

### Unit 3: Asking for and Denying help

- ★ Understand Helping is fun
- ★ Recognize Helping is knowing
- ★ Clear Helping is an opportunity
- ★ Ask for help
- ★ Deny help



#### Activity 1: Listen to the conversation about Anna and Peter. How does he offer help?

Peter: What (1) is the matter ..... with you. Anna? You do not look well.

Anna: I (2) have a Stomach ache ..... I have not eaten anything this morning.

Peter: How (3) can I help ..... you?

Anna: (4) Can you buy me ..... me some bread and medicine?

Peter: Of course, wait here, Anna.

Pharmacist: Good morning! How can I help you?

Peter: I (5) want to buy some medicine .....for my friend. She has a stomach ache.

Pharmacist: Well. She can take some medicine to reduce the pain temporarily. After that, she (6) Should go to ..... hospital for further check.

Peter: How much does it cost?

Pharmacist: It is 5 US dollars.

Peter: Here you are. Thank you.

Peter: (7) How do you ..... feel, Anna? Is it better?

Anna: Yes, (8) I feel better ..... now. Thanks Peter.

Peter: (9) never mind ..... We are friends.

Peter: How long have you had a stomachache?

Anna: As I remember, it began last month.

Peter: (10) why did you ..... not tell me?

Anna: I am sorry, Peter. I (11) want to batler ..... you.

Peter: (12) so silly you are ..... I will take you to the hospital tomorrow before it get worse.

Anna: Okay, let's do that.



Doctor: Anna, should not (13) underestimate your disease It may get worse if you do not take care of yourself. Do you often stay up late and skip breakfast?

Anna: Yes, I often stay up late to do my homework. I sometimes skip breakfast (14) ...it I'm in a hurry...

Doctor: They are not good habits, Anna. You (15) have better change your lifestyle to have a better health. And remember to take medicine on time.

Anna: I know doctor. Thank you!

**Activity 2:** Read the conversation between Brian and Linda. How can they offer some helps? Then practice with a partner.

Brian: Hello, Can I help you with these documents? It seems they are too heavy for you

Linda: Yes, but are free now? It may take some time

Brain: Don't worry. I am not busy now. I am relaxing for a while.

Linda: Okay. Thank you.

Brian: I am Brian. What is your name?

Linda: I am Linda. Nice to meet your Brian.

Brian: Why do you bring so many documents?

Linda: Well. I am an accountant of our company. I need these documents to prepare financial statements. You look so strange Brian. I have not seen it before.

Brain: That is right. I am a new salesman in the sales department. I just arrived last week

Linda: Oh, I see. How was your first days at our company?

Brian: How to say..... My colleagues are so kind and friendly. I have learned much from them.

Linda: If you need any help, don't mind calling me.

Brian: Thanks, in advance Linda. What Can I do with these documents, Linda?

Linda: Can you put them on the table?

Brian: Okay.

Linda: Would you like another cup of coffee?

Brian: No, thanks. I should go back to work now.

Linda: Okay. Thank you very much, Brian. You are so kind.

Brian: Do not mention it! Linda.

Linda: Good bye, see you later!

Brian: Bye.

**Activity 3:** Read the conversation again and underline the offering help phrases.

**Activity 4:** Asking for and giving things

**Notes: To ask for things, we can use:**  
**Can I..., please? May I..., please?**



Can you....., please?

To give the things, we can use:

Here you are.

Sure.

Of course

To refuse to give the things, we can use:

I'm sorry. I'm using it.

Not now. I'm using it/them myself.

Sorry. Sorry, I'm using it/them right now.

To show our gratitude, we say:

Thanks.

Thanks a lot

**Activity 5:** Read and complete about asking and giving things.

1. A: Can I borrow your pencil, please?

B: [Sure.](#)

A: [Here you are.](#)

2. A: May I borrow your pen, please?

B:

A:

3. A: Can you lend me a bag, please?

B:

A:

4. A: Can I borrow your dictionary?

B:

A:

**Activity 6:** Match the definitions (A-J) with the vocabulary (1-10).

1. I wonder if you can help me with this
2. I can't manage. Can you help?
3. Can I ask a favour?
4. Can you give me a hand with this?
5. I could do with some help, please.
6. Could you help me for a second?
7. I need some help, please.
8. Give me a hand with this, will you?
9. Lend me a hand with this, will you?
10. Could you spare a moment?

- A.** is quite a direct question to use with friends and people who you know quite well.
- B.** is more polite. We include the words 'for a second' to show that we don't need a lot of help and that it will not be difficult.
- C.** is a general way of introducing a request for help.
- D.** is polite and can be used with people you don't know very well, or with your boss.
- E.** is quite direct, and the focus is that you really need help. It's quite strong.
- F.** shows you have a big problem. You are desperate for help. you often hear this phrase when somebody has too much work to do.
- G.** are similar and are direct requests for help. 'Lend a hand' is a little more polite and old-fashioned than 'give me a hand.'
- H.** show that we respect that the other person is really quite busy and to say that they will only need to help you for a short time.
- I.** is a direct question and the asker does not expect the listener
- J.** to say no. This is often used by people in authority e.g

1	2	3	4	5	6	7	8	9	10
	C								

**Activity 7:** Reading text: An email request for help.

To: James Forrester  
Date: 6 November  
Subject: Possible help with product design

Dear James, As you know, we have been working on the new perfume that we are launching in April and we are unsure about some of the packaging details. We have seen some of your creative work in the sales department and we think you have a very good eye for detail. Do you have some time before close of business this Friday to sit down with us and talk through some of our designs? We would truly appreciate your advice on this. It shouldn't take longer than two hours of your time and we would be happy to clear it with Patricia, your department head, if necessary.

Best regards,  
Sarah Ford  
Head of Department Product Design



#### Activity 8: Circle the best answer.

1. What department does James work for?
  - a. Marketing
  - b. Product Design
  - c. Sales
  - d. Research and Development
2. Which department is working on the new perfume?
  - a. Marketing
  - b. Product Design
  - c. Sales
  - d. Research and Development
3. What is happening in April?
  - a. The company will introduce the new perfume to the public.
  - b. The product design department will finish their design of the new perfume.
  - c. The sales department will stop selling perfumes.
  - d. The marketing department will design advertisements for the new perfume.
4. What is Sarah requesting?
  - a. For James to design the perfume.
  - b. For James to have a meeting with the product design department to help them with the packaging of the perfume.
  - c. For James to ask Patricia for permission to sell the perfume.
  - d. For James to move to the product design department.
5. Who is the head of the sales department?
  - a. James
  - b. Sarah
  - c. April
  - d. Patricia

6. When would Sarah like to sit down with James?
- Today
  - Some time next week
  - Any time between today and the end of Friday
  - This weekend

**Activity 9: Write a number (1–6) to put the events in the order they are mentioned.**

- \_\_\_\_\_ James has a meeting with Sarah and her team.
- \_\_\_\_\_ The product design department starts work on the design of the new perfume.
- \_\_\_\_\_ Sarah asks Patricia for permission to use James.
- \_\_\_\_\_ The product design department introduces the new perfume to the public.
- \_\_\_\_\_ Sarah and her team finalize the details of the packaging for the new perfume.
- \_\_\_\_\_ Sarah writes an email to James asking for help.

**Activity 10: Match the definitions (a–f) with the vocabulary (1–6)**

Vocabulary	Definitions
1. .... to clear something with somebody	A. the material used to protect goods and present them to the customer
2. .... to talk through something	B. the process of producing or improving a product to suit customers' needs
3. .... product design	C. to introduce a product to the customers for the first time
4. .... to launch a product	D. to be good at noticing the smaller but important parts of things
5. .... to have a good eye for detail	E. to discuss something carefully and in detail
6. .... packaging	F. to get approval or permission from somebody to do something

**Activity 11:** On a piece of paper, write an email asking for help about a problem at workplace.

**Activity 12: Reading: Helping others**

Helping others is a great thing to do. You can learn new things and have fun. You can help people, animals or the environment. It can make you feel good too! How can you help?

Charities are organizations that help others, for example, UNICEF or the World Wildlife Fund. You can help charities by giving your time, giving money, giving things that you own. You can also help people or places you know.

### Volunteering

Volunteering is when you give your time to help others. Some ways of volunteering are:

- Visiting old people to talk to them or help them
- Walking dogs at an animal shelter
- Cleaning up a park



## Fundraising



Fundraising is when you collect money to help others. Some ways of fundraising are:

- Making cakes or biscuits to sell
- Doing a sponsored activity. For example, family and friends give you money if you finish a long walk.

## Donating

Donating is when you give your things to help others. Some ways of donating are:

- Giving your old toys or clothes to a charity that help sick children or poor people
- Giving your old books to a library.

**Discussion helping others:** What can you do to help others?

### Activity 13: Read the fact file. Are the sentences true or false?

1. You can help people, animals or the environment
  - True
  - False
2. Charities are organizations that help others.
  - True
  - False
3. You can give your homework, money or things that you own.
  - True
  - False
4. Volunteering is when you give your time to help others
  - True
  - False
5. Walking dogs at an animal shelter is a way of fundraising.
  - True
  - False
6. Fundraising is when you collect food to help others.
  - True
  - False
7. You can make cakes or biscuits to eat to collect money for a charity.
  - True
  - False
8. Giving your old clothes to a charity is a way of donating.
  - True
  - False



## **Activity 14: Have you ever helped others before? If what kind of activities**

The Benefit of helping others: Volunteering your time, money, or energy to help others doesn't just make the world better—it also makes you better. Studies indicate that the very act of giving back to the community boosts your happiness, health, and sense of well-being.

### **1. Helping others feels good**

There is some evidence to suggest that when you help others, it can promote physiological changes in the brain linked with happiness. This heightened sense of well-being might be the byproduct of being more physically active as a result of volunteering, or because it makes us more socially active.

### **2. It creates a sense of belonging**

Helping others can help us to make new friends and connect with our community. Face-to-face activities such as volunteering at a food bank can also help reduce loneliness and isolation.

### **3. It gives you a sense of purpose**

Studies show that volunteering enhances an individual's overall sense of purpose and identity. This is because helping others can make you feel rewarded, fulfilled and empowered.

### **4. Giving helps keep things in perspective**

Helping others, especially those who are less fortunate than yourself, can help to put things into perspective and make you feel more positive about your own circumstances.

### **5. It's contagious**

One study found that people are more likely to perform feats of generosity after observing another do the same. This effect can ripple throughout the community, inspiring dozens of individuals to make a difference.

### **6. Helping others can help you live longer**

Regular volunteering can improve your ability to manage stress and stave off disease as well as increase your sense of life satisfaction. This might be because volunteering alleviates loneliness and enhances our social lives.

### **7. It will give you a sense of renewal**

Helping others can teach you to help yourself. If you've been through a tough experience or just have a case of the blues, the "activism cure" is a great way to get back to feeling like yourself.

### **8. You'll boost your self-esteem**

People who volunteer have been found to have higher self-esteem and overall well-being. The benefits of volunteering also depend on your consistency. So, the more regularly you volunteer, the more confidence you'll gain.

### **9. You'll create stronger friendships**



When you help others, you give off positive vibes, which can rub off on peers and improve your friendships. Being a force for good in a friend's life can help build a lasting bond.

#### 10. You become a glass-half-full type of person

Having a positive impact on someone else could help you change your own outlook and attitude. Experts say that performing acts of kindness boosts your mood and ultimately makes you more optimistic and positive.

### **Activity 15: Read and answer the following questions**

1. How many benefits of helping others? What are they?
2. Is it a good idea to do a volunteering activity? Why or why not?
3. How do you feel when you are helping someone?
4. When you see somebody that needs help with something, what should you not do?
5. What should you do to be a helpful person by helping others?

#### **Step 1: Show your appreciation.**

First and foremost, it's important to thank the hiring manager for the offer and for their time. Yes, interviewing potential candidates is part of the job, but this person likely spent several hours reading your resume, trolling your social media profiles, and sitting down with you for interviews. They also may have gone out on a limb to talk you up to other people at the company.

So, a heartfelt—and specific—thank you for that time and effort will go a long way. For example:

- Thank you so much for the offer for the marketing manager position. I so appreciate you taking the time to consider me and for answering so many of my questions about the company and role.
- Thank you again for the interview last week—it was great to meet the team and see the offices. I enjoyed learning about the operations director position, and I appreciate this generous offer.

#### **Step 2: Give a good, brief reason.**

Especially if you've spent a lot of time interviewing or the job offer is from a company you'd consider working for in the future, it's right and respectful to not leave a hiring manager in the dark about why you're declining the position. That said, there's also no need to go into detail about the red flags you saw in your would-be boss, spill about the amazing perks at the job you did accept, or moan that you've spent the past week agonizing over your decision.

The best approach is to be brief but honest about your specific reason for not accepting the position, saying something like:

- After careful consideration, I've decided to accept a position at another company.
- After much thought, I've decided that now is not the best time to leave my current position.
- While this position seems like a great opportunity, I have decided to pursue another role that will offer me more opportunities to pursue my interests in marketing and social media.

#### **Step 3: Stay in touch.**

The working world—especially in certain industries—can be surprisingly small. So offering some small pleasantries before you sign off is always a good idea. If you can reference something you discussed, like an event or conference you're both attending, do so. Otherwise, you can make a simple mention that you wish this person all the best in the future.

- I hope to see you next month at the conference we're both attending.
- It's been a pleasure getting to know you, and I hope that we cross paths in the future.
- Again, thank you for your time and support, and I wish you all the best.

**Email example#2: if the role or offer isn't the right for you**

Dear Mr./Ms. Vireak,

St. 217, Sangkat Solar,

Khan Sen Sok, Phnom Penh

Date 9/Sep/2022

Thank you so much for taking the time to meet with me over the last few weeks. It was a pleasure to learn more about all the great work you and the team are up to for the Company Inc.

While I'm flattered to receive such a great offer from your team, I've decided to pursue a role that has more of a focus on writing than editing. So, I will, unfortunately, have to decline. It's been terrific to get to know you and the team, and I wish you all the best.

Regards,

Tomas

**Email example#3: if you've decided to stay at your current job**

Dear Mr./Ms. CARMEN

St. 217, Sangkat Solar,

Khan Sen Sok, Phnom Penh

Date 9/Sep/2022

Thank you again for offering me the software development role on your team. I appreciate you all taking the time to interview me and answer my questions about the job and the company. After a lot of consideration, I've decided that this isn't a good time for me to leave my current position. I hope we can stay in touch and that I might have the pleasure of working with you in the future.

Thanks again,

Jamal

Activity 16: Fill in the missing words.

with reference to  
I am afraid  
to attach  
Yours faithfully  
let someone know  
at your earliest convenience  
to inquire  
to gain  
to confirm

Dear Sir or Madam

I am writing with (1) ..... to your advertisement on Indeed.com. I would like to (2) ..... about the possibility of doing an internship at your firm. I feel that the experience I (3) ..... from my last internship will be very helpful for this position, as I hope you will see on the CV I have (4) ..... I would be pleased to answer any questions you may have. Could you please (5) ..... that I have provided enough references? Regarding the open day mentioned in the advertisement, I am (6) ..... I have an important exam on that day. I would appreciate it if you could (7) ..... I know if any other similar events are planned. I look forward to hearing from you at your earliest (8) .....

Yours(9).....

Michael

1	2	3	4	5	6	7	8	9

**Example#1 if you decided to accept a different offer**

Dear Mr./Ms. RONAN,

St. 217, Sangkat Solar,

Khan Sen Sok, Phnom Penh

Date 9/Sep/2022

Thank you so much for the generous offer to join your team. As we discussed, I've admired the company for a number of years, and am a proud endorser of its products. However, after further consideration of where I currently am in my career, I've decided to accept an offer at another company.

I would love to stay in touch via LinkedIn and have already started following you on Twitter. Again, thank you so much for your time and consideration.

Thanks again,

Cameron

**Activity 17: Choose the words from the box and complete sentences.**

A. but I can't, I'm busy this Friday,	B. That's a very kind invitation ....,	C. Oh dear... ... I'm so sorry,	D. I really appreciate the offer,
E. I wish I could come.	F. I'd love to go too.,	G. Normally, I'd help	

1. A party with the whole team... I'd be glad to see my co-workers outside the job, ..... – I'm going out with my mom and dad, for their anniversary.'
2. 'Ah! You're inviting Lucy to Julian's party next Sunday at 3? ..... but still, I'm sorry she won't be able to come before 5, as she'll be at the dentists at that time...'
3. Saturday, October 7th? That sounds great! Let me see..... I'll miss such a great event...'
4. The position of CEO in Chicago? Very tempting, indeed..... but I can't accept such a relocation. My kids and wife are living in L.A.'
5. Your bachelor party! That sounds promising... next Saturday night... ..... but unfortunately I have a previous engagement on that day... Can you delay it?
6. What? You're all going out to the theatre on Saturday! Unfortunately, I'm not free on that date. But if you ever arrange another night out, please, .....
7. Could you possibly drive Lea home from school tomorrow night?' '....., but on that precise day, I'll be at the dentists with Lucy. She won't be at school, I'm sorry. '

**Please write your answers here**

1	2	3	4	5	6	7

**Activity 18:** Write an email about 100-120 words to your teacher or friend about denying/ asking for help.