

TALKING TO THE WORLD... IN GERMAN



Willkommen

am



Flughafen Heathrow



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I. About the German Language/Pronunciation

a. Language

German is spoken by approximately 80 million people in Germany, and by several million in other European countries such as Austria (7 million), Luxemburg (c.300 000), Belgium (c. 70 000), Italy/South Tyrol (c. 290 000), Switzerland (3.4 million), and the region of Alsace-Lorraine in France (1.5 million). Other countries outside Europe where German is spoken are Canada (c.330 000), Brazil (c.550 000), and the United States (the Pennsylvania Dutch, who left Germany during the 18th century, speak a Rhine-Franconian dialect).

To the English native speaker, the main difference between English and German is the use of grammatical genders and cases, which determine the endings of words. The structure of German and English sentences also differs in many instances.

b. Basic Pronunciation Rules

Vowels:

a: as in father

e: as in lay

i: as in we

o: as the Scottish o (round shape of the mouth)

u: as in mood

Consonants (with other than the English pronunciation):

c: either as in *bets* or as in *check* or as in *cake*

h: is sounded (like the h in hat)

j: as in young

v: as in *father*

w: as in value

z: as in *mats*

“Special” Letters

ä: as in get

ö: there is no direct equivalent in the English language; a little bit as in *earn* or as in *stir*

ü/y: there is no direct equivalent in the English language

ß: Like the s in sat

Vowel Combinations

ai: as in my

au: as in cow

äu: as in employ

ei: as in /

ie: as in me

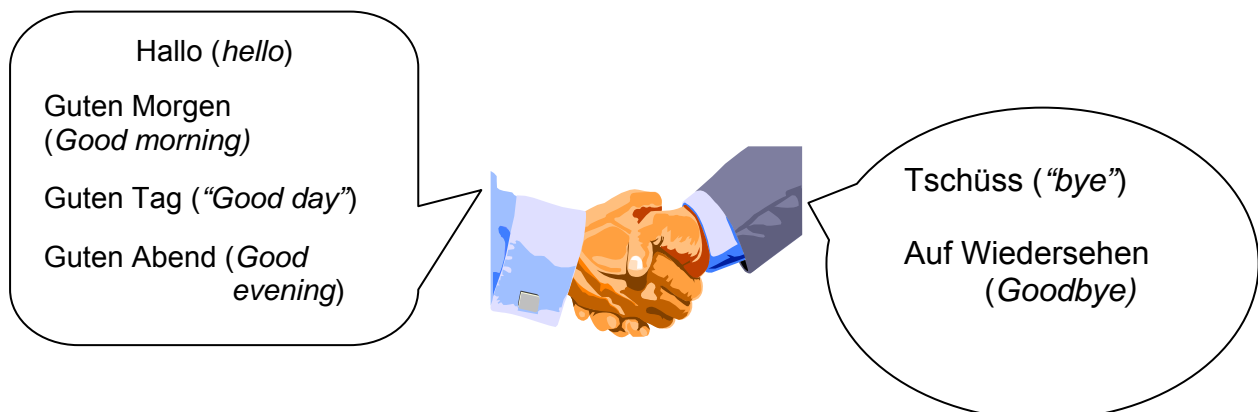
Consonant Combinations

st: as in *fish-tank* (at the beginning of a word or word element)

ch: as in the Scottish *loch* (after “dark” vowels, slightly lighter and in a more forward position after “bright” vowels); as in *choir*

II. First Social / Business Encounter

a. Greetings



b. Introducing oneself

Wie ist Ihr Name?
Ich heiße...

*What's your name?
My name is...(I'm called...)*

Was ist Ihr Beruf?
Ich bin...

*What's your job?
I am...*

Wo kommen Sie her?
Ich komme aus...

*Where do you come from?
Ich komme aus...*



(Ich komme) aus Deutschland

(I come) from Germany



aus Österreich

from Austria



aus der Schweiz

from Switzerland

Berufe Jobs

Ich arbeite als *I work as (a)*

Raumpfleger/in *cleaner*

Doktor/Ärztin *doctor*

Check-in Beamter/Beamtin *check-in agent*

Kellner/in *waiter*

Kundenbetreuer/in *customer service*

Sicherheitsbeamter/-beamtin *security agent*

Verkäufer/in *shop assistant*

c. Formality / Informality

The difference between “Sie” and “Du” in German (“you”)



If you speak to an adult you always use the *Sie*-form and address him/her with *Herr* (Mr) or *Frau* (Mrs/Ms) and their surname, unless you know him/her very well.



If you speak to a child, family or friends you always use the *Du*-form and the first name.

III. Airport Environment/ Everyday Work-related Situations

a. Offering help, calming people down

Beruhigen Sie sich **bitte**

Calm down, please



Kann ich Ihnen helfen?
Sind Sie ok?

Can I help you?
Are you ok?

Machen Sie sich keine Sorgen

Don't worry

Haben Sie eine Kontaktnummer?

Do you have a contact number?

Danke
Bitte

Thank(s) (you)
You are welcome

b. Airport environment (useful vocabulary)



Imbiss *snack*



Geldautomat
cash machine



Parkplatz *parking*



**Shop/
Laden** *shop*

Lift/Aufzug *lift*

Treppen *stairs*

Rolltreppe *escalator*

Check-in *check-in*

Flug *flight*

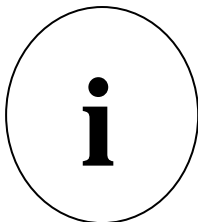
Ankunft *arrival*

Abflug *departure*

Fluggesellschaft *airline company*

Ausgang *exit*

Passkontrolle *passport control*



Information
information



Flugzeug *airplane*



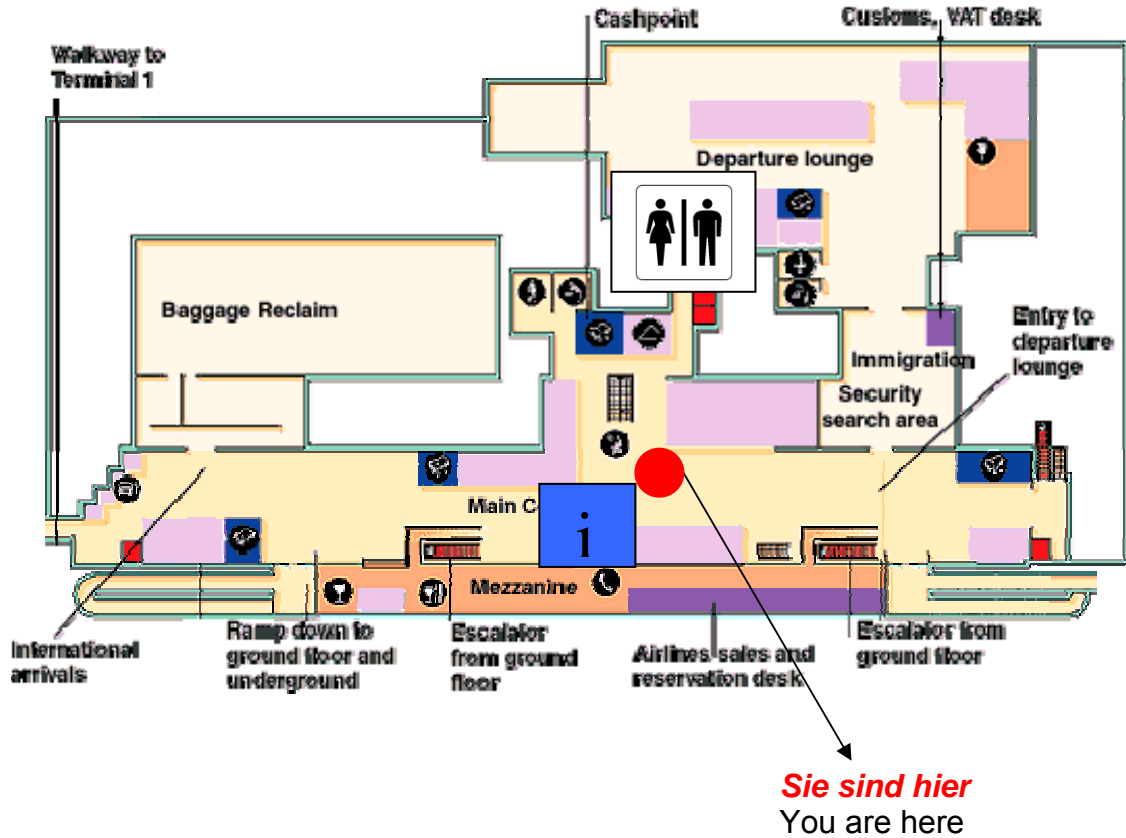
Toilette(n) *toilet(s)*



Gepäck *luggage*

c. Giving directions

Heathrow Airport Terminal 2*



(*Source: BAA, Heathrow)

Wo ist...?

Where is...?



geradeaus

straight on



rechts

right



links

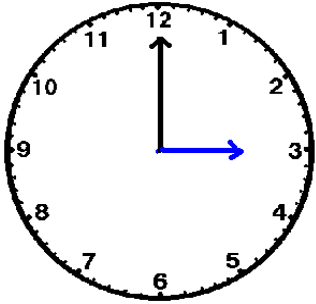
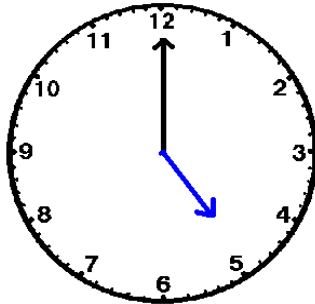
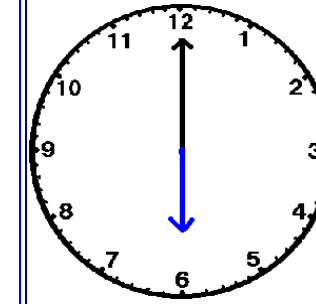
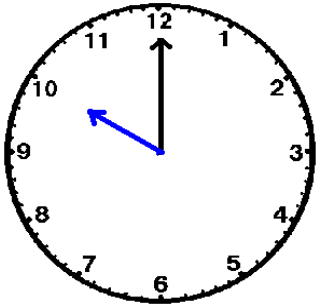
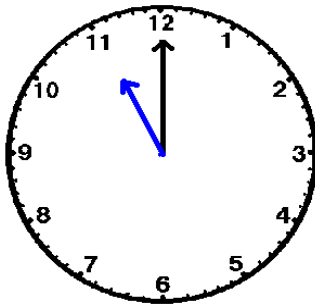
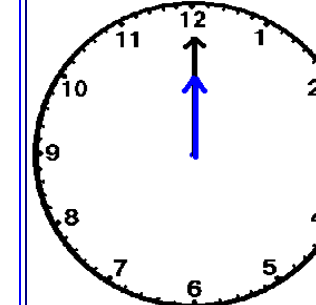
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d. Numbers and time in German

Die Zahlen von 1-12

1 eins	2 zwei	3 drei
4 vier	5 fünf	6 sechs
7 sieben	8 acht	9 neun
10 zehn	11 elf	12 zwölf

Die Uhrzeit the time

		
Um drei Uhr At three o'clock	Um fünf Uhr At five o'clock	Um sechs Uhr At six o'clock
		
Um zehn Uhr At ten o'clock	Um elf Uhr At eleven o'clock	Um zwölf Uhr At twelve o'clock

Wie spät ist es?
Es ist ...(Uhr)

What's the time?
It is ...(o'clock)

Wann ist mein Flug?

When is my flight?

Ihr Flug ist um ... (Uhr)

Your flight is at ... (o'clock)

Welches Gate/Wo?

Which gate/Where?

(Am) Gate 7

(At) gate 7

IV. Other Nationalities

	<i>French</i>	Französisch
	<i>English</i>	Englisch
	<i>Russian</i>	Russisch
	<i>American</i>	Amerikanisch
	<i>Indian</i>	Indisch
	<i>Italian</i>	Italienisch
	<i>Spanish</i>	Spanisch

V. German Culture and Customs



Most German traditions differ in the different regions of Germany; *Sauerkraut* for instance is not popular throughout the whole republic and in some parts, people prefer wine to *beer*.



Carnival (*Karneval, Fasching* or *Fastnacht*) is most popular in the Rhineland and in the South of Germany or in Switzerland, whereas *Neujahrsschwimmen* (swimming in the sea on the first of January) is only a tradition in the North of Germany.

The “German directness” is sometimes misinterpreted as blunt or even rude; therefore it’s good to be aware of this cultural difference.

In other words if you are to help a German customer, be polite, use *bitte* and *danke*, don’t be afraid of eye contact, be open in your body language and say directly what you have to say.

Federal Republic of Germany with its 16 *Länder* (Federal States)



Names of cities and towns which sound quite different in German

München *Munich* Bozen *Bolzano (South Tyrol)*
 Wien *Vienna* Venedig *Venice*
 Warschau *Warsaw* Mailand *Milan* Den Haag *The Hague*

VI. Useful Websites for Beginners in German

BBC German Steps (for beginners)

<http://www.bbc.co.uk/languages/german/lj/>

Lina & Leo free on-line self-learner course for beginners

<http://www2.goethe.de/z/50/linaleo/start2.htm>

BBC Talk German course (for beginners)

<http://www.bbc.co.uk/languages/german/talk/>

Test your level of German (for beginners and all levels)

<http://www.goethe.de/cgi-bin/einstufungstest/einstufungstest.pl>

Videos and audio clips from Deutsch Plus (beginners to intermediate)

<http://www.bbc.co.uk/languages/german/dplus/>

LEO English-German Online Dictionary

<http://dict.leo.org/?lang=en&lp=ende&search=>