## Topic

3

### REQUESTS AND OFFERS

1. MODEL DIALOGS

Dialog 1: Requests

|  |  |  |
| --- | --- | --- |
| Calvin | : | What can I do for you, Jane? |
| Jane | : | *We’d like to order C30 cassettes.* |
| Calvin | : | C 30 cassettes? How many do you need? |
| Jane | : | *Do you have 1200 pieces?* |
| Calvin | : | Yes. I guess we do. When do you want us to deliver them? |
| Jane | : | *Could you deliver them by the 20th?* |
| Calvin | : | I’m sorry. We’re fully booked by that day. What about the 22nd? |
| Jane | : | The 22nd? That’s okay! |
| Calvin | : | So, 1200 pieces of C30 by the 22nd. Can you fax the details of the order today? |
| Jane | : | Okay. I’ll do it this afternoon. |
| Calvin | : | Thanks. |

Dialog 2: Offers

|  |  |  |
| --- | --- | --- |
| Tim | : | I read your advertisement on your public seminar. When is the deadline of the registration? |
| Sarah | : | The deadline is 20th of this month. |
| Tim | : | The 20th? Do you give special group price? |
| Sarah | : | Yes, we do. *Why don’t we email or fax you the details?* |
| Tim | : | Just fax us the information to 829-4991, attention Timothy Dalton. |
| Sarah | : | 829-4991, attention Timothy Dalton. Okay, Mr. Dalton. *We’ll do it right away*. |
| Tim | : | Thank you. |

**B. LANGUAGE FOCUS**

Requests

We need 100 C30 cassettes.

We’d like to order 100 C30 cassettes

Do you have 100 C30 cassettes?

Can/Could you send 100 C30 cassettes?

Can/Could you deliver 100 C30 cassettes?

|  |  |
| --- | --- |
| **Accepting** | **Refusing** |
| Certainly. | I’m sorry.  |
| Yes, of course. | I’m afraid we can’t. |
| No problem. | I’m afraid not. |

Offers

We can … for you. Would you like me to …?

We’ll …. Why don’t we …?

Shall we …?

|  |  |
| --- | --- |
| **Accepting** | **Refusing** |
| Thank you. | No, thank you. |
| Yes, please. | That’s all right. Thank you. |
| I’d really appreciate it. | That’s not necessary. Thank you. |

Asking for details

Type: Which type do you need?

 Which program do you need?

Amount: How many do you need?

Time: When do you need it?

When do you want us to deliver it?

 When is the deadline?

**C. PRACTICE**

Activity 1: Requests

Directions: Make short dialogs based on the following clues.

For example: To take a message (accept)

A: Could you take a message for me, please?

B: Certainly. I’ll do it right away.

1. To fax the details (accept)
2. To lend a pen (refuse: You don’t have a pen)
3. To work over time this week (accept)
4. To mail a letter (refuse: You haven’t finished typing the letter)
5. To finish the report (accept)
6. … (on your own)

Activity 2: Offers

Directions: Make short dialogs based on the following clues.

For example: To take a message (accept)

 A: Would you like me to take a message for you?

 B: Yes, please.

1. To make a proposal (refuse)
2. To send the meeting invitations tomorrow (accept)
3. To bring the draft contract (refuse)
4. To call a taxi (accept)
5. To fax the invitation (accept)
6. … (on your own)

Activity 3: On Your Own

Directions: Act out a dialog with a partner on request or offer.