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?
b) Could you repeat that, please?
c) Certainly.
d) Can I assist you?
e) No problem.
f) You're welcome.

1. _____ Offering help
2. _____ Asking for repetition
3. _____ Positive response
4. _____ Offering help
5. _____ Accepting / It's okay
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

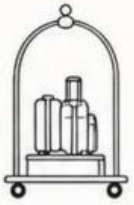
Fill in the blanks with can or could and the correct polite expression.

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 _____

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 / . _____

★ Great service starts with polite words! ★

LIVEWORKSHEETS