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# LEARNING ENGLISH for the Twelfth Graders



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# Chapter 1

## Offering Services

- Offering services / help
- “May I help you?”
- “What can I do for you?”
- “What if?”





# Offering Services/Help

Read and practice the following dialog.

Shop assistant : **Can I help you find something?**

Mawar : Yes. I want to look for a book about making conversations in Japanese.

Shop assistant : What is the exact title?

Mawar : I don't know for sure. Can you show me where I can find such a book?

Shop assistant : It's on the shelves on the corner in the foreign language section.

Mawar : O.K., thanks. Is there any discount for every purchase?

Shop assistant : Yes. This month we offer ten percents discounts for all items.

Mawar : Great. Then, may I see the catalog?

Shop assistant : Sure. You can use this computer to check our books.

Mawar : Yes. Thank you.

Shop assistant : **Is there anything else I can help, Miss?**

Mawar : No, thanks.

Shop assistant : Alright. Happy shopping, Miss.



# Task 1

**Answer the following questions based on the previous dialog.**

1. What is the dialog about?
2. Where does the dialog take place?
3. Who are the speakers?
4. Pay attention to the sentences in bold. What do they express?
5. What modals are used in the sentences in bold?



## The following are expressions of offering services/help and the responses.

Offering Services/Help	Responding
<ul style="list-style-type: none"><li>• May I help you?</li><li>• What if I help you carry the bag?</li><li>• Can I help you solve the exercise?</li><li>• May I check your computer?</li><li>• Do you mind if I take you home?</li><li>• Do you mind if I make you lunch tomorrow?</li></ul>	<p><i>Accepting</i></p> <ul style="list-style-type: none"><li>• Yes, please.</li><li>• Certainly. Thank you.</li><li>• No, I don't mind at all.</li></ul> <p><i>Declining</i></p> <ul style="list-style-type: none"><li>• No, thanks. I can manage it myself.</li><li>• I'm sorry, you may not.</li><li>• That would be nice, but I can handle it myself. Thanks.</li></ul>



## Task 2

Complete the following dialogs with suitable expressions of offering and responses.

Then, practice the dialogs with a friend.

1. Andra : I am going to the computer fair this afternoon.  
Karen : Are you going with your friends?  
Andra : No.  
Karen : \_\_\_\_\_ I went there two days ago, but I forgot to buy a USB stick.  
Andra : \_\_\_\_\_  
Karen : Don't mention it.
2. Aska : Wow, that's a big suitcase! It must be heavy. \_\_\_\_\_  
Gani : \_\_\_\_\_
3. Lisa : What's wrong with you, Dian? You look upset!  
Dian : I'd like to go to a pharmacy, but my motorcycle's tire is flat.  
Lisa : \_\_\_\_\_ I am going to a pharmacy too.  
Dian : \_\_\_\_\_
4. Barry : Have you finished your English paper?  
Nela : No, I haven't. My computer is broken, so I haven't typed it yet.  
Barry : Sorry to hear that. \_\_\_\_\_  
Nela : \_\_\_\_\_

# Task 3



**Create dialogs based on the following situations.  
Then, practice the dialogs with your friends.**

1. When you are having a trip and staying in a hotel, you want to go to the nearest shopping center. You don't know where it is, so you ask the hotel receptionist. It's not very far, but you can go by bus or taxi. You are reluctant to go for a walk in such a midday. The receptionist offers to call a taxi for you.
2. When you are hanging out in a mall, you meet a little boy crying. He lost his mother. You offer to help him find his mother.
3. Your mother is making a cake. She has almost finished, except for the toppings. You offer to help her.
4. Your friend's brother is suffering from dengue fever and he needs blood transfusion. Your friend asks you about your blood type, but you have a different blood type. You offer help to find a person with a similar blood type.



## Rules :

1. Write down the answer from Task 1 until task 3 on your book.
2. Don't forget to submit your assignment by Google Classroom in folder "Offering Help and Services part.2"





**Don't forget to help others who need our help**

*Thank you for your attention*

*God bless you all*