

NursesTALKS

COURSE BOOK



MEDTALKS

DENTTALKS

DOCTALKS

PHARMATALKS

GENERAL

Book 4

Speaking
Course Book
For Nurses



Editors:

MedTALKS Team

NurseTALKS

S P E A K I N G COURSE BOOK

For Nurses

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DENTALKS DOCTALKS PHARMATALKS GENERAL

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Writing this book has been a rewarding journey, and I would like to express my deepest gratitude to those who have supported and inspired me along the way.

We are grateful to our students, whose questions, and enthusiasm for learning have inspired and challenged me to create a resource that simplifies academic writing. Their feedback has helped me refine my explanations and ensure clarity in every unit.

MedTALKS Team

NurseTALKS

The speaking-only coursebook for nurses going abroad.

The Shift Code

Speaking-first English for nurses going abroad

From the airport, to the ward, to the interview room - one speaking journey.

20 Units

CEFR A2 → B1+

English Only

A speaking-only companion

NurseTALKS is not a grammar book or a word list. It is a speaking-first system: every unit ends with the learner able to say something useful in a real situation — daily life, the ward, safety moments, difficult conversations, and the international interview. Grammar is discovered inside speech, never studied alone.

How this pack is organised

Units are numbered 01–20 so they always stay in order.

Units 1–7 come in two files each — **STUDENT** (the book) and **TEACHER** (the answer key).

Units 8–20 are single files, with the **Teacher / Answer Key** built in as the final section.

Inside every unit

A cinematic launch · a speaking Resource Bank with quick practice · vocabulary and collocations · a natural model conversation · a Pronunciation Lab · situation and case practice · role-plays · an Emergency Kit · a mini speaking assessment · and a full Teacher / Answer Key.



CONTENTS

#	Code	Unit Title	Files	Pg. Nr.
PART 1 · LIFE SHIFT (A2) — before the ward, learn the life				
01	SURV-01	Touchdown: Airport, Transport & First Arrival	<i>Student + Teacher</i>	
02	SURV-02	First Nights & First People	<i>Student + Teacher</i>	
03	SURV-03	Finding Your Way & a Home	<i>Student + Teacher</i>	
04	SURV-04	Settled In: Landlord, Shopping & Eating Out	<i>Student + Teacher</i>	
PART 2 · SCRUB-IN (A2–A2+) — start your shift with confidence				
05	WARD-01	My First Shift on the Ward	<i>Student + Teacher</i>	
06	WARD-02	Can I Check Your Details?	<i>Student + Teacher</i>	
07	WARD-03	I'm Going to Check Your Vitals	<i>Student + Teacher</i>	
08	WARD-04	Are You in Pain? Let's Make You Comfortable	<i>Single file</i>	
PART 3 · CARE LOOP (A2+–B1) — explain, reassure, and care				
09	CARE-01	Food, Fluids and Restrictions	<i>Single file</i>	
10	CARE-02	Please Move Slowly: Mobility, Hygiene & Comfort	<i>Single file</i>	
11	CARE-03	I'll Explain the Procedure First	<i>Single file</i>	
12	CARE-04	Take This After Food: Medication Talk	<i>Single file</i>	

#	Code	Unit Title	Files	Pg. Nr.
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PART 4 · SAFETY SIGNAL (B1–B1+) — speak clearly when safety matters

13	SAFE-01	I'll Check the Wound Dressing	Single file	
14	SAFE-02	Something Has Changed: Reporting Deterioration	Single file	
15	SAFE-03	Can You Clarify the Order? (Read-Back)	Single file	
16	SAFE-04	Handover in 90 Seconds (SBAR)	Single file	

PART 5a · HUMAN FACTOR (B1+) — stay calm, communicate clearly

17	HUMAN-01	The Family Is Worried	Single file	
18	HUMAN-02	Angry, Anxious or Confused Patients	Single file	

PART 5b · CAREER ROUND (B1+) — move forward as a nurse

19	PRO-01	My Case in 90 Seconds	Single file	
20	PRO-02	The International Interview & My Next Shift Abroad	Single file	

Companion materials

Speaking Glossary & Revision Companion — every unit revised in three quick blocks: Situations · Questions & Answers · Collocations.

Recap · Units 1–8 — a fast speaking recap of the survival and first-ward units.

Recap · Units 9–13 — a fast speaking recap of the care and early-safety units.

Close the book, walk onto the ward, and say the next sentence out loud.

NurseTALKS

The Shift Code

PART 1

SURVIVAL ENGLISH

A speaking-first classroom course for nurses moving abroad.

— STUDENT EDITION —

Welcome to a Speaking Classroom

This is a SPEAKING course, taught in class. Here, everyone talks — every lesson, every section. You will not sit quietly and read. You will ask questions, answer questions, work in pairs and threes, and perform short role-plays for the group.

Reading silently is not enough. The more you open your mouth in this room, the faster you will be ready for real life abroad. In this class, you speak English — you don't just study it.

Every section ends with a Speaking Practice. That is the part that matters most — it is where the language becomes yours.

For the Teacher

- **Nominate, don't wait for volunteers.** Call students by name so no one hides.
- **Never skip the Speaking Practice.** Aim for every student to say at least one full line per section.
- **Use the Listening as a model,** then push students to reproduce and change it — not just answer questions.
- **Correct after speaking, not during.** Let them finish, then fix 2–3 errors with the whole class.
- **Insist on full sentences.** “Visa.” is not an answer; “I have a two-year work visa.” is.



UNIT 1

TOUCHDOWN

At the Airport & On the Move

Covers: arriving · immigration · baggage · lost suitcase · customs · money ·
SIM card · taxi · bus · train

CEFR B1

In-class

1 long lesson or 2 short lessons

Mission

From the moment the plane lands until the city, you will be able to: pass immigration; collect or report baggage; clear customs; find a cash machine or SIM card; take a taxi, bus, or train; ask for help calmly; and keep moving in spoken English without freezing.



A. Warm-Up

 Books closed for the first two minutes. Teacher asks; students answer aloud.

Talk It out

1. When did you last travel by plane? Where did you go?
2. After you land, what is the first thing you do?
3. What questions does an immigration officer usually ask?
4. Taxi, bus, or train in a new city — which do you choose, and why?
5. What is the most stressful part of an airport for you?

Speaking Practice (In Class)

 **In pairs (2 minutes):** Student A has just landed; Student B is a curious friend who asks at least FOUR questions about the trip. Then swap.

B. Vocabulary Bank — Airport & Transport Survival Words

 The essential words for this whole unit. Read each word and its example aloud.

Word / Phrase	Simple meaning	Example sentence
arrivals	where you go after landing	"Follow the signs to Arrivals."
immigration / passport control	where they check your passport	"Immigration is just ahead."
purpose of visit	why you are coming	"The purpose of my visit is work."
work visa	permission to work	"I have a two-year work visa."
baggage reclaim	where you collect your suitcase	"Bags are at baggage reclaim, belt 4."
belt / carousel	moving belt for luggage	"My bag is not on the belt."
trolley	cart for bags	"I'll get a trolley."
customs	where bags may be checked	"I have nothing to declare."
taxi rank	official taxi line	"The taxi rank is outside Arrivals."
fare	price of a trip	"What's the fare to Ealing?"
route	path of a bus / train	"Which route goes to the centre?"
platform	where trains leave	"Which platform is for the centre?"
SIM card	phone card	"I need a SIM card with data."
cash machine / ATM	machine for cash	"Is there a cash machine nearby?"

Say It Naturally

baggage = BAG-ij

customs = KUS-tumz

visa = VEE-za

Could you...? sounds like "Could-juh...?"

Can I pay by card? polite rising tone

C. Grammar & Speaking Structures

C1. Three Core Structures

The three structures

- 1. Answering about yourself:** "Why are you here?" → "I'm here to work." · "How long?" → "I'm staying for two years."
- 2. Asking for info & prices:** "How much is it to...?" · "Which bus goes to...?" · "Where is...?" · "Is there a...?"
- 3. Polite requests:** "Could I have...?" · "Could you repeat...?" · "Can I pay by card?"

Watch out: "I here for work" → "I'm here for work." · "Could you to repeat?" → "Could you repeat that?"

C2. WH Question Map — Where / What / How / Which / When / Why

WH word	What it asks	Airport example	Answer pattern
What	thing / purpose	What's the purpose of your visit?	I'm here to work.
Where	place	Where will you be working?	At St Mary's Hospital.
How long	duration	How long are you staying?	For two years.
Which	choice	Which bus goes to the centre?	The 207 goes there.
How much	price	How much is it to Ealing?	About forty-five pounds.
When	time	When is the next train?	In three minutes.
Why	reason	Why are you here?	I'm here to work.

C3. Grammar in Action — answer aloud

 *The teacher reads each question; a nominated student answers in a FULL sentence.*

Answer Aloud

1. "What's the purpose of your visit?"
2. "How long are you staying?"
3. "Where will you be working?"
4. "Is this your first time here?"
5. "Cash or card?"
6. "Which bus goes to the centre?"
7. "How much is it to Ealing?"
8. "Could you repeat that?"

C4. Find the Missing Question

 *The answer is given. Say a question that fits.*

What could they have asked?

1. _____? → "It's about forty pounds to the centre."
2. _____? → "Yes, the number 207 goes there."
3. _____? → "The taxi rank is just outside Arrivals."
4. _____? → "It's a large black case with a red ribbon."
5. _____? → "Platform 2."

Speaking Practice (In Class)

 **In pairs:** Student A reads an answer from C4; Student B fires back a matching question within 3 seconds. Five rounds each.

D. Speaking Stations

How A Station Works

Each station follows the same path:

Words for This Moment → Listening → Listen & Answer → Ask & Answer → Situation Lab → Collocation Master → Speak With The Collocations → Speaking Practice. Speak in FULL sentences at every step.



D1. At Immigration

Words for This Moment

Word / phrase for this moment	Example you can say
passport	Here's my passport.
work visa	I have a two-year work visa.
purpose of visit	The purpose of my visit is work.
queue	Which queue should I join?
arrive	I've just arrived.
address	My address is 14 Park Road, Ealing.
first time	Yes, it's my first time here.



Listening — At the desk

Officer : Next, please. What's the purpose of your visit?

Layla : I'm here to work as a nurse.

Officer : How long are you staying?

Layla : For two years. I have a work visa.

Officer : Where will you be working?

Layla : At St Mary's Hospital in London.

Officer : Enjoy your stay.



Listen & Answer (Teacher reads aloud, then asks)

1. Why is Layla in the UK?
2. How long is she staying, and what does she have?
3. Where will she work?



Ask & Answer

You can ASK:

- "Which queue should I join?"
- "Could you repeat that, please?"
- "Sorry, could you say that a little slower?"

**You can ANSWER / SAY:**

- “I’m here to work as a nurse.”
- “I’m staying for two years. I have a work visa.”
- “I’ll be working at St Mary’s Hospital.”
- “My address is 14 Park Road, Ealing.”
- “Yes, it’s my first time here.”

**Situation Lab — Ask or Say (Speak in full sentences)**

1. You are at passport control. You are not sure which queue is for people with work visas.

→ **How should you ASK?**

2. The officer asks: “What’s the purpose of your visit?”

→ **What should you SAY?**

3. The officer asks how long you are staying. You have a two-year work visa.

→ **What should you SAY?**

4. The officer speaks very quickly and you do not understand the question.

→ **How should you ASK?**

5. The officer asks where you will stay in the UK.

→ **What should you SAY?**

**Collocation Master — Match the word partners**

👉 Match each verb (1–7) with its partner (A–G). Write the letters, then say each full collocation aloud.

- | | |
|------------------------------------|----------------------------|
| 1. ☐ join | A. my UK address |
| 2. ☐ show | B. a work visa |
| 3. ☐ have | C. the queue |
| 4. ☐ state | D. for two years |
| 5. ☐ give | E. my passport |
| 6. ☐ stay | F. in the UK |
| 7. ☐ arrive | G. the purpose of my visit |

Speak With The Collocations

Choose **THREE** collocations from the box above. Say a full spoken sentence with each one. Then say all three to your partner.

1. _____
2. _____
3. _____

Speaking Practice (In Class)

In pairs: A is the immigration officer, B is the nurse. The officer asks four questions (purpose, length of stay, workplace, address); the nurse answers in **FULL** sentences. Then **SWAP**.

Round 2: the officer speaks fast or looks stern — the nurse must stay calm and use a repair phrase (“Sorry, could you say that again?”).

D2. Baggage and the Lost Suitcase

Words for This Moment

Word / phrase for this moment	Example you can say
baggage reclaim	Bags are at baggage reclaim, belt 4.
belt / carousel	My bag isn’t on the belt.
trolley	I’ll get a trolley for my cases.
suitcase / case	It’s a large black suitcase.
report	I’d like to report a lost bag.
baggage tag	Here is my baggage tag.
reference number	Could I have a reference number?
deliver	Can you deliver it to my address?



Listening — My bag didn't arrive

[The belt stops. One case is missing.]

- Layla** : Excuse me, my bag didn't arrive. What should I do?
- Staff** : Sorry about that. Which flight were you on?
- Layla** : Flight BA676 from Amman.
- Staff** : And what does the suitcase look like?
- Layla** : It's a large black case with a red ribbon.
- Staff** : We'll deliver it to your address tomorrow.
- Layla** : Thank you. Could I have a reference number, please?

Listen & Answer (Teacher reads aloud, then asks)

1. What is Layla's problem?
2. How does she describe her suitcase?
3. What does she ask for at the end, and why is it smart?

Ask & Answer

You can ASK:

- "My bag didn't arrive. What should I do?"
- "Could I have a reference number, please?"
- "Can you deliver it to my address?"
- "Where is the lost baggage desk?"

You can ANSWER / SAY:

- "I was on flight BA676."
- "It's a large black case with a red ribbon."
- "Here is my baggage tag."
- "My address is 14 Park Road, Ealing."

Situation Lab — Ask or Say (Speak in full sentences)

1. You are at baggage reclaim. The belt has stopped, but your suitcase is not there.
→ **What should you SAY?**

2. The staff member asks which flight you were on.
→ **What should you SAY?**

3. The staff member asks what your suitcase looks like.
→ **What should you SAY?**



4. The staff member asks for your baggage tag.

→ **What should you SAY?**

5. The staff says they will deliver the bag tomorrow. You want proof that you reported it.

→ **How should you ASK?**

Collocation Master — Match the word partners

 Match each verb (1–8) with its partner (A–H). Write the letters, then say each full collocation aloud.

- | | |
|---|-----------------------|
| 1.  collect | A. a trolley |
| 2.  wait at | B. a reference number |
| 3.  get | C. my suitcase |
| 4.  report | D. the belt |
| 5.  describe | E. it to my address |
| 6.  show | F. my baggage |
| 7.  ask for | G. a lost bag |
| 8.  deliver | H. my baggage tag |

Speak With The Collocations

 Choose **THREE** collocations from the box above. Say a full spoken sentence with each one. Then say all three to your partner.

1. _____
2. _____
3. _____

Speaking Practice (In Class)

 **In pairs:** A is airport staff, B is the nurse with a missing bag. B must (1) report it, (2) describe it with three details, (3) give an address, (4) ask for a reference number. Then SWAP.

 **Stretch:** A says the bag might arrive in three days — B politely explains they need essentials tonight.



D3. Customs, Money and a SIM Card

Words for This Moment

Word / phrase for this moment	Example you can say
customs	I have nothing to declare.
declare	Do I need to declare this?
personal items	Just personal items and clothes.
cash machine / ATM	Is there a cash machine nearby?
SIM card	I need a SIM card with data.
data	A SIM with some data, please.
nearby	Is there a phone shop nearby?
exit	The cash machine is by the exit.

Listening — Through customs, then a SIM

Officer : Anything to declare?

Layla : No, nothing to declare. Just personal items.

Officer : That's fine. Go ahead.

[At a phone shop.]

Layla : Hi, where can I buy a SIM card? And is there a cash machine nearby?

Assistant : SIM cards are here. The cash machine is by the exit.

Layla : Great — a SIM with some data, please.

Listen & Answer (Teacher reads aloud, then asks)

1. What does Layla declare at customs?
2. What two things does she need in the shop?
3. Where is the cash machine?

Ask & Answer

You can ASK:

- “Do I need to declare this?”
- “Where is the nearest cash machine?”
- “Where can I buy a SIM card?”
- “Is there a phone shop nearby?”

**You can ANSWER / SAY:**

- “I have nothing to declare.”
- “Just personal items and clothes.”
- “A SIM card with some data, please.”
- “Thank you. That’s helpful.”

 Situation Lab — Ask or Say (Speak in full sentences)

1. The customs officer asks if you are carrying anything you need to declare.

→ **What should you SAY?**

2. You are not sure whether you need to declare something in your bag.

→ **How should you ASK?**

3. Your phone has no internet. You need mobile data.

→ **How should you ASK?**

4. You need cash, but you cannot see an ATM.

→ **How should you ASK?**

5. The assistant asks what kind of SIM card you need.

→ **What should you SAY?**

 Collocation Master — Match the word partners

 Match each verb (1–8) with its partner (A–H). Write the letters, then say each full collocation aloud.

- | | |
|-------------------------------------|-----------------------|
| 1. ☐ clear | A. a SIM card |
| 2. ☐ declare | B. the exit |
| 3. ☐ have | C. customs |
| 4. ☐ buy | D. a cash machine |
| 5. ☐ get | E. an item |
| 6. ☐ find | F. directions |
| 7. ☐ ask for | G. nothing to declare |
| 8. ☐ go to | H. a SIM with data |

Speak With The Collocations

 Choose **THREE** collocations from the box above. Say a full spoken sentence with each one. Then say all three to your partner.

1. _____
2. _____
3. _____

Speaking Practice (In Class)

 **Groups of three:** A = customs officer, B = nurse, C = phone-shop assistant. Run the nurse through customs, then to the shop for a SIM and directions to a cash machine. Rotate so everyone plays each role.

D4. Taking a Taxi

Words for This Moment

Word / phrase for this moment	Example you can say
taxi rank	The taxi rank is outside Arrivals.
fare	What's the fare to Ealing?
meter	Is the meter on?
pay by card	Can I pay by card?
heavy traffic	The traffic is heavy right now.
destination	To Ealing, please.
change	Keep the change.

Listening — To Ealing, please

Layla : Hello. How much is it to Ealing, please?
Dave : About forty-five pounds. First time in London?
Layla : Yes, I've just arrived. Is the meter on?
Dave : Yep, all running. Hop in.
Layla : Can I pay by card?
Dave : Course you can. Traffic's a bit heavy, so give it forty minutes.

 **Listen & Answer (Teacher reads aloud, then asks)**

1. How much is the fare to Ealing?
2. What does Layla check before getting in?
3. How long will the trip take, and why?

 Ask & Answer**You can ASK:**

- “Where is the taxi rank?”
- “How much is it to Ealing?”
- “Is the meter on?”
- “Can I pay by card?”
- “How long will it take?”

You can ANSWER / SAY:

- “To Ealing, please.”
- “Card, please.”
- “Thank you — keep the change.”
- “Yes, it’s my first time here, actually.”
- “To be honest, I’m a bit nervous.”

 Situation Lab — Ask or Say (Speak in full sentences)

1. You are outside Arrivals. You need an official taxi.
→ **How should you ASK?**

2. You get into a taxi and want to know the price to Ealing.
→ **How should you ASK?**

3. You want to make sure the taxi meter is working.
→ **How should you ASK?**

4. The driver asks, “Cash or card?”
→ **What should you SAY?**

5. The driver says, “First time in London?”
→ **What should you SAY naturally?**



Collocation Master — Match the word partners

Match each verb (1–8) with its partner (A–H). Write the letters, then say each full collocation aloud.

- | | |
|-------------|------------------|
| 1. find | A. the meter |
| 2. take | B. Ealing |
| 3. check | C. the taxi rank |
| 4. turn on | D. by card |
| 5. pay | E. traffic |
| 6. get to | F. a taxi |
| 7. sit in | G. the change |
| 8. keep | H. the fare |

Speak With The Collocations

Choose THREE collocations from the box above. Say a full spoken sentence with each one. Then say all three to your partner.

1. _____
2. _____
3. _____

Speaking Practice (In Class)

In pairs: A = taxi driver, B = nurse. B must (1) agree the destination, (2) ask the fare, (3) check the meter, (4) confirm card payment, (5) keep 20 seconds of small talk. Then SWAP. **The small talk must include one natural marker:** to be honest / actually / well / I mean.

D5. Taking the Bus

Words for This Moment

Word / phrase for this moment	Example you can say
stop	This is my stop.
route	Which route goes to the centre?
top up	I need to top up my card.
get on / get off	Get off at the next stop.
single	One single, please.
press the button	Press the button for your stop.
miss my stop	I think I missed my stop.

 **Listening — Which bus goes there?**

Layla : Excuse me, which bus goes to the city centre?

Passenger: The 207. About ten stops from here.

Layla : Could you tell me when to get off? I'm new here.

Passenger: Sure, I'll let you know. Did you top up your card?

Layla : Yes, I topped it up at the station.

Passenger: ...Right, next one's yours. Press the button.

Listen & Answer (Teacher reads aloud, then asks)

1. Which bus does Layla need?
2. What does she ask the passenger to do?
3. What did she do at the station?

Ask & Answer**You can ASK:**

- "Which bus goes to the city centre?"
- "Does this bus stop near the hospital?"
- "Could you tell me when to get off?"
- "Where do I top up my card?"

You can ANSWER / SAY:

- "One single, please."
- "This is my stop — thank you!"
- "I'm new here, so I'm still learning the routes."
- "I think I missed my stop. How do I get back?"

Situation Lab — Ask or Say (Speak in full sentences)

1. You are at the bus stop. You do not know which bus goes to the city centre.

→ **How should you ASK?**

2. You want a passenger to tell you when to leave the bus.

→ **How should you ASK?**

3. The passenger asks whether you have put money on your travel card.

→ **What should you SAY?**



4. You realise you passed your stop.

→ **What should you SAY?**

5. The passenger says the next stop is yours.

→ **What should you SAY?**

Collocation Master — Match the word partners

Match each verb (1–8) with its partner (A–H). Write the letters, then say each full collocation aloud.

- | | |
|-------------|---------------------|
| 1. take | A. at the next stop |
| 2. find | B. the button |
| 3. get on | C. the bus |
| 4. get off | D. my card |
| 5. top up | E. a passenger |
| 6. miss | F. the right route |
| 7. press | G. my stop |
| 8. ask | H. the bus |

Speak With The Collocations

Choose **THREE** collocations from the box above. Say a full spoken sentence with each one. Then say all three to your partner.

1. _____
2. _____
3. _____

Speaking Practice (In Class)

In pairs: A = helpful passenger, B = lost nurse on a bus. B asks for the right bus, asks to be told when to get off, and mentions topping up the card. A warns B about the stop. Then SWAP.

Stretch: B misses the stop — say “I think I missed my stop. How do I get back?”



D6. The Train / Underground

Words for This Moment

Word / phrase for this moment	Example you can say
platform	Which platform is for the centre?
ticket	A ticket to the centre, please.
single	A single, please.
return	Single or return?
board	We board here.
tap	Just tap your card here.
gate	Tap your card at the gate.
next train	When is the next train?



Listening — Which platform?

Layla : Hi, a ticket to the city centre, please. Single or return?
Staff : Single's fine if you're not coming back today. That's five pounds.
Layla : Thanks. Which platform for the centre?
Staff : Platform 2. The next train's in three minutes.
Layla : Do I tap my card, or do I need a paper ticket?
Staff : Just tap your card at the gate.



Listen & Answer (Teacher reads aloud, then asks)

1. Which ticket does Layla buy, and how much?
2. Which platform does she need?
3. How does she get through the gate?



Ask & Answer

You can ASK:

- "Which platform is for the city centre?"
- "Single or return — which do I need?"
- "Is this the right platform?"
- "Where do I tap my card?"
- "When is the next train?"



You can ANSWER / SAY:

- “A single to the centre, please.”
- “Thank you — that’s very helpful.”
- “Sorry, could you say that again?”
- “I need to get to the city centre.”



Situation Lab — Ask or Say (Speak in full sentences)

1. You are at the ticket desk. You are going to the city centre and not coming back today.

→ **What should you SAY?**

2. You have your ticket, but you do not know where the train leaves from.

→ **How should you ASK?**

3. You are not sure if you are standing on the correct platform.

→ **How should you ASK?**

4. You are at the gate and do not know whether to use your card or a paper ticket.

→ **How should you ASK?**

5. A staff member gives you directions, but you do not understand.

→ **What should you SAY?**



Collocation Master — Match the word partners



Match each verb (1–8) with its partner (A–H). Write the letters, then say each full collocation aloud.

- | | |
|--|--------------------|
| 1. ☐ buy | A. the platform |
| 2. ☐ get | B. my card |
| 3. ☐ get | C. a ticket |
| 4. ☐ find | D. the gate |
| 5. ☐ board | E. a single ticket |
| 6. ☐ tap | F. the city centre |
| 7. ☐ go through | G. the train |
| 8. ☐ get to | H. a return ticket |

Speak With The Collocations

 Choose *THREE* collocations from the box above. Say a full spoken sentence with each one. Then say all three to your partner.

1. _____
2. _____
3. _____

Speaking Practice (In Class)

 **In pairs:** A = station staff, B = nurse. B must (1) buy the correct ticket, (2) ask for the platform, (3) ask how to go through the gate, (4) check they are on the right platform. Then SWAP.

 **Stretch:** B is at the wrong platform and must repair the mistake politely.

E. Emergency Kit — When Things Go Wrong

 Automatic rescue phrases. Drill them as a class until they are instant.

Keep These Ready

- “Sorry, I’m a bit lost. Could you help me?”
- “I think I missed my stop. How do I get back?”
- “My bag didn’t arrive. What should I do?”
- “My card isn’t working. Is there a cash machine nearby?”
- “Sorry, my English is still improving. Could you speak a little slower?”
- “I need help, please.” · In the UK, call 999 for ambulance / police.

Speaking Practice (In Class)

 **Whole-class chain drill:** the teacher describes a problem (“your card is declined!”); the nominated student instantly says the right phrase, then creates a *NEW* problem for the next student.



F. Sound Natural — Conversation Markers

👉 These little phrases stop robotic speech and make students sound human. Teach them, then make students slot them into real sentences.

Marker	What it does	Example
to be honest	softens a confession	"I'm a bit nervous, to be honest."
to tell the truth	stronger honest feeling	"To tell the truth, I'm exhausted."
actually	adds / corrects gently	"It's my first time, actually."
as you know	shared knowledge, polite	"As you know, the traffic is heavy."
I mean	reformulates / clarifies	"I need the centre — I mean, the city centre."
well...	buys thinking time	"Well... I'm staying two years."

🗣️ Speaking Practice (In Class)

👉 **In pairs:** Student A says a plain sentence ("I'm tired."); Student B repeats it with a natural marker ("To be honest, I'm tired."). Do EIGHT, then swap.

G. Big Role-Play — The Whole Journey

👉 The final performance. Students connect all six stations into one continuous scene.

📺 The Continuous Scene (3–4 minutes)

- 1. Immigration:** purpose, length, workplace, address.
- 2. Baggage:** bag missing — report, describe, reference number.
- 3. Customs & money:** clear customs, find a cash machine and a SIM.
- 4. Get moving:** taxi, bus, OR train — ask the price/route and pay.
- 5. Curveball:** missed stop / card declined / hard accent / wrong platform — solve it with an Emergency phrase.

🗣️ Speaking Practice (In Class)

👉 Groups of three or four perform the whole journey as a relay, passing the "nurse" role along. Every member must speak in at least TWO stations.

H. Self-Check

👉 Tick a box **ONLY** if you can do it aloud, without looking.

I can...	✓
answer the 4 immigration questions clearly.	☐
report and describe a lost bag.	☐
ask for a reference number.	☐
clear customs and ask for a SIM card / cash machine.	☐
take a taxi and ask about fare, meter, and card payment.	☐
take a bus and use get on / get off.	☐
take a train and ask about platform / single / return.	☐
use three Emergency Kit phrases from memory.	☐
use at least one conversation marker naturally.	☐
perform the whole journey without freezing.	☐

I. Dr Meddy — Homework (after class)

👉 Dr Meddy is the AI speaking partner for **HOMEWORK**, done alone after class — never in the classroom. Paste the prompt below into any AI chat and rehearse aloud.

Copy-paste this to your AI partner

“You are an immigration officer, then a baggage-desk worker, then a London taxi driver. I am a nurse who has just arrived to work for two years, living at 14 Park Road, Ealing. Run the arrival with me in three short scenes: immigration, lost baggage, and taxi. Then give me short, kind feedback on: clear answers with ‘I’m here to...’, polite requests with ‘Could I / Could you...’, and one natural marker like ‘to be honest’ or ‘actually’. Keep it encouraging.”

You can now land, get through, and get moving – in English.

→ Next: Unit 2 – First Nights & First People (Hotel + Small Talk)

NurseTALKS

The Shift Code

PART 1

SURVIVAL ENGLISH

A speaking-first classroom course for nurses moving abroad.

— STUDENT EDITION —

Welcome Back to the Speaking Classroom

This is Unit 2 of your speaking course. The rule is the same: everyone talks, every section. You will ask, answer, react, and perform — in pairs and threes.

Unit 1 got you from the plane to the city. Unit 2 gets you through your first nights in a hotel and your first real conversations with strangers — the small talk that turns a lonely arrival into a friendly one.

Every section ends with a Speaking Practice. That is where the language becomes yours.

For the Teacher

- **Nominate, don't wait for volunteers.** Call students by name.
- **Never skip the Speaking Practice.** Aim for every student to speak in every section.
- **Small talk needs energy.** Model warmth and 'ask one back' yourself before students try.
- **Correct after speaking, not during.** Fix 2–3 errors with the whole class afterwards.
- **Insist on full sentences.** "Work." is not an answer; "I'm here for work, actually." is.



UNIT 2

FIRST NIGHTS & FIRST PEOPLE

Your Hotel Stay & Talking to Strangers

Covers: checking in · room problems · hotel services · breaking the ice ·
keeping a chat going · ending politely

CEFR B1

In-class

1 long lesson or 2 short lessons

Mission

From your first night to your first friend: check into a hotel, sort out room problems and services politely, and hold a real small-talk conversation with a stranger — start it, keep it going, and end it warmly — all in spoken English, without freezing.



A. Warm-Up

 Books closed for the first two minutes. Teacher asks; students answer aloud.

Talk It out

1. When did you last stay in a hotel? Was it good or bad? Why?
2. What is the first thing you check in a new hotel room?
3. Is it easy or hard for you to talk to strangers? Why?
4. What do people in your country talk about with strangers?
5. How do you end a conversation politely when you need to go?

Speaking Practice (In Class)

 **In pairs (2 minutes):** Student A has just arrived at a hotel after a long trip; Student B is a friendly stranger in the lobby who starts a short conversation. Then swap.

B. Vocabulary Bank — Hotel & Small-Talk Words

 The essential words for this whole unit. Read each word and its example aloud.

Word / Phrase	Simple meaning	Example sentence
reservation / booking	a room kept for you	"I have a reservation under Hassan."
check in / check out	arrive at / leave the hotel	"I'd like to check in, please."
key card	card to open your room	"Here is your key card."
breakfast included	breakfast is in the price	"Is breakfast included?"
housekeeping	room cleaning staff	"I'll call housekeeping."
wifi password	code for the internet	"What's the wifi password?"
reception / front desk	the help desk	"I'll ask at reception."
recommend	suggest a good place	"Can you recommend a restaurant?"
break the ice	start a conversation	"He broke the ice with a joke."
small talk	light, friendly chat	"We made small talk about the weather."
How about you?	ask the question back	"I'm a nurse. How about you?"
It was nice talking to you	a polite ending	"It was lovely talking to you."
I'd rather not say	a polite refusal	"I'd rather not say, if that's okay."
Take care	a warm goodbye	"Take care! See you around."

Say It Naturally

reservation = rez-er-VAY-shun

...isn't it? falls then rises — "Lovely day, isn't it?"

How about you? warm, rising tone

I'd rather not say soft and kind, not cold

C. Grammar & Speaking Structures

C1. Three Core Structures

The three structures

- 1. There is / There are (facilities):** "Is there a lift?" · "There's a pharmacy nearby." · "Are there any towels?"
- 2. Small-talk questions:** "Are you here for work or holiday?" · "Where are you from?" · "How about you?"
- 3. Polite requests & softeners:** "Could I have...?" · "Sorry to bother you, but..." · "I'd rather not say."

Watch out: "There is towels?" → "Are there any towels?" · "From where you are?" → "Where are you from?"

C2. Small-Talk Question Map — what's safe to ask

Question	What it opens	Good answer	Note
Is this seat free?	sitting near someone	"Yes, go ahead."	safe opener
Lovely day, isn't it?	the weather	"It is, finally!"	always safe
Are you here for work or holiday?	reason for trip	"For work, actually."	friendly
Where are you from?	background	"I'm from Jordan."	usually fine
What do you do?	job	"I'm a nurse."	common
How long have you been here?	time	"About five years."	good follow-up
How much do you earn?	money	(decline politely)	TOO personal

C3. Grammar in Action — answer aloud

 The teacher reads each question; a nominated student answers in a FULL sentence.

Answer Aloud

1. "How can I help you?" (at reception)
2. "How many nights are you staying?"
3. "Is this seat free?"
4. "Are you here for work or holiday?"
5. "Where are you from?"
6. "What do you do?"
7. "How long have you been here?"
8. "How much do you earn?" (decline politely)

C4. Find the Missing Question

 The answer is given. Say a question that fits.

What could they have asked?

1. _____? → "I have a reservation under Hassan."
2. _____? → "Yes, breakfast is included."
3. _____? → "It's on the card by the TV."
4. _____? → "For work, actually. I'm a nurse."
5. _____? → "About five years now."

Speaking Practice (In Class)

 **In pairs:** Student A reads an answer from C4; Student B fires back a matching question within 3 seconds. Five rounds each.

D. Speaking Stations

How A Station Works

Each station follows the same path:

Words for This Moment → Listening → Listen & Answer → Ask & Answer → Situation Lab → Collocation Master → Speak With The Collocations → Speaking Practice. Speak in FULL sentences at every step.



D1. Checking In

Words for This Moment

Word / phrase for this moment	Example you can say
reservation / booking	I have a reservation under Hassan.
check in	I'd like to check in, please.
ID / passport	Here's my passport.
a single / double room	I booked a single room.
nights	It's for three nights.
key / key card	Here is your key card.
breakfast included	Is breakfast included?



Listening — At reception

Receptionist : Good evening. How can I help?

Layla : Hi, I'd like to check in. I have a reservation under Hassan.

Receptionist : Thank you. Could I see your passport, please?

Layla : Of course, here it is. It's for three nights.

Receptionist : Lovely. Here's your key card. Breakfast is from seven.

Layla : Great — is breakfast included?

Receptionist : Yes, it's included. Room 204, second floor.



Listen & Answer (Teacher reads aloud, then asks)

1. What name is the reservation under?
2. How many nights is Layla staying?
3. Is breakfast included, and when does it start?



Ask & Answer

You can ASK:

- "I'd like to check in, please."
- "Is breakfast included?"
- "What time is check-out?"
- "Could I have a room on a higher floor?"



You can ANSWER / SAY:

- “I have a reservation under Hassan.”
- “Here’s my passport.”
- “It’s for three nights.”
- “Thank you — room 204.”



Situation Lab — Ask or Say (Speak in full sentences)

1. You arrive at the hotel and want to start the check-in process.

→ **How should you ASK?**

2. The receptionist asks for identification.

→ **What should you SAY?**

3. You want to know whether the morning meal is part of the price.

→ **How should you ASK?**

4. The receptionist asks how many nights you are staying.

→ **What should you SAY?**

5. You want to know what time you must leave on the last day.

→ **How should you ASK?**



Collocation Master — Match the word partners



Match each verb (1–7) with its partner (A–G). Write the letters, then say each full collocation aloud.

- | | |
|--------------------------------------|-----------------------|
| 1. ☐ make | A. my passport |
| 2. ☐ check in | B. a single room |
| 3. ☐ show | C. a reservation |
| 4. ☐ book | D. breakfast included |
| 5. ☐ stay | E. the key card |
| 6. ☐ collect | F. at the hotel |
| 7. ☐ have | G. for three nights |

Speak With The Collocations

 Choose **THREE** collocations from the box above. Say a full spoken sentence with each one. Then say all three to your partner.

1. _____
2. _____
3. _____

Speaking Practice (In Class)

 **In pairs: A is the receptionist, B is the guest. B checks in:** gives the name, shows ID, says how many nights, and asks whether breakfast is included. Then SWAP.

 **Round 2:** there is a small problem — the booking is under a different name, or the room is not ready. B stays calm and sorts it out.

D2. Your Room & Small Problems

Words for This Moment

Word / phrase for this moment	Example you can say
air conditioning / heating	The heating isn't working.
towels	Could I have some clean towels?
wifi password	What's the wifi password?
too hot / too cold	The room is too cold.
doesn't work	The TV doesn't work.
extra	Could I have an extra pillow?
housekeeping	I'll call housekeeping for you.

Listening — A problem with the room

[Layla calls reception from her room.]

Layla : Hi, sorry to bother you. The heating in room 204 isn't working.
Reception : I'm sorry about that. I'll send someone up.
Layla : Thank you. Could I also have some extra towels?
Reception : Of course. Anything else?
Layla : Actually, what's the wifi password?
Reception : It's on the card by the TV — 'Welcome204'.

 Listen & Answer (Teacher reads aloud, then asks)

1. What is the problem in Layla's room?
2. What does she ask for as well?
3. Where is the wifi password?

 Ask & Answer

You can ASK:

- "The heating isn't working. Could someone look at it?"
- "Could I have some extra towels?"
- "What's the wifi password?"
- "Could I have an extra pillow?"

You can ANSWER / SAY:

- "Sorry to bother you."
- "Thank you, that's very kind."
- "The room is a little too cold."
- "It's room 204."

 Situation Lab — Ask or Say (Speak in full sentences)

1. The heating in your room is not working and you feel cold.

→ **How should you ASK / SAY?**

2. You need clean towels for the bathroom.

→ **How should you ASK?**

3. You cannot connect your phone to the internet.

→ **How should you ASK?**

4. The television does not turn on.

→ **What should you SAY?**

5. You would like one more pillow for the bed.

→ **How should you ASK?**

Collocation Master — Match the word partners

 Match each verb (1–7) with its partner (A–G). Write the letters, then say each full collocation aloud.

- | | |
|---|----------------------|
| 1.  report | A. the wifi |
| 2.  ask for | B. an extra pillow |
| 3.  turn on | C. a problem |
| 4.  connect to | D. the wifi password |
| 5.  call | E. extra towels |
| 6.  request | F. housekeeping |
| 7.  give | G. the heating |

Speak With The Collocations

 Choose **THREE** collocations from the box above. Say a full spoken sentence with each one. Then say all three to your partner.

1. _____
2. _____
3. _____

Speaking Practice (In Class)

 **In pairs:** A is reception, B is the guest. B politely reports **ONE** problem (heating / TV / cold room) and makes **ONE** request (towels / pillow / wifi). Use “Could I...?” and “Sorry to bother you.” Then **SWAP**.

 **Stretch:** the problem is not fixed quickly — B asks again, still politely.

D3. Hotel Services & Asking for Help

Words for This Moment

Word / phrase for this moment	Example you can say
reception / front desk	I'll ask at reception.
recommend	Can you recommend a place to eat?
nearby	Is there a pharmacy nearby?
how to get to	How do I get to the station?
luggage	Could you keep my luggage?
wake-up call	Could I have a wake-up call at six?
check-out time	What time is check-out?

Listening — Asking the front desk

- Layla** : Excuse me, can you recommend somewhere to eat nearby?
- Staff** : Sure. There's a nice Turkish place two minutes away.
- Layla** : Perfect. And how do I get to the hospital from here?
- Staff** : Turn left, then it's a ten-minute walk. I'll mark it on a map.
- Layla** : Thank you. Could I also have a wake-up call at six?
- Staff** : No problem. Six o'clock.

Listen & Answer (Teacher reads aloud, then asks)

1. What does Layla ask the staff to recommend?
2. How does she get to the hospital?
3. What time does she want a wake-up call?

Ask & Answer

You can ASK:

- "Can you recommend somewhere to eat?"
- "Is there a pharmacy nearby?"
- "How do I get to the station?"
- "Could I have a wake-up call at six?"

You can ANSWER / SAY:

- "Thank you, that's very helpful."
- "Could you mark it on a map?"
- "I'll be back around nine."
- "That sounds perfect."

Situation Lab — Ask or Say (Speak in full sentences)

1. You are hungry and want a good local place to eat.
→ How should you ASK?

2. You need medicine and want to find a chemist close to the hotel.
→ How should you ASK?

3. You do not know the way to the train station.
→ How should you ASK?
