

**Lesson description**

The topic of this lesson is politeness. You will:

- role play making a variety of requests and offers
- focus on ways to ask for something politely
- learn phrases for accepting and refusing offers
- practise sounding polite when accepting and rejecting offers.

**Aim**

Making polite requests and offers

**Pronunciation**

- use of polite intonation in making requests
- use of contractions
- use of paralinguistic communication

**Language**

- phrases for making requests
- phrases for accepting and refusing requests
- phrases for making offers

**Main task**

The task is for the learners to role play a variety of situation where they need to make requests or give offers in order to get something completed.

**Materials**

Handout

IWB

MP3 12.1

Cut ups (optional)

**Suggested running order**

1	Speaking – cultural politeness	Handout
2	Listening – requests	Handout/MP3 12.1
3	Language – making requests, accepting and refusing	Handout/MP3 12.1
4	Pronunciation - contractions	Handout
5	Language - making requests, accepting and refusing	Handout
6	Pronunciation – polite intonation	Handout/Cut ups (optional)
7	Language – controlled practice, polite requests	Handout
8	Main Task	Handout
9	Feedback	IWB

## Answers

### Listening

1. book a vacation
2. where to get off

### Language

1. I'd **like to book** a vacation to Paris next month.
2. That **sounds great!**
3. I'll **take it.**
4. **Would you like** to do that?
5. **Could you tell me** which way to go from the bus stop?
6. Thanks, I'd **really appreciate that!**

Asking if you can do something	Asking someone else to do something
Could I have the + noun + please? Is it okay if I take this+ noun? Excuse me, could I get past please? Do you mind if I borrow your + noun?	Could you pass me the + noun + please? Could you possibly change this for me? Can you tell me the time please?
Saying yes	Saying no
Of course not! Be my guest Sure, go ahead Certainly	I'm afraid....., sorry Sorry but Sorry but we've got no + noun + ourselves

### Pronunciation

Say the following sentences either politely or impolitely.

Ask students to tick the correct box

1. Could you lend me some money?
2. Is it okay if I take this seat?
3. Do you mind if I borrow your pen?
4. Can you please tell me the time?
5. Could I have the salt please?

Feedback on what the difference is.

Elicit other forms of 'non-verbal' communication e.g. eye-contact, smiling

\*Optional extension intonation practice:

1. T asks ss to put 'polite' versions of language task (sentences 1-10) on cut ups.
2. 2 piles on table: 1<sup>st</sup> pile = 'polite' sentences; 2<sup>nd</sup> pile = polite/impolite.
3. 1<sup>st</sup> pile to be dealt out to ss; 2<sup>nd</sup> pile face down.
4. Ss in turns look at sentence then draw a polite/impolite card. Say sentence out loud according to instruction (polite/impolite) using 'correct' intonation.

**Tapescript****MP3 12.1**

## Conversation 1

- Customer (m)** I'd like to book a vacation to Paris next month, from the 15<sup>th</sup> to the 18<sup>th</sup>, with flight and hotel for two.
- Travel agent (f)** Ok, let me just check for you. Actually, if you'd like to stay an extra day, we have a 5 day, 4 night package from the 15<sup>th</sup> to the 19<sup>th</sup> that's cheaper than staying for three nights.
- Customer** That sounds great! I'll take it.
- Travel agent** And you could upgrade those flights to business class for £100 more per person. Would you like to do that?
- Customer** No, thanks. Economy's fine.

## Conversation 2

- Tourist (f)** Excuse me, do you know which stop I need to get off at for the convention centre?
- Local (f)** Yes, you need to get off at Broad Street. That's just three stops from here. But you'll need to walk a bit to get to the convention centre. It's a three minute walk from the bus stop.
- Tourist** Thanks, that's really helpful. Could you tell me which way to go from the bus stop?
- Local** I'm getting off at that stop too. I can show you.
- Tourist** Thanks, I'd really appreciate that!