

3. a. Turn each of the following into polite requests as shown in the example.

(i) Open the door. (To a stranger in the train).  
→ Could you please open the door?

(ii) Send me a mail on this (To a junior colleague at work).  
→ Will you please send me a mail on this?

(iii) Lend me your camera for a day. (To your neighbour whom you don't know very well).  
→ Could you please lend your camera for a day?

(iv) Gives us some notes on this topic (To your Teacher).  
→ Could you please give us some notes on this topic?

(v) Buy me a drink (To your friend).  
→ Will you please buy me a drink?

4. a. Work with a partner and make appropriate requests in each of the situation given below.

(i) Your car breaks down. You want a ~~push~~ passer-by to push it.

→ Me: Excuse me, our car is broken down, so we have to push it, could you please help us to push the car?

passer: Sorry, I am late for office so I can't help you.



(ii) You are travelling by train. You want a co-passenger to move a little and make room for a friend of yours.

→ Me :- Excuse me sir/ma'am, my friend is standing and here is some space to sit him, so could you please move a little?

co-passenger :- of course.

(iii) You have been asked to submit a project proposal by tomorrow morning. You are not completely prepared for it. You need another day to finish it. You want to ask your manager for extra time.

→ Me :- ~~Sorry~~ Sorry sir, but I am not completely prepared to submit project proposal at tomorrow morning, so could you please give me some extra time?

Manager :- ~~Sorry~~, But tomorrow is last day to submit the project so I can't give you extra time.

(iv) → Me :- Hey, I'm too late today and I won't get a bus at this time, so can you drop me to my home?

Colleague :- of course, get in a car.



# I- Understanding Telephone Communication.

## 1. a. Advantages and disadvantages of telephone communication.

Advantages	Disadvantages
You can call to anyone, from anywhere at anytime.	One person must present to receive the call.
Calls can be made 24/7	Due to poor signal, the quality of calls will be poor.
The conversation between two people will be private.	Some time you can't speak when you need because line might be engaged when you call someone.

## 1. b. List the problems and communication solutions of telephone communication.

Problems	Solutions.
Misunderstanding may possible because one person can't see to other person lack of body language is there.	Clarification of voice plays important role in telephone communication which can replace the body language.
with mobile calls. If person move out of range of transmitter then call get cut off.	During the calls, you must available with range or signals stay on that place which have much range to attend the call.



2.a. List a things which required for making telephone communication.

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- (i) We need a telephone or mobile.
  - (ii) Check mobile/telephone number. it right or not.
  - (iii) Check the signal quality before call.
  - (iv) Check the talk-time balance. and make a
  - (v) call.

2.b. Listen to an expert speaking on the preparation you should make before making telephone calls and expand your list.

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- (i) Before you make a call, think about the purpose.
  - (ii) In this communication, there haven't any visual cues, so we need to communicate everything verbally.
  - (iii) You need to listen as well to another person.
  - (iv) Try to bring your idea in a structured or easy way by which another can understand.
  - (v) Don't be tempted to do other things at the same time.