



Facultad Regional Venado Tuerto

TECNICATURA UNIVERSITARIA EN PROGRAMACIÓN

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INGLÉS I

UNIT 3

- ❖ Communicative functions



5th Grade

Offering Help and Asking for Help

Activity 29



Read



Classify



Write

Read the following questions and statements, classify and write them in the correct category.

I don't understand.

May I offer my assistance?

Can I give ~~x~~ you a hand?

I need help.

I need a favor.

Do you ~~X~~ need any help?

Would you ~~X~~ like my help?

Give me a hand.

Offering help:

Do you need any help?

Can I give you a hand?

May I offer my assistance?

Would you like my help?

Asking for help:

Answer key: Offering help; May I offer my assistance? / Can I give you a hand? / Do you need any help? / Would you like my help? / Asking for help; I don't understand. / I need help. / I need a favor. / Give me a hand.

Answer key: Offering help; May I offer my assistance? / Can I give you a hand? / Do you need any help? / Would you like my help? / Asking for help; I don't understand. / I need help. / I need a favor. / Give me a hand.





5th Grade

Working Together

Activity 30

Look Read Write

Write phrases in the speech bubbles to make a conversation.

I need help

Could you help me?

Would you help me?

Can you help me?

-Can you help me?

-I need help.

-Could you help me?

-Would you help me?



Sure. How can I help you?

Yes, of course.

Yes.

What can I do for you?

-Sure. How can I help you?

-What can I do for you?

-Yes, of course.

- Yes.

63 I can ask for things

A Requests and responses

Requests (in the classroom)	Responses
Can you bring the dictionaries here, please?	✓ Sure. OK. Yeah, sure. Yeah, no problem. Yes, of course.
Could you finish this exercise for homework, please?	
Yuri, could you possibly take these books to the staffroom?	
Elena, can you change places with Gabi?	
Could you lend me a pen, Boris?	✗ (No), I'm afraid I can't.
Dmitri, could you possibly wait here a few minutes?	

Glossary



bring



take

spotlight Being polite

Can and could have the same meaning in the table. Could you possibly ...? is more polite, for a bigger request.

Please is very common, and makes a request more polite.

I'm afraid ... is used to say politely that you are sorry about something.

finish something do or complete the last part of something

change places e.g. Elena sits in Gabi's place and Gabi sits in Elena's place

lend give something to someone to use for a short time

wait stay in one place for a short time until something happens

I'm afraid I can't = I'm sorry, but I can't NOT I'm afraid but I can't

1 Complete the dialogues with one word in each space.

- Can you clean the board?
- 1 Can you lend me a pen? ~ Yes, of course.
- 2 Could you lend the books here, possibly? ~ Yes, no problem.
- 3 Could you possibly wait here a few minutes? ~ I'm afraid I can't.
- 4 Lia, can you change places with Maris, please? ~ Yeah, sure.

2 Use the words to write requests and responses. Use can, could and could ... possibly and different responses.

- take / books / away
 - A Could you take these books away, please?
 - B Yes, sure.
- 1 finish / exercise / homework
 - A Could u finish the excercise for homework?
 - B Yes, sure.
- 2 Luca / change places / Maria
 - A Luca, can u change places with Maria?
 - B Yes, of course

- 3 bring / notebook / tomorrow
 - A
 - B
- 4 lend / pencil
 - A
 - B
- 5 wait / classroom a few minutes
 - A
 - B

Requesting and offering

1 Making a request

Here are some ways of making requests, according to the degree of politeness:

impolite

Get me another glass. I want another glass. Another glass, OK?

neutral

Can I have another glass, please? I'd like another glass, please. Is it all right if I have another glass?

slightly more polite

Could I have another glass, please? May I have another glass, please?

very polite

I was wondering if I could have another glass. Could you possibly give me another glass, please?
Do you mind if I have another glass? Would you mind my having another glass?

2 Accepting a request

Yes, sure. Fine. No problem. Go ahead. Certainly.

3 Refusing a request

I'm sorry, I can't. / That's not possible. Well, I'm afraid ... (+ reason)

If you want to refuse, you can say *Well, (actually) I'd rather not* (+ reason):

'Could you help me move this desk?' 'Sorry, I'd rather not. I've got a bad back.'

4 Offering

Would you like to ...? Would you like me to ...? Shall I ...?

You can make a spontaneous offer using *I'll*:

'The last train has gone.' 'Don't worry. I'll give you a lift if you like.'

Accepting offers

Thank you very much.

That's very kind of you.

Declining offers

No, that's all right, thank you.

No, don't bother. / I can manage.

Practice**A Polite requests**

The following short dialogues are not very polite. Rewrite them to make them sound more acceptable.

Examples: I want to speak to Mrs Goso.

Could I speak to Mrs Goso, please?

She isn't here. What do you want to speak to her for?

I'm afraid she isn't here. Would you like to leave a message?

1 A I want to leave early. **Could I leave early, please?**

B No way. **You could't**

2 A Want a lift?

B Yes.

3 A Give me \$50 until tomorrow. **Could you lend me \$50 until tomorrow?**

B I haven't got any money. **Sorry, I can't lend you money**

4 A Want a glass of sherry? **Would like you a glass of sherry?**

B No. **I don't need anything, thank you.**

5 A Bring me the bill. **Gentleman, could you bring me the bill, please?**

B OK. **Of course**

6 A Tell me the way to the station. **Excuse me, Would you tell me how arrive to the station**

B No idea where it is. **I'm sorry, I don't know where it is**

B Doing someone a favour

Rearrange this jumbled dialogue between two colleagues and put these expressions into the blanks.

could you possibly I was wondering if I'm afraid go ahead I'll Shall I

B Well,¹ I can't tomorrow. I'm not coming in to the office.

A² write it down for you?

B Yeah,³.

A⁴ you could phone these people in Spain for me. My Spanish is atrocious.

B Sure.⁵ do it first thing.

B Yes. Otherwise I'll forget! When do you want me to phone them?

A Well,⁶ do it the day after tomorrow?

A Could I ask you a favour?

B No problem. Just tell me what you want me to say.

A Tomorrow.

66 I can offer, accept, and refuse

A Offering food, drink or help



Offering food/drink

Would you like a biscuit?

Do you want something to eat?

Accept = say yes

Yes, please.

Thanks.

Thanks. Could I have...?

Refuse = say no

No, thanks.



Offering help

Can I give you a hand?

Do you need some help?

Accept

Yes, please.

Thanks a lot.

Thank you (very much).

Refuse

No, I'm fine, thanks.

No, don't worry.

spotlight Saying thank you

Thanks or Thanks a lot are the most common ways of thanking someone in spoken English. Thank you (very much) is more formal.

1 Correct one letter of one word in each sentence.

- Could you like something to drink? Would _____
1 Can I give you a band? _____ ~ No, don't lorry. _____
2 Do you want something to ear? _____ ~ Thanks. Would I have a biscuit? _____
3 So you need some help? _____ ~ No, I'm mine, thanks. _____
4 Would you bike a drink? _____ ~ Thinks. Could I have a coffee? _____

2 One word or contraction is missing. Where from? Write it at the end.

- No, /worry. don't _____ 3 Would you a drink? _____
1 Can I give you hand? _____ 4 Thanks lot. _____
2 Thank you much. _____ 5 No, fine, thanks. _____

3 Complete the questions and answers.

- Offer someone food. Do you want something to eat?
1 Offer someone a drink. A Would _____ a drink?
Accept, and ask for some water.
B Yes, _____ water?
2 Offer someone help. A Do _____ help?
Say no politely. B No, _____, thanks.
3 Offer someone food. A Would _____ eat?
Accept, and ask for an apple. B Yes, _____ an apple?
4 Offer someone help. A Can _____ hand?
Say no. B No, _____ worry.

62 I can ask for information

A About people

Who do you live with, Tracey?
And **what's** your brother **like**?
And your boyfriend – **what does** he **do**?
How long have you known him?
I understand you're learning Spanish.
How often are the classes?
And **why** Spanish?
Whose idea was it to live in Spain?
What's wrong with England?
How about you? What do *you* think?
What kind of work can you do in Spain?

~ My parents, and my younger brother.
~ He's stupid – and a bit fat.
~ He works for an airline company.
~ About two years.
~ Yes, that's right.
~ Twice a week.
~ Because we want to live in Spain.
~ My boyfriend's.
~ He doesn't like the weather.
~ Yeah, I think it's a good idea.
~ My boyfriend can still work for his company,
and I can get a job in a bar.

Glossary

What's wrong with England? =
What's the problem with England?

spotlight *whose* and *belong to*

Whose money is that? ~ It's **mine**. (It's my money.)
Who does this bag belong to? ~ It's Ben's. (The bag **belongs to** Ben.) NOT **Whose does this bag belong to?**

1 Make questions from the words.

► for / do / work / who / you / ? Who do you work for?

1 you / often / there / go / how / do / ?

2 like / what / music / do / kind of / you / ?

3 he / does / what / do ?

4 have / lived / how long / there / you / ?

5 wrong / Peter / with / what's / ?

6 this / to / belong / does / who / ?

7 his / like / what's / flat / ?

8 like / you / why / her / don't / ?

2 Find the right question in Exercise 1 for these answers.

► Because she's horrible to me. 8

a Ten years. _____

b He's very angry with me. _____

c It's small but very nice. _____

d Twice a year. _____

e It's mine. _____

f He's a doctor. _____

g Rock and pop. _____

3 Complete the dialogues.

► **What** kind of animal is it?

~ I think it's a horse.

1 How _____ do you go? ~ Every week.

2 _____ jacket is this? ~ It's mine.

3 _____'s she like? ~ She's very nice.

4 I don't speak German. _____ about you? ~ Yes, I speak a bit of German.

5 How _____ have you worked there?
~ Six months.

6 _____ does this belong to?
~ I'm not sure. I think it's Mark's.

B Asking for and giving permission



Could you lend me your dictionary?

Sure.

Is it all right if I sit in that chair?

Yes, that's fine.

Do you mind if I look at your answers?

No, go ahead.

Could I borrow your pen?

I'm afraid I need it.

Is it OK if I close the door?

Yes, sure.

Can I open the window?

Sure, go ahead.

Glossary

go ahead OR that's fine You say **go ahead** or **that's fine** when you give someone permission to do something.

all right = OK

Do you mind if ...? = Is it a problem for you if ...?
(The answer 'No, go ahead' means 'It's not a problem'.)

spotlight *lend and borrow*

If you **borrow** a pen from someone, you use their pen, then give it back.

If you **lend** someone a pen, you give them your pen to use for a short time.

Could I borrow your pen? = Could you lend me your pen?

3 Write new sentences. Change the **bold** words. The meaning must be the same.

► Can we sit down? Is it OK if we sit down?

1 Is it **OK** if I use this dictionary? _____

2 **Is it OK** if I make a coffee? _____

3 **Can I** stay for another ten minutes? _____

4 Is it **OK** to close the window? _____

5 **Can you lend me** your book? _____

6 Can I sit here? ~ Yes, **of course**. _____

7 Can I use the computer? ~ **I'm sorry but** I need it. _____

8 Is it **OK** to have my coffee here? ~ Yes, **sure**. _____

4 Ask for permission. Use different words in each sentence.

► You want to sit near the window. Can I sit near the window?

1 You want to go at one o'clock today. _____

2 You want to borrow a rubber. _____

3 You want to go to the toilet. _____

4 You want to sit in a different seat. _____

5 Test yourself. Write five more ways to give permission from this unit.

► Yes, sure. _____

3 _____

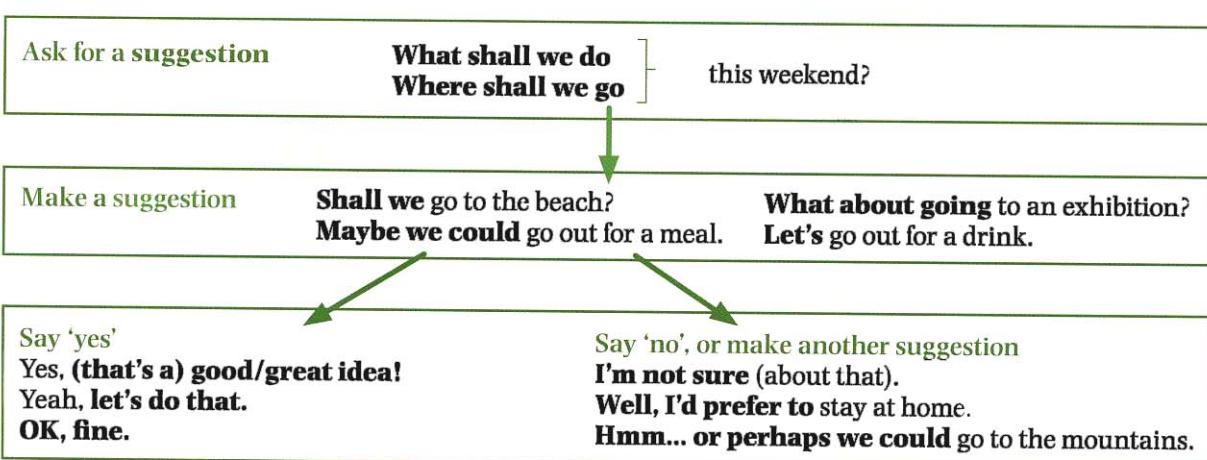
1 _____

4 _____

2 _____

5 _____

65 I can make suggestions



1 Put the dialogue in order.

I'd prefer to get them at the station.
The weather's nice, so
Yes, good idea.
What shall we do this weekend?
Maybe we could take the train.
Fine. Shall we get the tickets online?
what about going to the beach?

Glossary

suggestion an idea that someone gives you to think about
maybe/perhaps possibly
What about ...? = What do you think about ...?

spotlight Saying no

It isn't very polite to say **no** to a suggestion in English. It's more polite to say, **I'm not sure**, or make another suggestion.
Shall we go out? ~ Well, I'd prefer to stay in.

2 Correct the mistakes.

- We could to have a party this weekend. We could have a party this weekend.
- 1 What do we do this evening? _____
 - 2 Do you have a suggest? _____
 - 3 What about go to see a film? _____
 - 4 I'd prefer go by train. _____
 - 5 Yes, that a good idea. _____

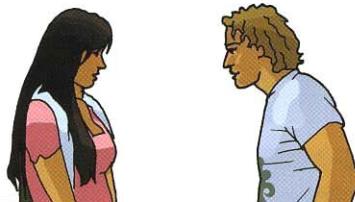
3 Write in a word where there is a /.

- 1 A ► What / we do / evening? What shall we do this evening?
B What / going / the theatre? _____
A I'm / sure / that _____
- 2 A What / we / on Saturday? _____
B Perhaps we / go out for a meal _____
A OK, let's / that _____
- 3 A Where / we go / afternoon? _____
B /'s go to an exhibition. _____
A Yeah / 's a good / _____

64 I can invite people

Inviting

Would you like to ...?
Do you want to ...?
... go out for a meal/a drink?
... come round for a coffee?
... come to a party?



Saying yes

Yes, great!
Yes, I'd love to!
That sounds lovely/fun/good.
That would be lovely/nice.



Saying no

I'm afraid I can't.
I'm sorry, but I'm busy.
I'd love to, but I'm going to the cinema.



spotlight *Would you like to... or Do you want to...?*

Would you like to...? is a little more polite than **Do you want to...?**

1 A word is missing. Where from? Write it at the end.

- How/tomorrow? about
- 1 Would you to come round later?
- 2 Yes, I'd love.
- 3 Do you want to out for dinner?
- 4 That lovely.
- 5 I'm afraid can't.
- 6 That be nice.
- 7 Do you want come to a party?
- 8 I'm, but I'm busy tonight.

2 Complete the questions and answers.

- Invite someone for a drink in a bar.
Say yes.
- 1 Invite a friend for a meal in a restaurant.
Say yes.
- 2 Invite a friend to your home for a coffee.
Say no politely.
- 3 Invite someone to a party tomorrow.
Say yes.
- 4 Invite someone for a coffee in a café.
Say no politely.

- A Do you want to go out for a drink ?
- B That would be lovely .
- A Would ?
- B Yes, g
- A Do ?
- B I'm a
- A Would ?
- B Yes, that s
- A Do ?
- B I'd , but gym.

Glossary

invite ask someone to come to a party, your house, etc.

go out for a meal or a drink means 'go to a restaurant or a café/bar'

come round come to my home

party a time when friends meet to eat, drink, dance, play games, etc.

great very good SYN **wonderful**

I'd love to = I want to do it very much (I'd = I would)

That sounds lovely. = I think that's a lovely idea.

That would be lovely. = I would like to do it.

busy If you are **busy**, you have a lot of things to do.

I'm afraid I can't = I'm sorry, (but) I can't NOT **I'm afraid but I can't**

LET'S GO!

Functional language: making suggestions



I'm hungry.



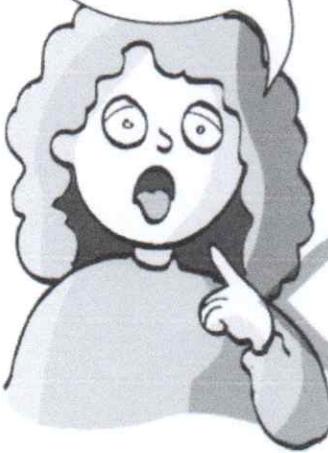
I'm cold.



I'm tired.



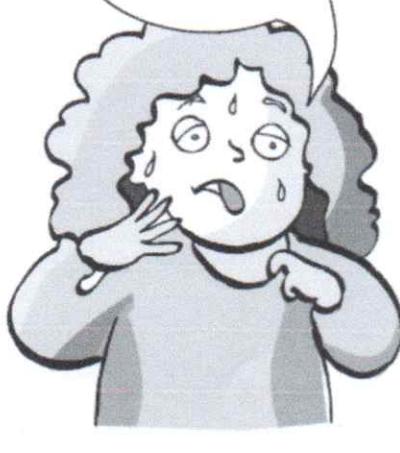
I'm thirsty.



I'm bored.



I'm hot.



Me too!

Let's eat a pizza.

Good idea!

Me too!

Let's go inside.

Yeah! OK!

Are you?

Yes, let's have a break.

OK.

Let's go to a café.

Good idea! Let's have a soft drink.

Oooh! Yes, please!

Let's go!

Where?

Let's go to the cinema.

Me too!

Let's drink some cold water!

Good idea!

Suggesting

1 *should or ought to*

You can use **should** or **ought to** to suggest what you think the right course of action is:

I think you **should** try a new strategy if the old one isn't working.

You **shouldn't** launch a new product without doing a market study first.

Shouldn't we ask him for his opinion?

They **ought to** simplify administrative procedures.

The government **ought to** reduce the rate of income tax.

Note that *oughtn't to* is possible but not very frequent.

2 *could*

If you think it is possible to improve a situation and want to recommend a course of action you can use **could**:

We **could** reduce energy consumption by switching off PCs when they're not in use.

We **could** try to motivate staff by introducing a profit-sharing scheme.

3 *shall we, let's, why don't we, how about, what about*

In the same way as *had better*, the forms **shall we**, **let's** and **why don't we** are not followed by *to*. **How about** and **what about** are followed by a verb + -ing:

Shall we offer them an increased discount?

Let's try to finish the meeting before 10 o'clock.

Why don't we lease equipment rather than buy it?

How about / What about leasing equipment rather than buying it?

4 The verb *suggest*

Remember that the verb **suggest** is never followed by the infinitive. These are the correct structures. The words in brackets are optional.

I suggest that we (should) **get** some financial advice.

I suggest (our) **getting** some financial advice. (NOT ***I suggest** to get ...)

5 *could always*

We say **could always** to suggest something that may solve a problem:

You **could always** review your reward system if you think people are losing motivation.

Practice**A Making suggestions**

Match the problems with the proposed solutions. Complete the solutions using expressions from the box. (Be careful of the punctuation.)

How about ... Shall we ... We could ... Well, I suggest ...

- 1 We need to do something about our corporate image.
- 2 Her salary hasn't kept pace with the cost of living.
- 3 How are we going to get to the meeting at head office on time if there's a transport strike?
- 4 Where are we going to entertain the visitors while they're here?
- 5 Do you have any ideas on how to improve motivation?

- a) stay in a nearby hotel overnight?
- b) hiring a new public relations manager?
- c) taking them to a night club.
- d) give people more responsibility for decision-making.
- e) offering her some kind of promotion to a more highly-paid position?

B Problem-solving

Below are a number of problems. Make suggestions using language from the previous page.

- 1 We don't seem to be able to keep our skilled staff. They leave after two or three years and sell their services elsewhere.
- 2 Some of our customers are late in making payments and we have to send them a number of reminders before we get our money.
- 3 We'd like to get shelf space in the major supermarket chains but we haven't been able to do so.
- 4 Our firm seems to have a large number of old-fashioned computers and incompatible software. We don't know what to do with it all.
- 5 My boss gives me far too much work and doesn't seem to understand that I also have a family life.



Permission, suggestions, offers

1 Asking for and giving permission

Can is used to ask for and give permission:

'**Can** I use your mobile phone?' 'Sure, you **can** – go ahead.' / 'No, you **can't**.'

May and **could** are also used to ask for permission, but not to refuse permission. They are more formal than **can**:

'**May** I use your password?' 'No, I'm afraid you **can't**.' (NOT *I'm afraid you **may not**.)

'**Could** I come back later?' 'No, I don't think that'll be possible.' (NOT *No, you **couldn't**.)

If we want to talk about permission for a future action we use the verb **allow** or **permit**:

They won't **allow** / **permit** you to travel alone. (NOT *They won't **can** ...)

2 Making suggestions

I think you **should** upgrade your computer.

You **might** want to look at the new Compaq model.

Or you **could** add extra memory to your existing machine.

Shall I look at what it would cost?

3 Offering

Can we give you a lift into town?

Would you like me to give you a hand?

Shall I give you a hand? (Note that this is an offer in the present, not for the future.)

I'll give you a hand if you like. (Note that the offer is made by **'ll** not **will** or **shall**.)

Let me know if you need any help.

If you want to make an offer in a persuasive way you can use **must**. (Note that there is no obligation here!)

You **must** come and visit me sometime.



Suggesting page 140

Practice**A Permission, suggestions or offers?**

Decide if the following are requests for permission, suggestions or offers.

- 1 Shall we go for lunch?
- 2 May I sit here?
- 3 Shall I give you a lift into town?
- 4 Can I borrow the car this weekend?
- 5 Could I use your mobile phone?
- 6 You might like to check the exchange rate first.
- 7 Would you like us to send you a catalogue?
- 8 In my opinion you should sell your shares now.
- 9 Are you hot? I'll switch on the air conditioning if you like.

B Offers and suggestions

Complete the dialogue with these expressions.

Do you need any help I'll give you Shall I hold the door open
 Would you like me We must get together

- A It's been wonderful seeing you.¹ some time.
- B Yes, that'd be very nice.
- A² with your baggage?
- B No, thanks. I can manage.
- A Are you sure?³ for you?
- B Yes, please.
- A⁴ to call a taxi?
- B No, thanks. I'll walk. It's not far.
- A No, you can't possibly. Your cases are heavy.⁵ a lift. It won't take me two minutes to get the car.
- B Well, thank you very much. It's really very kind of you.
- A Not at all. It's my pleasure.

68 I can express my opinion

I think the school is **excellent**.

He wants our **opinion** of the course.

I thought it was a very funny book.

What do you think of London?

I like this dress. What do you think?

Max said the course was **a waste of money**.

~ Yes, I **agree**.

~ Well, I **don't think it's** very good.

~ **I agree with you**. I loved it.

~ **Personally**, I don't like big cities.

~ **I'm not sure**. I think I **prefer** the other one.

~ **I disagree**. I thought it was great.

1 Put the words in order, and add one more word to make a sentence.

► very / I / good / it's
I think it's very good.

1 do / it / think / what / you / ?

2 you / agree / I

3 don't / very / I / good / it's

4 waste / it / money / a / was

5 I / like / personally / didn't

6 one / I / other / prefer

Glossary

think PT **thought** have an opinion about something
excellent very good

agree with someone have the same opinion as someone NOT **I'm agree** OPP **disagree**

opinion what you think about something

I don't think it's very good NOT **I think it's not very good**

personally You can use **personally** to introduce your opinion.

I'm not sure You can use **I'm not sure** to disagree politely.

prefer like one thing more than another

a waste of money a bad way to use money (also **a waste of time**)

2 Complete the dialogues.

► I like this. ~ Yes, I agree .

1 I love this colour. What do you _____ of it? ~ _____, I don't like it very much.

2 Pete likes it. What's your _____? ~ Yes, I _____ with him. I think it's great.

3 What did you think _____ her idea? ~ Personally, I didn't _____ it was very good.

4 I really like her new flat. ~ I'm not _____; it's a bit small. I think I _____ her old one.

3 ABOUT YOU Do you agree or disagree? Write your opinion, or ask another student what they think.

1 I think people watch too much TV. _____

2 Smoking's bad for you. _____

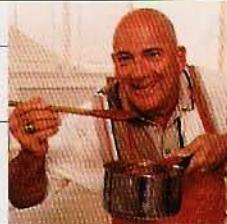
3 I think football's boring. _____

4 Money makes you happy. _____

5 Public transport in my country is excellent. _____

62 I can discuss my likes and dislikes

MISCHA BARON: the food king!	Meaning
I'm mad about food. I spend a lot of time thinking about it.	be mad about sth/sb INF like sth/sb very much. SYN be crazy about sth/sb INF.
I adore cooking, though I'm not very keen on washing up afterwards.	adore (doing) sth INF love (doing) sth. be keen on (doing) sth INF (usually used in the negative) like or enjoy (doing) sth.
I'm very fond of Asian food, particularly Thai and Korean.	be fond of (doing) sth like or enjoy (doing) sth, especially over a long time.
I don't like takeaway food at all.	not at all not in any way. (If you don't like sth at all , you dislike it very much.)
As a child, I loathed cabbage (I hated the smell), but I've got to like it now.	loathe (doing) sth dislike (doing) sth very much (also loathe sb). get to like sth/sb start to like sth/sb.
There are only a couple of things I can't stand : one is snails. The other thing I absolutely detest is yoghurt. I'd rather die than eat yoghurt.	can't stand (doing) sth INF strongly dislike (doing) sth. SYN can't bear (doing) sth . detest (doing) sth , hate (doing) sth (also detest sb). SYN loathe sth/sb . would rather ... than would prefer.



spotlight Verb + -ing

Many verbs meaning 'like' or 'dislike' (= not like) can be followed by an **-ing** form.

1 Complete the table using the words and phrases in the box.

can't stand ✓ detest mad about fond of adore
loathe keen on crazy about can't bear not like at all

like very much	like	dislike very much
.....	can't stand

2 Correct the mistakes in the sentence beginnings.

- I'm not keen for ... I'm not keen on
- 1 I fond of ...
 - 2 I don't stand ...
 - 3 I loathe to cook ...
 - 4 I'm mad in ...
 - 5 I can't bearing ...
 - 6 I'm detest ...
 - 7 I adore eat ...
 - 8 I've crazy about ...
 - 9 Recently, I've got for like ...
 - 10 I'm rather eat ... than ...

ABOUT YOU

3 ABOUT YOU Complete the sentences in Exercise 2. Write about food, drinks, cooking, things you like doing, etc. If possible, tell another student.

Agreeing and disagreeing

You can use the following words and expressions depending on the formality of the situation.

1 Agreeing

More formal

I completely / entirely / totally agree.
Yes, definitely.
Yes, I'd go along with that.
Yes, I agree with that wholeheartedly.
(NOT *I am agree with you.)

Informal

Right.
Sure.
Fine.
Great.

2 Disagreeing

More formal

I don't agree.
(NOT *I am not agree.)
I can't go along with that.
I disagree with that completely.
For me that is out of the question.

Informal

Ridiculous.
No way.
Over my dead body!
You're joking.

3 So do I / Neither do I, etc.

If you are in agreement with someone or have something in common, you can use *so* or *neither* to replace the noun phrase:

I'm very interested in archaeology.
I can't stand waiting in airports.
My wife and I play tennis a lot.
I'll be going to London soon.
I don't believe in politicians.

So am I.
Neither can I.
So do we.
So will I.
Neither do I.

4 Shades of opinion

You may have mixed feelings or not hold a strong opinion either way. In that case you can express a doubt or reservation:

I agree with you to some extent but ...
Yes, I'd go along with that up to a point but ...
That may well be the case although ...
You may have a point but ...
Yes, but on the other hand ...
Maybe, but we still have to remember that ...

Sometimes, especially in British English, these expressions are used to show politeness when you actually disagree but want to acknowledge the other speaker's contribution.

Practice**A so / neither**

Read the statements made by several speakers and agree with them, using *so* or *neither*.

Example:

'I'm tired.'*So am I*.....

- 1 'I didn't like *Jurassic Park*.'
- 2 'I can't stand people who are rude.'
- 3 'I should really exercise more.'
- 4 'I've never been to Fiji.'
- 5 'I enjoy going to the theatre.'
- 6 'I generally take a holiday in the summer.'

B Shades of opinion

How do you feel about the following? Write your ideas with a suitable expression of agreement or disagreement, as in the example.

	I agree entirely.	I agree to some extent.	I don't really agree.	I completely disagree.
1 All men and women should do military service.				
2 There should be a single world currency.				
3 National industries should be protected.		Yes, I'd go along with that up to a point but you can't ignore market forces entirely.		
4 Smoking at work should be banned.				
5 Men and women should retire at 55.				

A Discussion without argument?

Hilary Rhodes is talking about the importance of keeping calm in meetings:

'In a meeting, you discuss things. In the **discussion**, some people may **agree** with you. Others may **disagree**. They may have **differences of opinion** with you, but the important thing is to **keep calm** and remain **courteous**. It's OK to disagree, but it's not OK to be **impolite** or **rude** or to **lose your temper**.

An **argument** is when people disagree about something, perhaps becoming **angry**. Your **argument** is also the set of ideas that you use to **prove your point**: to show that what you are saying is true.'

Note: **Agree** and **disagree** are verbs (e.g. I agree with you, She disagrees with him, etc.). You cannot say I am agree with you, She is disagree with him, etc.

B Agreeing

Strong agreement:



- a **You're perfectly right.** The costs involved must be incredible.
- b **I couldn't agree more.** We got our latest recruits after we won the industry award for best advertisement.
- c **Precisely.** Creativity comes to some of our people in the middle of the night.
- d **Exactly.** We have to look at the company as one unit.
- e **Absolutely.** It's the output, not the input, that counts.



Mild agreement:

- f **You may be right there.** We're already ten per cent over budget.
- g **That's true, I suppose.** There must be some limits on when they work.
- h **I suppose so.** They seem to arrive and then go straight out again to eat.

C Disagreeing

Mild disagreement:



- a **That's not really how I see it.** Everyone should be allowed to work in the way that's best for them.
- b **I don't really agree.** The prizes are important, but people would come to work for us anyway.
- c **I can't really go along with you there.** I think we need to see people at their desks actually working.
- d **I think you're mistaken.** If the designers get to work late, they don't go out for lunch.
- e **I'm afraid I can't agree with you there.** All you financial people do is worry about costs.

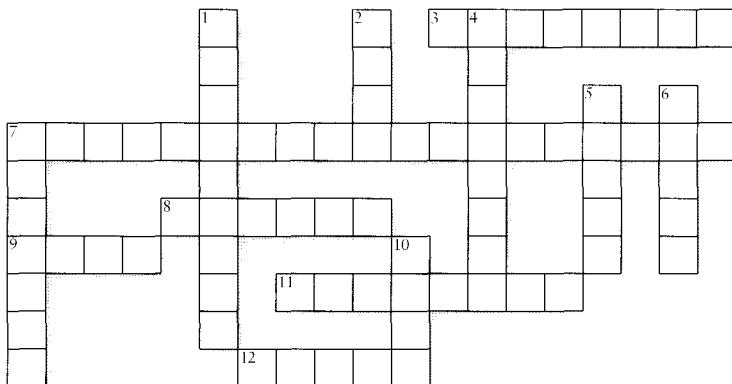


Strong disagreement:

- f **I'm sorry, but that's out of the question.** You can't expect people to go home at ten and come back at nine in the morning.
- g **I think you're wrong.** The design department's costs are justified because of our high quality work. The costs of the other departments are not justified.
- h **Of course not.** The latest figures I've seen show that the project is within budget.
- i **That's absurd.** There must be some sort of control on when people work.
- j **That's ridiculous.** Each department has very specific needs.

Note: Be careful with **That's absurd** and **That's ridiculous**. These expressions are very strong and can be offensive.

57.1 Complete the crossword using the correct form of words from A opposite.



Across

- 3 The opposite of 'agree'. (8)
- 7 What you have if you do not agree with someone. (10,2,7)
- 8 See 2 down.
- 9 Whatever you do, keep (4)
- 11 When people disagree, they have an (8)
- 12 and 6 down If you want to show you are right, you try to your (5,5)

Down

- 1 If you are pleasant and unaggressive, you are (9)
- 2 and 8 across If you become angry, you your (4,6)
- 4 The opposite of 'polite'. (8)
- 5 The noun corresponding to 'angry'. (5)
- 6 See 12 across.
- 7 If you talk about something, you it. (7)
- 10 Another word for 4 down. (4)

57.2 Match each statement (1–8) to an appropriate reaction (a–h) from B opposite.

- 1 And another thing: you should be looking at what we produce, not at the time of day we produce it.
- 2 Apart from that, if you try to control our working time, we'll lose our creativity.
- 3 Besides that, the prizes help us to attract and keep the best designers.
- 4 Even so, I agree that some limits should be set, even if my designers are very different from the accounts people.
- 5 Not only do we have these very high costs, but it also sets a very bad example to the other departments and they start going over budget too.
- 6 On the one hand, we have to think of the needs of each department. On the other hand, we have to think of the company as a whole.
- 7 In addition, our biggest current project looks as though it will be over budget too.
- 8 What's more, they leave for lunch two hours later.

57.3 Now match the statements (1–8) above with the reactions (a–j) in C opposite.

Over to you



What are you like in meetings? Do you often disagree with other people? Or do you prefer to avoid arguments?

67 I can say sorry and respond

He pushed me but didn't apologize.



Really! That's very rude.

Saying sorry/apologizing

Sorry, I don't speak English very well.
I'm sorry, I've **broken** a cup.
I'm very sorry – I've **lost** your pen.
I forgot to post your letter. **I'm really sorry**.
Sorry I'm late. The traffic was terrible.

Responses

That's all right. I'll speak slowly.
That's OK. Don't worry.
It doesn't matter. I've got lots of pens.
Never mind. I can post it later.
Oh, don't worry about it.

Glossary

apologize to someone say sorry to someone

rude OPP polite

that's all right/don't worry/it doesn't matter/never mind

These phrases all mean 'it's not important/it's OK'.

break PT broke

PP broken



lose PT/PP lost If you lose something, you can't find it.

forget PT forgot PP forgotten OPP remember

really sorry very sorry

sorry I'm late NOT sorry for be late

spotlight (I'm) sorry

We can also use (I'm) **sorry** to ask someone to repeat something:

Sorry, could you repeat that, please? ~ Sure, no problem.

I'm sorry, what was your name again?
~ It's Marianne.

1 Correct the mistakes.

► I'm sorry for be late. I'm sorry I'm late.

1 A I'm really sorry. I've lose your dictionary.

B Don't mind.

2 A I'm sorry, I've forget your book.

B No worry.

3 A I've break your cup – I'm very sorry.

B It isn't matter.

2 Complete the dialogues.

1 A I'm really sorry .

B _____ all right.

2 A Sorry I'm late.

B Don't _____ .

3 A I'm _____ sorry.

B It doesn't _____ .

4 A It's broken – I'm very sorry.

B Oh, never _____ .

5 A I'm sorry _____ late. I missed the bus.

B That's OK.

6 A _____ , could you repeat that, please?

B Sure, no _____ .

7 A Did he _____ to you?

B Yes, he was very sorry.

8 A Did he say sorry?

B No, he's very _____ .

3 Test yourself. Cover the responses in the table and read the sentences on the left. Give correct responses.

Useful phrases and vocabulary

ARRANGING A MEETING

Asking for a meeting

Could we schedule a time to meet next week?
I'd like to schedule a meeting as soon as possible.
Could I suggest that we meet?
Can we meet and go over this together?
Perhaps we could meet and go over the details together?
Do you have time to meet next week?
I was wondering if you might have time to meet on Thursday.

Suggesting a meeting time

How about Monday at nine?
How would Wednesday at four o'clock be for you?
How about sometime after lunch?
Could we meet next week?
Would it be possible for us to meet on Friday afternoon next week?
Can I suggest 7.30 on Thursday evening?
Could we schedule a time to meet next week?
Would half past five suit you?

Saying that you aren't able to attend

Sorry, I can't make it then.
I'm afraid I have another appointment at that time.
I'm afraid I have another appointment then.
I'm a bit tied up then. How about another time?

Saying that you can attend

Sounds good.
Yes, that works for me.
Yes, that would be fine.
Yes, I can manage that.

Confirming the day and time

See you on Monday at seven.
So, I look forward to seeing you on Tuesday at four.
So that's Tuesday at 3 p.m. in your office.

Agreeing the length of a meeting

Should we plan for the whole afternoon?
Let's leave the timing of the meeting open for now.
How long should we plan on meeting for?
The meeting should take about an hour and a half.

Saying that you're looking forward to seeing someone

It'll be nice to see you then.
I'm looking forward to it.
I look forward to meeting you then.

Saying sorry and rescheduling a meeting

I'm calling about our meeting next week.
I'm terribly sorry.
I'm afraid I have to ask you if we can reschedule our meeting next week.
I'm afraid something has come up.
Sorry to inconvenience you.
Could we postpone the meeting until Wednesday at the same time?
Would you be able to meet on Tuesday instead?
Would it be possible to meet a bit later/earlier?

INTRODUCTIONS AND SMALL TALK

Introducing yourself

Hello. My name's ...
Hi everyone. My name's ...
Hello, I'm ...
Pleased to meet you.
Nice to meet you.
How do you do? I'm ...

Making introductions

Ms Lai, do you know Mr Weimann?
Chris, have you met Fiona yet?
Mr Saramago, I'd like you to meet Ms Copeland.
Delphine, this is Eric. Eric, Delphine.

Asking someone to use your first name

Please, call me Chris.
By the way, it's Frances.
And you can call me ...
And I'm ...

Asking how someone is

How are you?
How are you doing?
How are things going?
How's business?

Making small talk

Which hotel are you staying at?
How long have you worked for your company?
Did you come here by plane?
Which airport did you fly into?
Is this the first time you've come here for a meeting?
Are you a colleague of ...?
Do you know my colleague, ...?
Is this your first visit to (country/town)?

Showing interest in what someone is saying

Right.
Oh, really?
Interesting.
That's absolutely fascinating!
I see.

STARTING A MEETING**Welcoming participants to a meeting**

It's nice to see everyone.
It's great to see everybody.
I'm glad you could all make it today.
Thanks for being here today.
Hello everybody.
It's good to see you all.

Saying who can't attend the meeting

I have apologies from Tina and Bob.
Derek has sent his apologies.
Peter can't make it either.
Unfortunately, Tim wasn't able to make it today.
Laura can't be with us today.
Laura has sent her apologies.

Stating what the meeting's about

We're meeting today to talk about ...
Our objective today is ...
We'll be discussing ...
Jim will be examining ...
Jeremy will present an analysis of ...
Chris is going to give us an overview of ...
John will be giving us an overview of ...

Introducing participants at a meeting

Before we begin, can I introduce Chris Hall to you all?
Does everyone know Mary Norman?
This is Christina, one of our consultants.
Let me introduce ...

Asking participants to introduce themselves

Why don't you introduce yourself to everyone?
Tell us a bit about yourself.
Could you tell us all who you are and say something about yourself?

Giving details about yourself

I'm the business development manager.
I've been with Burotech PLC since 2002.
I've worked for the company for four years.
I'm based in the Madrid office.
I work at our Cambridge branch.

DISCUSSING FACTS**Reporting progress**

Our customer base increased in size last year.
Our sales have increased during the current quarter.
Overall our sales performed well in the last quarter.
The telecoms production team performed extremely well.

The telecom sector's sales were really good.
Sales performed very poorly here.
The guys on the finance team performed satisfactorily, as ever.

Structuring a progress report

Here's a quick overview of the situation.
Let's look first at ...
Let's turn now to ...
I'll move on now to ...
What about ... ?

Explaining consequences

This was due to ...
I think this was as a result of ...
He performed poorly, the reason being ...
Our sales performed satisfactorily because of ...

TAKING PART IN DISCUSSIONS**Asking for comments**

What do you think about that?
What do we all think?
Do you want to start us off?
Do you want to come in here?
Would you like to make a point here?
Does anyone want to say anything on that?
Would you like to comment on that?

Interrupting

Sorry, but ...
Sorry to interrupt, but I feel that ...
Could I come in here?
I'd like to make a point here, if I could.
Can I just say something about that?

Dealing with interruptions

Hold on, please.
We'll come back to you in a moment.
Just a second, please. I promise we'll come right back to you.

Asking for clarification

I'm not sure I understand what you're saying.
Do you mean that ... ?
Are you saying that ... ?
If I understand you correctly, you think that ...

Asking for opinions

What do you think?
Do you agree?
Do you feel that ...?
What do you think about ...?

Giving a neutral opinion

I think that ...
Why don't we ...?
It seems to me that ...
In my opinion ...
We should ...

Giving a tentative opinion

It might be the case that ...
Perhaps we should ...
I tend to think that ...
Is it possible that ...?

Giving a strong opinion

I'm convinced that ...
It's (absolutely) clear that ...
And frankly I think that ...
There's no doubt in my mind that ...

Strong agreement

You're completely right.
Absolutely. I think it's a fantastic idea.
I totally / completely agree.

Agreeing in a neutral way

I think you're right.
That's right.
I agree.

Tentative or partial agreement

To a certain extent I agree.
I partially agree, but ...
Yes, but ...
I can agree with that up to a point.
I think I can agree up to a point.
I support the idea up to a point.

Neutral disagreement

I disagree.
I can't go along with that.
I think you might be wrong there.
I'm afraid I can't agree with you there.

Strong disagreement

No, I think you're wrong there.
I completely disagree.

Making positive suggestions

How about if we ...?
Couldn't we just ...?
What about if you ...?

DEALING WITH OFFERS**Offers and conditions**

If you buy more PCs, I'll offer you a good discount.
If we gave him more time, he would finish the project successfully.
He will be able to start work on Monday if we offer him the job today.
If we confirmed the job offer today, he'd be able to start work at the beginning of the month.
If they gave us more time, we could look at it in more detail.
If you place your order today, I'll give you a 13% discount.

Asking for time to consider

I'd like a couple of days to think this over.
Can I get back to you on that?
I need some time to think about this.
I need to run this by my boss.

Accepting an offer

I think we'll go for that.
That sounds good to me.
That would be great.
I'd like to take you up on that.

Rejecting an offer

Sorry, I'm not able to go ahead with this.
Sorry, but I'm not able to go along with that.
Unfortunately, I won't be able to take you up on that.
I don't see how I can agree to that.
I don't think that would be possible.
I'm afraid I can't agree.

PROPOSING AND VOTING**Making a formal proposal**

I propose to the board that we ...
I would like to propose that ...

Support for a formal proposal

Would anyone like to second that?
Is anyone willing to second Mr Brown's proposal?
I'll second it.
I second that.

Putting an issue to a vote

Let's put this to a vote.
Can we have a vote on this?
Can we have a quick show of hands?
All in favour? Those against?

Saying that you don't want to take part in a vote

I abstain.

ENDING A MEETING*CONFIRMING WHAT THE MEETING HAS DECIDED*

Just to confirm, we're going to ...
 Well, it seems that we are all agreed that we should ...
 We've decided that ...

Saying that it's time to close a meeting

Let's wind things up here.
 Since time's wearing on, let's wind up this discussion now.
 It's quite late and we're a bit pressed for time.
 I don't want to let this discussion run over time.
 Let's try to finish on time.

Thanking someone for a meeting

Thanks for coming in today.
 Thank you very much for your time.
 Thank you for your hard work. I think we've come up with a lot of good ideas.
 Thank you very much for meeting with us today.

Saying your goodbyes

I look forward to seeing you (all) again soon.
 I hope you have a safe journey.
 Have a safe trip home.
 I look forward to meeting you again soon.
 I hope that you have a safe journey home.
 Have a safe trip back to London.

USEFUL VERBS (in context)

		Your language
to abstain	Six people voted in favour, two against, and one abstained.	
to attend	I attended a meeting with the HR managers on Friday.	
to be about sth	As you all know, this meeting is about the changes in our department.	
to be in favour of sth	Raj, are you in favour of the proposal?	
to call a meeting	Shall we call a team meeting to discuss the new regulations?	
to clarify	I'm afraid I don't quite understand. Could you please clarify that?	
to conclude	So, that concludes our meeting for today.	
to deal with sth	Could we possibly deal with that point at the end of the meeting?	
to discuss sth	I'd like to call a meeting to discuss our new marketing strategy.	
to distribute sth to sb	Could you distribute a copy of the minutes to everyone in the team?	
to encourage sb	I'd like to encourage everybody to participate in the discussion.	
to fix a time	Let's fix a time for our next meeting.	
to follow up on sth	Shall we follow up on some of the points from our last meeting?	
to get the ball rolling	So, who would like to get the ball rolling?	
to hold a meeting	Shall we hold the meeting in Mike's office?	
to interrupt sth/sb	Sorry to interrupt you, but I have an important question.	
to make a point	I think Andrea just made a very good point. We really do need to improve efficiency.	
to make it	Sorry, Gary. I can't make it this week. Can we meet some other time?	
to outline sth	I'd like to outline the main points of my argument.	
to postpone sth	I suggest we postpone our decision until we get the full report from sales.	
to prepare for sth	We're busy preparing for the meeting with our partners next month.	
to reach a decision	Have we reached a decision then, or does anybody disagree?	
to review sth	I think we should review our sales policy during the next meeting.	
to schedule sth	Could we schedule another meeting for next week? Is that OK with everyone?	
to speak up	If you have any questions, please speak up now. This is our last chance for discussion.	
to stick to sth	Good point, but can we stick to the agenda and discuss that under AOB?	
to suit sb	What time would suit everyone?	
to take the opportunity to do sth	I'd like to take this opportunity to thank Jan for all his hard work.	
to turn to sth	Now let's turn to our sales figures.	
to wrap (sth) up	Does anyone have any other points? No? OK, then let's wrap things up for today.	