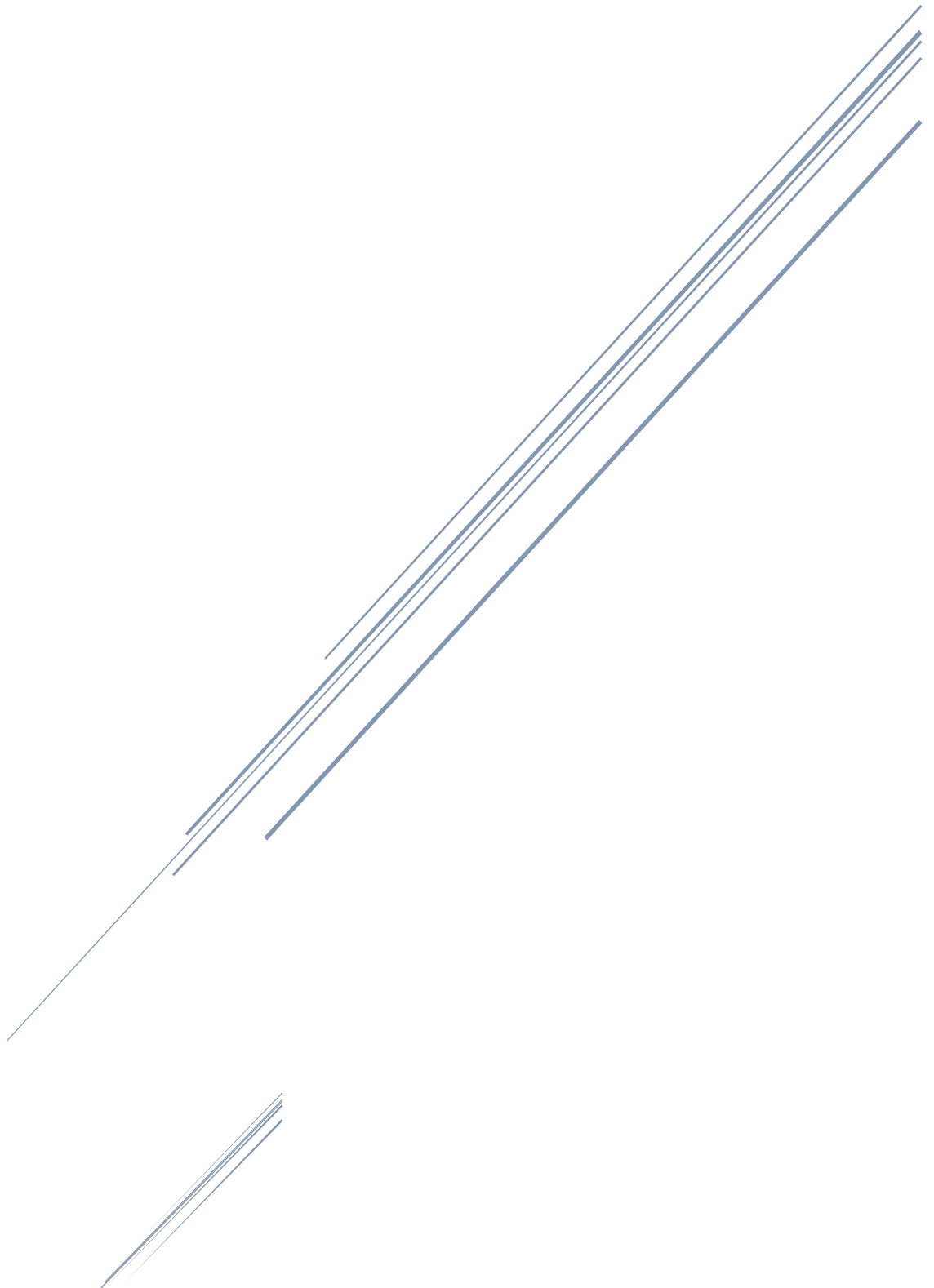


POLITE CONVERSATION

SESSION 1

TOPICS

- Using polite phrases
- Engaging in small talk
- Asking and answering politely



Input 1.1A**The same or different?**

Phrase A	Phrase B	The same	Different	Meaning
Hello.	Hi.			
Good evening.	Good night.			
Nice to meet you.	Pleased to meet you.			
See you later.	See you soon.			
Excuse me.	Sorry.			
Excuse me?	Pardon me?			
Welcome.	You're welcome.			

Input 1.1B
Polite phrases

Do the pairs of phrases have the same or a different meaning? What do they mean?

Phrase A	Phrase B	The same	Different	Meaning
Hello.	Hi.	✓		Say Hello or Hi when you meet people.
Good evening.	Good night.		✓	Say Good evening when you arrive in the evening. Say Good night when you leave late in the evening.
Nice to meet you.	Pleased to meet you.	✓		Say Nice to meet you or Pleased to meet you when you meet new people.
See you later.	See you soon.		✓	Say See you later if you'll see the person again today. Say See you soon if you'll see the person after a few days.
Excuse me.	Sorry.		✓	Say Excuse me if you want to talk to a person you don't know, or if you want a person to move. Say Sorry if - for example - you stand on a person's foot.
Excuse me?	Pardon me?	✓		Say Excuse me? or Pardon me? if you didn't hear. You can also say Sorry?
Welcome.	You're welcome.		✓	Say Welcome when a visitor arrives. Say You're welcome after someone says "Thank you".

Input 1.1C**Polite expressions**

Use the words below to complete the polite expressions.

how	later	me	meet	night	pleased	welcome	you
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1. Nice _____ to you.
2. Good _____.
3. _____ are you?
4. Excuse _____.
5. See you _____.
6. _____ to meet you.
7. See _____ soon.
8. Thanks. – You're _____.

Input 1.1D**Nice to meet you**

Hello.

Hi.

Good morning.

Good afternoon.

Good evening.

Welcome.

Bye.

See you later.

See you soon.

Good night.

How are you?

Very well

Fine, thanks.

Good, thanks.

Nice to meet you.

Pleased to meet you.

Nice to meet you (too).

Pleased to meet you (too).

Sorry!

Sorry?

Excuse me?

You're welcome.

Input 1.1E**Language summary****Using polite phrases**

Greetings:

Hello. / *Hi.*Before lunch: *Good morning.*After lunch: *Good afternoon.*Just before or after dinner: *Good evening.*Greeting a visitor to your home/company/city/country: *Welcome.*Leaving: *Bye.* / *See you later.* / *See you soon.* / *Good night.* (late in the evening)Meeting people you know: *How are you? – Very well, / Fine, / Good, thanks.*Meeting new people: *Nice to meet you.* / *Pleased to meet you.*Reply with: *Nice to meet you (too).* / *Pleased to meet you (too).*If you do something bad: *Sorry!*If you don't hear what someone said: *Sorry?* / *Excuse me?*After someone thanks you, you can reply: *You're welcome.*

Input 1.1F**Extra practice**

Part A. In 1–8, how does the other person reply? Match the pairs.

	Person A		Person B
	Pleased to meet you.	1	A Hi.
	Good morning.	2	B Thank you.
	Bye.	3	C No problem.
	Thanks.	4	D Yes, please.
	Welcome.	5	E Good night.
	How are you?	6	F Nice to meet you.
	Sorry.	7	G Very well, thanks.
	Shall I get you some water?	8	H You're welcome.
	Excuse me?	9	I Of course.
	Can I open the window?	10	J I said, "It's a nice day."

Part B. Find words or phrases in Part A that mean the same as those below.

1. Hello.
2. See you later.
3. Pleased to meet you.
4. Sure.
5. Sorry?

Input 1.2A

Choose the right expression

- Man 1 **Do you go / Are you going** to work?
- Woman Yes. Normally, 2 **I drive / I'm driving** .
But 3 **they work / they're working** on the highway.
The traffic's really bad.
So 4 **I take / I'm taking** the train this week.
- Man 5 **I don't have / I'm not having** a car.
But 6 **I learn / I'm learning** to drive at the moment.
- Woman Right. 7 **Do you take / Are you taking** lessons?
- Man Yes.
- Woman And 8 **how does it go / how's it going** ?
- Man Fine! Thanks.



Input 1.2B

Listen and correct

Man **Are you going** to work?

Woman Yes. Normally, **I drive**.

But **they're working** on the highway.

The traffic's really bad.

So **I'm taking** the train this week.

Man **I don't have** a car.

But **I'm learning** to drive at the moment.

Woman Right. **Are you taking** lessons?

Man Yes.

Woman And **how's it going**?

Man Fine! Thanks.



Input 1.2C**Follow up**

Look at the questions from some small talk between two people on a plane. Mark the correct sentence: A or B.

1 **A** Do we leave on time?

B Are we leaving on time?

2 **A** Where do you go?

B Where are you going?

3 **A** Where do you live?

B Where are you living?

4 **A** Do you travel on business?

B Are you travelling on business?

5 **A** Do you often go abroad?

B Are you often going abroad?

6 **A** What do you do?

B What are you doing?

7 **A** What do you study?

B What are you studying?

8 **A** Do you enjoy the course?

B Are you enjoying the course?

Input 1.2D

A big question – What is small talk?

A BIG QUESTION: WHAT IS SMALL TALK?

Below are a few questions from some small talk between two people on a plane.

- 1 Are we leaving on time?
- 2 Where are you going?
- 3 Where do you live?
- 4 Are you traveling on business?
- 5 Do you often go abroad?
- 6 What do you do?
- 7 What are you studying?
- 8 Are you enjoying the course?
- 9 Do you know what job you'd like to do?
- 10 Are people finding it hard to get jobs at the moment?

What do these questions tell us about small talk?
Is it about:

- ▶ small subjects or big subjects?
- ▶ things that are happening now or things in general?



Input 1.2E**Language summary****Engaging in small talk****Present Simple**

Permanent situations *I live* in Mumbai.
I work at the hospital.

Regular situations *I play* basketball.
I often *eat* at Paulo's Pizzeria.

Present Continuous

Things happening now *I'm having* lunch.

I'm waiting for the bus.

Temporary situations This year, *I'm working* in Hyderabad.

At the moment, *I'm studying* history.

Input 1.2F**Language practice**

Make sentences. Choose the correct tense: the Present Simple or the Present Continuous.

1 I / live / in Nagpur.

2 I / study / in Jaipur.

3 He / sometimes / play / badminton.

4 I / learn / French.

5 We / move / to a new house.

6 I can't talk now, I / fix / the TV.

7 She / speak / six languages.

8 Babies / drink / milk.



Opening a window is easy.
But asking to open one isn't.
There are so many different ways to ask:

- A **Can I** open the window?
- B **May I** open the window?
- C **Shall I** open the window?
- D **Could I** open the window?
- E **Is it OK if I** open the window?
- F **Do you mind if I** open the window?
- G **Do you want me to** open the window?
- H **Would you like me to** open the window?

Actually, it's not too difficult. This list has just two types of question, for two different situations:

Situation 1 I'm asking because
I want the window to be open .

Situation 2 I'm asking because I think
you want the window to be open .

So which questions do we ask in each situation?

Input 1.3B**Quiz**

Match each polite question to situation A or situation B.

Situation A I'm asking because *I* want the window to be open.

Situation B I'm asking because I think *you* want the window to be open.

	A	B
1 Can I open the window?	<input type="checkbox"/>	<input type="checkbox"/>
2 May I open the window?	<input type="checkbox"/>	<input type="checkbox"/>
3 Shall I open the window?	<input type="checkbox"/>	<input type="checkbox"/>
4 Could I open the window?	<input type="checkbox"/>	<input type="checkbox"/>
5 Is it okay if I open the window?	<input type="checkbox"/>	<input type="checkbox"/>
6 Do you mind if I open the window?	<input type="checkbox"/>	<input type="checkbox"/>
7 Do you want me to open the window?	<input type="checkbox"/>	<input type="checkbox"/>
8 Would you like me to open the window?	<input type="checkbox"/>	<input type="checkbox"/>

Input 1.3C**Do you mind?**

Do you mind if I use
your pen?

Yes. Thank you.

Would you like me to help
you with your bags?

Good idea.

Is it OK if I arrive a bit
late tomorrow?

Yes. Sure.

Do you want me
to open the window?

Not at all.

Could I have some water,
please?

Of course.

Input 1.3D**Language practice**

Complete the polite questions and replies. Each time, write one word.

1. Do you _____ if I use your pen?

– Not at _____.

2. Is it okay _____ I arrive a bit late tomorrow?

– Of _____.

3. Would you _____ me to help you with your bags?

– Yes. _____ you.

4. Do you _____ me to open the window?

– _____ idea.

5. _____ I have some water, please?

– Yes. _____.

Input 1.3E**Language summary****Asking and answering politely**

I'm thirsty. **Could I** get some water? – **Sure. / Of course.**
May I

I'm hot. **Is it okay if I** open the window? – **Sure. / Of course. / No problem.**
Do you mind if I – **Of course not. / Not at all.**

Shall I help with your bag? – **Yes, please. / Thank you.**
Do you want me to – **No, I'm OK, thanks.**
Would you like me to

Input 1.3F**Extra practice**

Part A. Underline the correct word in each polite question.

1. Could / Do you mind if I sit here?
2. Can / Would I have another coffee?
3. Do / May I have your phone number, please?
4. Shall / Would I meet you at the airport?
5. Do / Would you want me to call a taxi for you?
6. Could / Shall you pass me the water, please?
7. Do / Would you like me to carry your bag?
8. Could / Shall I have a cup of tea, please?

Part B. Write polite replies to the questions in Part A. Sometimes, more than one reply is possible.

Of course. Of course not. No problem. Not at all. Sure. Yes, please.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

Input 1.3G**Talking point**

The sentences below are from conversations between learners taking a break. With a partner, use them to complete the table.

Why do you need English?

It's a nice day.

What do you do?

Do you come here by car?

It's really hot today.

Where do you live?

Do you often go abroad?

It's so cold at the moment.

What company do you work for?

Do you use English a lot?

Are you enjoying the course?

Are you busy at the moment?

Subject: Learning English

Subject: Places and travel

Subject: Jobs

Subject: The weather
