

WORKSHEET 3.1 - Use of Language

Study the dialogues and sentences below. Notice how the expressions in bold are used to say things more carefully so that you do not offend or upset someone.

Making a complaint

Shop assistant: Can I help you, sir?

Mark: Yes, I bought a digital camera from your website.

Shop assistant: OK. Is there a problem?

Mark: Well, yes. **It looks like** you sent me the wrong camera. As you can see from the order confirmation, I didn't order this model.

Shop assistant: Oh, I'm very sorry sir. We'll replace it immediately.

Speaking your mind 1

Alice: Excuse me, **could you** make **a little** less noise, please? I'm trying to sleep.

Hotel guest: OK, sorry. We'll turn the music down.

Alice: Thank you.

Interrupting a meeting

Emma's boss: Come in!

Emma: Hi Mr. Johnson, **I don't mean to disturb you, but** could I have a quick word?

Emma's boss: **Couldn't this wait till later?** I've got a meeting on at the moment.

Emma: Well, unfortunately that isn't **really** possible. I'm leaving for Paris this afternoon. I'll only be a minute I promise.

Emma's boss: Oh, Ok then.

Speaking your mind 2

Emma: Mark, I've decided. I'm going to take my driving test next week.

Mark: Next week? **Don't you think** you need **a bit** more time?

Emma: What do you mean?

Mark: Well, **I don't mean to be rude, but** I've seen your driving. You're just not ready yet.

Making an urgent request 1

Sam: You were looking for me, Mark?

Mark: Yes, that's right. **I seem to have** misplaced my textbook, and I have a lecture in 30 minutes. **I was wondering if I could** borrow your copy.

Sam: Ok, I can lend you mine for the day, but I'll need it back by 5 o'clock.

Making an urgent request 2

Landlady: Hello.

Mark: Hello, this is Mark from Flat 14. I'm calling about the shower in my bathroom. It **seems to be** leaking.

Landlady: Oh really? I'll send the plumber round tomorrow afternoon.

Mark: **I'm afraid** I'm going away tomorrow afternoon for a few days. **Would it be possible to** send someone round to fix it later today?

Landlady: OK, I'll call the plumber and get back to you in an hour.

Mark: Thank you. I'll be waiting.

Put the structures in bold into the correct categories below:

'Softening' word/phrases	
Negative questions	
Polite requests	
'Softening' phrases used to introduce problems	

ANSWERS

USE of Language

'Softening' word/phrases

a little

a bit

really (in negative sentences)

...seems to be...

rather

Negative questions

Couldn't this wait till later?

Don't you think...?

Wouldn't it be better to...?

Polite requests

Could you...?

I was wondering if I could...

Would it be possible to...?

Would you mind-ing...?

'Softening' phrases used to introduce problems

It looks like ...

I don't mean to disturb you, but..

I don't mean to be rude, but ...

I seem to have (+ PAST PARTICIPLE)

I'm afraid ...

It appears...

WORKSHEET 3.2. Communication to STUDENT scenario

Scenario - Kelly

You are a teacher. It's time for the **trimester performance review** of your students. Today you will meet with Kelly, one of them.

This is what you *think* of Kelly:

1. she doesn't work well with other students (her co-students don't like to work with her really, she's mean).
2. she works slowly compared to everyone else.
3. she doesn't complete her obligations (within a team but also her own homework).
4. she says inappropriate things about other members of the team.
5. she sometimes falls asleep at his desk
6. There are way too many spelling mistakes in his writing

You can't drop her grades in your class because she's the daughter of a high political person in your area, but you have to talk to her about these issues today. Please discuss them with her *tactfully*.

Scenariu - Kelly

Esti un profesor. Este timpul pentru revizuirea performanței trimestriale a studenților. Astăzi vă veți întâlni cu Kelly, una dintre ele.

Iată ce crezi despre Kelly:

1. nu funcționează bine cu alți studenți (colegilor ei nu le place să lucreze cu ea cu adevărat, este răutăcioasă).
2. lucrează încet comparativ cu toți ceilalți.
3. nu își îndeplinește obligațiile (în cadrul unei echipe, dar și propriile teme).
4. spune lucruri nepotrivite despre ceilalți membri ai echipei.
5. ea uneori adoarme la biroul lui
6. Există prea multe greșeli de ortografie în scrisul său

Nu poți să-ți dai notele la clasa ta pentru că este fiica unei persoane politice înalte din zona ta, dar astăzi trebuie să vorbești cu ea despre aceste probleme. Vă rugăm să le discutați cu ea cu tact.

WORKSHEET 3.3 Communicating to parents – PairWork

Pairwork: What are some strategies we can use to make the below sentences more tactful? Discuss the best way to rewrite them (and then rewrite them).

- Your perfume is too strong.
-

- Tell your kid to shut up.
-

- I don't want to waste my time talking with you on the phone anymore. I have more important things to do.
-

- I need the report NOW.
-

- This has waaaaaaaaaaaaaaaaay too much salt.
-

- I don't want to go out for lunch with you.
-

WORKSHEET 3.4 Communicating to parents – Scenario

Scenario - Kelly

Remember Kelly? You had to give her a 12 grade (maximum 20) even if you think she deserves less than that. Today you will meet with Kelly's parent for the first time (an important political person at your city). The parent had never visited school to ask for her daughter's performance.

This is what you *think* of Kelly:

1. she doesn't work well with other students (her co-students don't like to work with her really, she's mean).
2. she works slowly compared to everyone else.
3. she doesn't complete her obligations (within a team but also her own homework).
4. she says inappropriate things about other members of the team.
5. she sometimes falls asleep at his desk
6. There are way too many spelling mistakes in his writing

Remember to be tactful; you don't want to destroy your relationship with the parent.

Îți amintești de Kelly? Trebuia să îi dai o notă de 12 (maximum 20) chiar dacă crezi că merită mai puțin de atât. Astăzi vă veți întâlni cu părintele Kelly pentru prima dată (o persoană politică importantă în orașul dvs.). Părintele nu a vizitat niciodată școala pentru a cere performanța fiicei sale.

Iată ce crezi despre Kelly:

1. nu funcționează bine cu alți studenți (colegilor ei nu le place să lucreze cu ea cu adevărat, este răutăcioasă).
2. lucrează încet comparativ cu toți ceilalți.
3. nu își îndeplinește obligațiile (în cadrul unei echipe, dar și propriile teme).
4. spune lucruri nepotrivite despre ceilalți membri ai echipei.
5. ea uneori adoarme la biroul lui
6. Există prea multe greșeli de ortografie în scrisul său

Nu uitați să fiți cu tact; nu vrei să-ți distrugi relația cu părintele.

WORKSHEET 3.5 Just circling!!!!

You have 1 minute to draw something circular using each of these circles.
Aveți 1 minut pentru a desena ceva circular folosind fiecare dintre aceste cercuri.

