CONTENTS

1. ADAPTING TO A NEW CULTURE	13
England is Different Culture Shock Families in England Multiculturalism A New Life	13 14 21 22 22
2. WHO ARE THE ENGLISH?	25
Timeline The People Sense of Humour The Class System Children Attitudes to Foreigners Icons	25 30 36 37 38 39 40
3. GETTING STARTED	59
Immigration Bureaucracy Accommodation Buying or Hiring a Car Emergency Services Health Services Insurance Education Council Services Utilities Staying Informed Banking Taxes Cost of Living	59 60 61 65 66 67 69 71 76 77 80 83 85 86
Community Life Role of Men & Women in Society Meeting People Invitations	89 92 94 95

Respecting Privacy Taboos Expatriate Community Confrontation Dealing with Officials	97 98 99 100 101
5. THE LANGUAGE BARRIER	103
Learning English The Language Barrier Foreign Languages Slang & Swearing Body Language & Gestures Greetings & Manners Telephone, Letters & Email Poetry	103 105 111 112 112 113 115 117
6. THE ENGLISH AT WORK	119
Work Ethic Permits & Paperwork Finding a Job Contracts Starting or Buying a Business Working from Home Business Rates Black Economy Working Women Business Etiquette Employing People Trade Unions Working Hours	119 120 120 124 124 125 125 126 126 127 130 130
7. ON THE MOVE	135
Driving Cycling Public Transport Getting Around in London	135 144 145 148
8. THE ENGLISH AT PLAY	153
Dress Code Eating	153 154

Cafes, Pubs & Restaurants Nightlife Family Occassions Popular Culture The Arts Libraries Sport Gambling	158 162 162 164 167 172 173 181
9. RETAIL THERAPY	183
Customer Service Opening Hours Black Market Queuing Sales Types of Shop Markets Buying Food & Alcohol Clothes Antiques & Collectables Alternative Retail Returning Goods Consumer Complaints	183 184 185 185 185 186 192 193 195 197 197 198 199
10. ODDS & ENDS	203
Climate Crime Flag & Anthem Geography Government International Relations Pets Religion Time Difference Tipping Toilets	203 205 206 207 208 209 211 212 213 214 215
APPENDICES	218
INDEX	245