

Unit 17

Title: Polite requests & complaints

VOCABULARY, TERMS & PHRASES

English		English	
Asking			
Would you mind....?		Please....	
Could I borrow....?		stuffy	
May I ?		crowd - crowded	
Excuse me.... ?		scared	
Would you pass me....?		Library	
		lawn mower	
lend = give		to mow	
borrow = take			

Examples

- Could you slow down (please)?
- Would you turn the volume up (please)?
- Would you mind opening the window (please)?
- Please can you turn the a/c on? (air con)
- I'd like a bigger room please.
- I'd like a wake up call please.

Prediction using "will"

Questions:

- Who do you think will win the sports tournament?
- Who will win the election?
- Do you think it'll rain/snow/hail this weekend?

Responding:

- I think...
- I don't think....

Please write 6-10 weather forecasts for the next period of time.

Take a look at these:

- a) I think/ I don't think it tomorrow. (rain)
- b) the sun the whole weekend. (shine)
- c) Europe one government in the next twenty years. (have)
- d) Spanish the world's most important language in 2100. (be)
- e) everyone English at school in 2100. (learn)
- f) my country the World Cup one day. (win)
- g) I famous. (be)
- h) I the lottery this year. (win)
- i) it this winter. (snow)
- j) everyone go to university by the year 2100. (be able to)
- k) India a superpower in this century. (become)
- l) the world than it is now in 50 years' time. (be a lot hotter)
- m) most people to be a hundred or more in the 22nd century. (live)

Spontaneous responses using shall & will

“will” is not only used for future predications. It is frequently used when responding or reacting to situations...

Responses	Alternative using „will“
Shall I get you a drink?	I'll get you a drink
Shall I call a medic / doctor?	I'll call a medic
Shall I give you a ride to the?	I'll take you to the...
Shall I help you carry that?	I'll carry that for you.
Shall I lend you mine?	I'll help you read it for you.
Shall I get you a plaster?	

LEAD - PROMPTS	
I'm really hungry	I must get a newspaper
I'd like to finish here	This room is very warm
I have to get to the airport as soon as possible	I have to contact the boss immediately
I need a calculator to work out these figures	I must get to the store before it closes
I don't think I can carry that bag	I don't feel very well / don't feel good
It's really cold in here	I've left my phone at home and must call the office (cell / mobile / smartphone)
I need a drink	I'd like to watch the news
I can't find my glasses/shades	I need the person's email ad (address)
Ouch! I've cut my finger	I'd like to call it a day

How long will it take...?

How long will it take to get from Vienna to Salzburg?

How long do you think it will take to get from Vienna to Turin?

Student 1	
Scenario 1 You are a businessman/woman. You are leaving London at 7am on the Brussels express for a midday meeting at the European Union. You want to know how long it takes to get to the EU facility at Brussels.	
Scenario 2 You are driving to Spain for a holiday (vacation). You are at the Eurotunnel near Folkestone, UK. It is 10:20 and you want to know how long it will take to get through the tunnel and on the French motorway (highway).	
Scenario 3 It is 5 pm in Frankfurt, Germany. You are sending 250 automobiles to Birmingham, UK. You want to know when the delivery of automobiles will reach Birmingham.	

Student 1		Student 2	
Allow 45 minutes for changing trains in London		Allow 45 minutes for changing trains in London	
London - Cardiff	1 hr 44 min	London - Birmingham	1 hr 27 min
London - Edinburgh	4 hr 37 min	London - Brussels	2 hr 45 min
London - Nice	11 hr	London - Frankfurt	8 hr
London - Basel	8 hr	The trip (journey) from the Eurotunnel Terminal at Folkestone to the French motorway via the Channel tunnel takes about 1 hr 15 min	
London - Amsterdam	5 hr 30 min		

Student 2	
Scenario 1 You produce high tech components in Cardiff, South Wales. It is 8 am. A customer in Amsterdam, Netherlands, wants 10 components by the end of the day. How long will it take to get the components to Amsterdam.	
Scenario 2 You are on a romantic weekend away. You are leaving London at 10:00 on an international express from St Pancras station, London. You are looking forward to a champagne lunch on the train and want to know whether you will be in Nice in time for dinner.	
Scenario 3 You are returning on the overnight sleeper from Switzerland which leaves Basel at 22:00. You want to know when you'll be arriving back in Edinburgh.	

Discoveries & Inventions

camera	Internet	airplane	gramophone	radio	television
telephone	computer	electric light bulb	car	train	penicillin

What discoveries and inventions can you think of?

Which ones are the most important for you?

Answers: I think the telescope was the most important invention as humankind has discovered the universe.

Are discoveries and inventions always good for society?

Can you think of three good and bad things that technology has given us?

I'll do it myself

myself – himself – herself – themselves - yourself – itself - ourselves

1. When his car broke down, Martin repaired it _____.
2. Nicole went skiing on Sunday. She fell on the slope and hurt _____.
3. Shall I help you? "No thanks. I'd rather do it _____".
4. That's an awesome painting Michele. Did you really paint it _____?
5. Arthur was in a hurry this morning and cut _____ shaving.
6. A rhino knows how to defend _____.
7. Come in Mark. If you would like a drink, please help _____.
8. We had a great time in Schladming skiing. We really enjoyed _____.
9. The neighbours are very selfish. They only think of _____.
10. Don't worry about the problem. It will take care of _____.

Look at Appendix I and use real situations to construct sentences.

Tasks:

1. Use the new vocabulary in sentences
2. What 4 things do you think will change in the next 100 years?
3. Write a paragraph about 2 of the most important inventions since 1850.
4. Write 10 sentences using himself / herself / yourself / itself / ourselves using the vocabulary in Appendix I below.

Appendix I

Office, Business, and Workplace Vocabulary Word List

<p>A</p> <p>accountant accounting accounts accruals ads advertise affordable agenda agreement arbitration</p> <p>B</p> <p>benefits bill of lading board board of directors bond bonus bookkeeping borrow boss bottom line break even briefcase budget business business card buy buyer</p> <p>C</p> <p>calculate capital capitalist career cargo chairman chairwoman charge clause client close collateral cold call commerce commercial commission</p>	<p>D</p> <p>database deadline deal debit deflation demand department discount director discount dismiss distribution diversify dividend download down payment duty duties</p> <p>E</p> <p>economical economics economy of scale efficiency employ employee employer employment entrepreneur equipment estimate executive expenses export</p> <p>F</p> <p>facility factory fax figures finance financial fire foreman framework freight fund</p>	<p>I</p> <p>import incentive income income tax inflation insurance intern interest rate interview inventory invest investment invoice</p> <p>J</p> <p>job</p> <p>L</p> <p>labor laborer laptop lead lease leave letterhead liability loan log-in loss low lucrative</p> <p>M</p> <p>mailbox mainframe manage manager management market marketing meeting memo merchandise merchant money monopoly motherboard mouse pad</p>	<p>O</p> <p>occupation offer office offline opportunity open order organization online outgoing owner overdraft overhead</p> <p>P</p> <p>packing list paperweight partner password pay payment perk personnel plan policy portfolio position presentation president price prime rate principal product production profit profitable promotion proposal prospects proxy purchase order purchasing</p> <p>Q</p> <p>quarter quit</p> <p>R</p>	<p>S</p> <p>salary sale salesman sales tax saleswoman secretary sell seller service shareholder ship shipment shipping shop sick leave sign signature spreadsheet staff statement stock stockholder strike success superintendent supervisor supply</p> <p>T</p> <p>target tariff tax temp terms trade trade-off trainee transaction treasurer treasury trend typeface typewriter</p> <p>U</p> <p>upgrade upload</p>
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commodity company competition compromise consumer contract copyright corporate corporation cost corner office coupon credit credit card cubicle currency customer	G goods graph gross growth guidebook H headhunter headquarters high hire hours	N negotiate negotiation net network net worth niche notebook notice no-win	rank receipt recruit recruiter refund resign résumé retail retailer retire risk	unemployment union unit cost username V vacancy vacation time venture vice-president video conference volume W warranty wastebasket waybill wholesale wholesaler win-win withdraw work worker workroom workspace Y yield
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Global English