



CLB 5 Asking for Help and Clarification

Use Polite Phrases

- **Do you mind?**

Example: Do you mind helping me for a second?
I don't know how to do this.

- **Would you mind?**

Example: Would you mind giving me a minute?
I don't understand the instructions.

- **Could you please?**

Example: Could you please give me a minute?
(Can you...?) I have trouble using the computer.

- **Could I?**

Example: Could I ask you a question please?
Where are the cleaning supplies?

- **May I ?**

Example: May I stop you for a minute?
I want to ask you about the work schedule.

SPEAKING TIP




Use polite phrases when you are asking for help or for clarification.

Instructions:

1. Look at the cards and make your own conversation.
2. Practice with a partner.
3. Switch roles and do it again.
4. Give your partner feedback.

SPEAKING TIP:

Make sure you use polite phrases when you ask for help.

<p>Time Sheet</p> <p>Employee Name</p> <p>Title First Last Suffix</p> <p>Project</p> <p>Date</p> <p>MM / DD / YYYY</p> <p>Billable Hours</p> <p>HH : MM : SS AM/PM</p> <p>Rate Per Hour</p> <p>\$ Dollars Cents</p> <p>Notes</p> <p>Submit</p>	<p>You must do your time sheet on the computer. You have never done this before.</p>
	<p>Your uniform is dirty. You don't know where to take it for cleaning.</p>
	<p>You need a ladder to do a job. You don't know where to find one.</p>
	<p>You need to talk to human resources about your pay. You don't know where the office is.</p>

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Feedback:

Did your partner _____

YES

NO

Greet you politely or say "Excuse Me"?

☐☐

Explain the problem?

☐☐

Ask for help?

☐☐

Use polite phrases?

☐☐

Say Thank you?

☐☐

