepravilni III kolona)	Za radnju koja se desila u prošlosti ali se posledice osećaju u sadašnjosti <i>(I have lost my keys)</i> Za radnju koja je počela u prošlosti I još uvek traje u sadašnjosti <i>(She has known him for ten years)</i>	Ever, never, since, for, just, yet	HAVE (sadašnje) I, You, We, They - HAVE He, She, It – HAS
	Upitni: TO HAVE + S + GL + (pravilni Ed Nepravilni III kolona)			
	Odrični: S+TO HAVE+NOT+GL+(pravilni Ed Nepravilni III kolona)			
SADAŠNJI TRAJNI PERFEKAT	Potvrdni: : S+TO HAVE+BEEN+GL+ ING	Za radnju koja je započela u prošlosti I traje u trenutku govorenja <i>(I have been working here since 1999)</i>	For, since	HAVE (sadašnje) I, You, We, They - HAVE He, She, It – HAS
	Upitni: TO HAVE+S+BEEN+GL + ING			
	Odrični: S+TO HAVE+NOT+BEEN+GL+ ING			
DAVNO PROŠLO VREME	Potvrdni: : S+TO HAVE(prošlo)+GL+(pravilni Ed Nepravilni III kolona)	Za radnju koja se desila u prošlosti pre neke druge radnje <i>(When I arrived, the film had already started)</i>	Already, before, as soon as,	HAVE (prošlo) I, You. He, She, It, We, You, They - HAD
	Upitni: TO HAVE(past)+S+GL+(pravilni Ed Nepravilni III kolona)			
	Odrični: S+TO HAVE(past)+GL+(pravilni Ed Nepravilni III kolona)			
BLISKO BUDUĆE VREME	Potvrdni: : S + TO BE (sadašnje) + GOING TO + GL	Govoriti o radnji koja će se sigurno desiti I za koju ima dokaza da će se desiti (She is pregnant. She is going to have a baby) Za planove I namere <i>(I am going to finish this grade)</i>	Tomorrow, next week, next month, in two days, in three months, in five years	TO BE (sadašnje) I – AM You, We, They- ARE He, She, It – IS
	Upitni: TO BE + S + GOING TO + GL			
	Odrični: S + TO BE + NOT + GOING TO + GL			

PROSTO BUDUĆE VREME	<u>Potvrđni:</u> S + WILL + GL	Pretpostavka da će se nešto desiti <i>(Radnicki will win the match)</i> Za obećanja (It will not hurt)	Tomorrow, next week, next month, in two days, in three months, in five years	<u>WILL</u> I, You. He, She, It, We, You, They - WILL
	<u>Upitni:</u> WILL + S + GL			
	<u>Odrični:</u> S + WILL + NOT + GL			

TENSES

I Put the verbs in brackets in the correct tense

1. Please, be quiet! We _____ (try) to get some sleep.
2. They _____ (have) bacon and eggs for breakfast yesterday morning.
3. Jack _____ (play) squash every Thursday afternoon.
4. How long _____ (you/know) the Jeffersons? Since 1992.
5. At present, George _____ (help) his mother with the housework.
6. I am sure Janet _____ (help) you clean up this mess later.
7. Don't touch the Wall! I _____ (just/paint) it.
8. Claire _____ (not/come) to my party last night.
9. My brother always _____ bring me a nice present on my birthday.
10. _____ (Dad/repair) the car yet?
11. John Miller _____ (publish) three books so far.
12. I am afraid Susan _____ (not/be) here for your engagement party.
13. I can't meet you today I _____ (have) lunch with my boss in an hour.
14. The tree is falling. It _____ (hit) that car!
15. Tom _____ (fly) to New York on Friday. He has already bought his ticket.
16. We _____ (go) on holiday to Italy last year.
17. I _____ (stay) at a friend's house at the moment.
18. Kate usually _____ (paint) pictures of animals in her spare time.
19. He _____ (just/plant) some trees and flowers in the garden.
20. I _____ (visit) aunt Mary tomorrow afternoon.
21. How often _____ (it/snow) in your country?
22. John _____ (not/phone) last night.
23. Uncle Jack _____ (wash) the car at the moment.
24. Sam _____ (have) an accident yesterday evening.
25. Lucy _____ (wear) a skirt and a jacket to work every day.
26. I am sure Peter _____ (pass) his driving test tomorrow.
27. Look! He _____ (come).
28. While he was watching TV she _____ (play) the piano.
29. I _____ (drive) all night yesterday.
30. Listen! He _____ (sing).

II Choose the correct answer

1. We _____ a test in our history lesson yesterday.
a) Have b) had c) are having
2. Philip _____ yet.
a) Has woken up b) woke up c) has not woken up
3. I _____ your brother last week.
a) See b) saw c) am seeing
4. It is hot. I _____ the window.
a) will open b) open c) opened
5. Peter and Jenny _____ on holiday next week.
a) Go b) are going c) have gone
6. I hope you _____ me a copy of the photo.
a) Sends b) will send c) send
7. The prime minister _____ three new hospitals so far.
a) Is opening b) opened c) has opened
8. Do you think it _____ tomorrow?
a) Rained b) has rained c) will rain
9. Beth _____ to the cinema every Saturday.
a) Has gone b) is going c) goes
10. They _____ three films so far.
a) Have seen b) saw c) see
11. Put on your coat or you _____ a cold.
a) Be catching b) have caught c) will catch
12. I _____ dinner with Paul this evening. Do you want to join us?
a) Will have b) am having c) have had
13. Grandmother _____ us in our new house yet.
a) Didn't visit b) hasn't visited c) doesn't visit
14. I usually _____ my clothes on Monday mornings.
a) Wash b) washes c) have washed
15. I _____ a big chocolate cake for my birthday last year.
a) Will bake b) have baked c) baked
16. Mum _____ the kitchen at the moment.
a) Cleaned b) has cleaned c) is cleaning
17. I am a teacher I _____ in a school.
a) Work b) worked c) am working
18. He _____ goodbye and then he walked away.
a) Has said b) said c) says

19. I _____ my work. Can I leave now?
a) Finish b) have finished c) am finishing
20. I _____ on a new book at the moment.
a) Work b) am working c) have worked
21. She always _____ her teeth twice a day.
a) Brushes b) has brushed c) is brushing
22. I _____ a postcard two days ago. It was from my parents.
a) Get b) have got c) got
23. We _____ a lot of money on our new house so far.
a) Spent b) have spent c) are spending
24. Helen often _____ to work late.
a) Is coming b) comes c) come
25. They _____ in these neighbourhood for twenty years.
a) Are living b) live c) have lived
26. My boss can't talk to you right now. He _____ a meeting.
a) Is having b) has c) had
27. Don't play the music so loud! You _____ the baby.
a) Wake up b) woke up c) will wake up
28. They _____ for a new house at the moment.
a) Have been looking b) are looking c) look
29. She _____ her driving test.
a) Has just passed b) is passing c) passes
30. I think I _____ shopping on Saturday afternoon.
a) To go b) have been c) will go
31. Ben looks tired. He _____ hard all day long.
a) Had been working b) has been working c) is working
32. When I left this morning, it _____.
a) Was raining b) is raining c) rains
33. By the time I got there, Bill _____.
a) Had already left b) left c) is leaving
34. Sarah _____ my best friend since 1995.
a) Was b) is being c) has been

PRONOUNS-ZAMENICE

Subject (Personal) Pronouns – Lične zamenice – se uglavnom nalaze na prvom mestu u rečenici, odnosno na mestu subjekata

Singular (jednina)	Plural (množina)
I -ja	We-mi
You-ti	You-Vi
He-on She-ona It-ono	They-oni, one, ona

Object pronouns- Odnosne zamenice-se uglavnom nalaze na mestu objekata u rečenici

Singular (jednina)	Plural (množina)
Me-mene	Us-nas
You-tebe	You-Vas
Him-njega Her-nju It-ono	Them-njih

Possessive Pronouns-Prisvojne zamenice

Singular (jednina)	Plural (množina)
Mine-moj	Ours-naš
Yours-tvoj	Yours-Vaš
His-njegov Hers-njen Its-njegovo	Theirs-njihov

Possessive adjectives-Prisvojni pridevi

Singular (jednina)	Plural (množina)
My-moj	Our-naš
Your-tvoj	Your-Vaš
His-njegov Her-njen Its-njegovo	Their-njihov

Napomena: Glavna razlika između prisvojnih prideva i prisvojnih zamenica je to što posle prisvojnog prideva mora da ide imenica jer kao što je poznato pridev bliže određuje imenicu, dok posle zamenice ne sme da se nađe imenica jer zamenica mora zameniti imenicu.

Primeri:

This is my beg.-prisvojni pridev

This beg is mine.-prisvojna zamenica

Reflexive pronouns- povratne zamenice

Singular (jednina)	Plural (množina)
Myself	Ourselves
Yourself	Yourselves
Himself Herself Itself	Themselves

Povratne zamenice se upotrebljavaju:

- Sa glagolima (behave, burn, cut, enjoy, hurt, introduce), odnosno onda kada su subjekat i objekat glagola isto lice (Tom has hurt himself/Tom se povredio)
- Sa izrazima
 1. Enjoy yourself (uživati)
 2. behave yourself (ponašati se pristojno)
 3. help yourself (poslužiti se)
- Takođe se koriste za isticanje i to može na dva načina
I did it myself.
I myself did it.

I Replace each word in bold with a subject or object pronouns

1. **Emily** likes **scream cake**. _____
2. **John** is afraid of **mice**. _____
3. **Carolyn** is coming with **Bill and me**. _____
4. **This present** is for **my father**. _____
5. **My brother** is talking to **these people**. _____
6. **My sister and I** live near **you and Tom**. _____
7. **These flowers** belong to **Helen**. _____
8. Is **this book** for **you and Matthew**? _____
9. **Fiona** likes **cats**. _____
10. **Peter** is repairing **the TV**. _____
11. Eat your **breakfast**! _____
12. Is **Emma** reading **the newspaper**? _____
13. **The children** are playing with **the ball**. _____
14. Don't touch **the wires**! _____
15. **Mother** is talking to **Simon**. _____
16. Are **Peter and Tim** listening to **the radio**? _____

II Underline the correct item

1. Oh dear! I have left my/mine wallet at home.
2. Our/ours video recorder is not working. So grandmother is lending us her/hers for a few days.
3. Mine/my passport has expired. I need to get a new one.
4. The Smiths` house is the third from the left and the Porsche that is parked outside is theirs/their.
5. John and Patrick are not at home but theirs/their cars are in the garage.
6. Don't wash your hair with that shampoo. It is mine/my.
7. Is that Danielle`s coat? No, it is not. Her/Hers is the red one.
8. Rita has left her/hers job as a shop assistant because she wants to be a singer.
9. Don't use my pen, please use your/yours instead.
10. Is Sue Parker your/yours cousin? I have known her for months but she has never told me that.
11. Fred and Jenny help themselves/each other with their homework.
12. The boys are having fun. They are enjoying each other/themselves.
13. Tim`s line is busy and Brian`s line is busy too, I think they are talking to themselves/each other.

PREPOSITIONS-PREDLOZI

Predlozi at /in/on mogu da se tretiraju I kao vremenski I kao prostorni predlozi.

Kao vremenski predlozi oni se koriste kako bi označili kada se nešto desilo, dešava ili će se desiti.

AT	IN	ON
Vremenom: at 7 o'clock Praznicima: at Christmas At Easter At the weekend Sa izrazima: at the moment At present At dawn At noon At night At midnight	sa mesecima: in September, in May sa godišnjim dobima: in the winter in the spring in the summer in the autumn sa godinama: in 1996, 1998 sa vekovima: in the 20th century sa izrazima: in an hour in a minute in a week/few days in a month	Sa danima: on Monday On New Year's Day Sa datumima: on May the 6th Sa delovima dana: on Tuesday evening Sa pridevom koji objašnjava dan: On a hot day

AT/IN/ON kao predlozi koji označavaju mesto

AT	IN	ON
Sa adresom: at 20 Oxford street Sa izrazima: at school At university At the top of At the bottom of	Sa izrazima: in the middle In the sky In bed In a newspaper	Sa izrazima: on the left On the right On the first floor

Napomena:

Predlog at i in mogu da se nađu i u istoj rečenici, ali tada rečenica nema isto značenje. Predlog at se koristi kao predlog koji određuje mesto samo u onom trenutku kada se misli na to da se neko mesto posećuje ili se tamo odlazi sa određenim razlogom, dok predlog in označava boravak u datom mestu.

Na primer:

He was in the prison. (On je bio u zatvoru/ On je osuđen)

He was at the prison. (On je bio u zatvoru/ Bio je da poseti nekoga)

PREPOSITIONS

I Fill in the gaps with at/in/on

1. I like getting up late ____ the weekend.
2. I was born ____ May the 14th.
3. Let`s meet _____ 3:00 and go shopping.
4. _____ Friday morning Linda had a French lesson on.
5. The boat leaves _____ ten minutes.
6. He usually meets his friend _____ the evening.
7. Call me _____ 2 o`clock tomorrow.
8. Tina`s birthday party was _____ Sunday night.
9. See you _____ a few weeks.
10. Jenny likes staying at home ____ rainy days.
11. Mr. Simpson is arriving _____ Friday.
12. I like walking in the park _____ hot days.
13. The accident happened _____ yesterday evening.
14. I am very busy ____ the moment.
15. Tom plays tennis _____ every Sunday.
16. The bus leaves ____ ten minutes.
17. They were ____ the zoo this morning.

PREBACIVANJE AKTIVNIH REČENICA U PASIVNE

Postoje nekoliko koraka koja se moraju slediti prilikom prebacivanja aktivne rečenice u pasivnu. A to su:

Recimo imamo dve rečenice:

Shakespeare wrote Hamlet.

He watches TV.

1. Prvi korak u prebacivanju je taj da najpre moramo naći objekat u aktivnoj rečenici, u ovom slučaju to su Hamlet i TV, i objekat stavljamo na prvo mesto u pasivnoj rečenici, tj. na mestu subjekata. O-S

Hamlet

TV

2. Zatim posmatramo u kom vremenu nam je rečenica i onda pomoćni glagol TO BE stavljamo u to vreme na drugom mestu u rečenici. Pošto je u našem slučaju prva rečenica u prosto prošlom a druga u prosto sadašnjem u prvoj rečenici ćemo staviti glagol TO BE u prosto prošlo a u drugoj u prosto sadašnje.

Hamlet was

TV is

Napomena!!! Kako izgleda glagol TO BE za određena vremena?

Za prosto sadašnje (AM/IS/ARE)

Za prosto prošlo (WAS/WERE)

Za perfektivna vremena (BEEN)-isto za sva lica

Za buduća vremena (BE) -isto za sva lica

Za trajna vremena (BEING) -isto za sva lica

3. Potom stavljamo glagol aktivne rečenice u Past Participle.

Šta je Past Participle? Past Particip za pravilne glagole izgleda tako što se na glagol doda nastavak ED, a za nepravilne prepisujemo glagol iz III kolone iz liste nepravilnih glagola. (WATER- WATERED – pravilan GO – GONE – nepravilan)

Hamlet was written

TV is watched

4. I na kraju posmatramo subjekat i ako on nije people, you, we they stavljamo ga uz predlog BY za vršioca radnje i on dolazi na kraju rečenice.

Hamlet was written by Shakespeare.

TV is watched by him.

NAPOMENA!!! Prilikom prebacivanja aktivnog pitanja u pasivno lakše će Vam biti da ako od pitanja napravite potvrdnu rečenicu i nju prebacite u pasiv pa zatim napravite pitanje od tako napravljene rečenice.

Did Marko rescue John?

Postupak: Marko rescued John.

John was rescued by Marko.

Was John rescued by Marko?

Ukoliko naiđete na primere koji imaju dva objekta. Jedan od ta dva objekta je direktni a drugi indirektni objekat. Da ne biste pogrešili uvek započinjite rečenicu objektom na kome se vrši radnja.

1. Bill gave the letter to John.

Prvi način: The letter was given to John by Bill.

Drugi način: John was given the letter by Bill.

PASSIVE

I Rewrite the sentences into passive

1. They must prepare the food tonight. _____
2. Someone attacked Sam on Saturday night. _____
3. He will write the letter next week. _____
4. The maid makes beds every morning. _____
5. Gary had finished the project. _____
6. Catherine is baking the birthday cake. _____
7. Did Alison inform the police? _____
8. The police were watching the burglars. _____
9. You must complete your homework tonight. _____
10. They may paint their house this summer. _____
11. They teach three languages at the school. _____
12. Tara was driving a car. _____
13. Mrs. Jefferson was tidying the kitchen. _____
14. The boss is going to offer Andrew a better post. _____
15. You must wash the car today. _____

16. They are taking him to hospital now. _____
17. The cat has destroyed the flowers. _____
18. Shakespeare wrote ``Hamlet``. _____
19. Someone sent Susan a red rose. _____
20. The fire had burnt down the house by the time the fire brigade arrived.

21. Who invented the television? _____
22. The maid polished the silver yesterday. _____
23. We must take the dog for a walk. _____
24. The Mayor will open the new cinema tomorrow. _____
25. We couldn't put out the fire because of the wind. _____
26. Have you done the washing yet? _____
27. An explorer has found a dinosaur egg. _____
28. Mrs. Gates will look after the baby. _____
29. They won't take him after the party. _____
30. Did they find the ring in the garden? _____
31. Is Tom drawing the picture? _____
32. Has Simon sent the invitations yet? _____
33. Do they make the bread in this factory? _____
34. Did a dog bite him? _____
35. Did Mary rescue three cats? _____

IF CLAUSES –IF REČENICE/USLOVNE REČENICE

U engleskom jeziku postoji nekoliko vrsta uslovnih rečenica. One se sastoje iz dveju rečenica, jedne glavne rečenice tj. Zavisne I jedne nezavisne. Ukoliko se zavisna rečenica nađe na početku ispred glavne odnosno nezavisne odvaja se zarezom.

Uslovna rečenica se sastoji od if rečenice (hipotetička) koja započinje rečju if, I glavne rečenice koja pokazuje rezultat hipotetičke.

Zero conditional – Nulti kondicional

Ovaj tip rečenica se koristi za opšte poznate činjenice. Konstrukcija ove rečenice je sledeća

IF REČENICA	GLAVNA REČENICA
SIMPLE PRESENT TENSE (prosto sadašnje vreme)	SIMPLE PRESENT TENSE (prosto sadašnje vreme)

Primer: **If you drop an egg, it breaks.** (Ukoliko ispustite jaje ono će se slomiti)-dokazano

TYPE 1 - THE FIRST CONDITIONAL /PRVI KONDICIONAL

Prvim kondicionalom se izražava realna ili veoma moguća realizacija situacije u sadašnjosti ili budućnosti. To znači da postoji velika verovatnoća da će se nešto i desiti. U ovom tipu rečenice sveza IF se prevodi AKO.

IF REČENICA	GLAVNA REČENICA
SIMPLE PRESENT TENSE (prosto sadašnje vreme)	FUTURE SIMPLE-WILL (prosto buduće vreme)

Primer: **If You give me your address, I will come.** / Ako mi daš tvoju adresu doći ću. (postoji velika verovatnoća da ćeš mi dati broj I da ću ja doći)

TYPE 2- THE SECOND CONDITIONAL –DRUGI KONDICIONAL

Ovaj tip rečenica ukazuje na to da postoji mala verovatnoća da će se radnja desiti u sadašnjosti ili budućnosti I sveza IF se ovde prevodi sa KAD.

IF REČENICA	GLAVNA REČENICA
SIMPLE PAST (prosto prošlo vreme)	WOULD/COULD/MIGHT + INFINITIV

Primer: *If you gave me your address, I would come.* / Kad bi mi dao svoju adresu, možda bih došao. (Postoji mala verovatnoća da ćeš mi dati adresu I da ću ja doći).

TYPE 3-THE THIRD CONDITIONAL –TREĆI KONDICIONAL

Ovaj tip rečenica ukazuje na to da ne postoji nikakva mogućnost da se radnja izvrši kako bi se ispunio uslov, I u ovoj rečenici se sveza IF prevodi kao DA.

IF REČENICA	GLAVNA REČENICA
PAST PERFECT (pluskvanperfekat)	WOULD/COULD/MIGHT + HAVE + PAST PARTICIP

Primer: *If you had given me your address, I would have come.* / Da si mi dao adresu ja bih došao. (ne postoji nikakva verovatnoća da ja dođem jer mi nisi dao adresu.)

Napomena: Redosled rečenica se može menjati

IF CLAUSES

I Put the verbs in brackets into the correct tense if-clauses

1. I will help you with the shopping later if I _____ (have) time.
2. Unless you _____ (leave) now, you will miss the train.
3. If I were you, I _____ (not/buy) a second-hand car.
4. If you _____ (look) both ways before crossing the street, you wouldn't have been knocked down.

5. If I _____ (be) you, I would phone my mother tonight.
6. If he hadn't stopped the car, he _____ (have) an accident.
7. I _____ (give) some money to charity if I won the competition.
8. Unless we _____ (leave) now, we will be late.
9. Your friend wouldn't have phoned you if you _____ (not/meet) her in the street.
10. If I hadn't waken up early, I _____ (be) late for work.
11. If I _____ (have) more time, I would tidy the garden.
12. If I were you, I _____ (get) someone to help me.
13. If you drop an egg it _____ (break).
14. If you _____ (hit) water it boils.
15. If you _____ (have) toothache go to the dentist.
16. If you _____ (work) hard you may be promoted.

RED REČI U REČENICI

S

(subjekat)

V

(glagol)

O

(objekat)

M

(prilog za način)

P

(prilog za mesto)

T

(prilog za vreme)

Red reči u upitnoj rečenici

Q U

(upitna reč)

WHO-KO
WHERE-GDE
HOW-KAKO
WHAT-ŠTA
WHEN-KADA..

A

(pomoćni glagol)

TO BE
TO HAVE
TO DO
CAN/MAY/WILL/MUST...

S

(subjekat)

I

(infinitiv glagola)