



Tölgyesi Lovász Krisztina

## Idegnyelvi kommunikáció III.



A követelménymodul megnevezése:

Általános ór- és járőrszolgálati feladatok

A követelménymodul száma: 0731-06 A tartalomlelem azonosító száma és célcsoportja: SzT-a27-50

## IDEGNNYELVI KOMMUNIKÁCIÓ III.

### ESETFELVETÉS – MUNKAHELYZET

Bármely kommunikációs helyzet első lépése a kapcsolatteremtés, mely legegyszerűbben köszönéssel és rövid, udvarias bemutatkozással kezdődhet. Munkája során külföldi állampolgárokkal is kell majd különböző helyzetekben kommunikálnia. Gondolja át, hogyan indítaná az alábbi helyzetben a kommunikációt, hogyan tartaná fenn, és hogyan zárná le!

- **1. szituáció:** Közúti ellenőrzés során megállít egy személyautót, köszön, bemutatkozik, az utasok nevét kérdezi, és személyi irataikat kéri ellenőrzésre.



1. ábra. Beside the road

- **2. szituáció:** telefonos bejelentést tesz egy külföldi állampogár. bemutatkozik, de nevének a helyesírása nem egyértelmű vagy ismeretlen. Nevének meghallgatása után Ön arra kéri, hogy ismételje meg, illetve. betűzze azt. Ezután felvilágosítást nyújt problémájával kapcsolatban, vagy a megfelelő helyre irányítja az információ megszerzéséhez.
- **3. szituáció:** A rendőrségen egy külföldi személynek magyar nyelvű űrlapot kell kitöltenie, de a nyelvi nehézségek miatt Önt kéri meg, hogy segítsen a kitöltésben
- **4. szituáció:** Egy nemzetközi konferencián számos ország képviselője vesz részt. A résztvevőket több munkacsoportra osztják, ahol megvitathatják tapasztalataikat. Meg kell jegyeznie a munkacsoportok számát, nevét és az oda tartozó országokat. A résztvevők bemutatkozása során Önnek is be kell mutatkoznia és jegyzeteket készítenie a műhelymunkához a többi szakértő adataival.



*2. ábra. At a conference*

- **5. szituáció:** Egy ázsiai turista eltévedt, mert elszakadt a családjától, amelynek 12 tagja együtt érkezett Magyarországra, turistaútra. Kiderül, hogy családja két részre szakadt a nap folyamán, így 2 helyen is találkozhat családtagjaival. Első lépésként meg kell tudni, hogy hova mentek a csoportok, és mit tud az aznapi programjukról, majd segíteni kell neki csatlakozni a valamelyik csoporthoz a megadott helyen és időben.
- **6. szituáció:** Turisták érkeznek Budapestre s a Deák téren gyülekezve a Budai Várba szeretnének eljutni, a szállodájukhoz. Magyarozza el, hogyan lehet tömegközlekedéssel a térről a Várhoz jutni.
- **7. szituáció:** Szórakozóhelyen, ahol italokat is árulnak, egy fiatalember kér alkoholtartalmú italt. Megjelenése alapján azonban nem dönthető el egyértelműen, hogy elmúlt-e 18 éves, ezért Ön rákérdez az életkorára, majd elkéri személyazonosításra alkalmas iratait, hogy ellenőrizze választát.

**MODEL ANSWER FOR SITUATION 7.**

Police officer: Good evening sir, I heard that you ordered alcoholic drink. May I ask you how old you are?

Young man: I'm 18.

Police officer: Can I see your ID card?

Young man: I'm sorry, I can't find it.

Police officer: You'll have to come with me then, I'm afraid.

Young man: OK, I'm not quite 18.

Police officer: Let me inform you that you mustn't drink alcohol under 18. And you cannot be served by anyone.

Young man: Ok. I see.

Police officer: Good bye.

Young man: Good bye.

## SZAKMAI INFORMÁCIÓTARTALOM

### GRAMMAR 1.

#### 1. Present Simple

##### **You use the Present Simple**

**-to talk about customs**

*In Spain people have dinner at ten or eleven in the evening.*

*In Britain people leave work at five in the afternoon.*

**-to talk about habits and routines**

*I go running every day.*

*We see friends at he weekend.*

**-to say how often you do things**

*I always get up at seven oc'clock.*

*I sometimes do the shopping in the evening.*

-to describe something that is true for a long time

*He wears glasses.*

*The sun rises in the morning and sets in the evening.*

## 2. Present Continuous

You use the present continuous to say what is happening now or around now. There is an idea that action or state is temporary:

*I am learning English this year and not German.*

*It is raining today.*

### VOCABULARY 1.

- first name (Christian name)/keresztnév
- surname/vezetéknév
- please/kérem
- Thank you very much, indeed/Valóban nagyon köszönöm.
- Here you are./Tessék.
- Can I have your passport, please?/Megnézhetném az útlevelet?
- It's all right./Rendben van.
- passport/útlevel
- ID card/személyi igazolvány
- driving licence/jogosítvány
- visa/vízum
- Pardon?/Tessék?
- Could you repeat it, please?/Megismételné, kérem?

### VOCABULARY 2.

- Spell your name, please./Kérem, betűzze a nevét!
- How do you spell your surname?/Hogyan kell betűzni a nevét?
- Could you spell it, please? /Tudná betűzni a nevét?
- 

Spelling the English abc it is easy to make mistakes.

We call „false friends” the sounds which are mixed frequently:

e-i-a , g-j

- Hungary / Hungarian,
- Austria / Austrian,
- Germany / German,
- France / French,
- Great Britain (the UK) / British,
- Ireland / Irish
- the Netherlands / Dutch,
- Spain /Spanish,
- Italy / Italian,
- Greece / Greek,
- Croatia / Croatian,
- Serbia / Serbian,
- Rumania / Rumanian,
- Russia / Russian, Central /
- Slovakia / Slovak,
- the Czech Republic / Czech,
- Poland / Polish,
- Sweden / Swedish.
- the USA / American,
- Canada / Canadian,
- Brazil / Brazilian,:
- Egypt / Egyptian,
- Japan / Japanese,
- Japan / Japanese,

MUNKKANYAG



*3. ábra. Japanese tourist lost, but happy in Budapest*

- Australia / Australian,

### VOCABULARY 3.

- relatives / rokonok
- brother / fiútestvér
- sister / lánytestvér
- wife / feleség
- husband / férj
- parent / szülő
- grandchild – grandchildren (Plural) / unoka(k)
- grandson / fiúunoka
- granddaughter / fiúunoka
- grandmother, grandma / nagymama
- grandfather, granddad, grandpa / nagypapa
- mother mum, mummy, mom (AE) / anya
- father / dad / daddy / apa
- nephew / unokafivér
- niece / unokahúg
- uncle / nagybácsi
- aunt / nagynéni
- godchild / keresztgyerek

- godfather /keresztapa
- godmother /keresztanya
- mother-in-law /anyós
- father-in-law após
- son/fia
- stepbrother./féltestvér
- daughter /lánya
- great-grandparents /dédszülő

#### VOCABULARY 4.

- means of transport /közlekedési eszköz
- car /autó
- train /vonat
- plane /repülő
- ship /hajó
- bike / bicycle
- motorbike -cycle/ motorkerékpár
- van /kisteherautó
- bus / coach busz
- pick up truck szállítójármű
- station /állomás
- catch / get on /felszállni, elérni
- get off /leszállni, kiszállni
- platform /peron
- passenger train /személyszállító vonat
- journey /utazás
- depart / leave /elindulni
- arrive /megérkezni
- engine /mozdony
- engine driver
- corridor / folyosó vonaton
- bus terminal /busz pályaudvar
- aisle /folyosó a repülő fedélzetén
- airport /repülőtér
- aircraft/légijármű
- get on / board /beszállni
- disembark/ kiszállni
- departure gate /kapu
- passenger jet / airplane /személyszállító repülő
- flight /repülőút
- take off /felszállni
- land/landolni
- cockpit /pilótfülke
- pilot /pilóta



## TANULÁSIRÁNYÍTÓ

### Style

A. Short forms and abbreviations are often used in English, we can use the shortened forms of to be, auxiliaries (is -'s, are-'re, would-'d, will-'ll etc.) In both oral and written communication the use of not abbreviated phrases is the feature of the formal style. In official letters they are absolutely forbidden. If we want to be polite and formal, we can never forget this rule.

My name is Mary Smith (formal introduction) My name's Mary Smith (informal introduction)

B.: Certain greeting forms are not accepted in formal communication. Hi! or Bye! are too informal, rather at work with foreign citizens we use Good morning!/ afternoon!/ evening! Excuse me, Bye bye forms

Pattern dialogue:

- Good morning. What's your name, please?
- I'm Francisco Velazquez.
- Could you repeat it?
- My name's Francisco Velazquez.
- How do you spell your surname?
- It's V-E-L-A-Z-Q-U-E-Z.

Study the form below and report about the person according to the information given.

### INFORMATION CARD

- 1. Surname Taylor
- 2. First name Janine
- 3. Job Police officer
- 4. Age 28
- 5. Address 19, Marshall Avenue, Manchester, UK
- 6. Phone number (324) 989 6617
- 7. Marital status married

Pattern dialogue 1.

- Good evening. How old are you?
- I'm 23 years old.
- Can I see your ID card?
- Of course, here you are.
- Thank you. Everything is alright.

**Look at these example sentences. Work in pairwork and tell each other the names of different countries, your partner has to follow the drill.**

- She comes from France.
- She is French.
- Her nationality is French.
- She is a Frenchwoman.
- She drives a French car.
- She speaks French.

**Read the text and find the nationalities.**

Where are English words from? Many English basic words come from Old English, for example England, house, woman, man, child, bird, water. They sometimes have irregular pronunciation. Other English words come from Latin, for example family, wine, number, school, educate. Some English words come from French, for example royal, hotel, menu, beef. Today English is an international language. Thousands of English words come from other languages, for example siesta (Spanish), judo (Japanese). Every year hundreds of words come into English from new technology, for example Internet, text message, e-mail, modem.

**At the conference introduce your colleagues after the words of the chairman:**

Dear ladies and gentlemen, I would like to express my warmest thanks to you for attending our conference. After various presentations, it's time to start discussions in our workshops. In the following, I'd like to introduce my colleague.....He is.....He is from .....etc.

**Read the text and discuss with your group what should be done:**

Some foreigners are standing helpless on the Main Square. A policeman goes to them to know if he could help them. He can indeed, because they are lost as they don't know where their guide and tourist group can be. Three of them seem to get on well with each other quite well, they belong to one family and another two people are also from a family. „Who are your family members?“, points the policeman at a tall man in a dark coat. „I'm this man's son so he is my father and this is my uncle next to me.“, answers the man. „And who are you?“, the policeman goes on with his questions. „We are a grandmother and her granddaughter.“ „I see.“, he replies. „Tell about your daily programme“, he continues, „We must find your guide.“. The women and men start to speak at the same time. „We are going to see the History Museum at 2.“, „ No, we are meeting in front of the Café Gerbaud at 1 p.m. first“ „If we have time, we will go to the Castle Park,“ „Please, let's start again.“, says the officer at last.



*4. ábra. Castle District*

**Read the instructions of the way to Budapest Hilton Hotel.**

**Then choose an other sight and inform tourists how to get there.**

**By car:**

The Hilton Budapest is in the Buda Castle District, right next to Matthias Church and the Fisherman's Bastion, and 15 minutes from the downtown. The Hilton Budapest hotel allows guests of the ICON Restaurant to drive in and out and park for free in the hotel forecourt, by having the parking ticket validated at the hotel reception. You are kindly reminded that for a modest fee you may leave your vehicle in the hotel's secure parking lot.

**By public transport:**

By buses 16, 16A and 116 from Moszkva tér, by bus 16 from Deák tér, or by the Castle Hill Funicular from Clark Ádám tér.

**On foot:**

Take a stroll through the charming, winding cobbled streets leading up to the Buda Castle. On your way, admire the restored buildings, soak up the atmosphere of times gone by, the pleasing environment and the fresh air, treading the route leading to the Hilton Budapest. The ICON Restaurant can be approached through the main entrance of the hotel.

**Underline the means of transport in the following text.**

Budapest public transport

Budapest's network of public transport services includes buses, trolleybuses, trams, underground trains (Metró) and over ground suburban trains (HÉV). Buses, trams and trolleybuses run daily from 4.30 a.m. until 11.0 p.m. All three Underground lines connect at Deák tér Station, and service frequencies range from 15 minutes late in the evening to every two minutes at peak times. The HÉV runs to and from Csepel Island and Ráckeve in the south, Szentendre in the north, and Gödöllő in the east.

MUNKANYAG

## ÖNELLENŐRZŐ FELADATOK

### 1 feladat

Complete the sentences.

1. What ..... your name?
2. .... you Australian?
3. Can I ..... your passport, please?
4. It's all .....
5. .... repeat it, please?
6. Here you .....

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### 2. feladat

Roleplay the situations, asking for another documents.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### 3. feladat

Spell the following names.

- 1. Rosario Rodriguez
- 2. Gemma Hawkins
- 3. Mehmet Oygürük.
- 4. George Sheppard
- 5. Gianfranco Riccetti
- 6. Hannelore Schmidt

Spell your name and the name of your home town and ask your partner to write them down for you. Then check them and correct them together if necessary.

#### 4. feladat

Pairwork. Ask and answer using the information from the chart

- INFORMATION CARD
- 1. Dawson
- 2. Andrew
- 3. receptionist
- 4. 42
- 5. 23, Mountain Road, Leeds, UK
- 6. (987) 655 2134
- 7. single

---



---



---



---



---

#### 5. feladat

Try to finish the sentences using different ideas. Class work: discuss the ideas.

- 1. If you are over 18, you can ...
- 2. If you are over 18, you have to ...
- 3. If you are under 18, you mustn't ...

---

---

---

**6. feladat**

Complete the sentences with **mustn't**, **have to** or **can**

- 1. Children ..... play near the road.
- 2. You ..... be quiet in a library.
- 3. If you are over 18, you ..... learn to drive.
- 4. You ..... ask people if you want to take a photo of them.
- 5. You ..... eat with dirty hands.
- 6. You ..... smoke on a plane.
- 7. People ..... shake hands when they meet.
- 8. You ..... eat a hamburger in a fast food restaurant.
- 9. Schoolboys and schoolgirls ..... do their homework.
- 10. You ..... drive a car, if you drink alcohol.

---

---

---

---

---

---

---

---

**7. feladat**

What are the nationalities for the countries in brackets?

- 1. The (England) drink a lot of tea.
- 2. The (France) are very kind.
- 3. The (Japan) like to have fun.
- 4. The (Germany) are good football players.
- 5. The (China) work much.
- 6. The (Ireland) eat a lot of chips.

- 7. The (Italy) like the sun.
- 8. The (Portugal) are nice.
- 9. The (Holland) like folk dances.
- 10. The (Russia) drink strong alcohol
- 11. The (Vietnam) are poor.

---



---



---



---



---

**8. feladat**

Members of a Family (male and female). Write down the term for the opposite sex?

- 1. mum -
- 2. brother -
- 3. son -
- 4. uncle -
- 5. grandmother -
- 6. granddaughter -
- 7. nephew -
- 8. wife -
- 9. boyfriend -
- 10. cousin -

---



---



---



---

**9. feladat**

Fill in the correct family member.





5. ábra. Family

- 1. My mother's sister is my .
- 2. My daughter's brother is my .
- 3. My father's daughter is my .
- 4. My mum and dad are my .
- 5. My sister's son is my .
- 6. My aunt's son or daughter is my .
- 7. My father's brother is my .
- 8. My mother's father is my .
- 9. My daughter's son is my .
- 10. My brother's daughter is my .

---

---

---

---

---

**10. feladat**

Choose the right form of the verbs:

- 1. I (fly) by plane tomorrow.
- 2. Hi, what time (the train/pull out) this evening?
- 3. (you/travel) tomorrow to Paris?
- 4. I to the cinema tonight.
- 5. They always (have) breakfast at 07.30
- 6. We (go) out this weekend.
- 7. What time (they/start) work?
- 8. The library (open) at 8.30 and (close) at 7.30.
- 9. The parents (have) a meeting on Saturday

---



---



---

**11. feladat**

Complete the exercise with the correct prepositions.

- 1. If you want to go bus, you have to go the bus stop.
- 2. You look the time table.
- 3. Then you wait your bus.
- 4. When the bus arrives, you get the bus.
- 5. You buy a ticket the driver or show your ticket the driver.
- 6. When you arrive your destination, you get the bus.
- 7. Sometimes you even have to change buses another bus stop.

---



---



---



---

**12. feladat**

Fill in with one proper word:

- 1. We will travel from Spain to France by plane. The plane will at 10 am and will at 11:00 am in Paris.
- 2. The train for Cambridge will from number 9.
- 3. Anne and Joe will travel by sea. They will at Liverpool for New York.
- 4. I'd love to go on a long .
- 5. All to New York today are because of bad weather.
- 6. How much is a ticket to New York?
- 7. We had to pay extra for our excess .

## MEGOLDÁSOK

### 1. feladat

- 1. What is your name?
- 2. What's your surname?
- 3. Can I have your passport, please?
- 4. It's all right.
- 5. Could you repeat it, please?
- 6. Here you are.

### 2. feladat

- See above

### 3. feladat

- 1. What's your surname? My surname is Dawson.
- 2. What's your first name? It's Andrew.
- 3. What do you do? / What's your job? I'm a receptionist.
- 4. How old are you? I'm 42 years old.
- 5. Where do you live? / What's your address? I live at... / It's 23, Mountain Road...
- 6. What's your telephone number? It's 9-8-7-6-double 5 -...
- 7. Are you married? No, I'm single.

### 4. feladat

- 1. Children mustn't play near the road.
- 2. You have to be quiet in a library.
- 3. If you are over 18, you can learn to drive.
- 4. You have to/ can ask people if you want to take a photo of them.
- 5. You mustn't eat with dirty hands.
- 6. You mustn't smoke on a plane.
- 7. People can / have to shake hands when they meet.
- 8. You can eat a hamburger in a fast food restaurant.
- 9. Schoolboys and schoolgirls have to do their homework.
- 10. You mustn't drive a car, if you drink alcohol.

### 5. feladat

- 5. 1. The ENGLISH (England) drink a lot of tea.
- 2. The FRENCH (France) are very kind.

- 3. The JAPANESE (Japan) like to have fun.
- 4. The GERMANS (Germany) are good football players.
- 5. The CHINESE (China) work much.
- 6. The IRISH (Ireland) eat lot of chips.
- 7. The ITALIANS (Italy) like the sun.
- 8. The PORTUGUESE (Portugal) are nice.
- 9. The DUTCH (Holland) like folk dances.
- 10. The RUSSIANS (Russia) drink strong alcohol
- 11. The VIETNAMESE (Vietnam) are poor.

#### 6. feladat

- mum – dad
- brother – sister
- son – daughter
- uncle – aunt
- grandmother – grandfather
- granddaughter – grandson
- nephew – niece
- wife – husband
- boyfriend – girlfriend
- cousin – cousin

#### 7. feladat

- 1. My mother's sister is my aunt.
- 2. My daughter's brother is my son.
- 3. My father's daughter is my sister.
- 4. My mum and dad are my parents.
- 5. My sister's son is my nephew.
- 6. My aunt's son or daughter is my cousin.
- 7. My father's brother is my uncle.
- 8. My mother's father is my grandfather.
- 9. My daughter's son is my grandson.
- 10. My brother's daughter is my niece.

#### 8. feladat

- 1. I am flying by plane tomorrow.
- 2. Hi, what time is the train pulling out this evening?
- 3. Are you traveling tomorrow to Paris?
- 4. I am going to the cinema tonight.
- 5. They always have breakfast at 07.30.
- 6. We are going out this weekend.
- 7. What time (they/star) have work?

---

### IDEGNNYELVI KOMMUNIKÁCIÓ III.

- 8. The library (open) opens at 8.30 and (close) closes at 7.30.
- 9. The parents (have) are having a meeting on Saturday

---

#### 9. feladat

- 1. If you want to go by bus, you have to go to the bus stop.
- 2. You look at the time table.
- 3. Then you wait for your bus.
- 4. When the bus arrives, you get on the bus.
- 5. You buy a ticket from the driver or show your ticket to the driver.
- 6. When you arrive at your destination, you get off the bus.
- 7. Sometimes you even have to change buses at another bus stop.

---

#### 10. feladat

- 1. We will travel from Spain to France by plane. The plane will take off at 10 am and will land at 11:00 am in Paris.
- 2. The train for Cambridge will depart from platform number 9.
- 3. Anne and Joe will travel by sea. They will embark at Liverpool for New York.
- 4. I'd love to go on a long journey.
- 5. All flights to New York today are delayed because of bad weather.
- 6. How much is a one-way ticket to New York?
- 7. We had to pay extra for our excess baggage.

## IRODALOMJEGYZÉK

Simon Greenall: Reward Elementary, MacMillan–Heinemann, Oxford, 1997.

<http://www.oup.com> (Oxford University press) 2010 08.01.

<http://www.tolearnenglish.com> 2010. 08. 01.

<http://www.ego4u.com> 2010.08 01.

MUNKANYAG

A(z) 0731-06 modul a27-es szakmai tankönyvi tartalomeleme felhasználható az alábbi szakképesítésekhez:

A szakképesítés OKJ azonosító száma:	A szakképesítés megnevezése
52 861 02 0000 00 00	Határrendész
52 861 06 0010 52 01	Határrendészeti-rendőr
52 861 06 0010 52 02	Közrendvédelmi-rendőr

A szakmai tankönyvi tartalomelem feldolgozásához ajánlott óraszám:  
20 óra

MUNKANYAG

MUNKANYAG

A kiadvány az Új Magyarország Fejlesztési Terv  
TÁMOP 2.2.1 08/1-2008-0002 „A képzés minőségének és tartalmának  
fejlesztése” keretében készült.

A projekt az Európai Unió támogatásával, az Európai Szociális Alap  
társfinanszírozásával valósul meg.

Kiadja a Nemzeti Szakképzési és Felnőttképzési Intézet  
1085 Budapest, Baross u. 52.

Telefon: (1) 210-1065, Fax: (1) 210-1063

Felelős kiadó:  
Nagy László főigazgató