



MADRASAH ALIYAH NEGERI 3
Sleman - Yogyakarta
Boarding School & Madrasah Para Juara



**LEMBAR KERJA PESERTA DIDIK
(LKPD) DIGITAL
MATA PELAJARAN BAHASA INGGRIS**

Name :

Class :

Student Number :

MATA PELAJARAN : BAHASA INGGRIS

KELAS : XII

A. Kompetensi dasar

- 3.1 Menerapkan fungsi sosial, struktur teks, dan unsur kebahasaan teks interaksi interpersonal lisan dan tulis yang melibatkan tindakan menawarkan jasa, serta menanggapiinya, sesuai dengan konteks penggunaannya. (Perhatikan unsur kebahasaan *May I help you?, What can I do for you? What if ...?*)
- 4.1 Menyusun teks interaksi interpersonal lisan dan tulis sederhana yang melibatkan tindakan menawarkan jasa, dan menanggapiinya dengan memperhatikan fungsi sosial, struktur teks, dan unsur kebahasaan yang benar dan sesuai konteks

B. Tujuan Pembelajaran

Setelah mempelajari modul ini diharapkan siswa dapat

- (1) menjelaskan pengertian ungkapan Offering Help/Service
- (2) mengidentifikasi ungkapan Offering Help/Service
- (3) menentukan ungkapan Offering Help/Service

C. Materi

a) Offering Help/Service

Offering help/service is a polite way to react about situations. It's a good habit if we like helping people. In some situations, people have a job to serve customers, such as receptionist, customer service, librarian, shop assistant, and waiter. Now read the dialogue!

Librarian	: May I help you?
Alice	: Yes, please. I can't find the book entitled "Syntax"
Robby	: The catalogue shows that the book is in the shelf C 48, but we can't find it.
Librarian	: Let me see. Is it the book you are looking for?
Alice	: Yes, it is. Thank you very much.
Librarian	: You are welcome



b) Social Function of Offering Help

The social function of offering help/service to others is to maintain interpersonal relationship with others by offering help/service.

c) Language Features of Offering Help/Service

To offer help/service, we usually use the following expressions and the responses

Offering Help/Service	Accepting Help/Service	Refusing Help or Service
▪ May I help you?	▪ Yes, please	▪ Please, don't bother
▪ Can I help you?	▪ Thank you very much	▪ Thanks. I can manage myself.
▪ Would you like me to (do something)?	▪ Thanks for your help	▪ Thank you, but there is no need to.
▪ Do you want me to (do something)?	▪ That's very kind of you	▪ No, that's quite all right
▪ What shall I do for you?	▪ You helped me a lot	▪ No, thanks
▪ Let me help you?	▪ If you don't mind it.	▪ No, don't bother
▪ Do you need any help?		

d) Structure of Offering Help/Service

Read the following dialogue

- Ima : **May I help you?** (Offering help)
- Ria : **Yes,** I need a dictionary (Response)
- Ima : Oh, there are many dictionaries that we have.
- Let me show you,** then you can choose what you want. (Offering help)
- Ria : **Thank you** (Response)

e) Now, please watch this video!

f) Task 1

Read the dialogue and choose the best answer!

Questions number 1 to 4 are based on this following dialogue!

Wina : Good morning. May I help you?
Mrs. Diana : Yes, please. I'd love to buy a hat.
Wina : Oh, right here, Madam
Mrs. Diana : I like this one, but do you have the brown one?
Wina : Sure. Wait for minutes. I'll take it for you
Mrs. Diana : Alright
Wina : Here you are, Madam.
Mrs. Diana : Can I try it on?
Wina : Sure. Oh, what if I take the mirror for you?
Mrs. Diana : Yes, please
Wina : This is the mirror, Madam
Mrs. Diana : Thanks. Well, it looks pretty. I'll buy this hat

Choose the best answer based on the dialogue!

1. What is the dialogue about? It is about

A. Buying a hat

- B. Buying a mirror
 - C. Trying a hat
 - D. Trying a mirror
 - E. Going to the supermarket
2. Where does the conversation probably take place?
- A. In the private room
 - B. In the kitchen
 - C. In the harbor
 - D. In the shop
 - E. In the barber
3. Who are the speakers?
- A. A doctor and a patient
 - B. The lady and a madam
 - C. A madam and a gardener
 - D. A receptionist and a customer
 - E. A shopkeeper and the customer
4. Which one of the expression of offering help/service in the dialogue?
- A. What can I do for you?
 - B. May I help you?
 - C. Let me help you?
 - D. Please, help me?
 - E. Ok, let's do it.

Questions number 5 to 7 are matching between dialogue and the place!

5.

A: Good morning, Sir. Welcome to Orchid Hotel.

May I help you?

B: Good morning. Well, I'd like to reserve a room.



6.

A: Good evening. Can I help you?

B: Yes. May I have the menu, please?



7.

A: Need some help, Mom?

B: Sure. Can you wash these vegetables?

A: Okay, Mom.



Questions number 8 to 10 are completing the dialogue by dragging and dropping!

Mario: Excuse me. Is there anything I can help you, Ma'am? _____

Arina: Oh yes, thank you. I want to go to the post office. _____

Mario: Go straight until the cross roads. Then turn left. The post office is in front of a bank.

Arina: Okay. _____, Sir.

How can I get there?

You look lost.

Thank you for your help