

UNIT XII

COULD YOU GIVE ME A HAND?

Let's Start!

Work with your partner. Look at the situations. Place a check (✓) in the box to show the best way to make the request in each situation.

- At the counter in a coffee shop to a close friend:
 - Do you think you could pass the sugar, please?
 - Pass the sugar, will you?
 - Would you mind passing the sugar?
- At the counter in a coffee shop alone. Ask a stranger sitting beside you:
 - Pass the sugar, will you?
 - Could you pass the sugar, please?
 - I wonder if you could possibly pass me the sugar.
- At an airline check-in counter:
 - I'd like a window seat please, if you have one.
 - Give me a seat by the window.
 - Do you think there's any chance of me being able to get a seat by a window?
- A parent talking to their ten-year-old child:
 - Could you stop biting your fingernails, please?
 - Would you mind not biting your fingernails?
 - Stop biting your fingernails.
- A ten-year-old child talking to their mother:
 - Can I have some ice cream?
 - Would you mind giving me some ice cream?
 - Give me some ice cream.



Expressions

Look at these expressions. Write *R* if the person is *requesting* something. Write *P* if the person is asking for *permission* to do something. Two are done for you.

..... Could you close the door, please?

..... Would you mind if I closed the window?

..... Can I close the window?

..... *R* Do you think you could possibly close the door, please?

..... Close the door, will you?

..... Would you mind closing the door, please?

..... *P* Is it okay if I close the window?

..... Do you mind if I close the window?

1. LET'S LISTEN

Listen to four conversations. Draw lines to match the conversation to what each child wants to do.

Conversation 1 ●

Conversation 2 ●

Conversation 3 ●

Conversation 4 ●

● play a video game

● watch TV

● borrow some money

● use the family car

● have some ice cream

● go out to meet friends

Listen Again

Listen to Conversation 4 again. Place a check (✓) next to the things Claire is asked to do.

turn off the TV

clean her room

stop using the telephone

wash some clothes

do her homework

help with the cooking

Before You Listen

Work with your partner. Look at the expressions. Circle *G* if the expression is said by the guest. Circle *RS* if the expression is said by Room Service.

Expression

How can I help you?	G	RS
Right now, please. Immediately.	G	RS
What kind of tea would you like?	G	RS
Hello, is that Room Service?	G	RS
When would you like it ma'am?	G	RS
Could you bring me an egg sandwich and some jasmine tea?	G	RS

2. LET'S LISTEN

Listen to the first three conversations. Write the number of the conversation next to its title. (There is one title too many).

- A Very Special Day
- A Quick Snack
- A Meal For Two
- A Strange Lady

Now listen to the next three conversations. Draw lines to match the guests' orders (Conversations 1-3) with the Room Service response (Conversations 4-6).

Conversation

- 1 ●
- 2 ●
- 3 ●

Conversation

- 4
- 5
- 6

Listen Again

Listen to the first three conversations again. Place a check (✓) in the box to show the guests' orders.

Order	Conversation		
	1	2	3
a basket of fruit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
champagne and smoked salmon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a mixed pizza and a glass of fruit juice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
some cat food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
dim sum and a pot of jasmine tea	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a club sandwich and a cup of coffee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a bowl of salad and a piece of toast	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

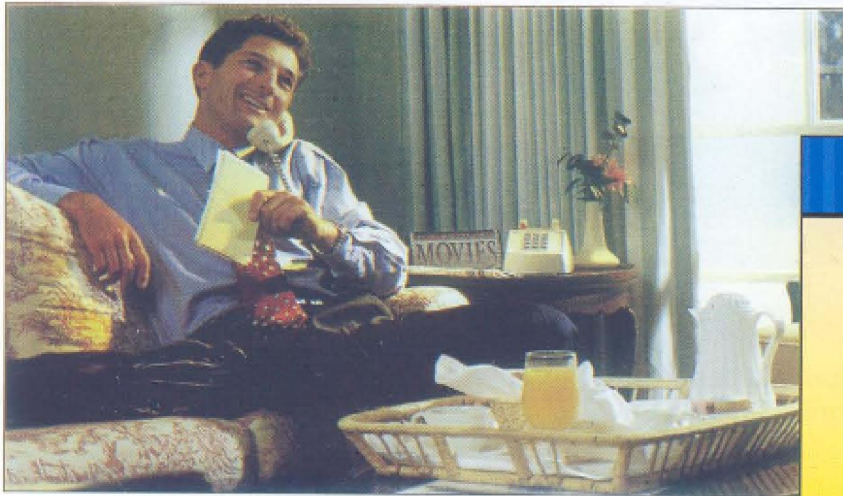
Now Listen Back

Listen to Conversations four, five and six again. Circle the word(s) to answer the two questions.

	How do the hotel guests feel when Room Service arrives?		Do the hotel guests get their order?	
	surprised	not surprised	yes	no
Conversation 4: (man)	surprised	not surprised	yes	no
(woman)	surprised	not surprised	yes	no
Conversation 5	surprised	not surprised	yes	no
Conversation 6	surprised	not surprised	yes	no

3. LET'S LISTEN

Which numbers in a hotel do you call for the following services? Write the numbers next to the services. Compare answers with a partner.



HOTEL SERVICES	
 Front Desk Dial 5	 Housekeeping Dial 10
 Laundry Dial 9	 Operator Dial 7
 Bell Captain Dial 6	 Room Service Dial 15

- To order a meal in your room, dial 15.
- To get clothes dry-cleaned, dial ____.
- To get help carrying your bags, dial ____.
- To get your room cleaned, dial ____.
- To make a long-distance call, dial ____.
- To check if you have received mail, dial ____.

People are making calls from their hotel rooms. Who is each person calling? Listen and circle the correct answer.

- | | | |
|-----------------|--------------------|------------------|
| 1. a. laundry | 3. a. housekeeping | 5. a. front desk |
| b. room service | b. room service | b. room service |
| 2. a. operator | 4. a. bell captain | 6. a. operator |
| b. bell captain | b. laundry | b. housekeeping |

4. LET'S LISTEN

Task 1

People are talking to a hotel receptionist. What does each person want to do? Listen and circle the correct answer.

1. a. leave a message
b. check for messages
c. pick up mail
2. a. move to a bigger room
b. move to a quieter room
c. move to a smoking room
3. a. arrange for a taxi for the morning
b. arrange for a taxi for tonight
c. learn to set the alarm clock
4. a. drive to a restaurant
b. eat something without meat
c. eat in the restaurant



Task 2

Listen again. Are these statements true or false? Check (✓) the correct answer.

	True	False
1. The guest has no messages	<input type="checkbox"/>	<input type="checkbox"/>
2. The guest hates the smell of smoke.	<input type="checkbox"/>	<input type="checkbox"/>
3. The guest can get ready in 30 minutes.	<input type="checkbox"/>	<input type="checkbox"/>
4. The guest can't order lasagna without meat.	<input type="checkbox"/>	<input type="checkbox"/>

HELP

Beatles

Help, I need somebody,
Help, not _____ anybody,
Help, you know I need someone,
Help!

* When I was younger, so _____ younger than today,
I never needed anybody's help in _____.
But now these days are gone, I'm not so self-assured,
Now I _____ I've changed my mind, I've opened up the _____.

** Help me if you can, I'm feeling down
And I _____ appreciate you being 'round.
Help me get my _____ back on the ground,
Won't you please, please help me?

And now my life has changed in oh so many _____,
My _____ seems to vanish in the haze.
But every now and _____ I feel so insecure,
I know that I just need you like, I've never done before.

**

*

Help me if you can, I'm feeling down
And I _____ appreciate you being 'round.
Help me get my _____ back on the ground,
Won't you please, please help me?
Help me,
Help me,
Ooooooo.