

Língua inglesa

serviço de recepção, atendimento e informação turística

UFCD 3429

Formadora
Orquídea Pires



Cofinanciado por:



UNião Europeia
Fundo Social Europeu



Índice

Como se apresentar em inglês.....	3
Números.....	8
Datas e Expressões de tempo.....	9
As Horas.....	11
Partes do dia.....	15
Greetings in English.....	15
Estações do Ano.....	16
Verbo To Be.....	17
Exercises.....	18
Present Simple.....	21
Exercises:.....	22
Meios de transporte.....	27
The Weather.....	28
Plural dos substantivos.....	29
Exercises.....	32
Present continuous.....	33
Exercises:.....	34
Quando usar o Simple Present e o Present Continuous?.....	36
Exercises.....	37

Como se apresentar em inglês

É importante mencionar que existem diversas formas de se apresentar em inglês e não existe uma regra específica, deve-se levar em conta o nível de formalidade, da ocasião em que se encontra, ou seja, se for um encontro casual, descontraído ou em um ambiente formal de trabalho ou reunião.

Apresentando-se

Hello, everyone. This is my first time here. My name is Alex.
(Olá a todos. Esta é a minha primeira vez aqui. Meu nome é Alex.)

Hi, my name is Karen. / I'm Karen. It's nice to meet you.
(Olá, meu nome é Karen. / Eu sou a Karen. Prazer em conhecê-lo/a.)

Hello, I'm Marcelo, but you can call me Mendes.
(Olá, eu sou o Marcelo, mas pode chamar-me de Mendes.)

Nice to meet you, Jane! I'm Robert / My name is Robert.
(Prazer em conhecê-la/o, Jane! Eu sou o Robert / Meu nome é Robert.)

It's a pleasure to meet you! I'm Carlos.
(É um prazer conhecê-lo! Eu sou o Carlos.)

Hi, I'm Joe. What's your name?
(Olá, eu sou o Joe. Qual é o teu nome?)

Hi, I'm George. Good to meet you! (Olá, eu sou o George. Prazer em conhecê-lo/a/Bom te conhecer!)

I would like to introduce myself. My name is Robert / I'm Robert.
(Eu gostaria de me apresentar. Meu nome é Robert / Eu sou o Robert.)

I don't believe we've met before. Let me introduce myself. My name is Miguel and I'm from Canada, Toronto. What about you?
(Acredito que ainda não nos conhecemos. Deixe-me me apresentar. O meu nome é Miguel e sou do Canadá, Toronto. E você?)

I don't think we have met. I'm Karina. Nice to meet you.
(Acho que não nos conhecemos. Eu sou Karina. Prazer em conhecê-lo/a.)

Hello, you must be John? I'm Simon.
(Olá, você deve ser o John? Eu sou o Simon.)

How do you do? My name is Jacob.
(Como vai? Meu nome é Jacob.)

Have we met? I'm Sandra.
(A gente já se conhece? Eu sou a Sandra.)

Hello, I'm Brian. Nice to meet you. How are you?

(Olá, eu sou o Brian. Prazer em conhecê-lo/a. Como vai?)

I don't think we've been introduced. My name is Walter.
(Eu acho que não fomos apresentados. Meu nome é Walter.)

Apresentando outras pessoas

Have you met Karen?
(Já conhece a Karen?)

Have you two met before?
(Vocês já se conhecem?)

I would like you to meet Mary.
(Eu gostaria que conhecesse a Mary.)

I would like to introduce you to my friend/brother/sister/...
(Eu gostaria de apresentá-lo ao meu amigo/irmão/irmã/...)

There is someone I would like you to meet, this is Anna. She is my mother/sister/cousin/...
(Tem alguém que eu gostaria que você conhecesse, essa é a Anna. Ela é minha mãe/irmã/prima/...)

I want you to meet Marcelo. He is my co-worker.
(Eu quero que você conheça o Marcelo. Ele é meu colega de trabalho.)

Karen, please meet Jack.
(Karen, por favor, conheça o Jack.)

Karen, this is Jack.
(Karen, este é o Jack.)

This is James. He is a friend of mine and he is Canadian.
(Este é o James. Ele é meu amigo e ele é canadense.)

Marcelo, this is Taylor. Taylor this is Marcelo.
(Marcelo, esse é o Miguel. Miguel, esse é o Marcelo.)

Hi, Oliver. Do you know Mary? She is my aunt.
(Olá, Oliver. Você conhece a Mary? Ela é minha tia.)

Ambiente profissional

I don't think we have actually met formally yet...
(Acho que ainda não nos conhecemos formalmente...)

Hello, you must be Jacob? I'm Michael. I work for Inglês Online. Nice to meet you.
(Olá, deve ser o Jacob? Eu sou o Michael. Eu trabalho no Inglês Online. Prazer em conhecê-lo.)

Hi! Have we met before?
(Olá! Já nos conhecemos?)

Good afternoon. Let me introduce myself. My name is Marcelo.

02:25 It's two twenty-five
02:30 It's two thirty.
02:35 It's two thirty-five.
02:40 It's two forty.

02:45 It's two forty-five.
02:50 It's two fifty.
02:55 It's two fifty-five.

forma britânica: Usa-se “past” para indicar os minutos até o limite de meia-hora e usa-se o “to” para indicar os minutos até completar hora cheia.

Exemplos:

02:05 It's five past two.
02:10 It's ten past two.
02:15 It's fifteen past two / It's a quarter past two.
02:20 It's twenty past two.
02:25 It's twenty-five past

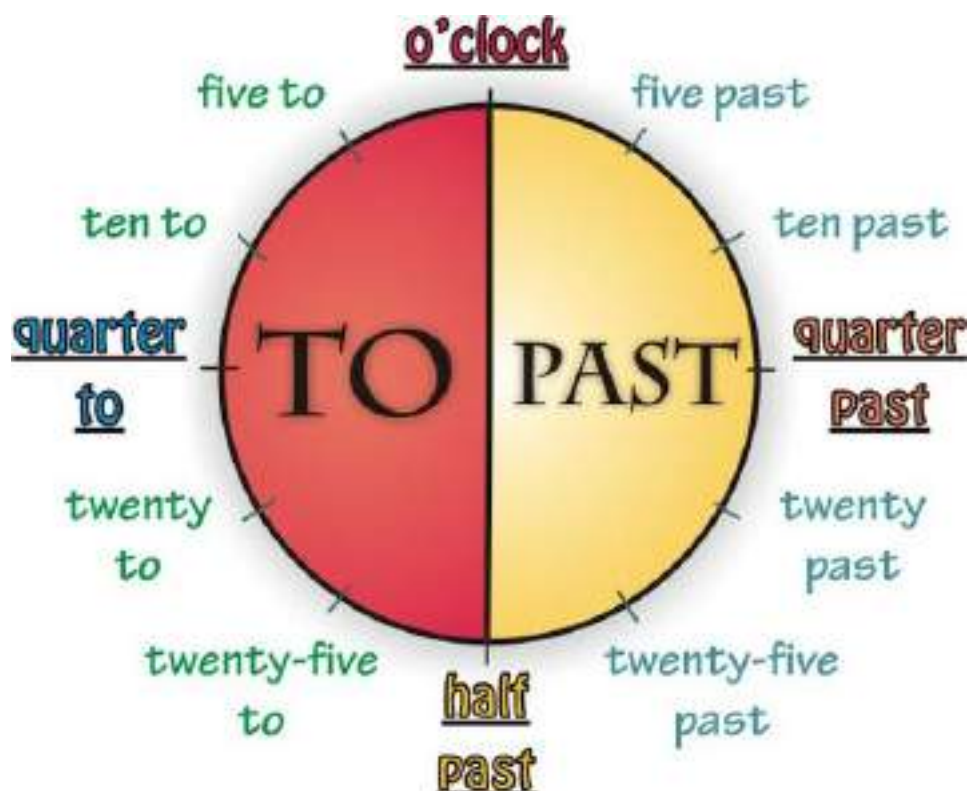
02:30 It's half past two.
02:35 It's twenty-five to three
02:40 It's twenty to three.
02:45 It's quarter to three.
02:50 It's ten to three.
02:55 It's five to three.

Algumas das expressões utilizadas para expressar as horas em inglês são:

What is the time? (Qual é a hora?)
What time is it? (Que horas são?)
Do you have the time? (Você tem horas?)
Exemplos:

My sister needs to go to work. What time is it? (Minha irmã precisa ir trabalhar. Que horas são?)
What time is it? I need to go now. (Que horas são? Eu preciso ir agora)
Outros exemplos de como utilizar as horas em inglês com algumas expressões:

I have to finish my homework before two o'clock. (Eu tenho que terminar minha lição de casa antes das duas horas)
She goes to school after seven o'clock. (Ela vai à escola antes das sete horas)
My boyfriend works until eight o'clock. (Meu namorado trabalha até as oito horas)
The baker opens the bakery at six o'clock. (O padeiro abre a padaria às seis horas)
Assim, existem formas variadas de falar, ler, escrever as horas em inglês, sendo que são utilizadas formas diferentes de se referir aos períodos do dia e ao falar horas cheias.



Partes do dia

day = when the sun is in the sky

night = when the sun is NOT in the sky

sunrise = when the sun first appears in the morning

sunset = when the sun disappears at the end of the day

midday = noon = 12 in the day

midnight = 12 at night

morning = before 12 (midday)

afternoon = 12 (midday) until sunset

evening = sunset until you go to bed (or 10pm/11pm).

night = when there is no sun and it is dark

Greetings in English

Three common greetings used in English are:

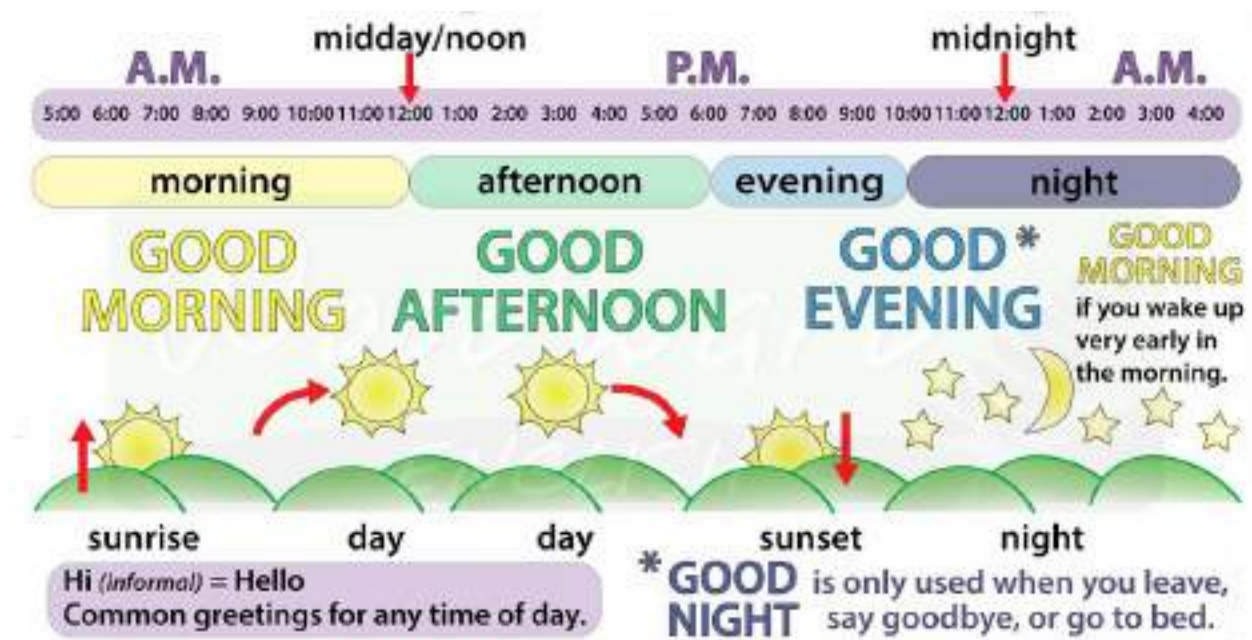
Good morning (used until midday/noon)

Good afternoon (from midday/noon until sunset)

Good evening (from sunset)

Good night is NOT used as a greeting.

Good night is only used when you leave a place, when you say goodbye to someone, or when someone goes to bed.



Língua inglesa acolhimento e assistência ao cliente

UFCD 3444

Formadora
Orquídea Pires



Cofinanciado por:



Índice

Describe Physical Appearance.....	3
Personality Adjectives to Describe a Person.....	4
Present Simple.....	5
Exercises:.....	6
The Future.....	11
Future Simple Form.....	11
How to use the Simple Future with Will and Be Going To.....	12
What's the difference? 'Will' and 'be going to'.....	14
Exercises.....	15
B: I _____ put up some pictures.....	18
The comparative and the superlative.....	19
Comparative adjectives.....	19
Superlative adjectives.....	19
Forming regular comparatives and superlatives.....	20
Exercises.....	22
Conditionals / If Clauses.....	25
The Zero Conditional.....	25
The First Conditional.....	26
Exercises.....	27

Describe Physical Appearance

Describing General Appearance

- Beautiful
- Pretty
- Elegant
- Funny
- Cute
- Handsome
- Gorgeous
- Ugly
- Attractive

Describing Someone's Age

- Young
- Middle-aged
- Old

Describing Someone's Build

- Well-Built
- Plump
- Thin
- Fat
- Slim

Describing Someone's Height

- Short
- Medium-height
- Tall

Describing Someone's Eyes

- Blue
- Brown
- Small
- Big round
- Oval
- Wear glasses

Describing Someone's Face

- Round
- Oval
- Square
- Long

Adjectives to Describe a Person's Nose

- Straight
- Hooked
- Long
- Small
- Turned-up

Personality Adjectives to Describe a Person

Positive Adjectives

Adaptable	Courageous	Giving	Neat	Self-confident
Adventurous	Creative	Good	Nice	Self-disciplined
Affable	Decisive	Gregarious	Non-judgemental	Sensible
Affectionate	Dependable	Hardworking	Observant	Sensitive
Agreeable	Determined	Helpful	Optimistic	Shy
Ambitious	Diligent	Hilarious	Organized	Silly
Amiable	Diplomatic	Honest	Passionate	Sincere
Amicable	Discreet	Humorous	Patient	Smart
Amusing	Dynamic	Imaginative	Persistent	Socialable
Artistic	Easy-going	Impartial	Pioneering	Straight-Forward
Brave	Emotional	Independent	Philosophical	Sympathetic
Bright	Efficient	Industrious	Placid	Talkative
Broad-minded	Energetic	Intelligent	Plucky	Thoughtful
Calm	Enthusiastic	Intellectual	Polite	Tidy
Careful	Extroverted	Intuitive	Popular	Tough
Charismatic	Exuberant	Inventive	Powerful	Trustworthy
Charming	Fair-minded	Joyful	Practical	Unassuming
Chatty	Faithful	Kind	Pro-active	Understanding
Cheerful	Fearless	Kooky	Quick-witted	Upbeat
Clever	Forceful	Laid-back	Quiet	Versatile
Communicative	Frank	Likable	Rational	Warmhearted
Compassionate	Friendly	Loving	Reliable	Wild
Conscientious	Funny	Loyal	Reserved	Wise
Considerate	Generous	Lucky	Resourceful	Witty
Convivial	Gentle	Modest	Romantic	

Negative Adjectives

Aggressive	Cynical	Impolite	Nervous	Sneaky
Aloof	Deceitful	Impulsive	Obstinate	Stubborn
Anxious	Defensive	Inconsiderate	Overcritical	Stupid
Arrogant	Devious	Indecisive	Overemotional	Sullen
Bad-Tempered	Dim	Indiscreet	Patronizing	Tactless
Belligerent	Dishonest	Inflexible	Pig-headed	Thoughtless
Big-Headed	Domineering	Intolerant	Pessimistic	Touchy
Boastful	Egotistical	Introverted	Pompous	Unlucky
Boring	Finicky	Irresponsible	Possessive	Unpredictable
Bossy	Foolish	Jealous	Quick-tempered	Unreliable
Callous	Gussy	Lazy	Resentful	Untidy
Careless	Gullible	Loud	Rude	Untrustworthy
Clingy	Grumpy	Mean	Secretive	Vague
Confrontational	Hostile	Moody	Self-centered	Vain
Cowardly	Idle	Narrowminded	Selfish	Vulgar
Cruel	Impatient	Nasty	Silly	Weak-willed

Língua inglesa

serviço de reservas e apoio

UFCD 3436

Formadora
Orquídea Pires



Cofinanciado por:



UNião Europeia
Fundo Social Europeu

REPÚBLICA
PORTUGUESA

Índice

A, An, The.....	3
Definite article.....	3
Indefinite article.....	3
Exercises.....	7
There is / There are.....	9
Exercise.....	9
Prepositions of Place.....	11
Exercises.....	12
Prepositions of Place.....	14
Exercises.....	14
The Future.....	17
Future Simple Form.....	17
How to use the Simple Future with Will and Be Going To.....	18
What's the difference? 'Will' and 'be going to'.....	20
Exercises.....	21
Demonstrative Pronouns.....	24
Exercises.....	25
Food and Drinks.....	27
Types of Meals.....	28
Adjectives.....	30
Describe Physical Appearance.....	30
Personality Adjectives to Describe a Person.....	31

A, An, The

In English there are three articles: a, an, and the. Articles are used before nouns or noun equivalents and are a type of adjective. The definite article (the) is used before a noun to indicate that the identity of the noun is known to the reader. The indefinite article (a, an) is used before a noun that is general or when its identity is not known. There are certain situations in which a noun takes no article.

As a guide, the following definitions and table summarize the basic use of articles. Continue reading for a more detailed explanation of the rules and for examples of how and when to apply them.

Definite article

the (before a singular or plural noun)

Indefinite article

a (before a singular noun beginning with a consonant sound)

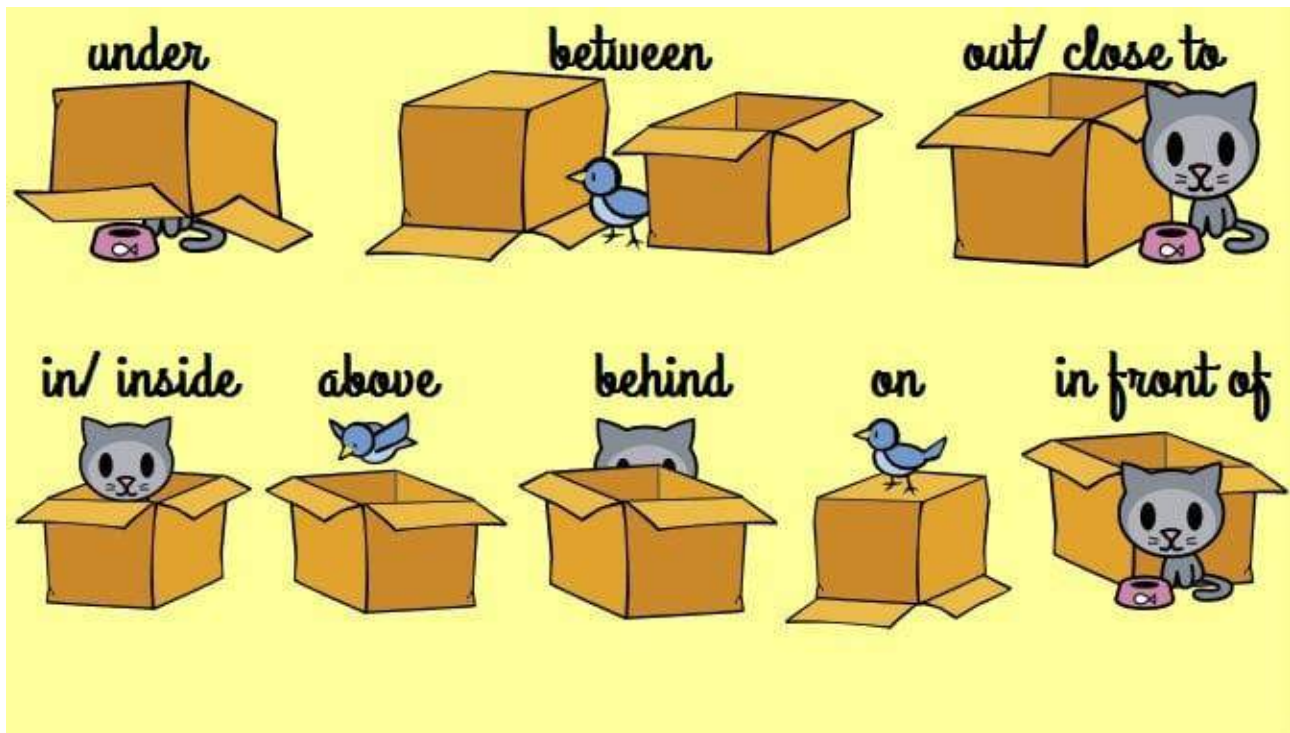
an (before a singular noun beginning with a vowel sound)

Count nouns - refers to items that can be counted and are either singular or plural

Non-count nouns - refers to items that are not counted and are always singular

	COUNT NOUNS	NON-COUNT NOUNS
Rule #1 Specific identity not known	<i>a, an</i>	(no article)
Rule #2 Specific identity known	<i>the</i>	<i>the</i>
Rule #3 All things <i>or</i> things in general	(no article)	(no article)

- on a train
- on a plane
- on the radio
- at home
- at work



Exercises

A. Put in the correct preposition: 'in', 'on' or 'at'.

1. He's swimming _____ the river.
2. Where's Julie? She's _____ school.
3. The plant is _____ the table.
4. There is a spider _____ the bath.
5. Please put those apples _____ the bowl.
6. Frank is _____ holiday for three weeks.
7. There are two pockets _____ this bag.
8. I read the story _____ the newspaper.
9. The cat is sitting _____ the chair.
10. Lucy was standing _____ the bus stop.
11. I'll meet you _____ the cinema.
12. She hung a picture _____ the wall.

8. A: Are you ready to order?

B: I can't decide ... Okay, I _____ have the steak, please.

9. A: Are you busy tonight? Would you like to have coffee?

B: Sorry. I _____ go to the library. I've been planning to study all day.

10. A: Why are you carrying a hammer?

B: I _____ put up some pictures.

Demonstrative Pronouns

A demonstrative pronoun represents a thing or things:

near in distance or time (this, these)

far in distance or time (that, those)

	near • far ⇒	
singular	this	that
plural	these	those

This Singular For example: I like <u>this</u> apple. 	That Singular For example: I like <u>that</u> apple. 
These Plural For example: I like <u>these</u> apple. 	Those Plural For example: I like <u>those</u> apple. 

