

GRAMMAR

Modal Verbs Used on Telephone

1	would + like for showing your desire
Form	would + like + to + inf. (V) ...
Usage	To say what you want or what you want to do
Example	I would like to arrange an appointment to see her. I'd like to make an appointment with the manager.
2	would / could for polite requests
Form	Will / can / would / could + you + Inf. (V) ...?
Usage	To make requests on the telephone such as asking to leave a message:
Example	<i>Could you please take message?</i> <i>Would you please let him know that I called?</i> <i>Could you please ask him/her to call me back?</i>
3	would / could for opinion
Form	Would + Subject + inf. (V) ...?
Usage	To give polite opinion on arranging an appointment
Example	Would next Thursday be fine? Would it be possible to meet at 9:30 a.m.?
4	Would you mind for very polite requests
Form	Would you mind + Ving ...?
Usage	To make polite requests
Example	Would you mind giving her my message? Would you mind leaving a message?
5	Would rather for showing preference
Form	Would + rather + inf. (V)
Usage	To show what you prefer
Example	I would rather call him before 8:00. We would rather arrange the meeting on Monday morning.

Match the expression on the right to complete the sentences or questions on the left.

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| 1. I'd like | a. than anywhere else. |
| 2. Would you like | b. See our holiday photos? |
| 3. I'd rather | c. Making so much noise? |
| 4. I'd rather live in Cape Town | d. Something to drink. |
| 5. Would you please? | e. Have a cup of coffee. |
| 6. Would you like to | f. Taking your shoes off? |
| 7. I'd really like to before we go to sleep. | g. A glass of water. |
| 8. I've just washed the floor. Would you mind | h. Show me some ID. |
| 9. I've got a headache. Would you mind not | i. She's having some lunch. |
| 10. 'Why doesn't Emily answer her phone?'
'It's late! I would imagine | j. She's asleep. |
| 11. 'How old do you think Dennis is?'
'I'm not sure. He's I would guess.' | k. Finish this book. |
| 12. 'Where's Monica? We have a meeting at one.'
'I would think ... She'll be back soon.' | l. About 50. |