

UNIT 7

Could You ...?



Pic. 7.1 (Clipart, 2005)

In this unit, you will learn how to:

- respond to simple and short transactional and interpersonal dialogues involving politeness
- express politeness in simple and short transactional and interpersonal dialogues
- understand short functional texts
- write short functional texts

Section One:

Spoken Reports

Presentation

Activity 1



Listen and complete the dialogues. Then practise it with your friend. The listening script is in the appendix.

Dialogue 1

- Neneng : Excuse me, ma'am.
Ms Ira : Yes, Neneng. What's the matter?
Neneng : May I ... your dictionary? I need to look up a new
Ms Ira : Sure. ... you are.
Neneng : ... you Ms Ira. I'll return it as soon as possible.
Ms Ira : You're

Dialogue 2

- Noya : Excuse me, sir. ... I interrupt, ...? I have a question.
Mr Hardi : Certainly, Noya.
Noya : I wonder if you ... explain the respiratory system again.
Mr Hardi : OK. I'll explain it after the ... time. Is it all right?
Noya : OK, sir. ... you.

Here are some polite expressions you can use when you ask something from someone, ask someone to do something, ask permissions and give advice.

- May I ...?*
Do you think it's OK if ...?
Sorry to disturb you, but ...
Excuse me, please.
May I interrupt, please?
I wonder if you could ...
If I were you ...
Do you mind if ...?

Activity 2



Study the following dialogue.



Pic. 7.2 (Clipart, 2005)

- Clerk: Front desk. May I help you?
Keiko: Yes. This is Room 2234. May I have some extra towels please?
Clerk: Sure. I'll send some up right away.
Keiko: Oh, and could I borrow an iron?
Clerk: Certainly. I'll send one up with the towels.
Keiko: Great! Oh, I'd like a wake-up call tomorrow morning, please.
Clerk: Certainly. What time would you like us to call you?
Keiko: Umm... 7 a.m. would be fine.
Clerk: Sure.
Keiko: Thanks a lot.
Clerk: You're welcome.

The expressions below are polite expressions to show gratitude and respond to it.

Thanking	Responding to thanks
Thanks.	You're welcome.
Thanks for....	My pleasure.
Thank you very/ so much.	Any time.
Thanks a million.	No trouble at all.
I really appreciate it.	Not at all.

Activity 3



Study the following dialogue.

Andreas : Denny, do you know how to turn on the computer?

Denny : Yes, it's easy. Just turn on the power supply, then the monitor, and the CPU on.

Andreas : Sorry, your instruction was too fast. Can you repeat that?

Denny : Oh, I'm sorry. I'll repeat it slowly.

Andreas : Thanks.

In the dialogue above you find the expressions '*Sorry, the instruction was too fast. Can you repeat that?*' The expressions are polite expressions used to ask for repetition. Here are other expressions to ask for repetition.

Asking for repetition

I'm sorry?

I'm sorry I didn't catch what you said.

Could/would you repeat that, please?

I'm sorry. What did you say?

What was that again?

Practice

Activity 1



Complete the following dialogues with the right expressions from the box. Then, practise them with your classmates.

Do you mind if I open the window?

Do you think it's okay if I go home early today?

If I were you I wouldn't do that.

Sorry to disturb you, but I need to ask you something.

Dialogue 1

Echa : ... Where's the nearest post office?

Policeman : It's over there, on the left.

Echa : Thank you, sir.

Dialogue 2

Iksan : ...

Man : No, please do.

Iksan : Thank you. It's very hot here.

Dialogue 3

Dira : Excuse me. ...
Woman : Pardon?
Dira : This road is very busy. It's too dangerous to cross it here.
There's a zebra cross near the bus stop.
Woman : Thank you.

Dialogue 4

Jono : Excuse me, sir. ...
Mr Rustam : Why?
Jono : My father is in hospital and I want to visit him.
Mr Rustam : OK. Give him my best regards.
Jono : All right, sir. Thank you.

Activity 2



Complete the dialogues using the suitable expressions. Look at the example.

Example:

Daniel : Will you show me how to open an email account?
Sarah : Sure.
Daniel : Thanks a lot.
Sarah : Don't mention it.

Dialogue 1

Bambang : Edi, how do you send a short message?
Edi : It's very easy. Just go to the main menu, and then select "Message".
After that select "Write New"/"Write Message" and then write your
message. When you've finished writing your message, press "Send"
or "OK" or "Yes". And then go to phonebook and select the number
you want to send it to.
Bambang : Wow, that's easy. Thanks.
Edi :

Dialogue 2

Albar : I'm sorry. What did you say?
Kania : I said you should retype the code first.
Albar : Oh, OK.
Kania : Any time.

Dialogue 3

Santi : I'm sorry. I didn't catch what you said.
Susan : Oh, I'll repeat.
Santi : Thanks.
Susan :

Dialogue 4

Dedi : What was that again?
Dona : You missed the fourth step.
Dedi : Really? Thanks, I didn't know.
Dona :

Dialogue 5

Yuli : Could you repeat the last step?
Novi : OK.
Yuli :
Novi : Don't mention it.

Activity 3



Complete the dialogues below with the suitable expressions.

Example:

Yeni : Jono, do you know how to change the film in this camera?
Jono : I'm sorry, I don't.
Yeni : It's OK.

- Budi : I think you forget to turn off the computer.
Siti :
Budi : That's OK.
- Satria : Can you show me how to update an anti virus?
Narti : Sorry, I don't know how either.
Satria :
- Damanik : I'm sorry. I can't show you how to send an e-mail now.
Sally :
- Diana : You're going too fast. I can't catch what you said.
Siti :
Diana :
- Terry : Hidayat, can you show me how to set the TV channels?
Hidayat : I can't. I have to take an English course now.
Terry :

Activity 4



Arrange the following sentences into a dialogue. Then practise it with your classmate.

Policeman : This is BNI Bank.
Policeman : I know where it is. Shall I walk there with you?
Policeman : Can I help you?

- Asep : Yes, please. I'm looking for Bank BNI.
 Asep : You have helped me a lot. Thank you very much.
 Asep : That would be very good. Thank you.

Activity 5



Listen to your teacher reading the dialogue between Mona and Sophie. They try to be polite to each another.

Mona and Shopie are in Mona's bedroom. Shopie is a new student and now becomes Mona's good friend. Shopie is in Mona's home now.

- Mona : Well, this is my bedroom.
 Sophie : Oh ... er, it's very nice.
 Mona : No, it's not! It's terrible! But I like it any way. Hey, I've got a new CD. It's the Corrs.
 Sophie : Do you like the group?
 Mona : Well, I enjoy their songs but it's not my favourite. I prefer West Life to the Corrs.
 Now would you like to listen to 'I Have a Dream' by West Life?
 Sophie : Oh, yeah. It's really very nice. It's a beautiful song. Well, Mona, may I go to your bathroom, please?
 Mona : Sure. Make yourself at home.
 Shopie : Thanks a lot.

Questions

1. Does Mona like her bedroom actually?
2. How does Sophie like Mona's bedroom?
3. Does Mona like the Corrs better than West Life?
4. Mona said, "Would you like to listen to" rather than just said, "Listen to" She did this because she wanted:
 - a. to be polite to her new friend
 - b. not to be friendly
 - c. to be rude to her friend.
5. How does Sophie like 'I Have a Dream.' How do you know that?
 When Shopie asked for the permission to use Mona's bathroom, she did it very politely.
6. Write how she asked for the permission:
 The following are some expressions to show politeness:
 - Please
 - May I ...? or Could I ...?
 - Could I have ...?
 - Would you like ...?
 - I'd like ...
 - I'd rather not ..., I'm afraid I can't ..., or I'd like to, but ...

Activity 1



Make dialogues in the following situations. Use the expressions that you have learned.

Example:

Eli tells Sasa to check credit of her cell phone. But Sasa misses the second step.

Dialogue:

Sasa : Eli, can you show me how to check credit on our cell phone?

Eli : Yes, sure. First you need to press the operator number of your cell phone card, for example *888# for TELKOMSEL. Then press "Yes" or "Call". After that, on the screen, you'll read "Requesting". After a while, you can read the information on your credit. Then press "Back."

Sasa : I'm sorry. What was the second step again?

Eli : Press "Yes" or "Call".

Sasa : Thanks.

1. Your friend shows you how to insert a film into the camera. You miss the third step.
2. Your sister shows you how to open an email account but you can't follow her instructions.
3. Your brother shows you how to set TV channels. You miss some steps.
4. Your father trains you to ride a motorcycle. You forget what to do after starting the motorcycle.
5. Your sister shows you how to type with a computer. You do not understand.

Activity 2



Ask three of your friends how to do something that you do not know. Study the example.

Example:

Jerry : Do you know how to send an e-mail?

Wito : Yes, I do know how.

Jerry : Will you show me how?

Wito : Sure.

Jerry : Thanks.

Section Two:

Announcements and Public Signs

Presentation

Activity 1



Work in pairs. Read the following announcement carefully and then answer the questions.

Announcement
For students of grade IX

The school will hold several competitions in July. Please join.
For more information, contact Bambang at the Students Association office.

1. Whom does the school invite to join the competitions?
2. When will the school hold the competitions?
3. Whom do the students contact for more information?

Activity 2



Have you ever been to the following places? What public signs would you likely find in these places? With your classmates, discuss the public signs you can find there.

Zoo
Library
Bank
Hospital
Mall

Activity 3

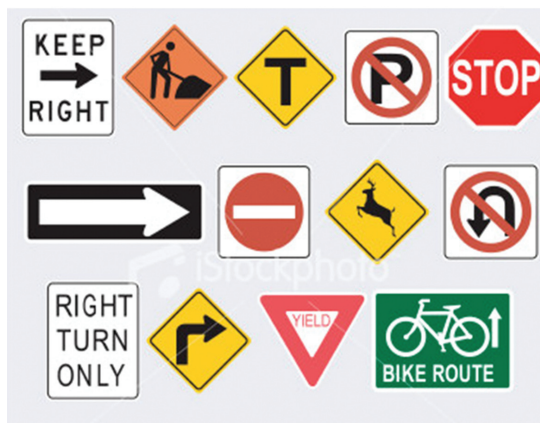


Work in pairs. Make a short dialogue based on the signs in the picture. Choose five signs. Study the example.

Example:

Policeman : What does this sign mean?

Man : It means: Don't park in this area.



Pic. 7.3 (<http://www.google.signs>)

Practice

Activity 1



Write a short announcement about a student gathering at your school. Use the announcement above (Section Two, Presentation, Activity 1) as a model.

Activity 2



Where would you find the following signs?



Pic. 7.4 (<http://www.google.signs>)

Activity 3



Write a short announcement about the anniversary of your school. Several activities will be held. Use the announcement above as a model.

Activity 4



Make short dialogues based on the following public signs.

Example:

Jana : Can we drive through that direction?

Jaka : No. It says "ROAD CLOSED".



Pic. 7.5 (<http://www.google.signs>)

Homework

1. With your classmates, find situations where you have to show politeness. Make some dialogues involving polite expressions.
2. Find some public signs in public places. Tell your classmates what they mean.

Summary

1. How to ask for repetition

Asking for repetition

I'm sorry?
 I'm sorry I didn't catch what you said.
 Could/would you repeat that, please?
 I'm sorry. What did you say?
 What was that again?

2. How to thank

Thanking	Responding to thanks
Thanks.	You're welcome.
Thanks for....	My pleasure.
Thank you very/ so much.	Any time.
Thanks a million.	No trouble at all.
I really appreciate it.	Not at all.

3. Public signs

Evaluation

A. Complete the dialogues using the suitable expressions.

- Erna : Joni, where have you been? I've been waiting for you an hour now.
Joni : I forgot that we're supposed to meet at one o'clock.
Erna : What? How could you forget? I've reminded you.
Joni : I'm very sorry Erna. I won't do that again. Please forgive me.
Erna : But, don't make me wait for you again.
Joni : Thank you. I won't do that. I promise.
- Franky: I'm sorry, I missed the last step.
Jane : Sure. The last step is "press the CPU button, the monitor button, and the power supply button off."
Franky: You're saying it too fast.
Jane : I'm sorry. I'll repeat slower this time. "Press the CPU button, the monitor button, and then, the power supply button off."
Franky:
Jane : You're welcome.

B. Where do you most likely find the following signs?

KEEP OFF THE GRASS
QUIET PLEASE
NO LITTERING
NO CAMPING
SLIPPERY WHEN WET
BEWARE OF DOG
DON'T FEED THE ANIMALS
DO NOT ENTER
WET FLOOR
QUEUE THIS SIDE
TURN OFF MOBILE PHONES

Reflection

Answer the following questions.

1. In your opinion, which part in this unit is the most interesting?
2. Which part in this unit is the least interesting?
3. Which part in this unit is the most difficult?
4. Which part in this unit is the easiest?
5. Does this unit help you improve your English?

Fun Page

Take me home, Country Road

John Denver

Almost heaven, west Virginia
Blue ridge mountains
Shenandoah river -
Life is old there
Older than the trees
Younger than the mountains
Growing like a breeze

Country roads, take me home
To the place I belong
West Virginia, mountain momma
Take me home, country roads

All my memories gathered round her
Miners lady, stranger to blue water
Dark and dusty, painted on the sky
Misty taste of moonshine
Teardrops in my eye

Country roads, take me home
To the place I belong
West Virginia, mountain momma
Take me home, country roads

I hear her voice
In the morning hour she calls me
The radio reminds me of my home far away
And driving down the road I get a feeling
That I should have been home yesterday, yesterday

Country roads, take me home
To the place I belong
West Virginia, mountain momma
Take me home, country roads

Country roads, take me home
 To the place I belong
 West Virginia, mountain momma
 Take me home, country roads
 Take me home, now country roads
 Take me home, now country roads

Words and music by Bill Danoff, Taffy Nivert and John Denver

Vocabulary List

Word	Part of speech	Phonetic transcription	Indonesian equivalent
announce	v	[ə'naʊns]	mengumumkan
announcement	n	[ə'naʊnsmənt]	pengumuman
gratitude	n	['grætɪtju:d]	rasa terima kasih
iron	n	['aɪən]	seterika
politeness	n	[pə'laɪtnəs]	kesopanan
regard	n	[rɪ'gɑ:d]	salam
repeat	v	[rɪ'pi:t]	mengulangi
repetition	n	[repi'tɪʃn]	pengulangan
sign	n	[saɪn]	rambu
towel	n	['tauəl]	handuk