



PRACTICE TIME!

Polite expressions. Offering help. Requests and responses. Can / Could.



Objective: Atender clientes con cortesía. Responder solicitudes comunes.
Manejar expresiones de servicio.

Level: A1-B1

1. MATCH THE EXPRESSIONS

Match the expressions (a-f) with their correct function (1-6).

- | | |
|-----------------------------------|------------------------------|
| a) How can I help you? | 1. ___ Offering help |
| b) Could you repeat that, please? | 2. ___ Asking for repetition |
| c) Certainly. | 3. ___ Positive response |
| d) Can I assist you? | 4. ___ Offering help |
| e) No problem. | 5. ___ Accepting / It's okay |
| f) You're welcome. | 6. ___ Responding to thanks |



2. CHOOSE THE BEST OPTION

Circle the correct option.

1. Can / Could I have a map of Granada, please?
2. How can / could I help you today?
3. Could / Can you show me the Wi-Fi password?
4. Can / Could I get a taxi to the bus station?
5. Certainly, I can / could help you.
6. You're welcome / problem!



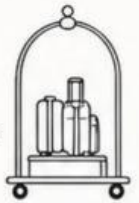
3. COMPLETE THE DIALOGUES

Fill in the blanks with can or could and the correct polite expression.

- A**
- Guest: Excuse me. _____ you help me?
Staff: Of course. How _____ I help you?
Guest: _____ you tell me where the restaurant is?
Staff: Yes, certainly. It's on the first floor.
Guest: Thank you!
Staff: _____. Enjoy your stay!



- B**
- Guest: Hello. _____ I have extra towels?
Staff: _____. How many do you need?
Guest: _____ I have two, please?
Staff: Sure. I _____ bring them right away.
Guest: Great, thanks!
Staff: _____ !



4. WRITE APPROPRIATE REQUESTS

Write polite requests using could.

-  ask for the Wi-Fi password _____
-  ask for the menu _____
-  ask for directions to the cathedral _____
-  ask for a taxi _____
-  ask for late check-out _____

Be polite,
be professional,
be amazing!



5. REARRANGE THE SENTENCES

Put the words in the correct order.

1. I / can / help / you / ? / How _____
2. Could / repeat / you / please / that / ? _____
3. show / me / could / the / you / map / ? _____
4. here / is / Wi-Fi / the / password / . _____
5. welcome / You're / . _____

Happy
guests,
great service!



★ Great service starts with polite words! ★