

16 Things to do

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Useful language

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| <p>Requests</p> <p>I wonder if you can/could help me. (formal)</p> <p>Can you help me?</p> <p>Can you do me favour? (informal)</p> <p>I'd like (you) to ...</p> <p>I need you to ...</p> | <p>Responding</p> <p>Of course. / Sure. / I hope so.</p> <p>That's no problem. As long as you ...</p> <p>I'm afraid I can't help you there.</p> <p>That might be difficult.</p> <p>OK. I'll see what I can do.</p> |
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Student A

You are going on a business trip tomorrow to Paris for two days. Below is a list of the things you have to do, and people you have to speak to before you leave. Your partner is going to take the role of each person you speak to and deal with all your requests and needs. Look at the Useful language box and decide how you are going to make each request.

Things to do

- 1 Borrow a map of Paris from Jane.
- 2 Phone Eurostar to book a flexible return ticket (London – Paris).
- 3 Ask the IT Services Department to update your laptop with the latest version of PowerPoint (for tomorrow's sales presentation).
- 4 Tell Jack to forward only urgent e-mails to Paris. (Last time he forwarded everything.)
- 5 Ask Tom to recommend a good restaurant in the centre of Paris.

Your partner is attending a trade fair tomorrow and he/she also has a list of things to do. Look at your role card and prepare to deal with his/her requests. Use the Useful language box to help you.

Your roles for Student B's requests

- a) Exhibition assistant: You only have one copy of the exhibitor list left. You can lend it to him/her but you need it back.
- b) Exhibition organiser: It's too late to change a stand and you don't have any free near the entrance. As a last resort, you can offer one in the middle of the hall.
- c) Exhibition assistant: The exhibitor can make his/her own photocopies – 10 cents per copy.
- d) Sales Manager: Is it really necessary to have two people on the stand? You will try to find someone; if not, you will come yourself.
- e) Dry cleaner's: A suit takes 24 hours to clean. You could deliver it tomorrow lunchtime for a fee.

When you are ready, act out the conversations with your partner working through your 'Things to do' lists.

Student B

You are at a foreign holidays trade fair to represent your company on its stand. You've arrived a day early and there are a few problems. Below is a list of the things you have to do and people you have to speak to. Your partner is going to take the role of each person you speak to and deal with all your requests and needs. Look at the Useful language box and decide how you are going to make each request.

Things to do

- a) Get list of other exhibitors.
- b) Change stand. You were promised one near the entrance, not at the back of the hall.
- c) Make 500 photocopies of promotional leaflet.
- d) Ring Sales Manager at the office to ask him/her to send someone to help on Saturday (the busiest day).
- e) Take suit to the dry cleaner's. (Needs to be back today.)

Your partner is going on a business trip tomorrow and he/she has a list of things to do. Look at your role card and prepare to deal with his/her requests. Use the Useful language box to help you.

Your roles for Student A's requests

- 1 Jane, a colleague: You have an out-of-date map of Paris (1994).
- 2 Eurostar sales assistant: A flexible return ticket costs €310. A fixed return ticket is €220.
- 3 IT Services Department: Only your boss can authorise upgrades on laptops. He's away until next week.
- 4 Jack, junior salesman: Ask what he/she means by 'urgent' e-mails. Get examples.
- 5 Tom, a colleague: You visited a restaurant called Bistro des Dames last year, but you can't remember the address.

When you are ready, act out the conversations with your partner working through your 'Things to do' lists.