UNIT XII
COULD YOU GIVE ME A HAND?

Let's Start!

Work with your partner. Look at the situations. Place a check (√) in the box to show the best way to make the request in each situation.

- At the counter in a coffee shop to a close friend:
  - Do you think you could pass the sugar, please?
  - Pass the sugar, will you?
  - Would you mind passing the sugar?

- At the counter in a coffee shop alone. Ask a stranger sitting beside you:
  - Pass the sugar, will you?
  - Could you pass the sugar, please?
  - I wonder if you could possibly pass me the sugar.

- At an airline check-in counter:
  - I'd like a window seat please, if you have one.
  - Give me a seat by the window.
  - Do you think there's any chance of me being able to get a seat by a window?

- A parent talking to their ten-year-old child:
  - Could you stop biting your fingernails, please?
  - Would you mind not biting your fingernails?
  - Stop biting your fingernails.

- A ten-year-old child talking to their mother:
  - Can I have some ice cream?
  - Would you mind giving me some ice cream?
  - Give me some ice cream.
Expressions

Look at these expressions. Write R if the person is requesting something. Write P if the person is asking for permission to do something. Two are done for you.

.......... Could you close the door, please?
.......... Would you mind if I closed the window?
.......... Can I close the window?
.......... Do you think you could possibly close the door, please?
.......... Close the door, will you?
.......... Would you mind closing the door, please?
.......... Is it okay if I close the window?
.......... Do you mind if I close the window?

1. LET'S LISTEN

Listen to four conversations. Draw lines to match the conversation to what each child wants to do.

<table>
<thead>
<tr>
<th>Conversation 1</th>
<th>Conversation 2</th>
<th>Conversation 3</th>
<th>Conversation 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>● play a video game</td>
<td>● watch TV</td>
<td>● borrow some money</td>
<td>● use the family car</td>
</tr>
<tr>
<td>● have some ice cream</td>
<td>● go out to meet friends</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Listen Again

Listen to Conversation 4 again. Place a check (✓) next to the things Claire is asked to do.

☐ turn off the TV  ☐ clean her room  ☐ stop using the telephone
☐ wash some clothes  ☐ do her homework  ☐ help with the cooking
2. LET'S LISTEN

Before You Listen

Work with your partner. Look at the expressions. Circle G if the expression is said by the guest. Circle RS if the expression is said by Room Service.

Expression

<table>
<thead>
<tr>
<th>Expression</th>
<th>G</th>
<th>RS</th>
</tr>
</thead>
<tbody>
<tr>
<td>How can I help you?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Right now, please. Immediately.</td>
<td>G</td>
<td>RS</td>
</tr>
<tr>
<td>What kind of tea would you like?</td>
<td>G</td>
<td>RS</td>
</tr>
<tr>
<td>Hello, is that Room Service?</td>
<td>G</td>
<td>RS</td>
</tr>
<tr>
<td>When would you like it ma'am?</td>
<td>G</td>
<td>RS</td>
</tr>
<tr>
<td>Could you bring me an egg sandwich</td>
<td>G</td>
<td>RS</td>
</tr>
<tr>
<td>and some jasmine tea?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Listen to the first three conversations. Write the number of the conversation next to its title. (There is one title too many).

- A Very Special Day
- A Quick Snack
- A Meal For Two
- A Strange Lady

Now listen to the next three conversations. Draw lines to match the guests' orders (Conversations 1-3) with the Room Service response (Conversations 4-6).

<table>
<thead>
<tr>
<th>Conversation</th>
<th>Conversation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>3</td>
<td>6</td>
</tr>
</tbody>
</table>
Listen Again

Listen to the first three conversations again. Place a check (√) in the box to show the guests’ orders.

<table>
<thead>
<tr>
<th>Order</th>
<th>Conversation 1</th>
<th>Conversation 2</th>
<th>Conversation 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>a basket of fruit</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>champagne and smoked salmon</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a mixed pizza and a glass of fruit juice</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>some cat food</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>dim sum and a pot of jasmine tea</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a club sandwich and a cup of coffee</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a bowl of salad and a piece of toast</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Now Listen Back

Listen to Conversations four, five and six again. Circle the word(s) to answer the two questions.

<table>
<thead>
<tr>
<th>Conversation 4: (man)</th>
<th>How do the hotel guests feel when Room Service arrives?</th>
<th>Do the hotel guests get their order?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>surprised</td>
<td>yes</td>
</tr>
<tr>
<td></td>
<td>not surprised</td>
<td>no</td>
</tr>
<tr>
<td>Conversation 4: (woman)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>surprised</td>
<td>yes</td>
</tr>
<tr>
<td></td>
<td>not surprised</td>
<td>no</td>
</tr>
<tr>
<td>Conversation 5</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>surprised</td>
<td>yes</td>
</tr>
<tr>
<td></td>
<td>not surprised</td>
<td>no</td>
</tr>
<tr>
<td>Conversation 6</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>surprised</td>
<td>yes</td>
</tr>
<tr>
<td></td>
<td>not surprised</td>
<td>no</td>
</tr>
</tbody>
</table>
3. LET'S LISTEN

Which numbers in a hotel do you call for the following services? Write the numbers next to the services. Compare answers with a partner.

1. To order a meal in your room, dial _15_.
2. To get clothes dry-cleaned, dial ___.
3. To get help carrying your bags, dial ___.
4. To get your room cleaned, dial ___.
5. To make a long-distance call, dial ___.
6. To check if you have received mail, dial ___.

People are making calls from their hotel rooms. Who is each person calling? Listen and circle the correct answer.

1. a. laundry  
   b. room service
2. a. operator  
   b. bell captain
3. a. housekeeping  
   b. room service
4. a. bell captain  
   b. laundry
5. a. front desk  
   b. room service
6. a. operator  
   b. housekeeping
4. LET'S LISTEN

**Task 1**
People are talking to a hotel receptionist. What does each person want to do? Listen and circle the correct answer.

1. a. leave a message  
   b. check for messages  
   c. pick up mail
2. a. move to a bigger room  
   b. move to a quieter room  
   c. move to a smoking room
3. a. arrange for a taxi for the morning  
   b. arrange for a taxi for tonight  
   c. learn to set the alarm clock
4. a. drive to a restaurant  
   b. eat something without meat  
   c. eat in the restaurant

**Task 2**
Listen again. Are these statements true or false? Check (√) the correct answer.

<table>
<thead>
<tr>
<th></th>
<th>True</th>
<th>False</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The guest has no messages</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. The guest hates the smell of smoke.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. The guest can get ready in 30 minutes.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. The guest can’t order lasagna without meat.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
HELP

Beatles

Help, I need somebody,
Help, not __________ anybody,
Help, you know I need someone,
Help!

* When I was younger, so __________ younger than today,
I never needed anybody's help in __________.
But now these days are gone, I'm not so self-assured,
Now I __________ I've changed my mind, I've opened up the __________.

** Help me if you can, I'm feeling down
And I __________ appreciate you being 'round.
Help me get my __________ back on the ground,
Won't you please, please help me?

And now my life has changed in oh so many __________.
My __________ seems to vanish in the haze.
But every now and __________ I feel so insecure,
I know that I just need you like, I've never done before.

**
*

Help me if you can, I'm feeling down
And I __________ appreciate you being 'round.
Help me get my __________ back on the ground,
Won't you please, please help me?
Help me,
Help me,
Ooooooo.