

Using polite language

- 1 (1.15) Read and listen to the dialogue. Where does the conversation take place?



- Receptionist** Good evening, sir. How can I help you?
Mr Henrick I have a reservation. The name's Henrick.
Receptionist Just bear with me one minute, Mr Henrick. Yes, that was a twin room, with executive breakfast and use of the health spa.
Mr Henrick That's right. And I was wondering if it would be possible to book a meeting room for tomorrow?
Receptionist Certainly, sir. How many people will be attending? We have a large conference room or a choice of several smaller seminar rooms.
Mr Henrick I'm expecting twelve people to attend, and we will need the room all day.
Receptionist In that case, I would recommend the Washington Room which also has a lounge area where tea and coffee are served.
Mr Henrick That sounds perfect. And could you tell me what presentation facilities are provided?
Receptionist All the rooms are equipped with a laptop, data projector, and a flipchart, and Wifi is available throughout the hotel. Would there be anything else that you needed?
Mr Henrick Not at the moment, but might I have a look at the room this evening to check?
Receptionist Certainly. I'll arrange for someone to take you there when you have checked into your room. Did you want to include lunch with the seminar room booking?
Mr Henrick Possibly, would you mind showing me a price plan with and without lunch?
Receptionist Certainly sir.

- 2 Read the *Look out!* box. Then read the dialogue again and find five formal questions.

LOOK OUT!

Using polite language

We can use the past tense and modals *would*, *could* and *might* to create a more polite tone in formal situations.

I was wondering if ...?

I would recommend ...

- 3 Rewrite the sentences and questions to make them more formal.

- 1 That's nice.
That would be nice.
- 2 Do you want the executive breakfast?

- 3 Do you have a meeting room available?

- 4 Are you interested in using the health spa facilities?

- 5 Please give me your credit card details.

- 4 (1.16) Listen to the three dialogues. Where do the dialogues take place? What does each person want to do?

Dialogue 1

Dialogue 2

Dialogue 3

- 5 (1.16) Listen to the dialogues again and complete the sentences.

Dialogue 1

1 We do. _____?

2 Yes, please. _____
a pair in black?

Dialogue 2

3 I see. _____?

4 _____,
we can issue you with a card.

Dialogue 3

5 _____
for an additional £20?

6 _____
a single or return ticket?

- 6 Work in pairs. Prepare a dialogue in two of the following situations. Use polite language.

- 1 tourist information office – finding a sightseeing tour
- 2 sports centre – using the fitness room
- 3 library – using the internet
- 4 shop – finding a new suit for an interview
- 5 restaurant – booking a meal for two people

- 7 Act out your dialogues to the class.