
Bhutan Gangchen ECPF
Gangchen LMI

ENGLISH
MADE EASY

2ND FLOOR, THIMPHU THROMDE BUILDING
77353979 | 77209961

Two vertical lines extend downwards from the bottom horizontal line, one on the left and one on the right.

PARTS OF SPEECH

**Sort the following words into
Nouns | Adjectives | Verbs | Adverbs**

1. Sacred

7. Guide

13. Ancient

19. Comfortable

2. Explore

8. Busy

14. Professionally

20. Visit

3. Temple

9. Happily

15. Tourist

21. Mountain

4. Clearly

10. Scenic

16. Beautiful

22. Carefully

5. Festival

11. Reservation

17. Arrange

23. Explain

6. Quickly

12. Describe

18. Climb

24. Quietly

Read the paragraph and identify one noun, one adjective, one verb, and one adverb in each sentence.

- The guide welcomed the tourists warmly at the beautiful monastery.
 - He explained the significance of the ancient paintings and described the rituals patiently.
 - The tourists listened carefully as they admired the traditional architecture.
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HOW TO USE THE ARTICLES

Identify the articles

1. Bhutan is a beautiful country.
 2. An ancient tradition is celebrated in the kingdom.
 3. The view of the mountains from the monastery is breathtaking.
 4. A guide will show you the sacred sites.
 5. The Bhutanese people are known for their hospitality.
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HOW TO USE THE ARTICLES

A | AN | THE

Articles are among the most frequently used parts of language.

Articles define the specificity or generality of a noun.

Different articles are used for singular and plural nouns.

Choose the Correct Article

1. We saw _____ elephant at the zoo.
 2. There is _____ ancient temple in the valley.
 3. He is _____ best guide in Bhutan.
 4. _____ guide took us to the sacred site.
 5. I met _____ interesting tourist yesterday.
 6. She is _____ only one who can speak three languages.
 7. _____ guide explained the history of Bhutan.
 8. We visited _____ beautiful monastery.
 9. It is _____ unforgettable experience to visit Bhutan.
 10. They live in small villages near the mountains.
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SUBJECT VERB AGREEMENT

Spot the Error

- 1.The guides is ready for the tour.
 - 2.The tourists was excited to visit the monastery.
 - 3.The mountain peaks looks stunning at sunrise.
 - 4.She enjoy explaining Bhutanese culture to the visitors.
 - 5.The driver drive carefully along the mountain roads.
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Choose the Correct Verb

1. The tourists _____ (arrive/arrives) at the airport early.
 2. The driver _____ (drive/drives) the bus every day.
 3. She and her friend _____ (enjoy/enjoys) explaining Bhutanese culture to visitors.
 4. The guides _____ (is/are) ready to begin the tour.
 5. The mountain _____ (look/looks) stunning at sunset.
 6. The monks _____ (pray/prays) early in the morning.
 7. The tourists _____ (is/are) excited to visit the monastery.
 8. The guide _____ (speak/speaks) English fluently.
 9. The local people _____ (celebrate/celebrates) many festivals.
 10. The view from the top _____ (is/are) breathtaking.
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CONNECTIVES AND DISCOURSE MARKERS

The Art of Smooth Communication

- **Connectives:** Words or phrases that join ideas together (e.g., and, but, because).
 - **Discourse Markers:** Words or phrases that organise speech or writing (e.g., however, first of all, in conclusion).
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CONNECTIVES AND DISCOURSE MARKERS

Why are They Important?

- Make your speech flow naturally.
- Help guests follow your explanations.
- Show professionalism and clarity.



CONNECTIVES AND DISCOURSE MARKERS

Types of Connectives

1. Additive (Adding Information):

- Examples: *and, also, furthermore, moreover*
- Usage: “The temple is beautiful **and** has a rich history.”

2. Adversative (Contrasting):

- Examples: *but, however, on the other hand*
- Usage: “The hike is challenging; **however**, the view is worth it.”

3. Causal (Giving Reasons):

- Examples: *because, so, therefore, as a result*
- Usage: “The bridge is famous **because** it’s over 100 years old.”

4. Temporal (Time/Sequence):

- Examples: *firstly, next, then, finally*
 - Usage: “**Firstly**, we will visit the museum, then the local market.”
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CONNECTIVES AND DISCOURSE MARKERS

Discourse Markers in Guiding

1. To Introduce Topics:

- Examples: *Let's begin with, to start with, today we'll discuss.*
- Usage: “**To start with**, we'll explore the main square.”

2. To Emphasise:

- Examples: *In fact, indeed, importantly.*
- Usage: “**Importantly**, this site is a UNESCO World Heritage Site.”

3. To Clarify:

- Examples: *That is, in other words, to put it simply.*
- Usage: “**In other words**, this monument symbolises unity.”

4. To Conclude:

- Examples: *In conclusion, to sum up, finally.*
 - Usage: “**Finally**, thank you for joining this tour today!”
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CONNECTIVES AND DISCOURSE MARKERS

Examples in Action

1. Without Connectives:

- “This is the Paro Dzong. It is a fortress. It is used for ceremonies.”

2. With Connectives:

- “This is the Paro Dzong, **which is** a fortress **and** is still used for ceremonies.”
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CONNECTIVES AND DISCOURSE MARKERS

Tips for Using

1. Keep it natural—do not overuse them.
2. Vary your connectives to avoid repetition.
3. Practise using them in context during your tour.



CONNECTIVES AND DISCOURSE MARKERS

Use the correct connectives and discourse markers

1. “The hike is hard. The view is great.”
2. “This temple is old. It is beautiful.”
3. “We will visit the museum. We will go to the market.”



BUSINESS ENGLISH

Business English is used for professional communication in the workplace and business settings. It focuses on clarity, formality, and cultural appropriateness to achieve effective communication.

Key Features:

- Formal tone and professional vocabulary.
- Focus on clear and concise expression.
- Adapted to cross-cultural communication.

Purpose:

- To build strong business relationships.
 - To communicate effectively in meetings, emails, and presentations.
 - To ensure professionalism and mutual understanding.
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BUSINESS ENGLISH ESSENTIALS

1. Tone:

- Use a professional and welcoming tone to engage your audience.
- Avoid being overly casual or rigid.
 - Instead of: *“Let’s go there next,”* say: *“Our next stop will be the famous Taktsang Monastery.”*
 - Instead of: *“Do not touch anything,”* say: *“Kindly avoid touching the artefacts to preserve them.”*

2. Body Language:

- Maintain eye contact with your group to show attentiveness.
- Use open gestures to guide and emphasise key points.
 - Pointing towards landmarks: *“As you can see, this structure reflects traditional Bhutanese architecture.”*
 - Smiling when answering questions to create a friendly atmosphere.

3. Courtesy:

- Always be polite and patient when addressing questions or concerns.
 - Instead of: *“Hurry up, we are late,”* say: *“Let us proceed quickly to stay on schedule.”*
 - Instead of: *“That is not allowed,”* say: *“For safety reasons, we kindly request you to avoid going beyond this point.”*
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THE POWER OF COMMUNICATION

Did You Know Communication is Perceived:

- **7%** by **verbal transmission** (words spoken).
- **38%** by **tone of voice** (vocal level).
- **55%** by **visual transmission** (body language).

Tips for Effective Communication:

• **Verbal Communication:**

- Speak clearly and confidently.
- Use appropriate vocabulary for your audience.

• **Non-Verbal Communication:**

- Maintain good posture and eye contact.
 - Use gestures to emphasise key points.
 - Smile to create a welcoming atmosphere.
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7 TIPS FOR VERBAL COMMUNICATION

1. WORD STRESS

- Emphasise the correct syllables in words to convey meaning.
- Examples:
 - *'PREsent'* (gift) vs. *'preSENT'* (to offer).
 - *'CONduct'* (behaviour) vs. *'conDUCT'* (to lead).
 - *'PHOtograph vs phoTOgrapher vs photoGRAPHic*

Use:

- Helps speak clearly
- Helps understand spoken English, especially fast spoken English

Remember:

- One stress per word
- Happens in all words with 2 or more syllables

More Examples:

TEACHer, JaPAN, CHINa, aBOVE, converSAtion, INteresting, imPORtant, deMAND, etCETera, etCETera,
etCETera

2. SENTENCE STRESS

- Highlight the most important words in a sentence to improve clarity.

- Example:

- *“I did not say she **stole** the money.”*

(Different meanings depending on stress placement).

- Practice Tip: Record yourself speaking and identify which words need more emphasis.

3. LISTEN TO CHALLENGING SAMPLES

- Improve listening by exposing yourself to complex or fast speech.
- Examples:
 - Podcasts, TED Talks, or interviews with diverse accents.
- Practice Tip: Focus on understanding the **gist** first, then specific details.



4. DON'T OVERLISTEN

- Do not strain to hear every word; relax and grasp the general meaning.
 - Tip: Being too focused can lead to fatigue and confusion.
 - Example: Imagine a guide explaining a site—focus on key ideas rather than every sentence.
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5. IMPROVE VOCABULARY

- Learn **5 new words daily** to expand your speaking range.
 - Tip: Focus on **relevant vocabulary** for your profession or interests.
 - Example: For tour guides: *heritage, landmark, itinerary, scenic, culture.*
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6. 30 MINUTES A DAY

- Dedicate at least **30 minutes daily** to active verbal practice.
 - Better 30 mins daily than **3.5 hours weekly**.
 - Practice Tips:
 - Practice speaking with a partner.
 - Use apps like Duolingo or Memrise.
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7. REVISE REGULARLY

- Review new skills or vocabulary after:
 - **1 day** (short-term memory).
 - **1 week** (consolidation).
 - **1 month** (long-term retention).
 - Tip: Create a schedule for systematic revision.
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TIPS FOR NON-VERBAL COMMUNICATION

WHAT IS NON-VERBAL COMMUNICATION

Nonverbal communication is the transmission of information without words. It includes body language, gestures, facial expressions, posture, and tone of voice.

- Nonverbal cues make up **93% of communication**
- Builds trust and rapport with your audience



KEY ELEMENTS OF NON-VERBAL COMMUNICATION

1. Body Language:

- Open posture shows confidence.
- Avoid crossing arms or slouching.

2. Gestures:

- Use hand movements to emphasise key points.
- Avoid excessive or distracting gestures.

3. Facial Expressions:

- Smile to create a welcoming atmosphere.
- Show enthusiasm through your expressions.

4. Eye Contact:

- Engage with the audience by looking at them.
- Avoid staring; keep it natural.

5. Tone of Voice:

- Vary pitch and volume to maintain interest.
 - Match tone to the mood (enthusiastic, calming, etc.).
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BODY LANGUAGE TIPS FOR TOUR GUIDES

Do:

- Stand tall and maintain a relaxed posture.
- Face your audience when speaking.
- Use natural gestures to explain or point out landmarks.

Don't:

- Fidget or appear distracted.
 - Point directly at people (use an open hand instead).
 - Turn your back on the group while speaking.
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NONVERBAL COMMUNICATION IN ACTION

Scenario 1: Welcoming Guests

- Smile warmly and make eye contact with the group.
- Use open gestures to invite them to gather around.

Scenario 2: Giving Instructions

- Use clear hand movements to guide the group's attention.
- Maintain a calm tone of voice for clarity.

Scenario 3: Managing a Crowd

- Raise your hand to signal attention.
 - Use a firm but friendly tone to regain focus.
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CULTURAL SENSITIVITY IN NONVERBAL COMMUNICATION

- **Be Aware of Cultural Differences:**

- Some gestures may have different meanings in other cultures.
- Example: A thumbs-up is positive in some countries but offensive in others.

- **Adapt to Your Audience:**

- Use neutral gestures and expressions when unsure.
 - Pay attention to the group's reactions and adjust accordingly.
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- **Practice Makes Perfect:**

- The more you use nonverbal cues intentionally, the more natural they will become.



PUBLIC SPEAKING

WHY PUBLIC SPEAKING MATTERS FOR TOUR GUIDES

- **Engages the Audience:** Captures attention and keeps the group interested.
 - **Builds Credibility:** Shows professionalism and knowledge.
 - **Enhances Clarity:** Communicates complex information effectively.
 - **Encourages Interaction:** Creates an enjoyable experience through dialogue.
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KEY ELEMENTS OF EFFECTIVE PUBLIC SPEAKING

1. **Confidence:** Believe in your message and your ability to deliver it.
 2. **Clarity:** Speak clearly, avoid jargon, and structure your points logically.
 3. **Engagement:** Use stories, questions, and humour to involve your audience.
 4. **Body Language:** Use gestures, maintain eye contact, and stand confidently.
 5. **Voice Control:** Vary your tone, pitch, and pace to maintain interest.
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PREPARING FOR PUBLIC SPEAKING

- **Know Your Content:** Research and rehearse your key points.
 - **Understand Your Audience:** Tailor your message to their interests and knowledge level.
 - **Structure Your Speech:**
 1. *Introduction:* Greet the group and outline what to expect.
 2. *Body:* Present information in a logical sequence.
 3. *Conclusion:* Summarise key points and invite questions.
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TECHNIQUES FOR ENGAGING YOUR AUDIENCE

- **Ask Questions:**

- Example: “Does anyone know why this site is so famous?”

- **Tell Stories:**

- Share anecdotes about the location or people associated with it.

- **Use Visuals:**

- Refer to landmarks, artefacts, or images to illustrate points.

- **Involve Your Audience:**

- Encourage participation or reactions to make them feel included.
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OVERCOMING PUBLIC SPEAKING ANXIETY

- **Practice Regularly:** The more you practise, the more confident you become.
 - **Start Small:** Begin with smaller groups before addressing larger audiences.
 - **Breathe Deeply:** Calm your nerves by focusing on slow, deep breaths.
 - **Visualise Success:** Imagine yourself speaking confidently and engagingly.
 - **Focus on the Message:** Concentrate on delivering value to your audience.
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TIPS FOR TOUR GUIDES

- **Adapt to the Group's Energy:** Be dynamic for active groups and calming for quieter ones.
 - **Use Natural Pauses:** Allow your audience time to absorb information.
 - **Be Approachable:** Smile and use a friendly tone to create a welcoming atmosphere.
 - **Project Your Voice:** Ensure everyone can hear you without shouting.
 - **Be Ready for Questions:** Anticipate common queries and respond confidently.
 - Public speaking is a skill that improves with preparation and practice.
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EMAIL WRITING

KEY ELEMENTS OF AN EFFECTIVE EMAIL

1. Subject Line:

- Clear and concise (e.g., “Tour Booking Confirmation”).

2. Greeting:

- Formal: “Dear [Name],”
- Semi-formal: “Hello [Name],”

3. Body:

- Introduction: Briefly state your purpose.
- Details: Use bullet points for clarity.
- Call to Action: Clearly specify next steps.

4. Closing:

- Formal: “Best regards,” “Sincerely,”
 - Include contact information.
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EMAIL WRITING DOS AND DON'TS

Dos:

- Proofread for grammar and spelling.
- Be polite and professional.
- Use a professional email signature.

Don'ts:

- Avoid excessive formality or casual tone.
 - Do not write long paragraphs—keep it concise.
 - Avoid emoticons or slang.
-

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-

TEXTING

BEST PRACTICES FOR TEXTING

1. Be Clear:

- Example: “Meeting point: Main gate at 3 PM.”

2. Be Professional:

- Avoid slang or informal abbreviations.

3. Be Prompt:

- Respond quickly to urgent messages.

4. Be Courteous:

- Example: “Thank you for confirming your attendance!”

5. Avoid Overtexting:

- Only text when necessary to avoid overwhelming the recipient.
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PHONE CONVERSATIONS

STRUCTURE OF A PHONE CALL

1. Greeting:

- “Hello, this is [Your Name] from [Company Name]. How can I assist you?”

2. State the Purpose:

- “I am calling to confirm your booking for tomorrow’s tour.”

3. Provide Details:

- “The tour begins at 9 AM, and we will meet at [location].”

4. Confirm Understanding:

- “Does that work for you? Do you have any questions?”

5. Closing:

- “Thank you for your time. We look forward to seeing you tomorrow!”
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PHONE CONVERSATION TIPS

- 1. Be Prepared:** Know the purpose of your call.
 - 2. Speak Clearly:** Avoid rushing or mumbling.
 - 3. Smile While Speaking:** It conveys warmth, even over the phone.
 - 4. Be Polite and Professional:** Use courteous language throughout.
 - 5. End on a Positive Note:** Thank the listener and confirm the next steps.
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• **Key Takeaways:**

- Email: Be clear, concise, and professional.
- Texting: Quick, to the point, and polite.
- Phone: Clear, warm, and structured.
- **Practice Regularly:** Communication skills improve with consistent practice.

