

TALKING TO THE WORLD... IN ITALIAN








BENVENUTI A HEATHROW



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Greetings

Italian		English
<i>Buongiorno</i>		<i>Good morning</i>
<i>Buonasera</i>		<i>Good evening</i>
<i>Buonanotte</i> <i>*Only used when going to bed</i>		<i>Good night</i>
<i>Ciao</i> <i>(informal)</i>		<i>Hello/Hi</i>
<i>Arrivederci</i> <i>(formal)</i>		<i>Goodbye</i>
<i>Grazie</i>		<i>Thank you</i>
<i>Per favore</i>		<i>Please</i>

Introducing oneself

Italian	English
<i>Come si chiama (Lei)?</i>	<i>What is your name? (FORMAL)</i>
<i>Come ti chiami (tu)?</i>	<i>What is your name? (INFORMAL)</i>
<i>Mi chiamo...</i>	<i>My name is...</i>
<i>Sono...</i>	<i>I am...</i>
<i>Signore</i>	<i>Sir/Mr</i>
<i>Signora</i>	<i>Madam/Mrs</i>
<i>Signorina</i>	<i>Young Lady/Miss</i>

Formality/informality

When talking to strangers, it is very important to use the “**Lei**” form, which is the formal way of addressing people. The Italians use “**tu**” to address close friends, members of the family or young people. They use “**tu**” with all children, even if they have never met them before or they do not know them well.

Other formal greetings are: **Buongiorno**, used throughout the day, **Buonasera** in the evening, and **Arrivederci** to say goodbye. The greeting “**Ciao**”, which has become so popular abroad, is normally reserved in Italy only for close friends, members of the family or young people.

Personal information: jobs and nationality

Italian	English
Di che nazionalità è?	<i>What's your nationality?</i>
Sono (inglese)	<i>I am (English)</i>
Che lavoro fa?	<i>What's your job?</i>
Sono (commesso/a)	<i>I am (a shop assistant)</i>
Lavoro per...	<i>I work for...</i>

Jobs

Note that the endings of the words that describe jobs can change, depending on whether they are referring to male or female.

E.g. For a man: commesso; for a woman: commessa.

	MALE	FEMALE
Cleaner	Addetto alle pulizie	Addetta alle pulizie
Check-in agent	Addetto al check-in	Addetta al check-in
Customer service	Addetto al servizio clienti	Addetta al servizio clienti
Shop assistant	Commesso	Commessa
Doctor	Dottore	Dottoressa
Waiter/waitress	Cameriere	Cameriera
Security agent	Guardia di sicurezza	Guardia di sicurezza

Nationality

	<i>French</i>	Francese
	<i>English</i>	Inglese
	<i>German</i>	Tedesco/a
	<i>American</i>	Americano/a
	<i>Indian</i>	Indiano/a
	<i>Italian</i>	Italiano/a
	<i>Spanish</i>	Spagnolo/a

Words indicating nationality ending in **-o-** (male form) change into **-a-** (female form).

*E.g. Luciano Pavarotti è italiano**o**.*

*Sofia Loren è italiana**a**.*

Words indicating nationality ending in **-e** – do not change.

*E. g. Tony Blair è inglese**e**.*

*Judy Dench è inglese**e**.*

Offering Help



Italian	English
Scusi, posso aiutarla?	<i>Excuse me, can I help you?</i>
Ci sono problemi?	<i>Are you OK?</i>
Sì, grazie.	<i>Yes, please.</i>
No, grazie.	<i>No, thank you.</i>
Prego.	<i>You're welcome.</i>

DIALOGO	DIALOGUE
A. Buongiorno.	<i>A. Good morning.</i>
B. Buongiorno.	<i>B. Good morning.</i>
A. Scusi, posso aiutarla?	<i>B. Excuse me, can I help you?</i>
B. Sì, grazie.	<i>A. Yes, please.</i>

Country awareness Map of Italy



Italy is divided into twenty regions, which are responsible for local administration. **ROMA**, the capital city, located in the region of **Lazio**, in central Italy, is the political as well as the cultural and historic heart of the country. However **MILANO**, located in the region of **Lombardia**, in northern Italy, is the first industrial and financial city, the centre of the fashion industry and of the Trade Show (La Fiera di Milano) of international fame.

Italian is the official language or is spoken by a significant portion of the population in the following countries: Italy, San Marino, the Vatican City, Argentina, Libya, Monaco, Somalia and Switzerland. There are also people of Italian origin who live in different countries all around the world, including the UK, where the Italian community counts about 240,000 people.

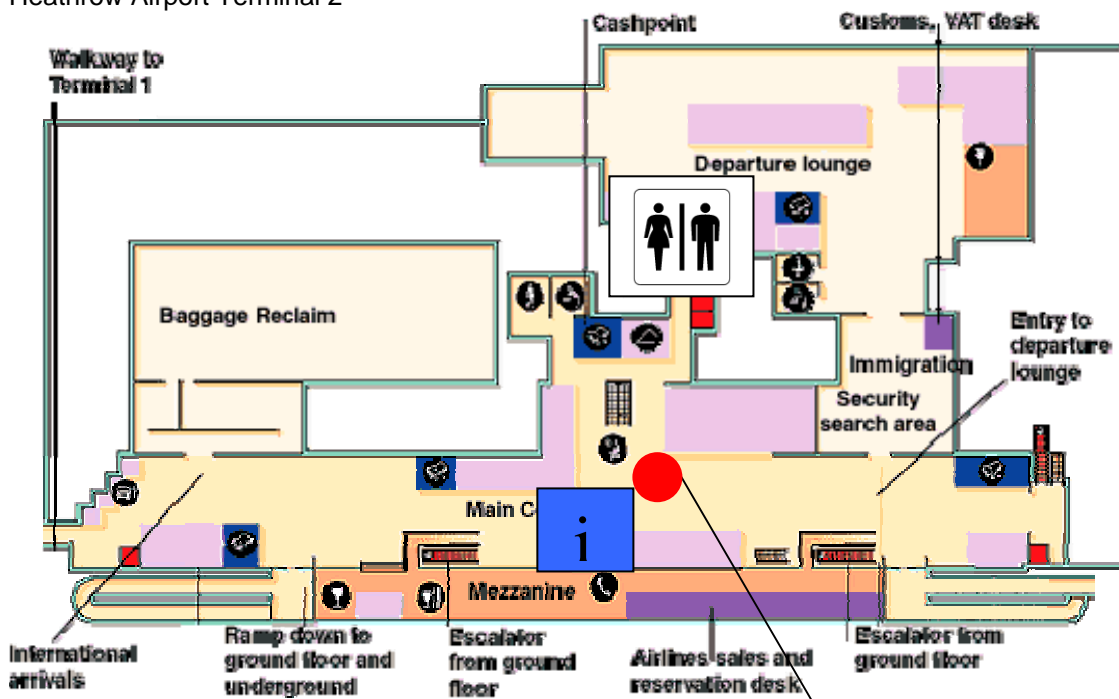
Airport vocabulary

Italian	English
Ufficio informazioni	<i>Information desk</i>
Ascensore	<i>Lift</i>
Scale	<i>Stairs</i>
Scala mobile	<i>Escalator</i>
Check-in	<i>Check-in counter</i>
Volo	<i>Flight</i>
Uscita	<i>Gate</i>
Arrivi	<i>Arrivals</i>
Compagnia aerea	<i>Airline company</i>
Partenze	<i>Departures</i>
Uscita	<i>Exit</i>
Controllo passaporti	<i>Passport control</i>
Ritiro bagagli	<i>Baggage reclaim</i>

Directions

Map of Heathrow Terminal 2*

Heathrow Airport Terminal 2



(Source: BAA Heathrow)

Lei è qui
You are here

Italian	English
Dov'è...?	<i>Where is...?</i>
← A sinistra	<i>On the left</i>
→ A destra	<i>On the right</i>
↑ Dritto	<i>Straight on</i>
Là	<i>Over there</i>
Qui	<i>Here</i>
Lei è qui	<i>You are here</i>

Cultural awareness

Dialogue

Peter Smith: Check-in agent for Alitalia.

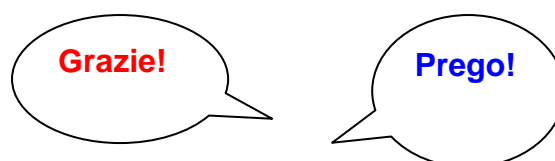
Maria Rossi: Passenger.

P. Buongiorno, signora.	P. <i>Good morning, madam.</i>
M. Buongiorno.	M. <i>Good morning.</i>
P. Mi chiamo Peter Smith. Sono addetto al check-in. Lavoro per l'Alitalia. Posso aiutarla?	P. <i>My name is Peter Smith. I am a check-in agent. I work for Alitalia. Can I help you?</i>
M. Sì, grazie. Dov'è l'uscita 9?	M. <i>Yes, please. Where is gate 9?</i>
P. A destra.	P. <i>On the right.</i>
M. Grazie.	M. <i>Thank you.</i>
P. Prego.	P. <i>You're welcome.</i>
M. Arrivederci.	M. <i>Goodbye.</i>
P. Arrivederci.	P. <i>Goodbye.</i>

As you see from the dialogue, it is polite to address a lady using '**Signora**'. However, the title '**Signore**' to address a man is rarely used, unless it is followed by the surname (**Buongiorno, signor Rossi**).

It is also polite to keep eye contact with people while speaking to them.

To thank someone the Italians say '**Grazie**' and they always respond with '**Prego**'.



Numbers 1-12

1 uno	2 due	3 tre
4 quattro	5 cinque	6 sei
7 sette	8 otto	9 nove
10 dieci	11 undici	12 dodici

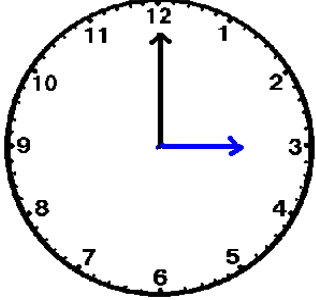
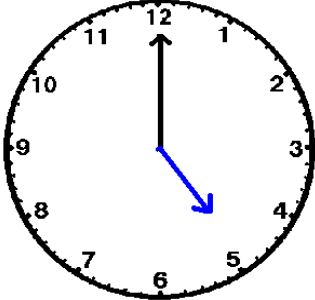
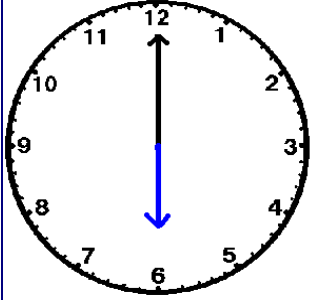
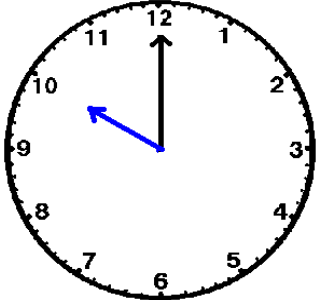
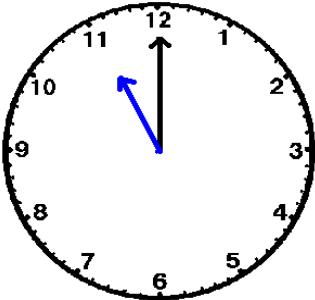
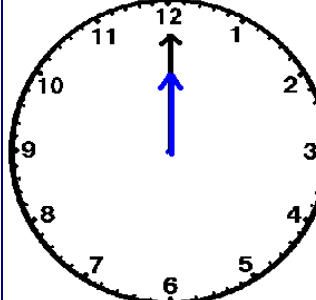
At what time?

A che ora parte il volo Alitalia AZ33 per Roma?

At what time does flight Alitalia AZ33 for Rome leave?

A che ora arriva il volo BA334 da Milano?

At what time does flight BA334 from Milan arrive?

		
Alle tre <i>At three o'clock</i>	Alle cinque <i>At five o'clock</i>	Alle sei <i>At six o'clock</i>
		
All dieci <i>At ten o'clock</i>	Alle undici <i>At eleven o'clock</i>	Alle dodici <i>At twelve o'clock</i>

Useful websites for students of Italian

- www.iluss.it
- www.bbc.co.uk/learningzone
- www.linkwordlanguages.com
- www.bbc.co.uk/languages/italian/lj/
- www.bbc.co.uk/languages/italian/talk
- www.bbc.co.uk/italian/issimo
- www.impariamo.com/forum/
- www.cyberitalian.com
- <http://zapitalian.com>