



# Requests and offers

## VOCABULARY

clean up  
download  
figures  
install  
junk mail  
prepare  
printer cartridge  
replace  
software

### 11.1 In the office

Could you open the door for me?  
Yes, of course.

### 11.2 Requests

Could you copy these reports?  
Sorry, I'm busy right now.

### 11.3 Could you ...?

Speaking practice

### 11.4 Deadlines

Could you do it by five o'clock?

### 11.5 Offers

Should I install the new software?

Yes, good idea.

### 11.6 A class party

Speaking practice

### 11.7 On the phone

I just remembered.

### 11.8 Culture corner

Who can you ask?

## MODULE 11.1

### In the office

## LISTENING

- 1 ● 96 Listen to four conversations and number the pictures 1–4.



- 2 ● 96 Listen again and number the verbs 1–4 to match the conversations.

open     tell     e-mail     install

- 3 ● 97 Listen and repeat the requests.

- 4 ● 98 Listen and complete the responses.

1 \_\_\_\_\_, it's 743-555-6319.

2 Sorry, I'm \_\_\_\_\_ right now.

3 Yes, of \_\_\_\_\_.

4 Sorry, I don't have \_\_\_\_\_ right now.

## MODULE 11.2

### Requests

#### LISTENING

- 1 ● 99 Listen and repeat. Then practice with a partner.

A Could you call Mr. Brodsky?

A Could you copy these reports?

B Yes, of course.

B Sorry, I'm busy right now.

A Thanks.

A OK. Thanks anyway.

- 2 ● 100 Listen and repeat. Then match each phrase with the correct picture.



- write to Mr. Valdez  
 check these figures  
 answer the phone  
 mail these letters  
 turn off the air conditioner

- make some coffee  
 close the window  
 get me a sandwich  
 replace the printer cartridge

## MODULE 11.3

### Could you ...?

#### SPEAKING

Play this game with a partner. First, choose four things in Exercise 2 above you can do and four you can't do. Mark each picture ✓ for 'can do' and ✗ for 'can't do'. Don't show your partner.

Take turns asking each other to do the things in Exercise 2 above. The first person to find out the four things his/her partner can do wins the game.

A Could you make some coffee?

B Sorry, I'm busy right now.

A That's OK. Thanks anyway.

B Could you answer the phone?

A Yes, of course.

B Thanks. (B circles picture d.)

LISTENING

1 101 Listen and repeat.



- A *Could you check these sales figures, please?*  
 B *Yes, of course.*  
 A *Could you do it by five o'clock?*  
 B *Certainly.*

- A *Could you clean up the office?*  
 B *OK.*  
 A *By lunchtime?*  
 B *Sure, no problem.*

Which conversation is less formal? Which one is more formal?  
 Which style do you use in your office?

SPEAKING

2 Work with a partner. Take turns to make and respond to requests, using the information below. Each deadline is sometime today. Your conversations can be formal or informal.

Could you make 50 copies of this report?	by one o'clock
Could you prepare the conference room for the meeting?	by the end of today
Could you e-mail everyone about the new schedule?	by 11:30
Could you replace the light bulb?	right now
Could you download the new tax forms?	by 2:30
Could you install the software updates?	by this evening
Your own idea:	

LISTENING

3 102 Listen and complete these deadlines for the next few weeks.

- |                             |                         |
|-----------------------------|-------------------------|
| 1 by tomorrow               | 6 by five o'clock _____ |
| 2 by tomorrow _____         | 7 by next Monday _____  |
| 3 by the day _____ tomorrow | 8 by _____ Friday       |
| 4 by Tuesday _____          | 9 by _____ 25th         |
| 5 by _____ Friday           |                         |

NOTE

'This Friday' = Friday this week  
 'Next Friday' = Friday next week

## SPEAKING

- 4 Choose three requests below and check (✓) them, then add one of your own. Write a deadline for each request.

Request	Deadline
repair my computer	
finish the sales report	
make the hotel reservations for my trip	
delete the old files	
send me the production schedule	
prepare the slides for my presentation	
Your own idea:	

- 5 Work with a partner. Student A is the boss. Student B is the employee. Before you start, decide whether the style is formal or informal.

Student A makes four requests. Student B takes notes. After you finish, change roles. Then check your information.

Use the model conversations in Exercise 1.

## MODULE 11.5

### Offers

## LISTENING

- 1 103 Listen and complete the conversations.

A \_\_\_\_\_<sup>1</sup> I install the new software?      A Should \_\_\_\_\_<sup>3</sup> call Mr. Park?  
 B Yes, \_\_\_\_\_<sup>2</sup> idea. Thanks.      B No, it's OK. Thanks \_\_\_\_\_<sup>4</sup>.

## SPEAKING

- 2 Look at this:

Request		Offer
Could you write to Mr. Valdez?	→	Should I write to Mr. Valdez?
Could you repair my computer?	→	Should I repair your computer?

Work with a partner and take turns changing the requests on page 65 into offers.

- 3 Now take turns making an offer and response for each situation below. Speaker B can accept or refuse the offer. You can use the ideas in blue.

Your boss needs a projector for his presentation this morning.      **set up the projector**

A *Should I set up the projector?*  
 B *Great idea. Thanks.*

It's time for a coffee break.      **make some coffee**  
 There are some packages for customers on the desk.      **mail the packages**  
 There are some old documents on the desk.      **shred them**  
 Your colleague (your partner) has a bad headache.      **get some aspirin**  
 There's a lot of junk mail on the office computers.      **delete it**  
 The photocopier machine is broken.      **call the repair person**

## MODULE 11.6

### SPEAKING

#### A class party

- 1 Work in groups of four or five. There is a class party soon.
- 2 Make some decisions about:
  - date and time
  - location

#### USEFUL LANGUAGE

How about Monday the 27th?	Yes, that's fine.
Is Monday the 27th OK?	Sorry, I'm busy then. How about Tuesday the 28th?
How about this room?	Good idea.
	Maybe, but how about the cafeteria?

- 3 Make requests and offers about the topics below and take notes. Use the ideas on the right and your own ideas.

Mr. Tanaka, could you ... Should I ...?

food and drink	bring some sandwiches / make a cake / bring some beer
music	choose some music
activities	think of some games
entertainment	play the guitar / sing some songs / tell some jokes
speeches	make a short speech

- 4 Choose one person to check your decisions.

OK, let's check everything. Our party is on Monday the 27th at 6:30 p.m. in this room. Mr. Tanaka, you're bringing some sandwiches. Ms. Endo, you're bringing some beer. Mr. Park, you're bringing some kimchee. ...

- 5 Choose a different person to present the information to the class.

Our party is on Monday the 27th at 6:30 p.m. in this room. Mr. Tanaka is bringing ...



## MODULE 11.7

### On the phone – I just remembered

#### LISTENING

- 1 104 Roberta Chang is out of the office. She calls her colleague, Luigi Paladini. Listen and complete the conversation.
- A Luigi? It's Roberta.  
B Oh, hello, Roberta. What's \_\_\_\_\_<sup>1</sup>?  
A Listen, I just remembered. Could you check my window?  
B Sure. What's the \_\_\_\_\_<sup>2</sup>?  
A I think it's still open.  
B Just a \_\_\_\_\_<sup>3</sup>, I'll check. ... It's OK, it's closed.  
A Oh, great. Thanks a lot. I \_\_\_\_\_<sup>4</sup> it.  
B No problem. Bye.

#### SPEAKING

- 2 Practice the conversation with a partner.
- 3 Practice again. Change the words in **blue**. Use the words below and/or your own ideas.

my drawer / my door / the safe	open / closed
my computer / the heater / the air conditioner	on / off

## MODULE 11.8

### Culture corner – Who can you ask?

#### READING

- 1 Who can you ask to do these things? Match the requests 1–4 with the people.
- 1 Could you copy this as soon as possible?  
2 Could you lend me some money?  
3 Could you discount this?  
4 Could you give me some advice?
- senior co-worker                       co-worker and friend  
 junior co-worker                       sales clerk



#### SPEAKING

- 2 Work with a partner. Think of one more thing you could ask each person above. Write your ideas on the board. Do your classmates agree?
- 3 Do you think other countries are the same? What does your teacher think?