



Making Requests

Business > Intermediate 6



Exercise 1 – Reading

Read the dialogue aloud with your tutor and check your understanding.

James: Hello, Lauren. I've heard you are keeping the minutes of our meetings. Am I mistaken?

Lauren: No, you're right. They are all stored on my computer.

James: Great! I was wondering if you could send them to me via e-mail. I got an order to examine the minutes of the last three months thoroughly and make some conclusions about our progress.

Lauren: Yes, of course! I am glad to hear our boss is finally doing an evaluation.

James: Yes, it was about time! Thank you, Lauren! And there's no rush, you don't have to do it immediately. But I would appreciate it if you could send them by the end of the day, so I can start working on that tomorrow morning.

Lauren: Sure thing! I'll send them right away, so I don't forget about it.

James: Thanks a lot! Actually, now that I think of it... Would it be too much to ask for a printed copy, as well?

Lauren: Of course not! It will only take a couple of minutes.



Check your understanding:

1. Who has the minutes of the meetings?
2. What did James need the minutes for?
3. What else did he ask Lauren to do?



Exercise 2 – Learning

How to Make a Request

Use appropriate language: When making a request at work, make sure to do it in a kind and polite way, as you don't want to sound like you are giving orders. The language you use makes a big difference in this case.

These are some basic tips that will make your requests sound more polite:

- use *could* instead of *can*
- use indirect questions instead of direct ones (I was wondering...; Would it be possible...; Is it okay to..., etc.)
- use *please* and *thank you* whenever possible

Be friendly and specific: Always explain to the other person why you need their help. That will make your request sound friendly rather than authoritative. It's also important to be specific about what you need and when you need it done. If it is not urgent, make sure to give them enough time to do what you ask.



Useful Expressions

- May I ask you to...?
- Is it okay to ask for...
- Would you mind if I...?
- Would you mind helping me with...?
- I was wondering if you could...
- Could you do that for me, please?
- Do you think you might be able to...?
- Would it be possible to...?
- I was hoping you could...
- I would appreciate it if you could...
- Would it be too much to ask...?



Exercise 3 – Role Play

Take turns with your tutor and act out the scene described below.

Scene: Your boss asked you to review the statistic graphs and get back to him. However, the graphs are at Kate's office, ask her for a favor and request the graphs. The teacher can be Kate.



Exercise 4 – Discussion

Discuss the following questions with your tutor.

1. Do you feel comfortable asking someone to do something for you?
2. How do you feel when someone says 'no' to your request?
3. Do you ever say 'no' to your boss? Why? Why not?