

Offering Helps and Services

Tujuan Pembelajaran

Dengan menerapkan model pembelajaran Problem Based Learning peserta didik mampu:

- menganalisis, menyimpulkan makna, dan mengevaluasi fungsi sosial, struktur teks, dan unsur kebahasaan teks fungsional pendek yang mengandung ungkapan / ekspresi tawaran bantuan (offering help) yang disajikan dalam bentuk multimoda secara kritis bekerjasama, dan mandiri.
- merancang dan mengaplikasikan teks interaksi transaksional lisan yang melibatkan tindakan mengungkapkan tawaran bantuan (offering help) sesuai konteks penggunaanya secara bekerjasama.

Offering Helps and Services

Understanding the concept

Offering help is a fundamental aspect of effective communication and social interaction. It reflects empathy and kindness, making it a valuable skill in both personal and professional settings. This module will guide students through the nuances of offering help, including language use, tone, and cultural considerations.

Offering help is more than just providing assistance; it's about showing empathy, building relationships, and creating a supportive environment for everyone involved.

Social Function of Offering Help:

- **Strengthening Relationships:** Offering help can solidify existing relationships by showing care and consideration, which can lead to stronger emotional connections and trust.

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- **Creating Community Bonds:** Acts of assistance, whether small or large, contribute to a sense of belonging and interconnectedness within communities, promoting a supportive environment.
- **Encouraging Reciprocity:** By offering help, individuals often create a cycle of giving and receiving, which can lead to mutual benefit and support over time.
- **Promoting Empathy and Understanding:** Helping others can increase empathy and understanding of different perspectives, fostering a more inclusive and compassionate society.
- **Its social function is for having good interpersonal relationship with others by offering services/helps**

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Language Features of Offering Help:

- **Politeness and Courtesy:** Offers often include polite language, such as "Would you like me to...?" or "Can I help you with...?" to show respect and consideration.
- **Clarity and Directness:** While maintaining politeness, offers should be clear and direct to ensure the recipient understands what is being offered.
- **Conditional Phrasing:** Offers may include conditional language, such as "If you need," or "Should you require," to provide the recipient with the choice to accept or decline.
- **Empathy and Reassurance:** Language used in offering help often conveys empathy, ensuring the recipient feels comfortable and supported, such as "I understand this might be difficult, let me help."

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Offering Services	Responses	
	Positive	Negative
May I help you?	Sure, thank you	No, Thanks. I can handle it myself
Shall I help you	Yes, please. If it is not too much trouble.	No, Thanks. I can manage it myself.
Do you want me to help you?	Thank you so much. I'd appreciate it	No, thanks. It's okay.
Is there anything I can do?	Yes, please. Thanks a lot	No, thanks. I don't want to bother you
Give me a shout if you need anything.	If you wouldn't mind	
Can I give you a hand?	What a heart you've got	

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Understanding the concept

EXAMPLES:

A.

Seller: Good morning, do you need help?

Buyer: Yes, I need to buy a cup of coffee.

Any recommendation?

Seller: Sure! Cappucino's popular here. Do you want to try?

Buyer: Okay, I will buy it.

Seller: Do you need a paper bag?

Buyer: No, thank you

B:

Receptionist: Good morning, welcome to Country Heritage Hotel How may I help you?

Guest: I need help to carry those bag to my room.

Receptionist: Okay, I'll call the staff to deliver it to your room.

Viewing

Pre test

<https://wordwall.net/resource/80203590>

Warming up activity:

Questions:

1. What will you do if you see someone bring so many tools in his/her hands?
2. What will you do if you see someone loses his/her belongings?
3. What do you offer if you see someone feel thirsty?

Take one of the following videos. Watch it carefully and then answer the questions based on it.

<https://youtu.be/teQcgCmpDyYsi=T2qWOWS71q3kpB7Q>

Questions:

1. What is the video about?
2. What is offered?
3. What is offering help?
4. What is its social function?
5. What is the difference between Shall I and Can I?

Viewing

https://youtu.be/NzYxS_Xy0oM?si=lg_L9cX-1ZON7LBj

Questions:

1. What is the video about?
2. Where does the conversation take place?
3. What's wrong with Tom?
4. Will Tom accept Ana's offer at the first time?
5. What should Ana do to help Tom?

<https://youtu.be/gORkPo1xzSA?si=KLN0Ar0ac3eNWFON>

1. What is the video about?
2. For the first dialog, where does the conversation take place?
3. Based on the second dialogue, where does the man go?
4. According to the third dialog, will Riza accept Dea's offer?
5. Based on the fourth dialog, what does Diana offer to Hamada?

Viewing

Complete the table based on the video you have watched.

No	Expressions of Offering	Positive responses	Negative responses
1.			
2.			
3.			
4.			
5.			

Speaking

Warming up activity:

Pertanyaan Awal:

- Do you still remember about our discussion on the last meeting?
- What is it about?

Pertanyaan Pemantik:

1. Have you ever had breakfast//lunch/dinner in a restaurant?
2. How does the waiter/waitress offer you?
3. What does she/he say?

Look at the following pictures:



Questions:

1. What pictures are they?
2. What place are they?
3. Who are they?
4. What are they doing?
5. What does the man say?

Speaking

Match the offering with the replies.

Staff: Excuse me mom. May I help you with your suitcase?

Guest: _____

Man: Is there anything I can do for you?

Foreigner: _____

Host: Can I take you a cup of hot chocolate?

Guest: _____

Waitress: Would you like to have some more snacks?

Customer: _____

- Yes. Do you know where the screen house 6 is?
- No, Thank you I don't like chocolate.
- That would be so helpful. Thanks
- Yes, please. That's very kind of you.
- Certainly. Thank you very much.

Arrange the jumbled sentences to make good dialogues.

1. Do you want me to copy these files? Not at all. I'll be happy to copy them. Yes, if it is not burden you. Thanks. It is very helpful.

2. Do you know when he'll be back? Good morning. East West Seed Company. What can I do for you? He will be back around 2 p.m. Can I take your message? I'm sorry Mr. Andrew is out at the moment. Yes, I'd like to speak to Mr. Andrew White.

Speaking

Work in pairs, please choose one of the situations Then, create a dialog based it. Finally perform it.

A. When you are having a trip and staying in a hotel, you want to go to the nearest shopping center. You don't know where it is, so you ask the hotel receptionist. It's not very far, but you can go by bus or a taxi. You are reluctant to go for a walk in such a midday. The receptionist offers to call a taxi for you

B. You are in a bookstore. You want to find a book about writing a good essay in English because you have homework from your English teacher to write an essay. You don't know the title of the book. A shop assistant comes to you and offers help to find it. After finding it, you may ask about the price, any discount or not.

C. As a ticket agent, you offer help to a train passenger who wants to change his schedule because of his business meeting schedule outside the town is changed into two day in advance.

Resume and Reflection

- Offering helps and services.
- I have learned about offering helps and services.

Positive

Post Test

Do the test individually by clicking the link below.

<https://quizizz.com/join?gc=99406563>