

# Words

- Fundamentals; Basics (??; ??)
- incident; event (??)
- Regulations; Compliance; Regulatory Compliance (??; ??; ??)
- Fraud ; Fraudsters (??????)
- Prerequisites (????)
- Bottleneck (??)
- Achieve (??;??)
- Bare Metal (??????)
- Overhead (????, ?????)
- Outline (??/??/??)
- Technique (??;??;??)
- Step down (??)
- Generative AI (???AI)
- Hacker Terms
  - Exploit (??)
  - Backdoor (??)
  - Malware (????)
  - Malicious activity (????)

Have/Take/Do

**have**

a drink  
a bath  
a good time  
a rest  
lunch

**take**

a break  
a look  
an exam  
a seat  
a chance

**do**

your homework  
nothing  
the cooking  
the dishes  
your hair

**make**

a decision  
a mess  
an effort  
the bed  
money

**go**

home  
bankrupt  
crazy  
shopping  
abroad

**come**

to a decision  
to an end  
close  
early  
last

**get**

pregnant  
lost  
ready  
started  
a job

**let me**

know  
think  
help you  
go  
see

**keep**

in touch  
a secret  
the change  
quiet  
in mind

Symbols

# SYMBOLS IN ENGLISH

+

Plus

—

Minus

.

Dot  
/ Point

%

Percent

=

Equals

X

Multiply

÷

Divide by

?

Question  
mark

#

Hashtag

/

Forward  
slash / Or

[]

Brackets

()

Parenthese

,

Comma

:

Colon

;

Semi-colon

—

Hyphen  
/ Dash

@

At sign

" "

Quotation  
marks

\_

Underscore

&

And sign

\*

Asterisk

{ }

Braces

|

Pipe

!

Exclamation  
mark

E-Mail Like a Boss

# E-MAIL LIKE A BOSS

## TOOK AWHILE BUT YOU CAN DEAL



SORRY FOR  
THE DELAY



THANKS FOR  
YOUR PATIENCE

## MY SCHEDULE MATTERS TOO



WHAT WORKS  
BEST FOR YOU...?



COULD YOU DO...?

## YEAH, YOU ARE WELCOME



NO PROBLEM/NO  
WORRIES!



ALWAYS HAPPY TO  
HELP

## I KNOW WHAT I'M DOING



I THINK MAYBE  
WE SHOULD...



IT'D BE BEST IF  
WE...

## WORKING THIS IS HARD



REWRITING E-MAIL  
FOR 40 MINUTES



IT'D BE EASIER TO  
DISCUSS IN PERSON

## DO YOU GET IT?



HOPEFULLY THAT  
MAKE SENSE?



LET ME KNOW IF  
YOU HAVE QUESTIONS

## WHERE THE HACK ARE WE ON THIS



JUST WANTED TO  
CHECK IN



WHEN CAN I  
EXPECT AN UPDATE

## I MADE A SMALL ERROR



AHH SORRY! MY BAD  
TOTALLY MISSED THAT



NICE CATCH UPDATED  
THANKS FOR LETTING  
ME KNOW!

## I HAVE AN APPOINTMENT



COULD I POSSIBLY  
LEAVE EARLY?



WILL NEED TO  
LEAVE FOR...AT..

---

Sorry, I Can't Go





## Alternative Polite Ways to Say "Sorry, I Can't Go"



**"I'm unable to make it."** A straightforward way to decline without providing specific reasons.

**"I have a prior commitment."** Indicates that you already have other plans or obligations.

**"I'm not available at that time."** Suggests that the proposed time doesn't work for you.

**"Unfortunately, I have something else scheduled."** Implies that your calendar is already booked.

**"Regrettably, I won't be able to attend."** Expresses your remorse for not being able to go.

**"I appreciate the invitation, but I can't make it."** Conveys gratitude while declining the invitation.

**"It's not going to work for me, I'm afraid."** Explains that the event's timing or logistics are not suitable for you.

**"I'll have to pass this time."** Indicates your decision to decline without going into details.

**"I'm going to have to decline your kind invitation."** Uses polite language to decline the invitation.

**"I'm afraid I won't be able to join you."** Expresses regret and inability to attend.

**"I have a scheduling conflict."** Highlights that there's a conflict preventing your attendance.

**"I won't be able to make it due to a prior engagement."** Explains that you have a pre-existing commitment.

**"I'm sorry, but I won't be in town."** Implies that you won't be available because you'll be away.

**"I'm going to have to decline this time, but I appreciate the invite."** Politely declines while acknowledging the invitation's thoughtfulness.

**"Unfortunately, I won't be able to participate this time around."** Expresses your inability to participate in the specific event or occasion.

## I'm Sorry

### OTHER WAYS TO SAY "I'M SORRY"

☘ My mistake.



☘ Oh, my bad.

☘ Pardon (me)

☘ Please accept our (sincerest) apologies.

☘ Please don't be mad at me.

☘ Please excuse my (ignorance)

☘ Sorry about that.

☘ Sorry, my apologies. I had that wrong.

☘ Sorry. It was all my fault.

☘ That was wrong of me.

☘ That's my fault.



☘ I beg your pardon.

☘ My bad (US).

☘ Excuse me for interrupting.

☘ I was wrong. Can you forgive me?

☘ Pardon me for being so rude.



## Nice Ways to Say No

# Nice Ways To Say No

1. Sounds nice, but I am not available.
2. I am honored that you asked me, but I can't do it.
3. I'm sorry, but I can't help you at this time.
4. Unfortunately, it's not a good time.
5. I am not available at the moment, but maybe next time.
6. Unfortunately, this is not something I can do right now.
7. I really appreciate you asking me, but I can't commit to that right now.
8. Sorry, but I can't make it; maybe another time.
9. Thanks for thinking of me, but I can't.
10. No, thanks.

Ways to Congratulations



# WAYS TO SAY CONGRATULATIONS

Well done!

Good job!

You did it.

Good for you!

That is great.

That is good.

Sensational!

What a good try.

Felicitation.

Way to go.

Greetings.



That is clever.

Tremendous.

Outstanding!

Fantastic.

Nice going.

I am impressed.

I knew you could do it.

Keep up the good work.

That is better than ever.

That is first class work.

You did it that time!





# ON



*a plane*



*a ship*



*a bus*



*a train*



*a bicycle*

# IN



*a car*



*a helicopter*



*a truck*



*a taxi*



*a limo*

**CAN STAND UP  
INSIDE**

**CAN'T STAND UP  
INSIDE**

Asking for Clarification

# **USEFUL LINES** in emails when asking for clarification

- I didn't/don't fully understand [something]. Could you please explain that again?
- I didn't quite get your point about [something]. Could you be more specific?
- Could you repeat what you said about...?
- Could you give us some more details on...?
- If you could please shed some light on this topic, I would really appreciate it.
- Could you please clarify [something]?
- Could you please clarify when you would like us to finish this?
- When exactly are you expecting to have this feature?
- Here are the details on...
- Could you please clarify what you would like us to do about...?
- If I understood you correctly, you would like me to...
- What exactly do you mean by [something]?
- Could you explain what you mean by [something]?
- In other words, would you like us to...

source: [blog.talavera.com](http://blog.talavera.com)

### **ASKING FOR CLARIFICATIONS**

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- Could you be more specific?
- I don't get it...
- Can you elaborate on that?
- I don't quite follow...
- I don't fully understand...

### **ASKING FOR REPETITION**

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- I didn't catch that.
- Could you repeat please?
- Can you say that again?
- Would you mind speaking more slowly?

### **EXPLAINING YOUR OWN MESSAGE AGAIN**

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- In other words, ...
- To put it another way...
- To be more specific....
- Let me clarify that...
- Let me restate that.
- Let me start over.

### **CHEKING YOUR OWN UNDERSTANDING**

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- Just to be clear, you're suggesting that...
- Well, you're saying that...
- If I get you right, ...
- Correct me if I'm wrong, but you're saying that...

Wait



# How to say WAIT

@efl\_ana

<https://anaseslblog.blogspot.com/>



On the Phone

# PHRASES FOR TALKING ON THE PHONE

## Formal

- Good morning.
- I'm afraid he's in a meeting.
- Thank you for calling.
- Would you like me to connect you to his voicemail?
- I'm afraid she is not available at the moment.
- Can I put you on hold for a moment, please?
- Would you mind holding for just a moment?
- May I ask who is calling, please?
- I'm trying to contact, please wait...
- I'm afraid my English not good, please...
- Could you hold on a moment, please?
- I'm sorry, she is out of the Office today.
- He's free in the afternoon after about two.
- I would like to make a reservation, please.
- Excuse me, who is this?
- May I speak to...?
- May I take a message?
- Would you like to leave a message?
- I'd like to talk to ...

## Informal

- Is ... there?
- This is Harry
- Hello, Ken speaking
- Hello, George's phone
- Who is it?
- I'll ask her to ring you when she gets back.
- Hang on a second.
- I can't hear you very well.
- Who's calling, please?
- I'll let him/ her know that you rang.
- Just a minute!
- Okay, wait a moment, please.
- Speak to you again soon.
- I'll put you through.
- Is ... free?
- Can I talk to ...?
- Hold on a sec.
- Just a moment.
- Is ...available?



# ASKING FOR INFORMATION

- I'm looking for...
- I'd like to know...
- Do you know...?
- Could you tell me...?
- Can you tell me...?
- Do you have any idea...?
- I don't suppose you know...?
- I'm calling to find out...
- I wonder if someone could tell me...?



- Do you happen to know...?
- Have you got an idea of...?
- Don't suppose you (would) know...?
- Can I have ... please?
- Is this right way for ...?
- Would you mind...?
- Could anyone tell me...?
- I'm interested in...
- I wonder if you could tell me...?
- I was wondering...





# WAYS TO SAY YOU ARE WELCOME

- Not a problem.
- Cool.
- It's my duty.
- Not at all
- Glad to help.
- Anytime.
- That's all right.
- Never mention
- It's all gravy.
- Glad to have helped.
- My pleasure.
- Glad to be of any assistance.
- I'm happy to help you.
- That's absolutely fine.
- No big deal.
- By all means.
- Forget it.
- No worries



## Make & Accept an Apology

<b>MAKE &amp; ACCEPT AN APOLOGY</b>	
<b>Making an Apology</b>	<b>Accepting an Apology</b>
 <p>Excuse me for...</p> <p>I apologize for...</p> <p>I beg your pardon. /Pardon. /Sorry.</p> <p>I do apologize for</p> <p>I must apologize for...</p> <p>I shouldn't have...</p> <p>I was wrong. Can you forgive me?</p> <p>I'm ashamed of...</p> <p>I'm so sorry for...</p> <p>I'm terrible sorry for...</p> <p>It's all my fault.</p> <p>Pardon me for this...</p> <p>Please accept my apology for ...</p> <p>Please excuse my...</p> <p>Please, forgive me for my...</p>	 <p>That's all right.</p> <p>Never mind.</p> <p>Don't apologize.</p> <p>It doesn't matter.</p> <p>Don't mention it.</p> <p>Forget about it.</p> <p>No need to apologize, it's ok.</p> <p>No harm done.</p> <p>No worries.</p> <p>No problem.</p> <p>It's not important.</p> <p>You should be, but I forgive you.</p> <p>That's all right.</p> <p>It's all fine.</p> <p>I understand.</p> 



## Writing an Email



# Writing an Email

## Opening

- Hi Samuel!
- My dear father...
- Dear Alex...
- Hello Michael...
- Dear Mr, Mrs, Ms...
- How are you?
- How's life treating you?
- How's life?
- How are things?
- Any news?
- Anything strange?
- What are you up to these days?



## Expressing Thanks

- Thanks a million for...
- Thanks a lot for...
- Cheers for...
- I really appreciate it.



## Giving News

- Guess what. I've...
- I've got some good news, my friend.
- Great news Mary, I've...
- Unfortunately, I've got bad news.
- I'm afraid I have some bad news.
- Bad news Mary.



## Closing

- Well, that's all for now
- I'd better get back to work here
- I must go
- Looking forward to...
- Take care
- All the best
- All my love



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Accept or Refuse an Offer



lines to use when you have to

# accept or refuse an offer

## Accepting the offer

Yes please. I'd like to.  
That would be very kind of you.  
Yes please. That would be nice / lovely.  
Thank you. That would be great.

### Examples:

'Can I help you?'  
'Yes, I hope so.'  
'Shall I get you something to drink?'  
'Yes. That would be nice.'  
'Would you like some coffee?' 'No, thanks.'  
'Would you like me to wash the clothes?' 'No, thanks. I'll do it myself.'  
'How about some juice?' 'Yes, please.'  
'Shall I help you with the housework?' 'Yes, please. That would be very kind of you.'  
'Would you like me to do the washing for you?' 'If you wouldn't mind.' (= If you wouldn't mind I would you like you to do the washing for me.)'  
'Is there anything else that you'd like me to do?'  
'No, nothing.'

## Rejecting an offer

No, thanks.  
No, thank you.  
Don't worry, I'll do it myself.  
It's OK. I can do it myself.



source: <https://www.englishpractice.com/>

Go to  GrammarCheck.net

## Catchphrase

- You there? ??

What's up?  
怎么样？/有什么事吗？

For real?  
真的吗？

Oh, snap!  
哎呀！（表示惊讶）

How's it going?  
近况如何？

Totally.  
完全的。

Duh!  
哎呀！（表示恍然大悟）

Long time no see.  
好久不见。

No way.  
不可能。

You know it.  
你知道的。

No worries.  
别担心/没问题。

Easy peasy.  
轻而易举。

Sounds good.  
听起来不错。

No doubt.  
毫无疑问。

Let's do this.  
我们开始吧。

I got you.  
我懂你/我帮你。

Just saying.  
我只是说说。

Keep it real.  
保持真实。

Figures.  
难怪呢。

It is what it is.  
事实如此。

I'm with you.  
我同意你/我和你一起。

Peace out.  
再见。

Word.  
没错/说得对。

My bad.  
我的错。

Holla!  
嘿！/打招呼。

Bet.  
当然

Whatever.  
随便吧。

On point.  
很到位/准确

Literally.  
真的/确实。



# 口头禅

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