



## How to be polite in English

### Special words and phrases

Male teachers at schools are sometimes called 'Sir' rather than Mr X. Female teachers are usually called Ms X, or Mrs X (if they are married).

#### Examples:

"Excuse me, sir, I've got a question."

"Excuse me, Ms X, I've got a question."

Don't be surprised if an adult person - maybe in a shop - calls you 'dear', 'dearie', 'duck', 'love', 'miss' or 'son'. That's normal. And friendly!

In English, there isn't a polite form for 'you' like the German *Sie*. To show respect, a polite and friendly voice is important. There are important polite phrases too; look at the box on the right.

Look at this bracelet, love.



Oh yes, I love it!

### Dos and don'ts

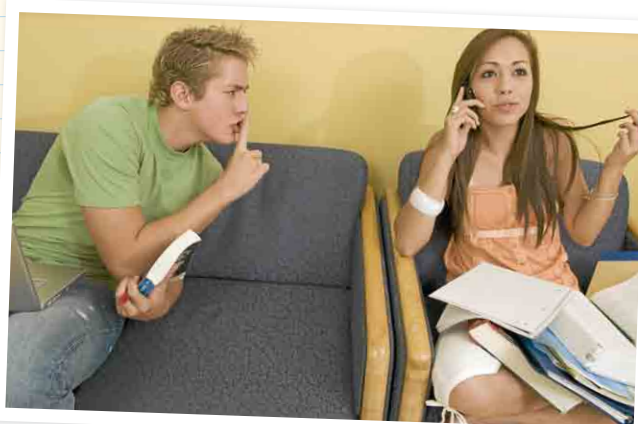
- 'Please' and 'thank you' are the magic words, and you hear them very, very often. So use them when you speak English too!
- Give your seat to an older person on a bus or train.
- Hold doors open for people.
- Cover your mouth when you cough or sneeze.
- Don't stare at people.
- Don't point at people.
- Don't bother people with loud conversations on your mobile phone.

### Useful phrases

#### The right phrases for different situations:

- When someone gives you something, say "Thank you".
- When you ask for something, say "Please".
- When you bump into someone, always say "Sorry".
- At the beginning of a meal, you can say "Enjoy your meal".
- When you want to ask someone a question, start with "Excuse me, ..."

Which rules are the same in Germany?



to bother sb [ˈbɒðə] **jmdn. stören** ○ to bump into sb [bʌmp ˈɪntə] **mit jmdm. zusammenstoßen** ○ to cough [ka:f] **husten** ○ female [ˈfi:meɪl] **weiblich** ○ to interrupt [ɪntəˈrʌpt] **unterbrechen** ○ male [meɪl] **männlich** ○ magic words [ˌmædʒɪk ˈwɜ:dz] **Zauberworte** ○ married [ˈmæriɪd] **verheiratet** ○ meal [mi:l] **Mahlzeit** ○ mobile (phone) [ˈməʊbaɪl; ˌməʊbaɪl ˈfəʊn] **Handy** ○ to point (at) [pɔɪnt.ət] **zeigen auf** ○ to sneeze [sni:z] **niesen**