

Requests and offers

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

Could you copy these reports?

Sorry, I'm busy right now. 11.3 Could you ...?

Speaking practice

MODULE 11.1

Could you do it by five o'clock?

Should I install the new software? Yes, good idea.

11.6 A class party

Speaking practice

VOCABULAR'

download figures install junk mail prepare printer cartridge replace

software

In the office

LISTENING

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





11.7 On the phone

I just remembered.

Who can you ask?

11.8 Culture corner





- - open
- tell
- e-mail
- install
- 3 097 Listen and repeat the requests.
- 4 98 Listen and complete the responses.
 - _, it's 743-555-6319.
- 3 Yes, of __
- 2 Sorry, I'm _____ right now. 4 Sorry, I don't have __ now.

Requests

LISTENING

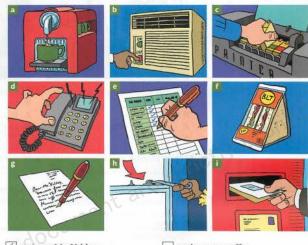
- 1 99 Listen and repeat. Then practice with a partner.
 - A Could you call Mr. Brodsky?
- A Could you copy these reports?

B Yes, of course.

B Sorry, I'm busy right now.

A Thanks.

- A OK. Thanks anyway.
- 2 0 100 Listen and repeat. Then match each phrase with the correct picture.



ģ	write to Mr. Valdez
	check these figures

make some coffee close the window

- answer the phone
- get me a sandwich
- turn off the air conditioner
- replace the printer cartridge

MODULE 11.3

SPEAKING

Could you ...?

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.)

Deadlines

LISTENING

1 0 101 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 0 102 Listen and complete these deadlines for the next few weeks.

- 1 by tomorrow 2 by tomorrow __
- 3 by the day _____ tomorrow
- 4 by Tuesday ____
- 5 by _____ Friday

POS	PERM	999
N	O1	IΕ

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

- 6 by five o'clock _____
- 7 by next Monday _____
- 8 by _____ Friday

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

2 Look at this:

LISTENING

1 0 103 Listen and complete the conversations.

1 I install the new software? 2 idea, Thanks.

A Should 3 call Mr. Park? B No. it's OK. Thanks 4.

B Yes, _

SPEAKING rinting of this

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

There are some packages for customers on the desk. There are some old documents on the desk. Your colleague (your partner) has a bad headache. There's a lot of junk mail on the office computers. The photocopy machine is broken.

make some coffee mail the packages shred them get some aspirin delete it call the repair person

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

Yes, that's fine.
Sorry, I'm busy then. How about Tuesday the 28th?
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 ...



On the phone - I just remembered

LISTENING

- 1 0 104 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 __
 - A Listen, I just remembered. Could you check my window?
 - B Sure. What's the
 - A I think it's still open.
 - B Just a _____3, I'll check. ... It's OK, it's closed.
 - A Oh, great. Thanks a lot. I 4 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 hibited own ideas

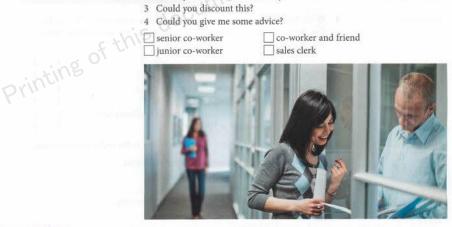
my drawer / my door / the safe	open / closed
my computer / the heater / the air conditioner	on / off

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?
 - co-worker and friend
 - 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?