

# 5.4

## WORK SKILLS Can I ask a favour?

### Lesson outcome

Learners can ask for a favour, offer help and respond to offers and requests for help.

#### Lead-in 1 Who can you ask these questions?

a colleague the IT team your manager other

- 1 Can you look at my computer? I can't send emails. *a colleague, ...*
- 2 I can't find my copy of the budget report. Do you know where it is?
- 3 Can you help me finish this report?
- 4 Can I leave early today? My daughter's not well.
- 5 Do you know Anna's email address?

#### 2 5.05 Put the sentences in the correct order. Then listen and check.

##### Conversation 1

- OK. Found it. Thanks. \_\_\_\_\_
- Oh ... it's in the 'product descriptions' folder. \_\_\_\_\_
- Sorry, Paul, can I ask a favour? 1 \_\_\_\_\_
- Sure, Tony. How can I help? \_\_\_\_\_
- I can't find the presentation we're working on. Where did you save it? \_\_\_\_\_

##### Conversation 2

- OK, thanks. \_\_\_\_\_
- I'm looking for Viktor Dorret's contact details. Do you have them? \_\_\_\_\_
- Monika, do you have a minute? \_\_\_\_\_
- Just a minute. Here they are. I'll email them to you. \_\_\_\_\_
- Yes, sure. How can I help? \_\_\_\_\_

#### VIDEO 3A 5.4.1 Watch the video without sound. Do Martin, Jack and Andrea ask for help or offer help?



Martin



Jack



Andrea

#### B Watch the video with sound. Choose the correct option.

- 1 Why does Martin need to leave early?
  - He is not well.
  - He wants to work from home.
  - His daughter is not well.
- 2 What does Yumiko want to know?
  - If Martin will be at work tomorrow.
  - If Martin can work from home.
  - If Martin finished the report.
- 3 Why does Jack offer to help Paulo?
  - Paulo can't use the photocopier.
  - Jack wants to use the photocopier.
  - Paulo asks him for help.
- 4 What does Paulo need help with?
  - Putting paper in the photocopier.
  - Sending a document from his computer.
  - Changing the ink in the photocopier.
- 5 Why does Andrea need help?
  - She doesn't know how to do the task.
  - Her computer doesn't work.
  - She has problems with her deadline.
- 6 Why can't Rachel help her?
  - She needs to finish some presentation slides.
  - She needs to finish a report.
  - She has a meeting.

#### 4 Work in pairs. Are these problems common at your workplace or place of study?