4 Can I help you?

LISTENING RESOURCE PACK
Worksheet 4
Meminta dan memberi jasa, meminta dan memberi barang dengan sopan dan merespon secara interpersonal

A. Getting ready

Look at the picture.

Discuss with your partner these questions:

a) Who are the people?,
b) Where are they?
c) What are they doing?

Can you think of what they may say to one another?

B. Shop conversations

Listen to two shop conversations and put each conversation below in the correct order, (1) 1-6 and (2) 1-8.

1.

_____ C : Dark blue.

_____ C : Extra large.

1 C : Excuse me. Do you have this T-shirt in blue?

_____ SA : Yes, what size?

_____ C : Thank you.

_____ SA : Here you are.

_____ SA: Would you like light or dark blue?

2.

_____ S: No, I'm sorry, not today.

_____ C: Have you got any mushrooms?

3 S: Certainly sir. Anything else?

_____ C: Oh. Ok, thank you. How much is all that?

_____ S: Here you are. Anything else?

_____ C: Yes, six banana and one watermelon.

_____ S: Good morning. Can I help you?

_____ C: Yes, I'd like a kilo of apples and two kilos of potatoes please.

Being polite

Look at dialogue 1). The shop assistant says, *"Would you like...."*, **not** *Do you want.....*
Would you like is polite. In 2), the customer says, *" I'd like"*, **not** *I want. I'd like* is polite. (I'd = I would).

C. Your turn

I. Practice the two dialogues with your partner.
II. Now with your partner make your own dialogue. Have conversations like the ones above. You may change some information.