



CLB 5 Asking for Help and Clarification

Use Polite Phrases

- **Do you mind?**

Example: **Do you mind** helping me for a second?
I don't know how to do this.

SPEAKING TIP

Use polite phrases when you are asking for help or for clarification.

- **Would you mind?**

Example: Hi there, **would you mind** giving me a minute?
I don't understand the instructions.

- **Could you please?**

Example: Pardon me, **could you please** give me a minute?
(Can you...?) I have trouble using the computer.

- **Could I?**

Example: Excuse me, **could I** ask you a question please?
Where are the cleaning supplies?

- **May I ?**

Example: **May I** stop you for a minute?
I want to ask you about the work schedule.

Instructions:

1. Look at the cards and make your own conversation.
2. Practice with a partner.
3. Switch roles and do it again.
4. Give your partner feedback.

SPEAKING TIP:

Make sure you use polite phrases when you ask for help.

Time Sheet Employee Name Title First Last Suffix Project Date MM / DD / YYYY Billable Hours MM : SS AM PM Rate Per Hour \$ Dollars Cents Notes Submit	You must do your time sheet on the computer. You have never done this before.
	Your uniform is dirty. You don't know where to take it for cleaning.
	You need a ladder to do a job. You don't know where to find one.
	You need to talk to human resources about your pay. You don't know where the office is.

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Feedback:

Did your partner _____

YES

NO

Greet you politely or say "Excuse Me"?

☐☐

Explain the problem?

☐☐

Ask for help?

☐☐

Use polite phrases?

☐☐

Say Thank you?

☐☐

