

Making requests

8 Saying *Help me with my bags!* or even *Help me with my bags, please!* can sound too direct. Instead, use:

Polite request forms

Can/Could you help me with my bags?

Will/Would you help me with my bags?

Do you think you could help me with my bags?

I wonder if you could help me with my bags.

I was wondering if you could help me with my bags.

- Add the word *possibly* in the correct place in this sentence:
I wonder if I could leave a few minutes early today?
- Fill in the missing letters to make two more polite request forms.
 - I'd be really g_____ I if you could help me.
 - I'd really a_____ e if you could help me.

9 Read the contexts 1–4 then match each one with an appropriate request form a–d.

- asking for help from a friend who should be helping you, but isn't
 - asking a small favour of your brother/sister
 - asking a small favour of a colleague who is doing something else
 - asking a big favour of a senior colleague who is doing something else
- Can you give me a hand?
 - Come on, give me a hand here!
 - I was wondering if you could possibly give me a hand.
 - Do you think you could give me a hand?

10 When you agree to a request, 'OK' can sound too relaxed and informal. There are other more customer-friendly alternatives. Fill in the missing letters.

Can you give me a hand?

- Yes, __ c_____.
- Yes, c_____ y.
- Yes, s_____.

11 Match the first part of the phrase with the last part to make requests using *mind*.

- | | |
|---------------------------|------------------------|
| 1 Do you mind if I ... | a) closed the window? |
| 2 Would you mind if I ... | b) closing the window? |
| 3 Would you mind ... | c) close the window? |

Requests with *mind* mean: 'Is it a problem for you?'
So answering 'no' means: 'no problem'.
Would you mind helping me with this software?
No, not at all./No, of course not.

12 If you want to refuse any kind of request, you can say:

A_____ / To be h_____, it's a bit inconvenient right now.

Giving instructions

13 Match phrases 1–5 with a definition a–e.

- | | |
|----------------------------|--------------------------|
| 1 You can do it. | <input type="checkbox"/> |
| 2 You might have to do it. | <input type="checkbox"/> |
| 3 You don't have to do it. | <input type="checkbox"/> |
| 4 You mustn't do it. | <input type="checkbox"/> |
| 5 You have to do it. | <input type="checkbox"/> |
- It's necessary to do it.
 - It's OK – you're allowed to do it.
 - It's not necessary to do it.
 - I'm telling you not to do it.
 - It's possible that some action is necessary.

14 Choose the three phrases from the first group in Exercise 13 that mean the same as:

- Don't do it!
- You need to do it.
- You needn't do it.

- To say it is **necessary** to do something, use:
*You **have to** do it./You'll **have to** do it.*
*You **need to** do it./You'll **need to** do it.*
(The forms with 'll are more informal.)
- To say it is **not necessary** to do something (i.e. there is a choice), use:
*You **don't have to** do it.*
*You **needn't** do it.*
- To say it is **necessary not to do** something, use:
*You **mustn't** do it!*
Don't do it!

15 In the affirmative, *you have to* and *you must* are very similar. But notice from the box above that, in the negative, *you don't have to* and *you mustn't* are different.

Complete the text below using *have to*, *don't have to* or *mustn't*.

You (1) _____ work in customer support but, if you do, then you will sometimes be faced with very angry callers. Luckily, there are some techniques to help you. First, you (2) _____ interrupt while the other person is speaking. They need to be able to express what they are feeling. Of course, if they're angry, then the message may get confused, so when they finish, you (3) _____ ask short, simple questions to establish the facts. Most companies insist that during this first call you (4) _____ accept any legal responsibility for the problems, but that's OK – you (5) _____. You can, however, still be sympathetic and try to help. Above all, your attitude is important – you (6) _____ be calm and patient at all times.