



natural English offering help

- A I'll help you with the cooking. B Oh, thanks very much.
 A Shall I clean the bathroom? B Yeah, thanks.
 A Shall I make the coffee? B No, it's OK, thanks.



natural English asking for help

- Could you do me a favour? /'feɪvə/ Of course. What is it?
 give me a hand? Sure.
 do something for me? It depends what it is.



natural English offers and requests

- I'll get someone to have a look at it.
 That's great.
 I'll ask the electrician to come and repair it.
 Lovely, thank you.
 Could you get someone to have a look at it?
 Yes, of course.



natural English asking for and making recommendations

- Can you recommend any places to see?
 Is there anything else you can recommend?
 It's worth /wɜ:θ/ going to the Butterfly House.
 The Theatre museum's well worth a visit.
 You should go and see the Modern Art and Photography Museum.
 I'd (really) recommend the river trips.



natural English saying thank you

- A Thank you (very much). A Thanks (a lot). ☺
 B You're welcome. B That's OK. ☺



What's the context?

These *natural English* phrases could be used:

- at home
- at a friend's house
- in a city or other place that you don't know
- at work
- in a hotel

Look through the *natural English* boxes. Find *natural English* phrases that you could use in each of the different contexts above.

Example: at home – Shall I take the dog out?



Study the *natural English* phrases

1. Complete the gaps in these *natural English* phrases.

Example: **Could you do me a _____?**
Could you do me a favour?

- a) _____ help you with the washing-up.
- b) Can you _____ any places to see?
- c) You _____ go and see the Museum of the Sea.
- d) Could you give me a _____?
- e) I'll _____ someone to have a look at it.
- f) _____ I make the drinks?
- g) Could you _____ something for me?
- h) It's _____ going to the Botanical Gardens.
- i) "Thank you very much." "You're _____."
- j) The Blue Mosque is well worth a _____.

2. Look at the *natural English* phrases again. Mark them O = offer, REC = recommendation and REQ = request.

Example: Could you do me a favour? (REQ)

3. Which *natural English* phrase in exercise 1 is not an offer, request, or recommendation?



Activate the *natural English* phrases

Role play

Practise using the *natural English* phrases in this email by doing these role plays with a partner. It's a good idea to spend a few minutes preparing what you want to say before you begin, and finding useful *natural English* phrases that you can use.

Don't forget to use *natural English* phrases for saying 'Thank you' when someone is helpful! (See natural English box 5.)

Role play 1 Friends

Student A

Your friend has just come out of hospital, and you are staying with him / her for the weekend while he / she gets better. You have never been in this city before. Of course, you want to help your friend with jobs around the house, but you also want to get out and see the city.

a) Offer to do these things:

- Get some books and magazines
- Clean the bathroom
- Go to the supermarket

b) Ask for recommendations about what to do in the city.

Student B

You have just come out of hospital, and your friend is staying with you for the weekend while you get better. There are some things you want to request your friend to do to help you. You also want to be on your own a bit as you feel very tired. Your friend doesn't know the city very well, so recommend lots of things your friend can do in town.

a) Ask (request) your friend to do these things:

- Make the coffee
- Get some DVDs
- Call a plumber to fix the kitchen tap

b) Make recommendations about the following things in your city

- The Music Café
- Going on a city tour
- The Art Museum
- The Black Tower

You could begin your conversation like this:

A How are you feeling?

B Not very good, actually. I'm tired, but I'm bored too.

A Shall I get you some books and magazines?



6. "BEING HELPFUL"

Role play 2 At a hotel

Student A

You work at reception in a hotel. You want to give good service and make sure that your guests are all happy. When a guest speaks to you:

- a) **Offer** to solve any problems the guest has.
- b) **Make recommendations** about these things in the city:
 - The Silver Bridge
 - Going on the Tour Bus
 - The Toy Museum
 - The City Park

Student B

You are a guest in a hotel. You've got some problems with your room. You also want some recommendations about what to do in the city. Ask the receptionist for help.

- a) **Ask for (request)** help with these problems:
 - The TV doesn't work
 - You don't understand how to use the air conditioning
 - There's no hot water
- b) **Ask for recommendations** about what to do and see in the city

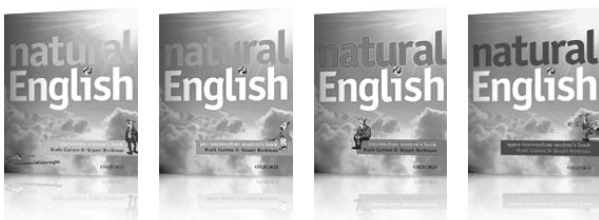
You could begin your conversation like this:

A Can I help you?

B Yes, could you get someone to look at the TV in my room? It doesn't seem to work.

A Sure.

Remember to say 'Thank you' when someone is helpful. (See natural English box 5)



These tips are brought to you by *natural English*, the course where students use English naturally.