

3.4 Speaking and writing

GOALS ■ Make requests ■ Use opening and closing phrases in an email

Listening & Speaking making requests

- 1 Work with a partner. What requests do students and teachers make on the first day of a computer course? Make a list.
- 2 **3.15**))) Listen to a teacher talking to a class of students on the first day of a computer course. Are any of the requests the same as yours in exercise 1?
- 3a Match requests 1–6 from the listening to answers a–f. Which answers are positive (+) and which are negative (-)?
 - 1 Could I open the window?
 - 2 Could you give your personal details to the administrator?
 - 3 Could I send them by email later?
 - 4 Can you repeat that, please?
 - 5 Can we use the computers after class?
 - 6 Can we leave our books and bags in the computer room?
 - a Sorry, but I don't have them with me today.
 - b Yes, of course. It's really hot in here.
 - c That's fine. Just tell the administrator before you leave.
 - d I'm afraid not. There are evening classes in that room from 6 p.m.
 - e Yes, of course, but you need a password.
 - f Sure. It's student451. That's S-T-U-D-E-N-T-451.

b **3.16**))) Listen and check your answers.

c Work with a partner. Take turns to practise the requests and answers in exercise 3a.

4a **3.17**))) Listen to some sentences from the Language for speaking box. Notice that the intonation rises \nearrow at the end of *yes/no* questions, and falls \searrow on the answers.

- 1 A *Can I sit here, please?* \nearrow
 B *Of course you can.* \searrow
- 2 A *Could I leave early tomorrow?* \nearrow
 B *I'm sorry, but that's not possible.* \searrow

b **3.17**))) Listen again and repeat.

5 Work with a partner. Complete the requests with verbs from the box.

bring call leave lend park pay tell use

- 1 Can I bring a friend with me?
- 2 Could you _____ me at my office in the morning?
- 3 Can I _____ the phone?
- 4 Could you _____ me some money for the bus?
- 5 Can I _____ my coat here?
- 6 Can I _____ here for about an hour?
- 7 Could you _____ me the time?
- 8 Can I _____ for this later?

6 Work with a partner. Take turns to make and answer requests with the eight questions in exercise 5. Use the Language for speaking box to help you.

LANGUAGE FOR SPEAKING making requests

Making requests

Can I/we sit here, please?
Could I/we start the meeting?
Can you pass me the salt?
Could you open the window, please?

Answering requests

(+) *Yes, of course.*
Yes, that's fine.
Sure.

(-) *I'm afraid not.*
No, I'm sorry, but ...

NOTE: We use *Could I/Could you*, not *Can I/Can you*, when we want to sound more formal and polite.

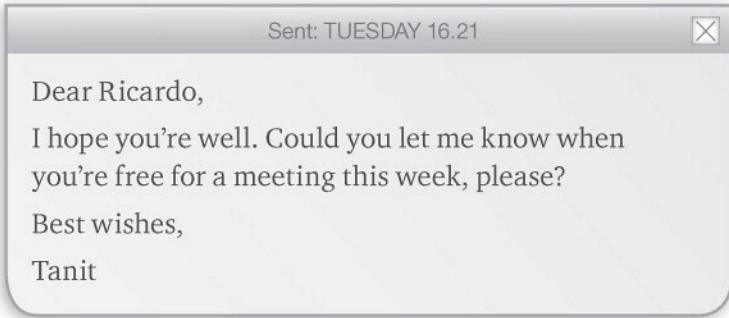
7 **TASK** Work with a different partner. Look at the situations 1–3. Take turns to make and answer requests. Think of three requests for each situation.

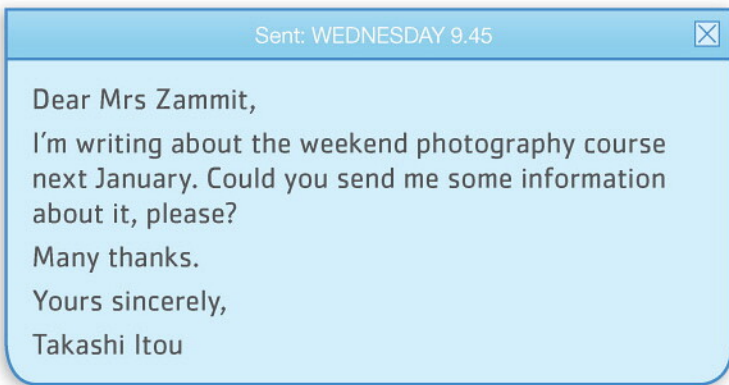
- 1 first day staying with an English-speaking family
- 2 joining a library
- 3 staying in a hotel

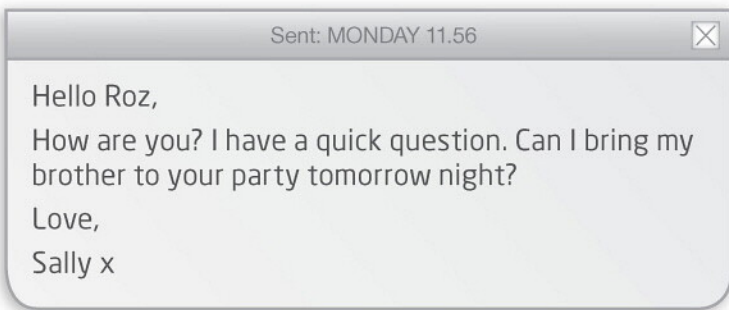


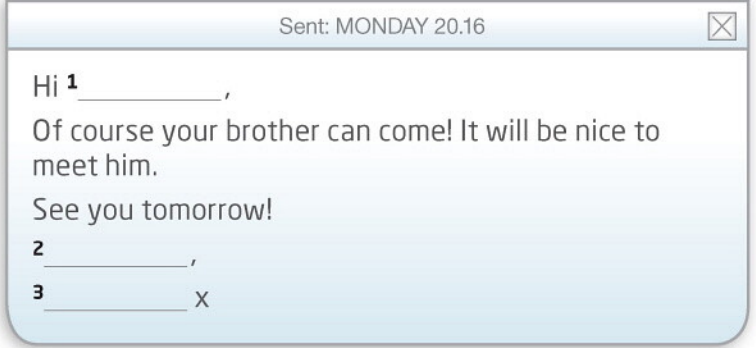
Reading & Writing opening and closing an email

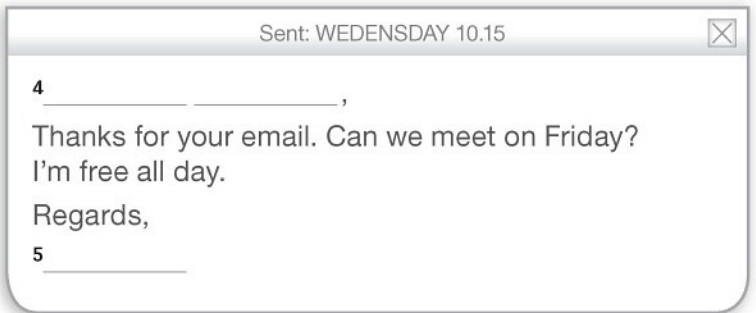
8 Work with a partner. Match emails 1-3 to replies a-c.

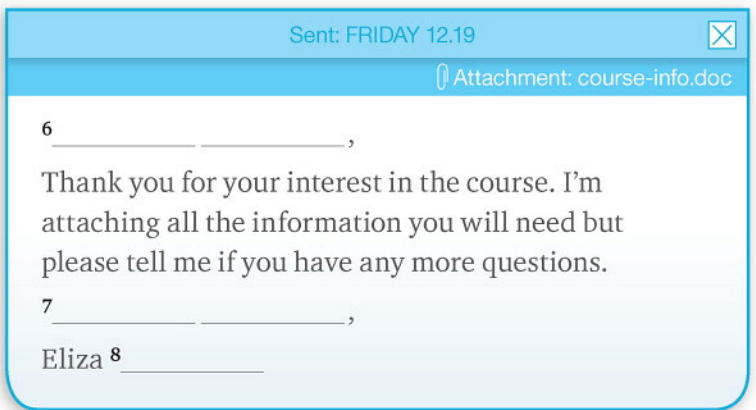
1 

2 

3 

a 

b 

c 

9a Work with a partner. Look again at emails 1-3. How well do the people know each other?

b Complete the gaps in emails a-c with names and phrases. Use the Language for writing box to help you.

LANGUAGE FOR WRITING
opening and closing an email

FORMAL

*Dear Mr/Mrs/Ms/Miss Gulzar,
Yours sincerely,*

*Dear Patricia,
Best wishes,/Regards,*

*Hi/Hello Johan,
All the best,/Love,*

INFORMAL

10a **TASK** Look at requests 1-3. Choose one of them and write a short email. Decide how well you know the person you are writing to.

- 1 ask a colleague to go for lunch
- 2 ask a hotel about a car park
- 3 ask another student to join your study group

b Swap emails with a partner and write a reply.

c Return your email to your partner. Are the phrases for opening and closing the email correct?