

Course: Pre Intermediate Level 1 Day №5

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When someone is in trouble, what will you do?

When your friend has a problem what will you say?

When an old woman want to cross the street what will you do?



Topic Sentences:

❖ *How may I help you?*

❖ *Can I help you?*

❖ *Would you like any help?*

❖ *What can I do for you?*

❖ *Do you need help?*

❖ Dialogue A

A: Hello. Robinsons Corporation.

How may I help you?

B: This is Frank Johnson.

May I speak to Mr. Smith?

A: Certainly. *Hold on a second.*

❖ Dialogue B

A: S&I America. **How may I help you?**

B: This is Mark from headquarters.

Can I speak to Mr. Thomson?

A: I'm sorry but he's in a board meeting.

Can I take a message?

B: That's OK. *I'll call again later.*



Notes:

❖ Dialogue A

A: Hello. **Can I help you?**

B: Yes, I'm looking for a necklace.

A: *Is it for you or for someone else?*

B: It's for my daughter.

Dialogue B

A: Hello. **Can I help you?**

B: No, I'm just browsing.

A: OK. *Tell me when you need help.*

B: Thanks, I will.



Notes:

❖ Dialogue A

A: Miss, **would you like any help?** You look pale.

B: Yes. *I feel dizzy.* I think I need to *go to the hospital.*

A: OK, *let me take you.* Do you have any family that I should call?

B: No, I live alone.

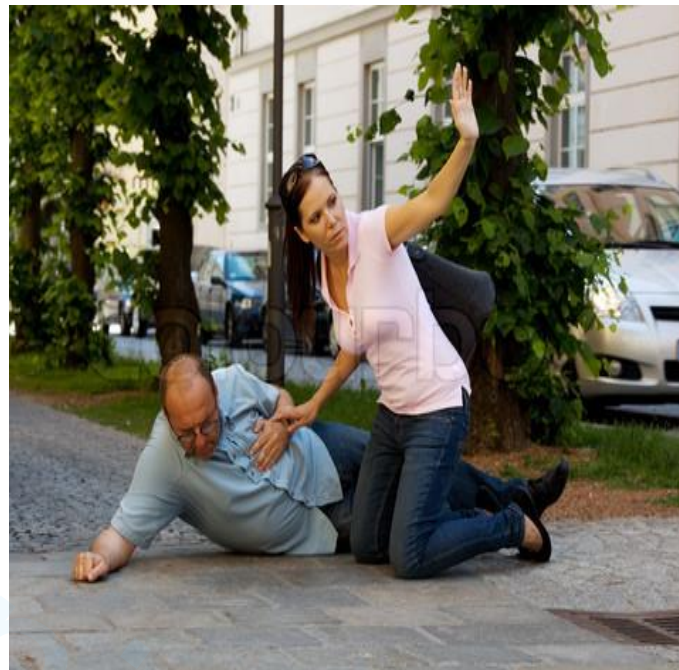
Dialogue B

A: Hello, sir. **Would you like any help** with your suitcase?

B: Thank you. It's very heavy.

A: No sweat. *Where are you going?*

B: I'm going to the shop next to that post office.



Notes:

❖ Dialogue A

A: Hello. **What can I do for you?**

B: *I'm here to see* Mr. Johnson.

A: OK. Did you make an appointment?

B: Yeah, at 2:30. The last name is Lee.

Dialogue B

A: Hello. **What can I do for you?**

B: I want to open a bank account.

A: OK, Mr. Kim will *take care of it* right away.



Notes:

❖ Dialogue A

A: Excuse me, **do you need help?**

B: Yes, *this is my first time here.*

I don't know where to park.

A: OK, do you see that pole up there?

There are *plenty of* parking spaces there.

B: Thanks a million.

Dialogue B

A: Hello. **Do you need help?**

B: Yes. I just moved in.

I don't know *where to put the garbage.*

A: If you go to the basement, you'll see a big cart.

B: OK, thanks a lot.



Notes:

○ Hold on

○ Browse

○ Dizzy

○ Cart

*What was the biggest favor
you've done for a friend?*

How did you handle it?



***Thank you for
today!***

***I'm looking forward to
seeing you again!***