

How to ask for something

In this lesson you will learn polite and more direct ways of asking for things.

Starter

- 1 What do you often ask the following people for?
 - a boss
 - a bank manager
 - a customer
 - a colleague
 - a supplier
- 2 Talk about the last time you asked these people for these things. Did anything unusual happen?



Expressions



- 1 Listen to the conversation and answer the questions.
 - 1 Who are the speakers?
 - 2 What do they ask for?
 - 3 Who is polite? Who makes demands? Why?

dealing with people

Speaking

- 1 Make a suitable request for the following situations. Try to use phrases from Expressions and the Language box. Your teacher will respond to your requests.
 - 1 You ordered twenty colour cartridges for your printer. Unfortunately, you received black cartridges instead. Call the supplier and ask them to correct the order.
 - 2 You ask your boss if you can have the morning off next Friday because you need to sign some papers at the bank.
 - 3 You ask for a return train ticket to Oxford at the ticket office.
 - 4 Your colleague keeps forgetting to finish the report you have both been working on. It needs to be sent to head office today. You call him to help him remember.

- 2 Listen to four conversations role-playing situations 1-4. Compare them to your requests.



Hint

Be careful with pronunciation when making requests.

Polite requests are made with high intonation
(the voice goes up).

Demanding requests are made with lower intonation
(the voice goes down).

Writing

2 Look at the extracts from the conversation. Complete them with the phrases used for asking for something.

- 1 Hello, I speak to Susan Crowley, please.
- 2 Would you me a duplicate?
- 3 Now we'd pay for the computers.
- 4 Do you wait until next month?
- 5 We pay before the end of June.
- 6 If we payment by then, we'll have to send someone round to pick up the computers.

3 Look at the extracts in 2 again. Mark them polite (P) or demanding (D). Then explain your decision to your teacher.

Language box

We can use *would like* in different ways to ask people for something:

I'd like a cup of tea, please.

I'd like to phone home, if you don't mind.

We'd like you to send the cheque today.

The following verbs can also use the verb + object + infinitive pattern.

advise	ask	expect	need
remind	tell	warn	

We would ask you to pay in full by 1st May.

We have warned them to pay promptly.

Remember to use -ing after *Would you mind*:

Would you mind opening the window?

Not: Would you mind to open the window?

Look

Lesson record

3 new words from this lesson 3 useful phrases from this lesson

1	1
2	2
3	3

Things to remember

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