LLSL9. Ask Politely

Student Name: _____ Student ID Number: _____

Instructor: _____ Level: _____ Date: _____

For video or audio links, visit the LLC ESL Tutoring website for Lower Level SDLAs. Find your SDLA number. Look to the right. Find the right video or audio.

Section 1: Introduction

Watch the video to learn about asking for something politely..

Part 1: Answer these questions after watching the video.

1. Anna asks Denise politely to send her the file.
   a. ☐ True b. ☐ False
2. Anna's boss asks her politely for her help.
   a. ☐ True b. ☐ False
3. What are two important words to use when asking politely? _____

Part 2: Mark **all** of the polite requests from the video. Only the polite ones. Practice saying the polite sentences.

a. ☐ I was wondering if you could do something for me...
b. ☐ Please email me the background file on CBL.
c. ☐ Would you be able to print out a file for me?
d. ☐ Could I have it within ten minutes please?
e. ☐ Oh and Denise, please send it to me within five minutes.
f. ☐ Could you possibly help me with the printer?
g. ☐ Would you mind writing your email later?

Section 2: Asking Politely

What do you say when you can't understand? "Huh?" or "What?" Let's learn some better ways.
Adapted from https://www.fluentu.com/blog/educator-english/asking-for-clarification-esl/

Get Someone's Attention:

- Pardon me… *Example: Pardon me, did you say we will leave at 10?*
  ****NOTE: "pardon" is not used much in the USA.****
- Excuse me… *Example: Excuse me, are you saving these chairs?*

When You Don't Understand:

- Excuse me?
- Could you repeat that, please?
- Could you say that slower, please?
- I'm sorry. I didn't hear you.

Instructions: Change Person B's words below **to polite ones.**

Task 1

Person A: We will go over the test when we come back from break.
Person B: What?

Change to:

Task 2

Person A: Could you go down the hall and ask at the Registration Desk for some forms?
Person B: Talk slowly.

Change to:

Task 3

Person A: At Starbucks, you should ask if an empty chair is okay for you to use before taking it.
Person B: I don't understand.

Change to:

Task 4

Person A: If you don't show up on time, you will get into trouble at work.
Person B: Huh?

Change to:

Task 5

Person A: Should we go for pizza or Thai or Indian food in Old Town.
Person B: I didn't hear you.

Change to:

Task 6

Person A: I need these papers sorted and filed alphabetically by 3 pm today.
Person B: What's that?

Change to:

Section 3: Focus Asking

When you are listening, you often understand the beginning but not the end. If you ask them to repeat, they will repeat from the beginning. It is better if you **focus** on only the part you don't understand. Below are some examples.

Person A: I think we have enough time because we aren't leaving until 6:25.
Person B: I'm sorry, when are we leaving?

Person A: OK. That is a double cheeseburger. It comes with lettuce, tomato, onion, pickles, ketchup and mustard.
Person B: It comes with lettuce, tomato…and what else?

Instructions: Change Person B's words below to **focus on a part of the sentence.**

Task 7

Person A: I need to go to the supermarket, library and post office.
Person B: Could you say that again, please?

Change to:

Task 8

Person A: Do you want to buy a tablet, laptop, smartphone or desktop computer?
Person B: Could you please talk slower?

Change to:

Task 9

Person A: This shirt comes in large or extra large and orange or green.
Person B: Would you mind saying that again?

Change to:

Task 10

Person A: We should visit the mountains this weekend. We can go hiking, boating or hang gliding.
Person B: I'm sorry. I didn't hear you. Could you repeat that?

Change to:

Task 11

Person A: So, I think the files I need are in storage room 2. Bring them to my office when you get them.
Person B: Excuse me?

Change to:

Section 4: What Did I Learn?

Complete this table BEFORE meeting with a tutor.

Communication Skill	I can't do this YET.	I can do this WITH help.	I can do this WITHOUT help.	I can TEACH this to a classmate.
I can use "could" and "would" to ask for help politely.				
I can ask politely when I do not understand.				
I can focus my polite question only on the part I do not understand.				

Here are some words/phrases I need to practice.

Good job!

Now go to the LLC Tutoring Website and make an appointment with a tutor.

Section 5: Practice with a tutor!

Meet with a tutor. Give this paper to the tutor. The tutor will review your work and talk with you.

Grading Rubric

Possible Points	Need Practice (0-1 Point)	Good Job (2-3 Points)	Excellent Work (4-5 Points)
Content	More than 4 errors	3-4 errors	0-2 errors

Possible Points	Need Practice (0-1 Point)	Good Job (2-3 Points)	Excellent Work (4-5 Points)
Skill: Speaking Correctly	More than 4 errors ☐	3-4 errors ☐	0-2 errors ☐
Oral Fluency: Speaking long and smooth	Missing more than 4 words ☐	Misses 1-3 words ☐	0 words missing. ☐

***Students must receive at least 10 points to move on** **Possible Points: ☐ / 15**

Tutor Comments:

☐ **Congratulations! Keep going.**
You are successful! Choose another SDLA.

☐ **Work on this more.**
Not finished or needs more practice. Try this again.

Tutor Signature: ☐ Date: ☐