

9.4 Speaking and writing

Speaking asking for help and giving advice

- 1 Put the conversation in the correct order 1-8.
- 1 Hello. Please have a seat. Now, what can I do for you?
 - It's one tablet with meals three times a day. And you mustn't do any sport for a week.
 - Right. Thanks very much for your help.
 - Let me have a look. It isn't broken, but I don't think you should walk on it.
 - Yes, it hurts a lot. Could you give me something for the pain?
 - OK. How often should I take the tablets?
 - I've hurt my foot. I was playing football and I fell over.
 - Yes, I'll give you some painkillers. You could try putting ice on your foot, too.

2a Complete the conversation with the phrases in the box.



It's a good idea How can I help you? I think you should
Have you got anything you could try You mustn't

- A Morning. 1 How can I help you?
- B Hello. 2 _____ for a cold?
- A Well, there isn't much I can do really.
3 _____ go home and get lots of rest.
- B Can you give me something for my cough? It's very annoying.
- A Yes, 4 _____ this medicine. Take it every six hours until the cough goes away.
- B Right.
- A 5 _____ to drink lots of water, too. And keep warm. 6 _____ go out.
- B OK. Thank you very much.

b 9.3))) Listen and check your answers.

Writing a formal covering letter

3 Complete the letters with the words in the box.

additional Dear details enclose enclosed faithfully
hear hearing like Madam sincerely wish

1 Dear Mr Thompson

I 2 _____ to apply for your MovNat course in the first week of June.

As requested, I 3 _____ my completed application form in English and a current medical certificate.

Please contact me if you require any 4 _____ information.

I hope to 5 _____ from you soon.

Yours 6 _____

Jens Schmidt

Dear Sir / 7 _____

I would 8 _____ to request a refund for the T-shirt that I purchased from your company.

Please find 9 _____ the T-shirt and my completed returns form.

Please inform me if you require any further 10 _____.

I look forward to 11 _____ from you.

Yours 12 _____

Mitsuki Akimoto

I can ...

| | Very well | Quite well | More practice |
|---------------------------------|-----------------------|-----------------------|-----------------------|
| use verbs and prepositions. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| ask for help and give advice. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| write a formal covering letter. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |