



1551112

**LISTENING AND SPEAKING  
IN BUSINESS ENGLISH 2**

สิริวารปัญญา



## Unit 5

# REQUESTING AND OFFERING

In this unit you will explore vocabulary and expressions related to request and offer. You will do some role plays about ordering and use these expressions.



# LESSON OBJECTIVES

1

recognize and understand common phrases and vocabulary used when making requests and offering assistance

2

develop listening skills to comprehend requests and offers made by others in business contexts

3

improve speaking fluency by engaging in role-plays and simulations where requests and offers are exchanged





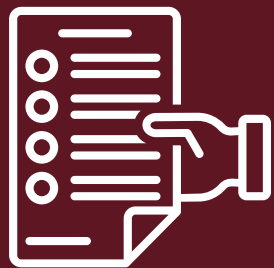
# LESSON CONTENT



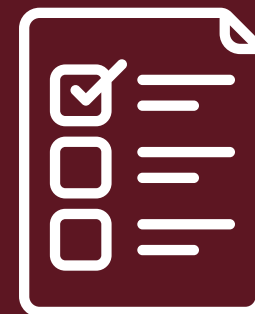
## 1. Placing an order



## 3. Ordering by phone



## 2. Request and Offer



## 4. Performance Task



*Let's start*





# 01

## PLACING AN ORDER





# What question will you ask to get the following information:

When did he order?

Who is placing the order?

What is the model number?

How many items does he/she order?

When is the delivery date?

## ORDER FORM

**DATE** September 5th

**CONTACT** Yuko Sato

**MODEL NO.** \_\_\_\_\_

**QUANTITY** \_\_\_\_\_

**DELIVERY** \_\_\_\_\_



**Listen to these telephone conversations in the sales department of a company that produces silicon wafers. Complete the order forms below.** 

## ORDER FORM

**DATE** September 5th

**CONTACT** Yuko Sato

**MODEL NO.** C215

**QUANTITY** 800

**DELIVERY** September 30<sup>th</sup>

## ORDER FORM

**DATE** September 5th

**CONTACT** Joe Miller

**MODEL NO.** B590

**QUANTITY** 2,000

**DELIVERY** October 10<sup>th</sup>





**Listen again. Write the words below in the correct order.**



a. Yuko Sato: deliver / September / by / 25th / you / them

Could you deliver them by the 25th September ?

b. Joe Miller: you / you / details / the / e-mail / like / to / me

Would you like me to e-mail you the details ?

## request

a. Yuko Sato: deliver / September / by / 25th / you / them

Could you deliver them by the 25th September ?

## offer

b. Joe Miller: you / you / details / the / e-mail / like / to / me

Would you like me to e-mail you the details ?

**request**

**Can you deliver them by the 25th September?**

Can **you** help me?

**offer**

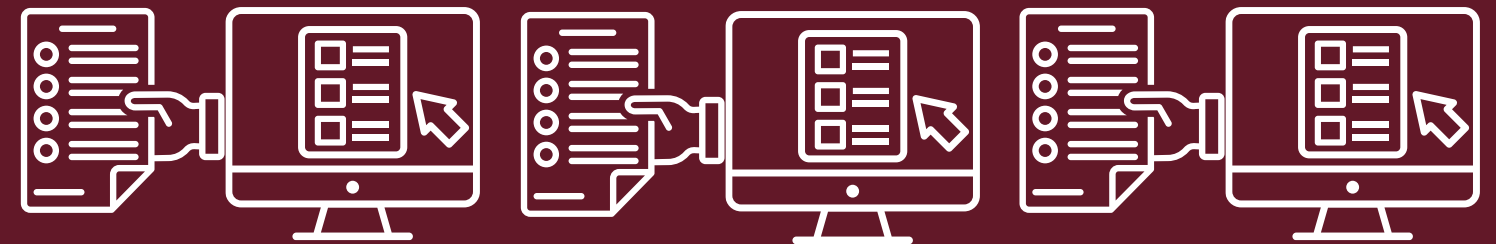
**Would you like me to e-mail you the details**

Can **I** help you?



# 02

## REQUEST & OFFER



**Listen to the conversations. What do each person request?**

**Can Speaker B help immediately? Check (✓) the correct answer.**



Jun Yoshida

- send me a new catalogue
- call me tomorrow

yes

no

Kelly Cheung

- e-mail me a pricelist
- e-mail me the confirmation

yes

no

Bill Whiteman

- call the Hong Kong office
- arrange a meeting

yes

no

Could you send me your new catalogue?

request

Jun Yoshida



send me a new catalogue



yes



no



call me tomorrow

## POLITE TONE

*when they cannot help immediately*

I'm sorry that's a little difficult right now...

apologize

offer an explanation or comment

but we could send you one next week.

offer a solution





Look at the chart. Practice both conversations.



**A: Could you send me your new catalogue, please?**

**refusing**

**B: I'm sorry, that's a little difficult right now, but we could send you one next week.**

**accepting**

**B: Certainly.**

**A: Thank you.**

**A. That's fine. Thank you.**

**request**

Complete the questions below, then practice the conversations again.

**call / send / photocopy**

**Speaker A**  
Could you send me your price list today?

**Speaker B**  
• offer to send it tomorrow

**Speaker A**  
Could you photocopy those pages for me?

**Speaker B**  
• accept the request

**Speaker A**  
Could you call the Hong Kong office?

**Speaker B**  
• offer to scan them

**A: Could you send me your new catalogue, please?**

**refusing**

**B: I'm sorry, that's a little difficult right now, but we could send you one next week.**

**accepting**

**B: Certainly.**

**A. That's fine. Thank you.**

**A: Thank you.**

**request**

(Barnard et. al, 2015, p. 36)



Look at the chart.  
Practice both conversations.



**A: Would you like me to e-mail you our price list?**

**accepting**

**B: Thank you.  
I appreciate it.**

**refusing**

**B: Thank you, but that  
won't be necessary.**

**offer**

Complete the questions below, then practice the conversations again.

**e-mail / call / meet**

Speaker A

Would you like me to meet him at the airport?

Speaker B

- accept the offer

**A: Would you like me to e-mail you our price list?**

Speaker A

Would you like me to e-mail you the itinerary?

Speaker B

- refuse the offer

**accepting**

**B: Thank you. I appreciate it.**

**refusing**

**B: Thank you, but that won't be necessary.**

Speaker A

Would you like me to call your office tomorrow?

Speaker B

- accept the offer

**offer**

(Barnard et. al, 2015, p. 36)



# 03

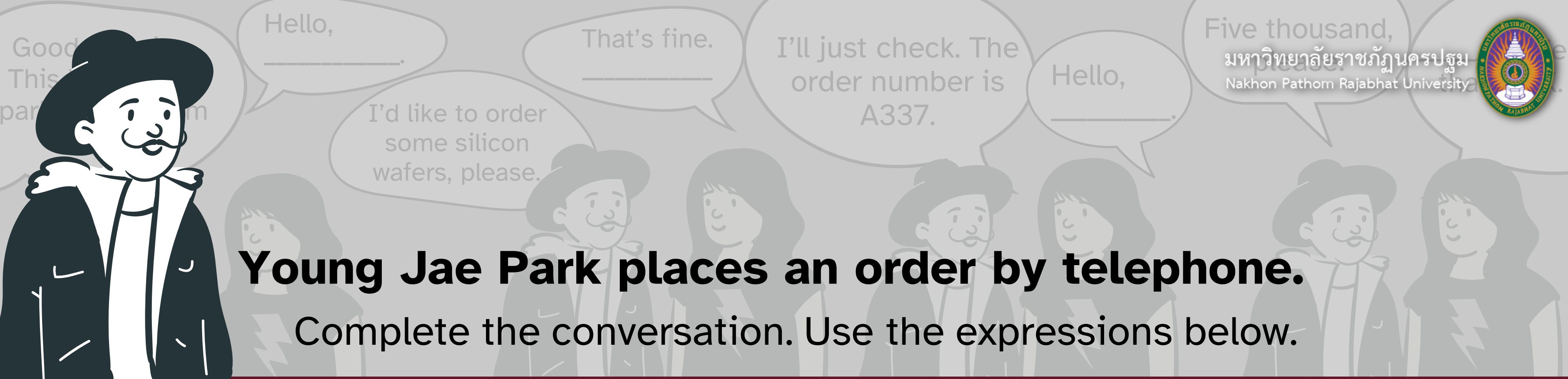
## ORDERING BY PHONE







มหาวิทยาลัยราชภัฏนครปฐม  
Nakhon Pathom Rajabhat University



# Young Jae Park places an order by telephone.

Complete the conversation. Use the expressions below.

- Which ones?
- Good idea.
- Yes, that's fine.
- How can I help you?
- One moment.
- How many do you need?



Could you deliver them by April 12th, please?

\_\_\_\_\_. So that's 5,000 silicon wafers by April 12th.

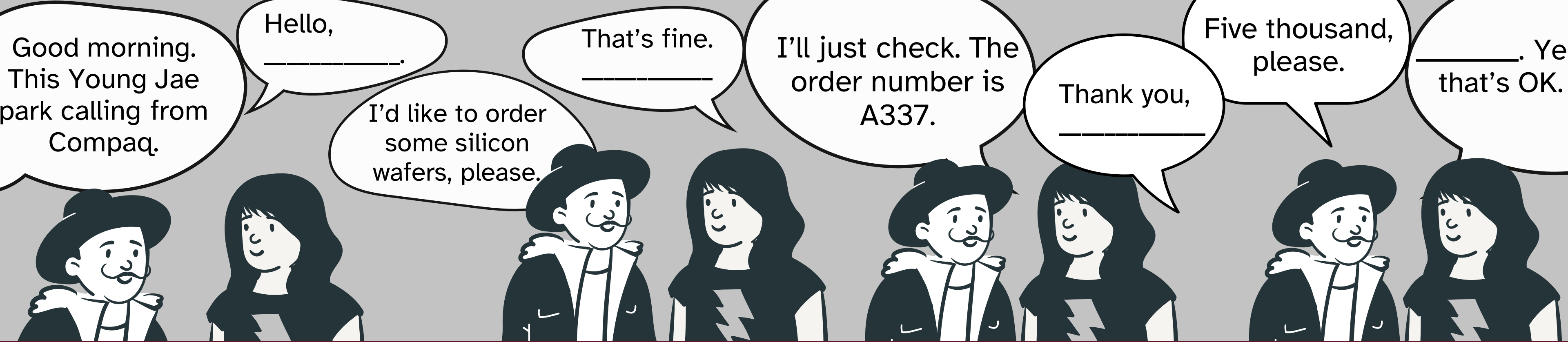
Would you like me to e-mail you the details now?

\_\_\_\_\_. My e-mail address is parkyj@compaq.com.

parkyj@compaq.com. OK, I've got that. Thank you for your order, Mr. Park. Goodbye.

Right.

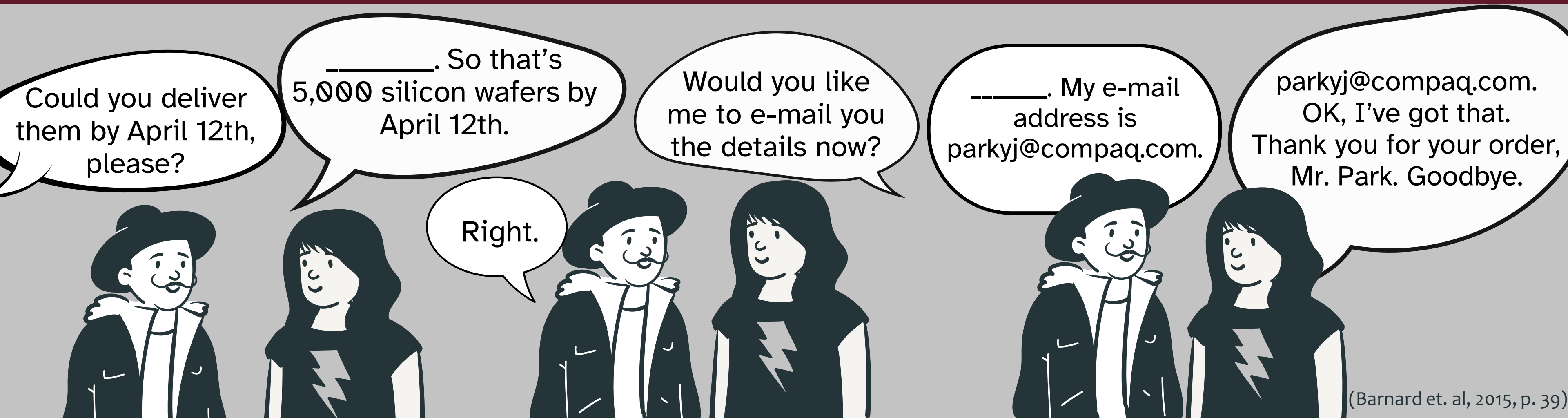


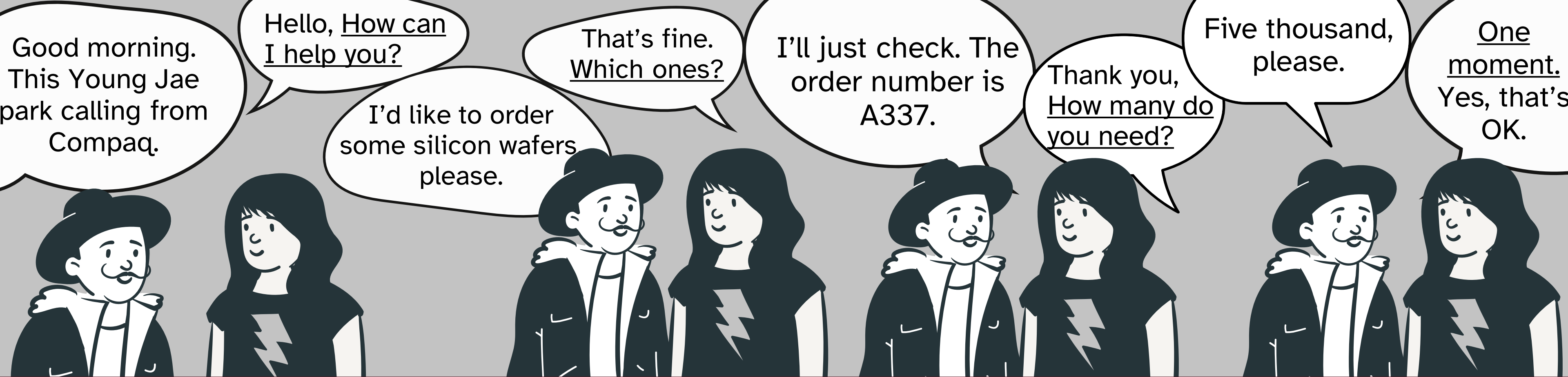


Which ones?  
Good idea.

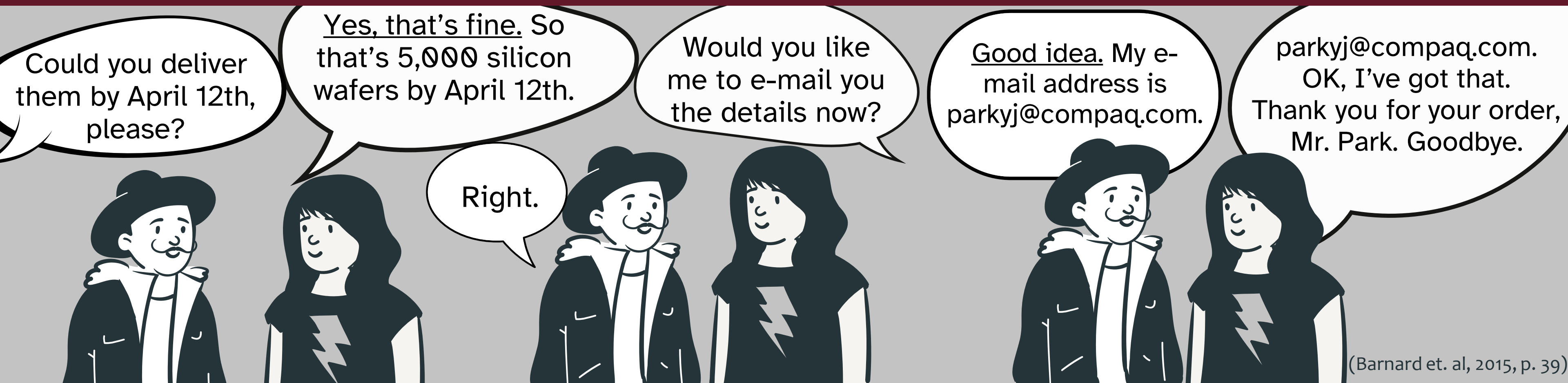
Yes, that's fine.  
How can I help you?

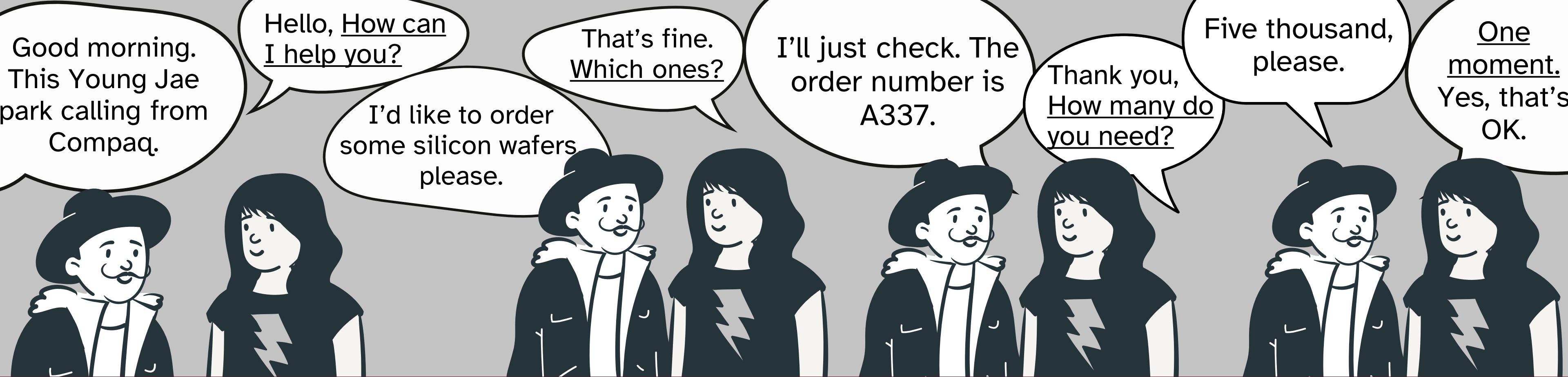
One moment.  
How many do you need?



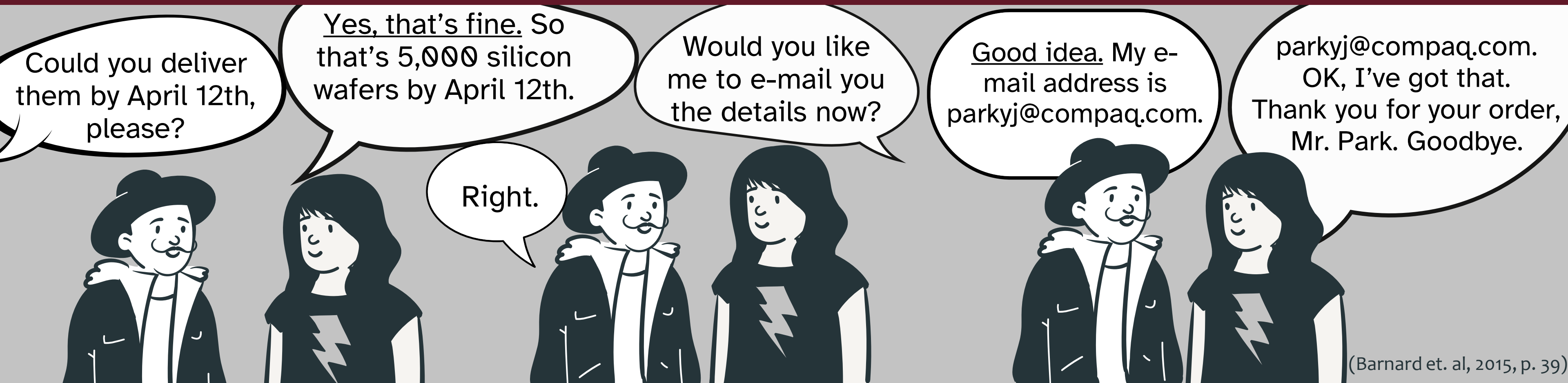


Listen and check your answers.





Practice with your partner.



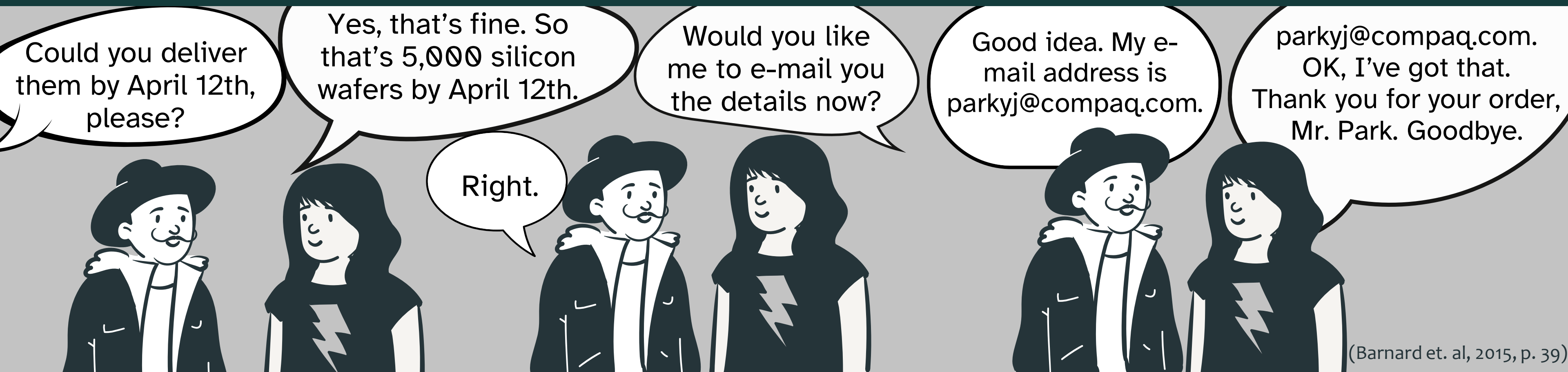
**Practice again. Take turns placing these orders. use your own name and company name and give a contact e-mail address (or make one up if you prefer).**

<b>Company</b>	<b>Order no./item</b>	<b>Amount</b>	<b>Needed by</b>
Toshiba	G4658 parts	1,000	the 15th of this month
Philips	YPK490 parts	2,500	the first of next month
Mitsubishi	RW7304 parts	3,000	the 5th of this month
Acer	PQW340 parts	1,850	the end of this month



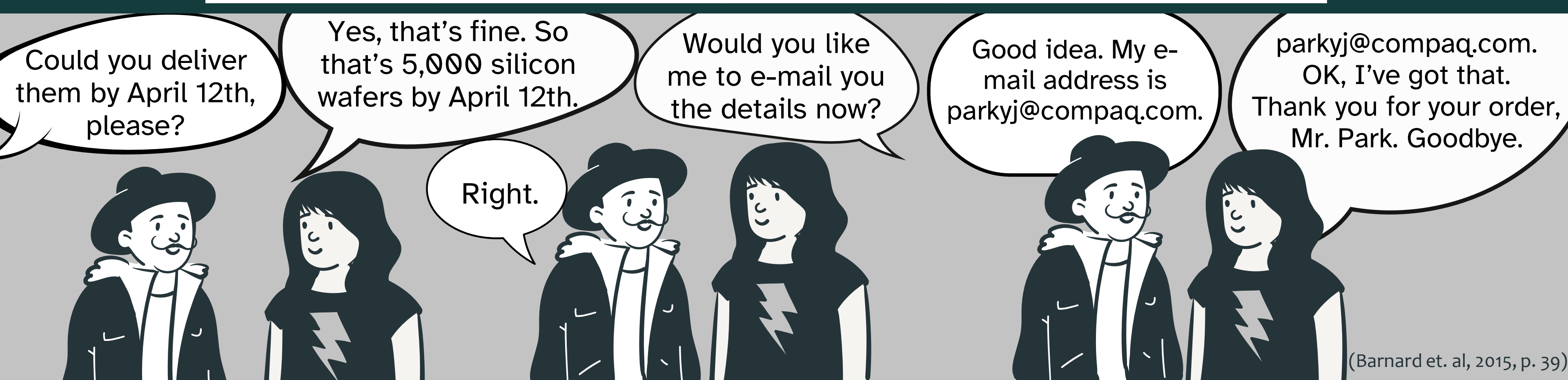


Company	Order no./item	Amount	Needed by
Toshiba	G4658 parts	1,000	the 15th of this month





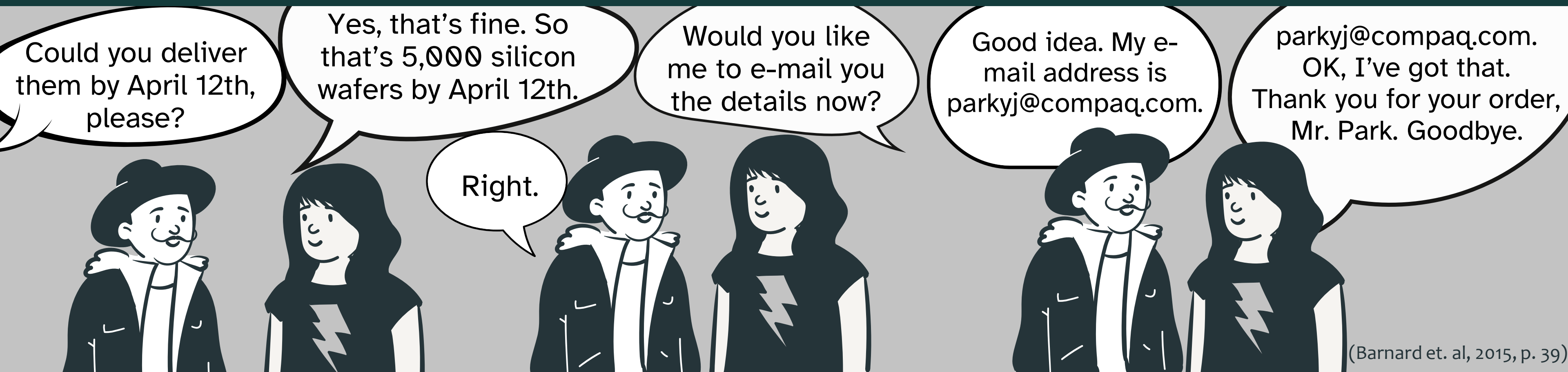
Company	Order no./item	Amount	Needed by
Philips	YPK490 parts	2,500	the first of next month





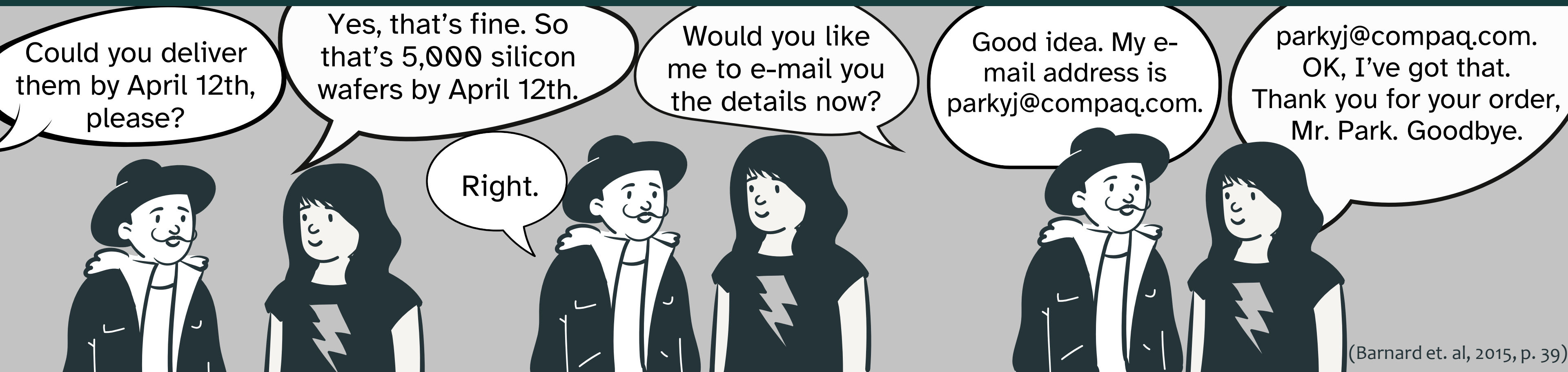


Company	Order no./item	Amount	Needed by
Mitsubishi	RW7304 parts	3,000	the 5th of this month





Company	Order no./item	Amount	Needed by
Acer	PQW340 parts	1,850	the end of this month





Could you please deliver them by Friday?

Will/Would/Can/Could you please ...?

Do you think you could...?

Do you think it would be possible to...?

Would it be possible for you to...?

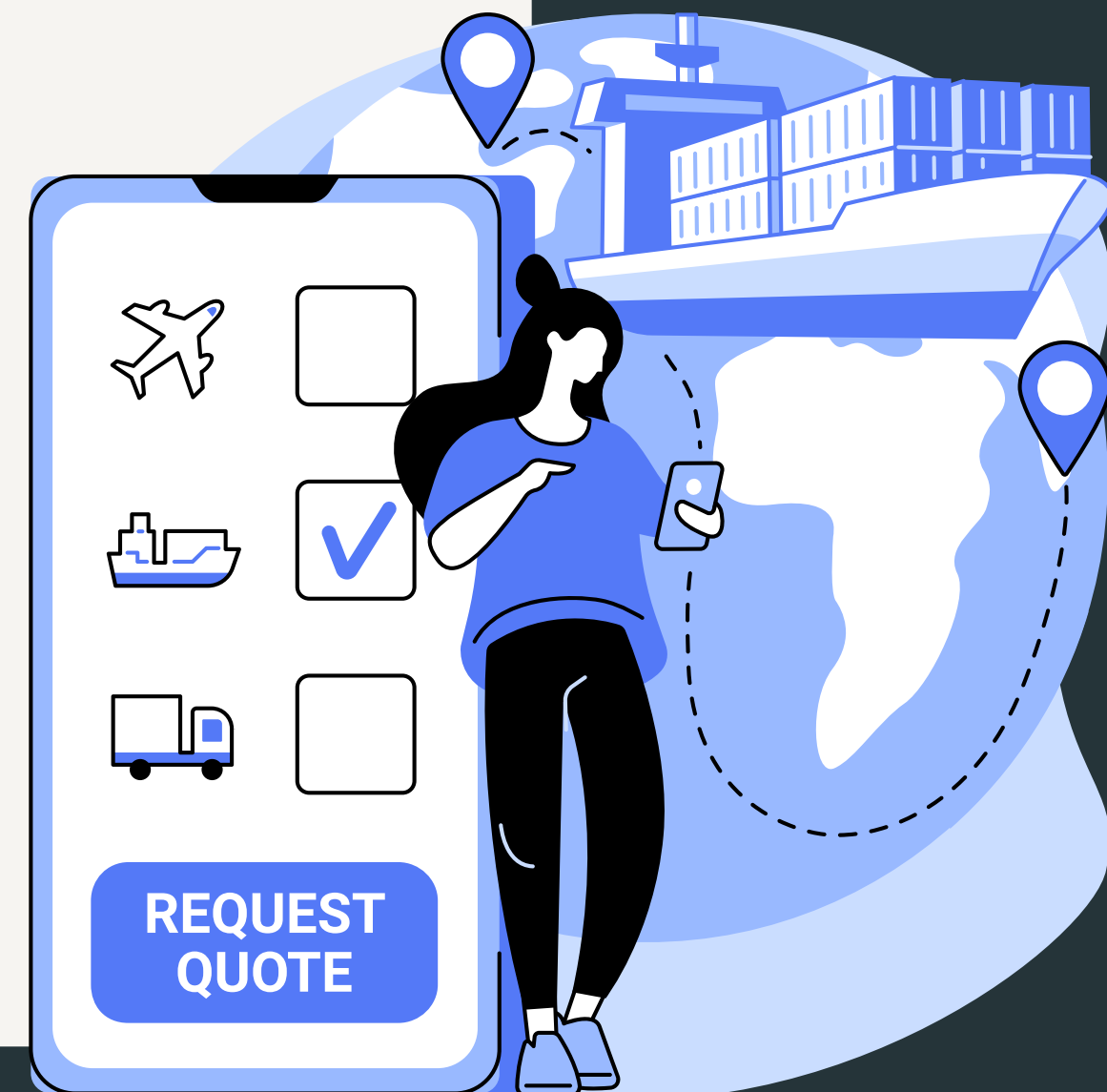
Would you be kind enough to...?

Can/could you... for me, please?

Could you possibly...

I'd appreciate it if you could...

Can/Could I ask you to...?



## USEFUL EXPRESSIONS: MAKING REQUESTS

# ACCEPTING REQUESTS

Sure, I'd be glad to...  
I'd be happy to ...  
Sure. Just a moment.  
No problem.  
Of course  
Certainly.  
All right.



## USEFUL EXPRESSIONS:

# REFUSING REQUESTS

I'm sorry, I can't.  
I'm sorry, but ...  
I'd loved to, but ...  
Sorry to say that ...  
It sounds great, but ...







Can I...?

Would you like me to...(do something)?

Would you like...(something)?

Do you want me to...(do something)?

Do you want...(something)?

Let me...(do something)

I'd be happy to...(do something)

May I offer you... (something)?



**USEFUL EXPRESSIONS: MAKING OFFERS**



# ACCEPTING OFFERS



Yes, please.  
Yes, I'd love to.  
Yes. That would be great.  
Yes please, that would be lovely.  
Yes, If you wouldn't mind.  
That's very kind of you.  
That sounds nice.  
Thank you. I'd like to.



## USEFUL EXPRESSIONS: REFUSING OFFERS

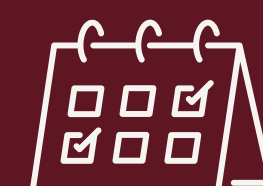
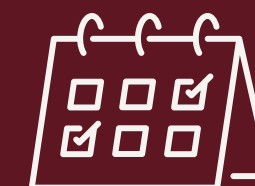
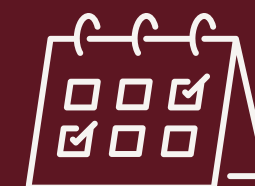
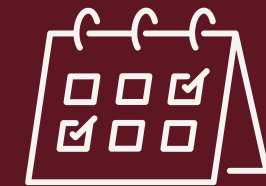
No, thanks.  
It's Ok. I can do it myself.  
Thank you for your kindness but I can do it myself.  
Don't worry. I can do it.  
I appreciate that but I can do it myself.





# 04

## PERFORMANCE TASK



# PERFOMANCE TASK



**Work in pairs. Search a business situation involving request and offer.  
Present a role play portraying the situation.  
You may choose from the following business field:**

- restaurant
- hotel
- airport/airplane
- bank
- travel agency
- retail shop
- logistic company



## REFERENCE

Barnard, R., Cady, J., Buckingham, A., & Trew, G. (2015). *Business Venture 1*. Oxford University Press.



## *Unit 5*

# REQUESTING AND OFFERING