

## 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** Could you please *take* message?

*Would you please let him know that I called?*

*Could you please ask him/her to call me back?*

#### 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.

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.