

Offers and requests

Part One: Offers and requests simplest responses

Without looking at the worksheets below, listen to your teacher and raise the Offer card if it is an offer and Request card if it's a request.

When they stop the raising cards game, decide if each section below consists of offers of help etc to the other person (O) or asking for something from the other person (R)

A:

Take a seat
Help yourself to milk and sugar
Make yourself at home
Can I get you anything?

B:

If you need anything, give me a shout
Mi casa su casa
Do you want me to have a look?
Leave this to me.
Do you need a hand?
Don't worry, I'll sort it out.

C:

Do you have the time?
If it's not too much trouble, could you show me the way?
Could you possibly show me how to use the photocopier?
Sign here please
Your cooperation on this matter will be greatly appreciated.
Could I ask you to show me where the bathroom is?
Can we leave it there for today?
Could I have a little more time to consider that, please?

D:

Do you have a second?
I could do with some help, actually.
You don't have any decaf, do you?
You don't mind filling in for me at the meeting, do you?
I don't suppose you know how to change the password, do you?
Can I leave it to you then?
Can I hand all this over to you?

E:

This needs a woman's touch
Give me a hand, will you?
Don't just sit there doing nothing, grab this.
Get moving, will you?

F:

I'm a bit tied up at the moment. Could I possibly phone you back later?
 Could you spell that for me, please?
 Any help at all would be much appreciated.
 Can you hold the line please?
 Could you be a little bit more precise?

G

Can I be of any assistance?
 Would you like me to gift wrap that for you?
 Would you like to leave a message?
 Can I help at all?

H

Get a move on!
 I haven't got all day, you know
 Oi! Over here!
 Shift up a bit
 Pass me the stapler, will you?
 Give me a break!

I

Can you help me to move all this stuff upstairs?
 Don't move, I'll be right back.
 Would you mind getting me one too?
 I'll have a coffee, please. 2 sugars.
 You don't mind getting me a copy, do you?

J

Would it be possible for you to make a rough estimate?
 Can I leave a message?
 Is it possible to have his mobile number?
 Would it be okay for me to get back to you later on that?
 Could you grant us an extension?

Check as a class, then play the same raising cards game in small groups.

Decide if each section above is:

- 1) formal, suitable for the first time you meet a client
- 2) casual and friendly, suitable for everyday talk with your colleagues
- 3) unprofessional- not suitable for using at work at all because it is rude, sexist etc.

After doing the responses activities below, test each other on the responses:

- do the same listening for the best response activity
- say the prompt phrase and see if your partner can respond in a suitable way (with other responses not below also possible)

Part Two: Responses to offers and requests

Without looking below, listen and show which response you think is best. Then when the listening stage is finished, choose the best response below.

1. Is it possible to have his mobile number?
 - a) Yes, it's possible
 - b) Of course. It's 040 99 33344
 - c) Sorry. I don't know how many.

2. Do you have the time?
 - a) Actually, I'm a bit busy
 - b) Yes, it's exactly 17:43
 - c) No. I gave it to John.

3. I'm a bit tied up at the moment. Could I possibly phone you back later?
 - a) Sure. I'll be here until 7:35.
 - b) I'm afraid I'm not.
 - c) Sorry.

4. Do you have a second?
 - a) I have 45 seconds
 - b) Of course. What did you need to speak to me about?
 - c) Actually, I think I'm 1st.

5. Could you be a little bit more precise?
 - a) To the nearest 100, it'll be 420,700 units.
 - b) Yes I could.
 - c) I'd like a little bit too, please

6. Can you tell me how long you are expecting to be there?
 - a) In 7 weeks
 - b) Just one or two days
 - c) Since Jan 2001

7. When would be convenient for you?
 - a) Let's make it 4:30 pm on the 3rd, shall we?
 - b) For 3 months
 - c) Just a minute.

8. Would you mind telling me how many you need?
 - a) 7000-8000 should be enough
 - b) 8.5 kg please
 - c) No, I don't mind

9. Could you tell me how far the office is from the station?
 - a) It's only 0.5 miles
 - b) Yes, it's far
 - c) Yes, you can

Cards to hold up

Request	Offer
Request	Offer
Request	Offer
Request	Offer