

30a *Everyday requests*

Board game

The board game layout consists of a central path of 12 squares, each with a different illustration: a person at a computer, a busy office, a person at a desk, a person on a phone, a person at a desk with a laptop, a person at a desk with a laptop, a person at a desk with a laptop, a person at a desk with a laptop, a person at a desk with a laptop, a person at a desk with a laptop, a person at a desk with a laptop, and a person at a desk with a laptop. The path is flanked by action cards and a 'START' circle on the left and a 'FINISH' circle on the right. The action cards include: 'GO FORWARD TWO SPACES', 'THROW THE DICE AGAIN', 'GO BACK TWO SPACES', 'MISS A TURN', 'GO FORWARD ONE SPACE', and 'GO BACK ONE SPACE'. The 'START' and 'FINISH' circles are located at the beginning and end of the path, respectively.

30b

Everyday requests

Cards



H You arrive at the hotel. What do you say at reception?
Hello. Could I have a single room for two nights?

H You want a newspaper with your breakfast.
Telephone room service.
Could you bring me a newspaper with my breakfast?

H You want to answer any telephone calls in your room.
Ask at hotel reception.
Could you please put my calls through to my room?

H You are ready to leave the hotel and you want to pay. Talk to the hotel receptionist.
Can I have my bill now, please?

R You don't know what is the best thing to eat. Ask your host/hostess.
Can you recommend something?

R You are in a Chinese restaurant. Ask your host/hostess how you use chopsticks.
Could you show me how to use chopsticks?

R You want to eat again at the restaurant at the same time next week. Ask.
Could you reserve a table for me for next week?

A You have no Hong Kong dollars, only US dollars. Ask at the bureau de change.
Could you change these US dollars for me?

A Your flight home is on Tuesday, but you want to leave on Friday. Ask at the booking desk.
Can I change my flight, please?

A You want to go to the city centre. You stop a taxi and speak to the driver.
Can you take me to the city centre, please?

A You are carrying a lot of luggage and want someone to hold the door open for you. Ask a stranger.
Would you mind holding the door open for me?

O You want to send a fax to your company urgently. Ask a secretary.
Can you send this to my company for me, please?

O You have written a 3-page report, but do not have time to type it. Ask a secretary.
Would you mind typing this report for me?

O You want to use the telephone to make an international call. Ask.
Do you mind if I use the phone to make an international call?

O You need a car to visit a client outside the city. Ask a colleague for hers.
Could I borrow your car, please?

T You have a meeting with a client at 11 o'clock, but you will not be free until 12 o'clock. Telephone and ask to change the time.
Could we meet at 12 o'clock?

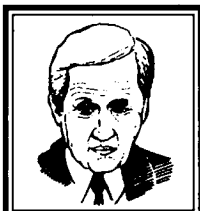
T You telephone a client to tell her that you have arrived in Hong Kong but she is not there. Leave a message.
Could you tell her that I've arrived?

T You have a meeting with a client but you are not sure what time. Telephone his secretary.
Could you please confirm the time of our meeting?

C You have lost your conference programme. Ask to see another delegate's.
Could I have a look at your programme?

C You cannot find Room 211. Ask someone the way.
Can you tell me the way to Room 211, please?

C You are sitting at the back of the room and cannot hear what the speaker is saying.
Would you mind speaking a little louder?



Teacher's Notes

Everyday requests

Worksheets

30a and 30b

NOTE: Use Worksheets 30a and 30b for this activity.

ACTIVITY

Groupwork: speaking

AIM

To make everyday requests when travelling on business.

GRAMMAR AND FUNCTIONS

Requests and asking for permission: *Can/could I/you...?*

I wonder if you could ...? Do you mind if...? Would you mind... -ing?

VOCABULARY

Travel: *to change (a flight, some money), to confirm an appointment, to lend/borrow something, to reserve (a table), to recommend, to watch, to have a look at, a trolley*

PREPARATION

Make one copy of Worksheet 30a (board game) and one copy of Worksheet 30b (cards) for each group of three students. Cut out the cards and counters as indicated. You will need one dice for each group. Optional: make one copy of the rules on the back of Worksheet 30b for each group of three students.

TIME

30 minutes

PROCEDURE

1 Elicit from the students the kind of requests that they might have to make while on a business trip.

For example: *at the airport, at the hotel* etc.

Write their suggestions on the board.

2 Tell the students that they are going to play a board game imagining that they are on a business trip in Hong Kong. Explain that they will need to make various requests for things in different situations.

For example:

You want to wake up at seven tomorrow.

Could I have a morning call at seven o'clock, please?

You want to book an alarm call.

May I have an alarm call for tomorrow morning?

3 Ask the students to work in groups of three and give each group a board, a set of cards and counters.

4 Each student chooses a counter. Place the cards face down in a pile in the middle of the table.

5 Tell the students that each card has a letter on it that explains where the situation is taking place. The letters stand for:

H = hotel

R = restaurant

A = airport

O = office

T = telephone

C = conference

6 Explain the rules of the game. (If you like, make one copy of the rules for each group and give them out or put them on an OHP.)

FOLLOW-UP

Students write a letter to the Chamber of Commerce in London requesting information about Business English exams for learners of English.

Everyday requests Worksheet

30b

HOW TO PLAY THE GAME

- 1 Player 1 throws the dice and moves his/her counter forward on the board.
 - 2 If he/she lands on a white square, it is then the next player's turn to throw the dice.
 - 3 If he/she lands on a shaded square, the player to his/her right (Player 2) must take a card from the top of the pile. Player 2 must tell Player 1 the letter which is written in the top corner of the card ie: H, T, L etc to explain where the situation is taking place. Player 2 then reads the situation described on the card to Player 1 (but not the answer, of course!).
 - 4 Player 1 must then form an acceptable request to make in this situation. Player 2 should judge whether the request has been phrased correctly and is appropriate. (It doesn't have to be the exact wording on the card, but it must be an appropriate request.) If the request is correct, Player 2 should respond positively to it. If the request is incorrect, Player 1 must go back 3 spaces.
 - 5 It is now Player 2's turn.
 - 6 The game ends when one player reaches the finish.
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