Let's Be Polite! – Speaking through cultural awareness

Language Skill: Speaking

Level: Intermediate (B1)

Objective: Practice polite expressions in real-life situations and develop intercultural competence.

Activity 1: Matching Time – Which is the correct expression?

Instructions: Match each situation with the most appropriate polite expression.

Situation	Expression Options
You need help finding the restroom in a restaurant.	A. "Excuse me, could you tell me where the restroom is?"
You accidentally stepped on someone's foot.	B. "I'm so sorry, I didn't mean to!"
You meet your teacher in the hallway.	C. "Good morning, nice to see you!"

Answer space:

1. _____

2. _____

3. _____

Activity 2: Polite or Not?

Instructions: Read each phrase and mark whether it is Polite (✓) or Impolite (✗). Justify your answer.

LIVEWORKSHEETS

Phrase	Polite ✓ / Impolite ✗	Why?
"Move!"		
"Would you mind opening the window, please?"		
"Give me your phone."		
"Sorry to interrupt, may I ask a question?"		

Activity 3: Role-play Situations

Instructions: Work with a partner. Read the situations and act out a short dialogue using polite expressions.

Situation	Objective
You're at the airport and need help finding Gate 12.	Practice how to ask for help politely.
You arrive late to class and want to apologize.	Practice apologies with proper tone.
You meet a new friend's parents for the first time.	Practice formal greetings.

Activity 4: Complete the Dialogues

Instructions: Complete the dialogues using appropriate polite expressions. Use phrases like: Excuse me, Would you mind…, Could I…, I'm sorry, That's very kind of you.

LIVEWORKSHEETS

1. At a coffee shop

A: _____, could I get a cappuccino to go?

B: Of course! Anything else?

A: No, thank you. _____!

2. In class

A: _____, Professor, may I speak with you for a moment?

B: Sure, go ahead.

A: _____ for interrupting.

Activity 5: Create Your Own Dialogue

Instructions: Create a short dialogue (5–6 lines) between two people in one of the following situations. Use at least three polite expressions.

Options:

- At a medical office
- In a clothing store
- In a work video call

Use the space below:

Dialogue:

_____

_____

_____

_____

_____

_____

LIVEWORKSHEETS

Polite Expression Word Bank

Excuse me

Could you please…

I would like to…

Thank you very much

I'm terribly sorry

That's very kind of you

May I…

I didn't mean to…

LIVEWORKSHEETS