École de la fonction publique du Canada
Canada School of Public Service

ÉCOLE DE LA FONCTION PUBLIQUE DU CANADA
CANADA SCHOOL OF PUBLIC SERVICE

WELCOME TO INTERACTION CANADA

ESSENTIAL FUNCTIONS AND GRAMMAR

BOOK 5

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BOOK 5

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CREDITS

Development and Learning Technologies Directorate
Language Training Centre
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Unit 45

POLITE REQUESTS

STUDY

Making Polite Requests

Can/Could (ability) are used in polite requests.

Can I get you to proofread this for me?
Can I ask you to proofread this for me?

Do you think you could tell her for me?
If it isn't too much trouble, could you come back next week?

I'd appreciate it if you could send it out before the end of the day.
I was wondering if you could send it out before the end of the day.

Will/Would (willingness) are also used in polite requests.

Will you do me a favour and show Mr. Jones where the library is?
Will you answer the phone, **please?**

Would it be possible for you to prepare this for me?

If you have a chance, would you pick me up a sandwich?
If you have the time, would you pick me up a sandwich?

Expressions with **mind** take the gerund or a *noun*.

Would you mind dropping this off at the front desk?
I was wondering if you'd mind giving Walter a hand.
I wonder if you'd mind helping me move this desk.
Would you mind *milk* instead of cream in your coffee?

Reasons are often given when making or refusing a request.

A: Could you give me a lift today? **My car's at the garage.**

B: I'm sorry, **but I have a class tonight and I won't be going home till much later.**

Direct and Indirect Objects

A **direct object** is affected by the verb directly.

An **indirect object** is affected by the verb indirectly. The indirect object sometimes takes the prepositions **to** or **for**.

Will you bring (indirect) me (direct) a glass of water, please?

Can you get (indirect) him (direct) a new workbook?

Do you think you could save (direct) a place (indirect) for me?

Would you give (direct) the extra copies (indirect) to Louise?

"To" and "For" with Indirect Objects		Verbs That Take "To"	Verbs That Take "For"
Some verbs must have **"to"** or **"for"** with the indirect object.	Would you explain this report **to me?** Could you translate the letter **for Peter?**	announce explain introduce report	answer fix hold open prepare pronounce translate
With other verbs you can use either:			
• **to** or **for** or • no preposition However, when both objects are pronouns, **to** or **for** are usually used.	Would you send a copy **to me?** Could you get a coffee **for Nicole?** Would you send **me** a copy? Could you get **Nicole** a coffee? Would you take **it to her?** Can you order **it for him?**	bring/take give lend pass/hand send show	build buy cook/bake find get leave make order reserve/save

Unit 46

COST AND QUANTITY

STUDY

Vocabulary for Commenting on Cost	
reasonable	to offer a discount to get a discount
reduced	
on sale	to have a sale (at a store)
on special	to have a special (on particular items)
a rip-off	to ask too much (for something)
a bargain	to get taken

Quantities	
a **bag of** cookies	a **jar of** jam
a **bar of** soap	a **package of** candies
a **bottle of** wine	a **pair of** shoes
a **box of** chocolates	a **roll of** paper towels
a **carton of** eggs	a **can of** vegetables
a **container of** ice cream	a **tube of** toothpaste
a **cup of** coffee/tea	a **scoop of** sugar
a **pail/bucket of** water	a **tin of** ham/sardines
a **dozen** roses	a **piece of** cake/pie

Asking About Cost	Responding
General	
How much	
How much is that painting?	**It's** $800.
How much are the roses? **How much do** the roses **cost?**	**They're** $4 **each.**
How much will that be? **How much for** the drink? **How much do I owe you?**	**That'll be** $5.
How much does that come to?	**It comes to** $79.95 **in all.** **It comes to** $79.95 **altogether.**
Negotiable Price	
How much do you want for the desk? **How much are you asking for** the bike?	**You can have it for** $120. **I could let you have it for** $120.
Repairs/Services	
How much are you going to charge me? **How much is that going to cost us?**	**It'll (probably/ most likely) be between** $100 **and** $150. **It'll cost you around/about** $50.

What

What can also be used to ask about cost.
It is less formal than **how much**.

What do you want for the desk?
What're you going to charge me?
What's the price of this book?

Asking About Quantity	Responding
How much cheese **do we need?** **How much** bread **should we get?**	One kilo **should do.** Three loaves **should be enough.**
How many	
How many litres of paint **do you want?** **How many** croissants **would you like?**	Four litres. Three dozen **will be plenty**.
Will four litres **be enough?**	**That's more than enough.** **That sounds like too much.** **You don't need that many.**
Are three packages **enough?**	**No, you'll need more than that.** **No, you'll need at least** six. **No, that's not enough.**
If we get keys for Bill and Frieda too, **how many does that make?**	**That makes** seven **altogether.**

Expressions of Quantity

much many lots of a lot of plenty of	a few a little (bit of) a bit of

Much is used with uncountable nouns.
A little is used with uncountable nouns.
A bit of is used with uncountable nouns.

It doesn't take up **much** space.
You can add **a little** water if you like.

Many is used with plural nouns.
A few is used with plural nouns.

He didn't bring **many** books with him.
There're **a few** people waiting outside.

Much is used in:
Many is used in:

Questions	Negative sentences
How much time do you have? **How many** people're coming?	There isn't **much** coffee left. He hasn't made **many** friends yet.

In affirmative sentences we usually use **lots of** / **a lot of** / **plenty of**.

They've got **a lot of** money in the bank.
There're **plenty of** chairs in the other room.

Unit 47

ARRIVING FOR AN APPOINTMENT

STUDY

ARRIVING FOR AN APPOINTMENT

Receptionist	Client
Greeting a Client	**Saying You Have an Appointment**
(Hello.) Can I help you? **(Hello.) May I help you?**	**I'm** Ruth Holmes. **I have an appointment with** Mr. Nolan **for** two o'clock. **Hello. I'm here to see** Mr. Nolan. **I have an appointment for** two. **Yes**, Mr. Nolan **is expecting me. I'm supposed to see** him **at** two.

Receptionist

Announcing a Client's Arrival

Mr. Nolan, Miss Ruth Holmes **is here to see you.**

Mr. Nolan, Ruth Holmes **just arrived**.

Mr. Nolan, **there's a** Miss Holmes **here to see you**. She **says** she **has an appointment**.

Person the appointment is with

Saying You're Free

Thanks, Judy. **Please show** her **in**.
Thanks, Judy. **You can send** her **in**.

Fine. I can see her now.
Fine. I can see her right away.

Saying You're Not Free

O.K., Judy. **Could you ask** her **to wait, please?**

Thanks, Judy. **I'll be with** her **shortly**.

Receptionist

Telling a Client to Go In

Mr. Nolan is expecting you. **Please go right in**.

You can go in now, Miss Holmes.

Mr. Nolan **will see you now**.

Asking a Client to Wait

If you'd like to have a seat, Mr. Nolan **will be with you shortly**.

He'll be right with you.

He won't be long. Please have a seat.

WELCOMING A CLIENT TO YOUR OFFICE

Person the appointment is with

Welcoming a Client to Your Office
Come on in, Miss Holmes. **Have a seat**. **Well, what can I do for you?** **Well, what did you come to see me about?** **Well, why are you here (this time)?** **Good to see you again. Come right in. How can I help you?**

Client

Stating the Purpose of the Appointment
I'm here to see you about drawing up a will. **I've come to see you about** drawing up a will. **I wanted to talk to you concerning** my property settlement. **I'd like to discuss** my property settlement. **I'm here about** my will. **I'm here concerning** my will. **It's concerning** my divorce papers. **It's about** my divorce papers.

Unit 48

ONGOING SITUATIONS

STUDY

Present Perfect and Present Perfect Continuous

The present perfect and present perfect continuous are both used to talk about ongoing situations. However, the present perfect continuous is used more often.

Present Perfect = have + past participle

affirmative	negative	interrogative
I've lived	I haven't lived	have I lived
you've lived	you haven't lived	have you lived
he's/she's lived	he/she/hasn't lived	has he/she lived
we've lived	...	...
you've lived		
they've lived		

Present Perfect Continuous = have been + present participle (infinitive + **ing**)

affirmative	negative	interrogative
I've been reading	I haven't been reading	have I been reading?
you've been reading	you haven't been reading	have you been reading?
he's/she's been reading	he/she/hasn't been reading	has he/she been reading?
we've been reading	...	...
you've been reading		
they've been reading		

The present perfect continuous is sometimes used to emphasize the idea of time either 'being' or 'seeming' long.
Vocabulary and intonation can be used to make ideas positive or negative.
E.g. Positive and long – I've been living here for over 30 years and I love it!
Negative and seems long – I've been living here for three years and I hate it!

Time Expressions Which Indicate Ongoing Situations

for 10 years
for a while
for the past month
for the last two weeks

all day (long)
all his life

since 1980
since we met
since lunch

today
this week, month, ...

For and Since

We use **for** to refer to the **duration** of the time period.

We've known each other **for six years**.

We use **since** to refer to the **beginning** of the time period.

We've been watching T.V. **since supper**.
I've wanted to talk to you **since I arrived this morning**.

SUMMARY OF VERB FORMS

		Infinitive	**Past Tense**	**Past Participle**
Regular Verbs	The **past tense** and **past participle** are the same. They are formed by adding **-ed** to the infinitive.	watch play visit	watched played visited	watched played visited
Irregular Verbs	Three types			
	1. Two parts are the same (spelling or pronunciation)	spend read bring come	spent read brought came	spent read brought come
	2. All three parts are different	know speak write do be	knew spoke wrote did was	known spoken written done been
	3. All three parts are the same	put cost let	put cost let	put cost let

Unit 49

SHOWING HOW

STUDY

Asking for Instructions

How does this machine **work?**

Could you show me how to use it?

Can you explain to me how it works?

How do you program it?

What do I do if I want to stop and explain something?
What do I do when I want to record?

How do I get it to play back?

How do I make it play back?

Giving Instructions

Connectors		
When giving instructions, we often use the following connectors:		
the first thing you do is	(and) then	finally
first (of all)	after that	and last (of all)
	next	the last thing is
	now	

First of all, you turn it on.
Then (you) put it on VCR.
Next (you) insert the cassette.
After that (you) turn on the power.
And then (you) rewind your tape.
The last thing is to remove the tape.

Giving Warnings

Make sure you put the cassette in this way.
Make sure you don't press the record button.

Don't forget to turn the power on.
Remember to turn the power on.

Be careful not to leave it on pause for too long.
Be sure not to leave it on pause for too long.

Separable Two-Word Verbs*

A two-word verb usually consists of a **verb** plus an **adverb** or a **preposition**.

First of all, **turn on** the T.V. set.

Look up the words you don't know in your dictionary.

A two-word verb often has a synonym which is more formal.

Look over the proposal carefully before you **turn** it **down**.
Examine the proposal carefully before you **reject** it.

I'll **pick out** the artwork for the main hall.
I'll **select** the artwork for the main hall.

We **put off** the meeting until Monday.
We **postponed** the meeting until Monday.

* Note: If the object of a separable two-word verb is a simple noun phrase (i.e. article + [optional adjective] + noun), the verb can either be kept together or separated.

E.g. Together – Turn on the T.V. set.
Separate – Turn the T.V. set on.

When the object is complex (article + noun + clause), for clarity it may be preferable to keep the parts of the verb together.

E.g. Together – Look up the words you don't know in your dictionary. (clear message – preferable)
Separate – Look the words you don't know up in your dictionary. (less clear – NOT recommended)

If a pronoun is the object, the verb must separate. Compare the noun and pronoun examples.

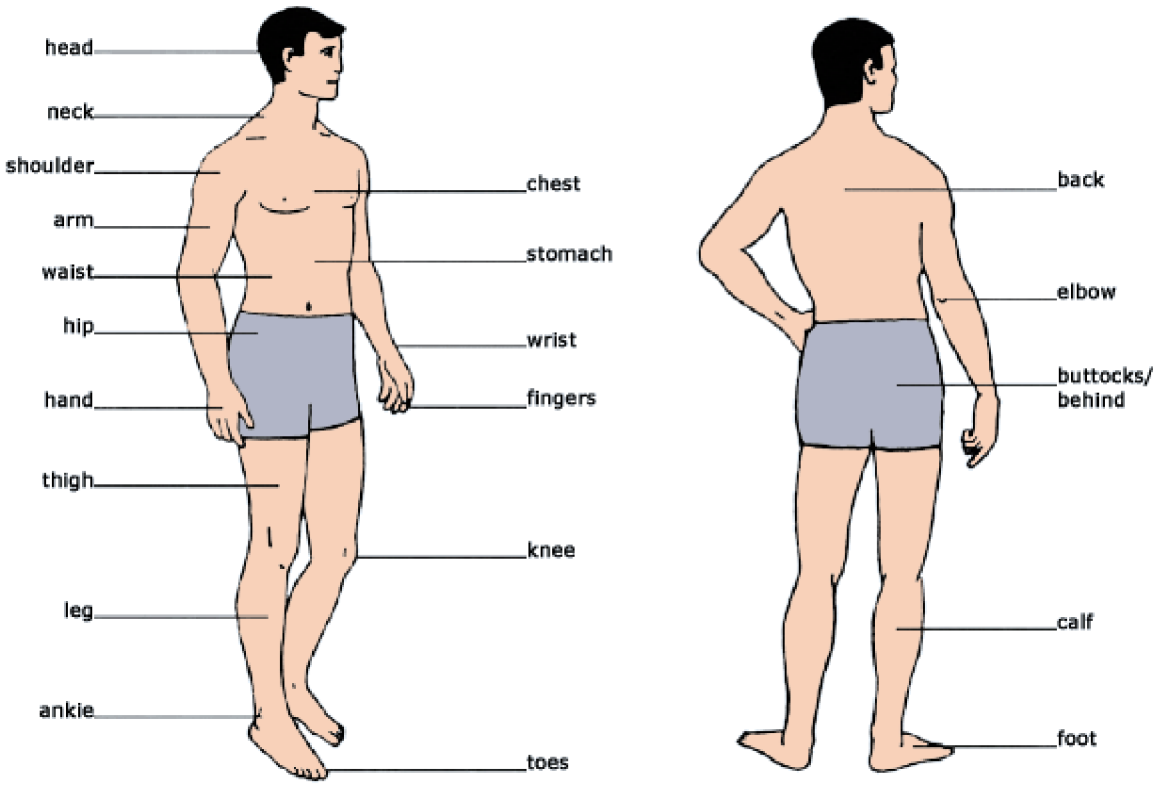
E.g. Noun (together or separate) – Turn down the proposal./ Turn the proposal down.
Pronoun (separate) – Turn it down. (the only possibility)

Unit 50

HEALTH

STUDY

Parts of the Body



Parts of the Head and Face

cheek	hair
chin	lip
ear	mouth
eye	nose
eyebrow	nostril
eyelashes	teeth
forehead	tongue

Saying You're Not Well

I'm not feeling very well. I think I'm getting the flu.
I'm not feeling very well. I think I'm coming down with the flu.

I feel lousy. It's my hay fever **again.**
I feel awful. It's my hay fever **again.**
I feel terrible. It's my hay fever **again.**
I feel sick. It's my hay fever **again.**
I feel ill. It's my hay fever **again.**

I don't feel so good/so hot/well at all. My arthritis **is bothering me.**
I don't feel so good/so hot/well at all. My allergies **are acting up again.**

I have a bad cold. **I can't seem to get rid of it.**
I've got a terrible headache. **I can't seem to get rid of it.**
I really don't know what to do about this cough. **I can't seem to get rid of it.**

Responding

Expressing Sympathy	Offering Advice
That's too bad.	**Why don't you** go home and get some rest?
I'm sorry to hear that.	**What you need is** a few day's rest.
I sympathize with you. **There's nothing worse than** a sore back.	**Have you tried** tak**ing** some cough syrup?
	Should and **ought to** are often used when offering advice.
	Maybe you should see a doctor.
	You really ought to be in bed.

Sometimes sympathy (or concern) and advice are expressed indirectly.

Yeah, your cold really sounds worse.	Are you taking anything for it? Is there anything you can take for it?
Yeah, you look a bit under the weather. Yeah, you do look a little tired. Yeah, you look pooped.	Take care (of yourself).

Unit 51

SOCIAL EXPRESSIONS

STUDY

Greeting Someone You Haven't Seen in a While

Ken. **(I) haven't seen you for ages.**
Ken. **(I) haven't seen you in quite a while.**
Ken. **(I) haven't seen you since** last summer.

Hello, Jessica. **Good to see you again.**
Hello, Jessica. **Nice to see you again.**
Hello, Jessica. **What a nice/pleasant surprise!**

Hi, Frank. **Long time no see.**
Hi, Frank. **How've you been?**

When you greet people you haven't seen in a while, you often ask about their activities during the period since you last met.

(So,) **what's new (with you)?**
(So,) **what are you up to these days?**
(So,) **what have you been up to (lately)?**

Introducing People	Responding
Michael, **I'd like you to meet** Sandra. Michael, **I want you to meet** Sandra.	**Hi, there. Pleased to meet you.** **Hi, there. Glad to meet you.** **Hi, there. Nice to meet you.**
Jeff, **I'm sure you've heard me talk about** Margaret Dobson.	
Rose Ivay, **I would like to introduce you to** Jerry Gibbons.	**How do you do,** Mr. Gibbons. **How do you do,** Ms. Ivay.
Rose, **I'd like to introduce you to** Jerry.	**Hello,** Jerry. **I've heard a lot about you**. **Hello,** Rose. **I can say the same about you** .
Dorothy, **have you met** Mr. Timmins? Dorothy, **do you know** Mr. Timmins?	**No, I don't think we've met.**
Dan, **I don't think you know** Linda. Dan, **I don't think you've met** Linda.	**No, I haven't had the pleasure.** **No, I've never had the pleasure.**

Leave-Taking

I've got to run. I'll be talking to you.
I've got to run. I'll be seeing you.

I guess I'd better get going. See you later.
Well, I'd better be going. Bye.

It's been nice talking to you. Take care.
I'm afraid I have to go now. I'll call you.

Nice seeing you again. Let's keep in touch.
It was nice seeing you. Give me a call some time.

O.K., Sean. **See you again, soon.**
O.K., Sean. **Take it easy.**

Bye. Have a good day.
Bye. Have a nice day.

I'm off then, Sally. **See you** tonight.
All right then, Sally. **See you** tonight.

Sending Regards

If you see Barbara, **say hi (to her) for me**.

Say hello to Victor **for me**.

Give my best to Ann.

Give my love to Uncle Bill.

Please give my regards to Mrs. Barnes.

Unit 52

TALKING ABOUT THE RECENT PAST

STUDY

Time Expressions Used When Talking About the Recent Past

Time Expressions	Verb Tenses	Examples
yet already so far lately	present perfect (usually)	**She's proofread** three chapters **so far**. **They've worked** a lot of overtime **lately**. **Have you signed** the card **yet**?
	The simple past is used by some speakers in informal spoken English. (except with lately)	**Did you sign** the card **yet?**
today this week this year in the last month in the past few months	present perfect (usually)	**I've seen** Helen twice **this week**. **He's been late** several times **in the last month**. (He might be late again.)
	The simple past is used if the action is not expected to occur again.	**I saw** Helen twice **this week**. (I don't expect to see her again.)
just recently *[no time expression]*	simple past or present perfect	**I('ve) just bought** a new car. **John('s) had** a heart attack **recently**. **Linda('s) found** a babysitter for her kids.

NOTE:

With expressions indicating a finished period of time (e.g. yesterday, last week, ...), only the simple past can be used.

I saw her **yesterday**.
I took a holiday **two weeks ago**.
I spoke to John **last week**.
I played baseball **when I was a teenager**.