

## POLITE REQUESTS & OFFERS

### Polite Requests

Can I charge my phone here, please?

Can I take a copy?

I'd like to see the menu, please.

May I take one of these brochures?

I'd like some more bread, please.

Could you pass me the butter, please?

Would you mind closing the door?

Is it possible to change dollars here?

Do you mind if I sit here?

Would you pass me the salt, please?

### Polite Responses

Yes, of course!

I'm not sure

I'm afraid not

No problem

I'll check for you

Sorry, it isn't possible...

Certainly

I'll ask...

Unfortunately, I'm not able to...

### GRAMMAR: Indirect Questions

*Indirect Questions starting with 'Could you tell me...?' or 'Do you know...?' etc. do not invert the subject and verb as with the normal question form. For example:*

Could you tell me where the nearest tourist office is? Instead of: Where is the nearest tourist office?

Do you know what time the next train leaves for Beckenham? Instead of: What time does the train leave?

I was wondering what time we have to check out? Instead of: What time do we have to check out?

Could you let me know when the train will arrive? Instead of: When will the train arrive?

### Polite offers

Would you like some more cake?

Please help yourself to more cake.

You're welcome to visit us any time!

Feel free to look around the shop.

What would you like?

Can I help you?

Is there anything I can do to help?

I'll show you to your room

### Speaking Practice

Use the expressions above to ask or offer the following:

*Ask a friend to lend you something.*

*Offer to carry someone's bag.*

*Ask a policeman for directions.*

*Ask someone to open the window.*

*Offer someone as many biscuits as they want.*

*Ask a friend for a lift to the station.*

*Offer to do the washing up.*

*Ask someone to tell you the time.*

*Ask someone to turn the music down.*

*Offer to buy someone a drink.*

*Offer a guest some coffee.*

*Offer to pay for your friend's drink*

## Exercises

### Polite Requests

Select the appropriate phrase to complete the requests – there is sometimes more than one possible option:

would    is it possible    could    would you mind    can    'd like    do you mind    may

1. \_\_\_\_\_ I use the phone please?
2. \_\_\_\_\_ you tell me where the nearest supermarket is?
3. \_\_\_\_\_ if I shut the window?
4. Please \_\_\_\_\_ I take a copy?
5. I \_\_\_\_\_ to see the menu, please.
6. \_\_\_\_\_ I take one of these brochures?
7. \_\_\_\_\_ you pass me the butter please?
8. \_\_\_\_\_ closing the door?
9. \_\_\_\_\_ to change dollars here?
10. \_\_\_\_\_ if I sit here?

### Indirect Questions

Make these questions more polite by turning them into indirect questions:

1. Can you open the door, please? .....
2. Where is the ticket office, please? .....
3. What time will the gift shop open? .....
4. How long does it take to get from here to Manchester by bus?  
.....
5. Can we take these seats? .....

### Polite offers

Select the appropriate phrase to complete the offers – there is sometimes more than one possible option:

help yourself    can    'll    would    could    do    feel free

1. Is there anything I \_\_\_\_\_ do to help?
2. \_\_\_\_\_ you like some more cake?
3. Please \_\_\_\_\_ to more soup. There's plenty.
4. \_\_\_\_\_ you want some more?
5. What \_\_\_\_\_ you like?
6. \_\_\_\_\_ I help you?
7. I \_\_\_\_\_ drive you to the station if you like?
8. Please \_\_\_\_\_ to use all the facilities available.