

VISITING A CLIENT

Making suggestions, requests

IN CONTEXT 5 -8 min

Observe:



1. You must work! Not sleep!



2. You should be organized (American English)
You should be organised. (British English)



3. You could pay your taxes on time.



4. Could you write a check (to pay your taxes)?



5. I can write an e-mail to my British colleague.

What are they?

- | | |
|---------------------------|-----------------------------|
| a. ____ a suggestion | c. ____ an obligation |
| b. ____ a firm suggestion | d. ____ a polite suggestion |
| e. ____ an ability | |

LANGUAGE TIP: Organised or organized ? 3 - 5 min

Spelling words varies from American English to British English.
Here are a few examples:

-ze vs. -se

| American English | British English |
|------------------|-----------------|
| organized | organised |
| Criticized | criticised |
| analyze | analyse |

-or vs. -our

| American English | British English |
|------------------|-----------------|
| color | colour |
| favorite | favourite |
| honor | honour |

VOCABULARY 5 - 8 min

Send - transmit to a destination (send a letter)

A report - a formal document stating a meeting or event

To solve-to find a solution

Access - permission to enter

In fact - used to say "in reality"

Must/have to - used to express obligation

Match the words and pictures

To send to report to work to access



a.



b.



c.



d.

MAKING SUGGESTIONS 10-15 min

Mr. Gomez: Could you send me the report on the network access problem?

Jennifer: Sure. Here it is.

Mr. Gomez: You could use this method to access it.

Jennifer: You should solve the problem! In fact, you must solve it!

Look at these phrases from the dialogue:

A: Could you send me a report?

B: Sure.

C: You should work more on it!

D: Oh okay...

E: You could use this method to access it.

F: OK

G: You must work on it!

H: I'll do it now.

Phrases A, C and E are suggestions.

Phrase G is an obligation.

Choose which type of suggestion the following phrases are:

A suggestion *a polite suggestion* *a firm suggestion*

1. Phrase A _____

2. Phrase B _____ 3. Phrase C _____

Making suggestions:

To make a polite suggestion, use the modal verb "could" in a question form

Form: Could you + basic verb form?

Example: Could you call Mr. Smith?

Examples:

Could you arrive at work on time?

Could you send me the report this afternoon?

Could you access the file with my password?

Could you do the report?

Could you work on Saturday?

In order to make a simple suggestion, use the modal verb "could" in an affirmative sentence:

Form: You could + basic verb form?

Example: You could send the report to Mr. Smith.

Examples:

You could use my computer.

You could write a check.

You could organize the meeting.

You could speak to the technician.

You could send an e-mail.

To make a firm suggestion (a suggestion with more authority), use

Form: You should + basic verb form

Example: You should take notes.

Examples:

You should arrive at work on time.

You should send me the report this afternoon.

You should access the file with my password.

You should do the report.

You should work on Saturday.

LANGUAGE TIP: can / could 3 - 5 min

Modal verb "can"

Asking for permission: Can I use your computer?

Making a request: Can you send me the information?

Talking about abilities: I can write the report.

Modal verb "could"

Making a polite request: Could you give me your pen?

Making a polite suggestion: Could you take notes during the meeting?

Making a suggestion: You could work until 8 pm.

READING 8 - 12 min

Match the phrases with their uses

Phrases

1. You must write this report.
2. You should come to the meeting.
3. Could you send the report?
4. You could work on Saturday.

Uses

- a. Polite request - to ask formally for something
- b. Firm suggestion - offer a solution with authority
- c. A suggestion - a solution you propose
- d. An obligation - something you have to do. It's not an option.

Observe the pictures and read the conversation.

A: I have a problem Can you help* me?

B: What is it?

A: I must send the report to John in London and I can't write in English.

B: Could you ask a colleague to help you?

A: No, my colleagues can't speak English.

B: Could you pay a translator?

A: No, I don't have a budget for it.

B: You could ask the secretary.

A: Oh, yes! Thank you.

*To help = to assist

Complete the chart with the underlined sentences from the dialogue above:

| | |
|---------------------|----|
| A polite suggestion | 1. |
| A firm suggestion | 2. |
| An obligation | 3. |
| A suggestion | 4. |
| A request | 5. |

WRITING 8 – 10min

Complete the sentences

1. **Could** _____ (can / could) you type the meeting report?
2. I have a **suggestion** _____ (suggestion / order).
3. Could you access the **network** _____ (network / password)?
4. You should **work** _____ (work / to work)?

Reorder the sentences

1. access/ the network? / Could / you/
2. It / resolve/ You/ this afternoon. / should
3. go to / Can/ you / on Tuesday?/ the conference
4. could / You/ the report./ write
5. the password./ You/ change/ must

SPEAKING 5-8 min

Make a suggestion:

1. Your colleague is not organized.
Polite suggestion (be organized): _____
2. Your colleague is sleeping at work.
Firm suggestion (work) _____
3. The tax auditor is here.
Firm suggestion (pay tax) _____
4. The password to access the network is incorrect.
Polite suggestion (use my password) _____

LISTENING 5 - 8 min

Listen to your teacher and answer the questions

1. What is Rodger's problem?

2. What are the three suggestions?

a. _____

b. _____

c. _____

d. _____

3. What is the most important suggestion? Why?

QUIZ 10 - 15 min

Match the sentences and their uses

1. The company must manufacture in large quantities to expand.
2. Could you e-mail me the catalog?
3. My colleague could call from the airport.
4. You should plan the next meeting!
5. You could talk to the account manager.

| Uses | Sentences |
|------------------------------|-----------|
| a. Firm suggestion | |
| b. a suggestion for a person | |
| c. Obligation | |
| d. a suggestion | |
| e. Polite suggestion | |

Complete the sentences

| | | | | |
|--------|-------|------|------|-------|
| should | could | send | must | solve |
|--------|-------|------|------|-------|

1. The company should _____ the problem
2. You _____ write the report before 2 pm!
3. You _____ speak to your colleague.
4. I _____ my colleague in England e-mails every day.
5. _____ you call the director?

Make sentences

| | | | | | |
|----------------|-------|----------|-------------------|------------------------|----------------|
| You | You | you | should | to the conference. | on the report. |
| You must | Could | could go | work | work on it. | send this? |



1. You should work on it.
2. _____
3. _____
4. _____