



# E-BOOK SUE10031 Communicative English

## TOPIC 2: Basic Social Interactions

A practical guide for English language learners to build confidence in everyday communication. Master essential social skills including asking for information, requesting permission, responding to invitations, offering apologies, and discussing ideas.

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# SUE10031

## Communicative English

### TOPIC 2: Basic Social Interactions

CLO 2: PERFORM BASIC SOCIAL INTERACTIONS IN DAILY MATTERS

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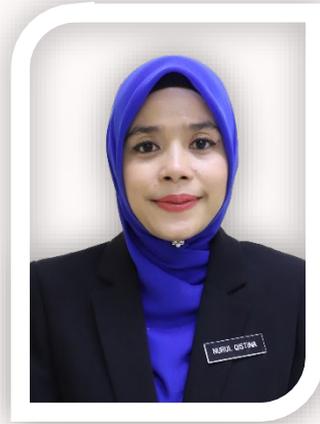
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## PREFACE

*Communicative English Basic Social Interactions* is developed as a practical guide to help learners build confidence and competence in using English for everyday communication. This book focuses on simple yet essential interactions that take place in daily life, especially in social and community settings.

The ability to ask for information, ask for permission, attend to invitations, ask for apologies and discuss ideas and opinions are foundational skills for anyone learning English. This book aims to equip learners with these key communicative functions through clear explanations, guided practice, and interactive activities.

The content is organized into easy-to-follow units that include:

- ❖ Common phrases and sentence patterns
- ❖ Vocabulary related to everyday situations
- ❖ Dialogues that reflect real-life conversations
- ❖ Practice exercises to reinforce learning
- ❖ Cultural notes to guide appropriate language use.

This book is designed especially for beginner-level students at community colleges, vocational institutions, and adult learning centers. It is suitable for classroom instruction or independent learning.

We hope that *Communicative English: Basic Social Interactions* will serve not only as a language resource but also as a stepping stone toward greater confidence in using English in social environments.

### **The Authors**

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# Course Overview



## Essential Communication Skills

Build confidence in using English for everyday interactions in social and community settings.



## Practical Approach

Learn through clear explanations, guided practice, and interactive activities.



## Learning Outcome

Perform basic social interactions in daily matters with greater competence.



## Target Audience

Beginner-level students at community colleges and vocational institutions.



# Content Structure

## Ask for Information

Learn how to request facts and details in various contexts.

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## Ask for Permission

Master polite ways to request approval in different situations.



## Attend to Invitations

Handle social invitations with appropriate responses.



## Ask for Apologies

Request and accept apologies in a culturally appropriate manner.



## Discuss Ideas and Opinions

Express agreement, disagreement, and suggestions effectively.

# Learning Resources

## Common Phrases

Essential expressions for daily interactions

## Cultural Notes

Guidance for appropriate language use



## Vocabulary

Key words for specific situations

## Dialogues

Real-life conversation examples

## Practice

Interactive exercises to reinforce learning

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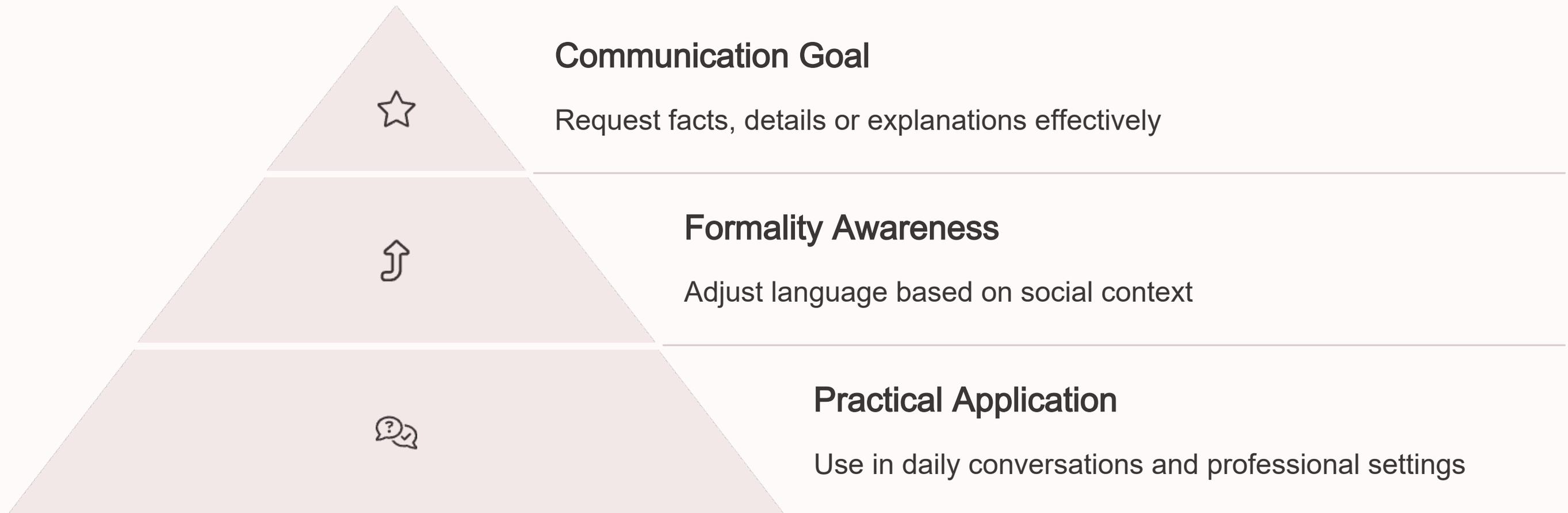
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# Asking for Information



# Formal vs. Informal Information Requests

## Formal Requests

Used in professional settings with authority figures.

- Use modal verbs (could, would, may)
- Include polite expressions
- Avoid contractions

**Example:**"Could you please tell me where the conference room is?"

## Informal Requests

Used with friends, family and peers.

- Use contractions
- Start with "Hey" or directly
- More relaxed tone

**Example:**"Where's the bathroom?"



# Asking for Information: Formal Example

## Setting the Context

Begin with a polite greeting and acknowledge the other person's time.

**Student:** "Good morning. I was wondering if you could tell me how to register for the English course."

## Making Specific Requests

Use modal verbs and polite phrases to ask additional questions.

**Student:** "May I ask when the registration period ends?"

## Expressing Appreciation

Thank the person for their assistance in a formal manner.

**Student:** "I appreciate the information. Thank you very much."



## Asking for Information: Informal Example

?

Direct Question

"Hey, do you know when the night market opens?"

?

Follow-up Query

"Cool! Do they still have the food trucks?"

👍

Appreciation

"Sounds great. Thanks for the info!"

# Key Phrases for Asking Information



## Directions

- Could you tell me how to get to...?
- Where is the nearest...?
- How do I find...?



## Time & Schedule

- What time does it start?
- When is the deadline?
- How long does it take?



## General Inquiries

- Can you explain how to...?
- I'd like to know about...
- Do you have information on...?



# Asking for Permission



## Understand the concept

Requesting approval before taking action

---



## Recognize context

Adjust formality based on social situation

---

3

## Apply appropriate phrases

Use suitable expressions for your relationship

# Formal vs. Informal Permission Requests

## Formal Requests

Used in professional or academic settings.

- "May I have your permission to..."
- "Would it be possible for me to..."
- "I would like to request permission to..."

## Informal Requests

Used with friends and family.

- "Is it cool if I..."
- "Mind if I borrow this?"
- "Can I use this?"



## Responses to Permission Requests

### Accepting Formally

- "Yes, you have my permission."
- "By all means."
- "You are welcome to do so."

### Accepting Informally

- "Sure, go ahead."
- "No problem."
- "Yeah, that's fine."

### Refusing Formally

- "I'm afraid that's not possible."
- "I regret to inform you that..."
- "Unfortunately, I cannot allow that."

### Refusing Informally

- "Sorry, not right now."
- "I'd rather you didn't."
- "Nah, I need it myself."

# Dialogue: Formal Permission Request



## Initial Approach

"Good morning Mr. Johnson. May I have a moment of your time?"



## Making the Request

"I would like to request permission to leave work an hour early this Friday, as I have a medical appointment."



## Commitment

"Absolutely. Thank you very much for your understanding."





# Dialogue: Informal Permission Request



## Initial Question

"Hey, are you using your headphones right now?"



## Direct Request

"Mind if I borrow them for a bit? Just need to listen to something real quick."



## Acknowledgment

"Of course! Thanks, you're the best."



# Refusing Permission Politely

1

**Start with regret**

Begin with "I'm sorry"  
or "Unfortunately"

2

**Give a reason**

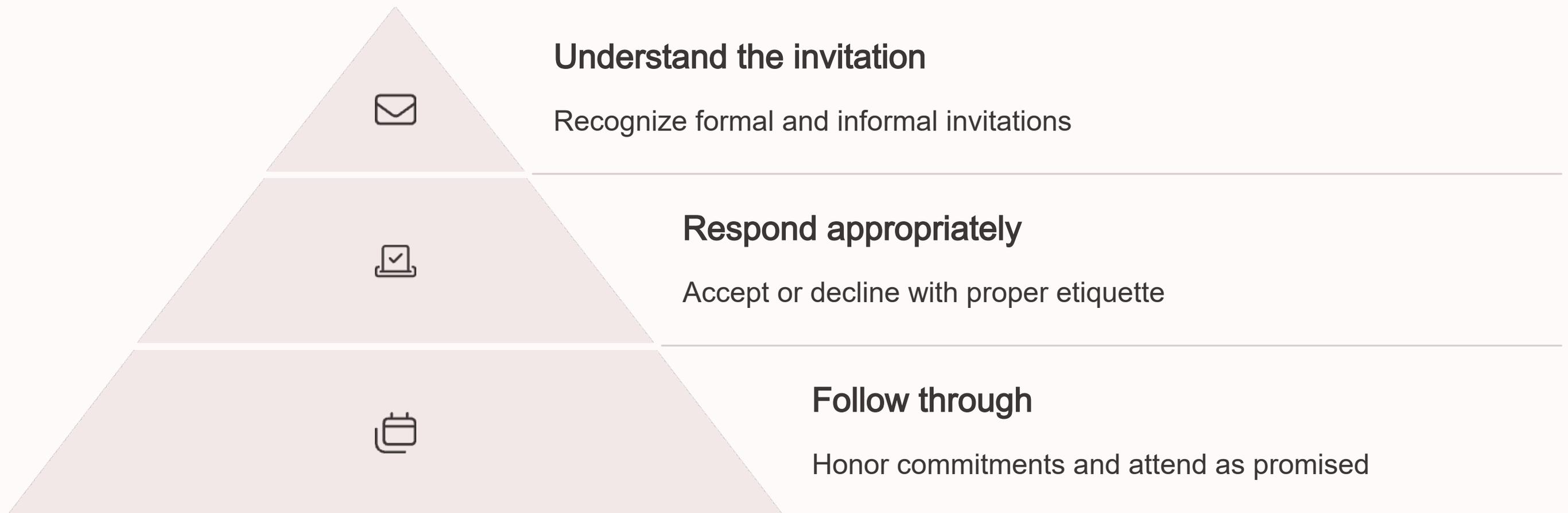
Explain briefly why  
you must refuse

3

**Offer alternative**

Suggest another time  
or solution if possible

# Attending to Invitations





# Types of Invitations



## Formal Invitations

Official events, weddings, corporate functions, and academic ceremonies. Usually written and require formal responses.



## Informal Invitations

Social gatherings, casual parties, and everyday activities. Often verbal or through casual messages.



## Digital Invitations

Events organized through social media, email, or messaging apps. May have varying levels of formality.

# Formal Invitation Responses

## Accepting

Respond promptly and express gratitude.

- "I am pleased to accept your kind invitation..."
- "I would be delighted to attend..."
- "Thank you for inviting me. I will attend..."

## Declining

Express regret and provide a brief reason.

- "I regret to inform you that I am unable to attend..."
- "Unfortunately, I will not be able to join you due to..."
- "Thank you for your invitation, but I must decline as..."

# Informal Invitation Responses

## Accepting

- "Sounds great! I'll be there."
- "Count me in!"
- "I'd love to come!"

## Declining

- "Sorry, I can't make it."
- "I wish I could, but I have other plans."
- "Thanks for asking, but I'll have to pass."

## Tentative

- "I might be able to come. Can I let you know later?"
- "I'll try my best to make it."
- "Not sure yet, but I'll keep you posted."



# Sample Invitation Response Dialogue



## Receiving Invitation

"Hi Sarah! We're having a birthday party for Mike this Saturday at 7 PM. Would you like to come?"



## Seeking Details

"That sounds fun! Where will it be held? Should I bring anything?"



## Getting Information

"It's at Joe's Café downtown. Just bring yourself, but a small gift would be nice if you can."



## Confirming

"Great! Count me in. I'll be there at 7. Looking forward to it!"





# Cultural Considerations for Invitations



## Punctuality

Expectations vary by culture. In some societies, arriving 15 minutes late is acceptable. In others, punctuality is essential.



## Gift-giving

Some cultures expect guests to bring gifts. Research appropriate items as certain gifts carry negative meanings in different cultures.



## Dining Etiquette

Table manners vary widely. Learn basic expectations for the cultural context of your invitation.

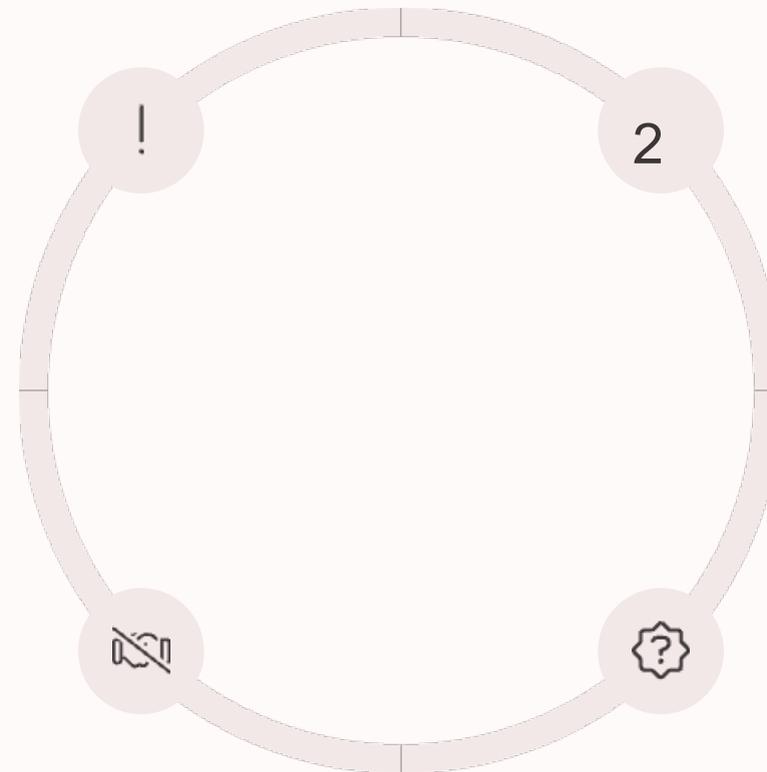
# Asking for Apologies

## Recognize Offense

Identify what happened and why it requires an apology

## Resolve Situation

Work toward mutual understanding and move forward



## Express Feelings

Communicate how the situation affected you

## Request Apology

Ask for acknowledgment in an appropriate manner

# Formal vs. Informal Apology Requests

## Formal Requests

Used in professional or serious situations.

- "I believe an apology is in order."
- "I would appreciate an acknowledgment of what happened."
- "I expect a formal apology for this incident."

## Informal Requests

Used with friends and casual relationships.

- "Don't you think you should say sorry?"
- "Hey, that wasn't cool. I'd like an apology."
- "You owe me an apology for that."

# Making Effective Apologies



## Acknowledge

Recognize what you did wrong without excuses



## Express Remorse

Show genuine regret for your actions



## Make Amends

Offer to fix the situation or prevent recurrence



## Commit to Change

Promise not to repeat the mistake





# Apology Dialogue: Formal Setting

1

## Addressing the Issue

"Mr. Thompson, I need to discuss the report that was submitted late yesterday."

2

## Expressing Impact

"The delay caused significant problems for our client presentation."

3

## Requesting Acknowledgment

"I believe this situation warrants a formal apology to the client."

4

## Response

"You're right. I take full responsibility and will apologize to the client immediately."

# Apology Dialogue: Informal Setting

## Addressing the Issue

"Hey, I was really counting on you to help me move yesterday. I had to do everything myself."

## Expressing Feelings

"It was frustrating to be left hanging without even a message."

## Requesting Apology

"I think you owe me an apology for not showing up."

## Response

"You're right, I'm really sorry. I should have called. Let me make it up to you."





# Accepting Apologies



## Formal Acceptance

- "I accept your apology."
- "Thank you for acknowledging the situation."
- "I appreciate your taking responsibility."



## Informal Acceptance

- "It's okay, don't worry about it."
- "No problem, we're good."
- "Thanks for saying sorry. Let's move on."



## Moving Forward

- "Let's put this behind us."
- "I'm glad we could resolve this."
- "Let's focus on preventing this in future."

# Discussing Ideas and Opinions

1

Exchange views

Share thoughts clearly and listen to others

---



Respond appropriately

Express agreement or disagreement respectfully

---



Offer suggestions

Contribute constructive ideas to the discussion

# Expressing Agreement

## Complete Agreement

"I completely agree with your point about improving customer service."

## + Adding to Ideas

"I agree, and we could also consider implementing a feedback system."

## 📄 Evidence-Based Agreement

"I agree because the data clearly shows this approach is effective."

## Casual Agreement

"Absolutely! That's exactly what I was thinking."



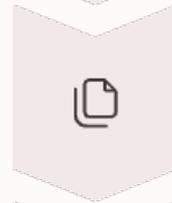


# Expressing Disagreement



Acknowledge First

"I see your point about cost-cutting, but I have a different perspective."



Provide Evidence

"I disagree because research shows this approach may harm customer loyalty."



Ask Questions

"Could you explain why you believe this is the best approach?"



Offer Alternatives

"What if we considered focusing on quality improvement instead?"



# Making Suggestions

## Experience-Based

"Based on my experience with similar projects, we could try using a different approach."

## Question Format

"What if we considered extending the deadline to allow for more thorough testing?"

## Multiple Options

"We have several options: increase marketing, improve product features, or reduce prices."

## Tentative Suggestions

"It might be worth considering a hybrid approach that combines both methods."



# Formal Discussion Example

## Opening Question

"What do you think about online learning? Do you like it?"

1

## Respectful Disagreement

"That's right. But for me, it's hard to focus when studying at home."

3

## Sharing Opinion

"I think online learning has many advantages. It's more flexible."

2

## Finding Common Ground

"Yes, each method has its advantages. Maybe a combination of both is better."

4

# Informal Discussion Example

## Opening

"Hey Danial, are you okay with this online class?"

"I can handle it. It's great because you don't have to leave the house. What about you?"

## Expressing Opinions

"I don't like it. It's hard to focus when you're at home, there are a lot of distractions."

"Ha'ah, sometimes the line is slow. But it's nice because you don't have to finish early."

## Finding Agreement

"That's right. But if the teacher explains it up front, it's easier for me to understand."

"I feel that way too. If you mix a little online, a little face-to-face, it should be okay."

# Discussion Language Tips

## Starting Discussion

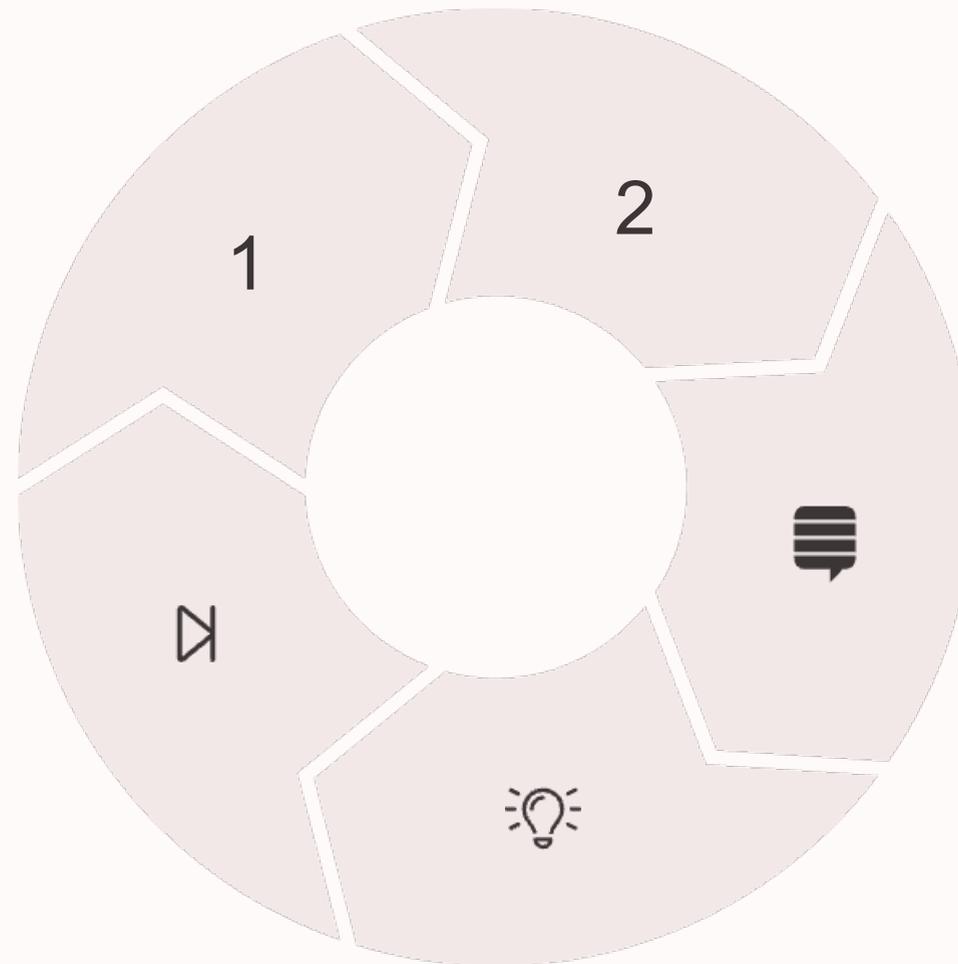
"What are your thoughts on...?"

"How do you feel about...?"

## Concluding

"To sum up..."

"In conclusion..."



## Agreeing

"That's a good point."

"I couldn't agree more."

## Disagreeing

"I see it differently."

"I understand, but..."

## Suggesting

"Have you considered...?"

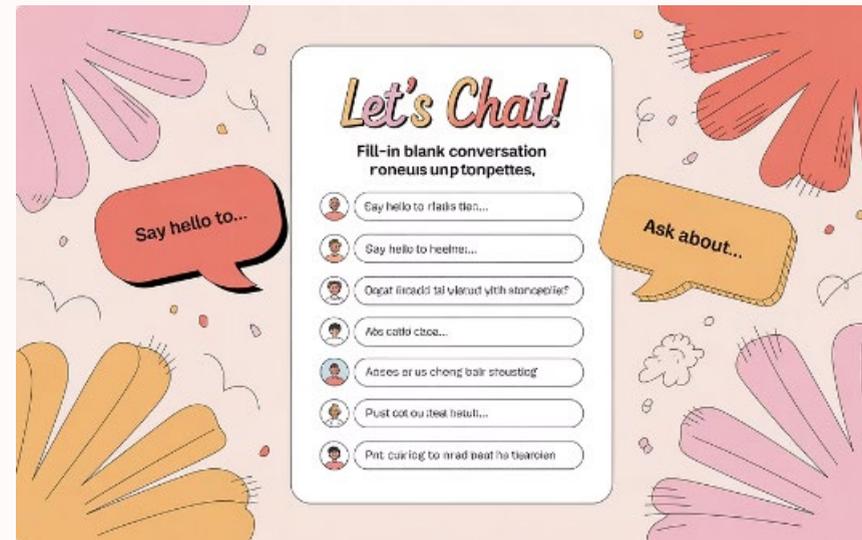
"What about trying...?"

# Practice Activities



## Role Plays

Practice conversations in pairs using scenario cards. Switch roles to experience both sides of each interaction.



## Complete the Dialogue

Fill in missing parts of conversations to practice appropriate responses in different contexts.



## Record & Review

Record your practice conversations and listen back to identify areas for improvement.

# Real-Life Application



Apply your communication skills in these everyday scenarios. Practice makes perfect! Try one new interaction each day.

# Cultural Awareness in Communication

## Eye Contact

Direct eye contact shows engagement in Western cultures but may be considered disrespectful elsewhere.

## Physical Space

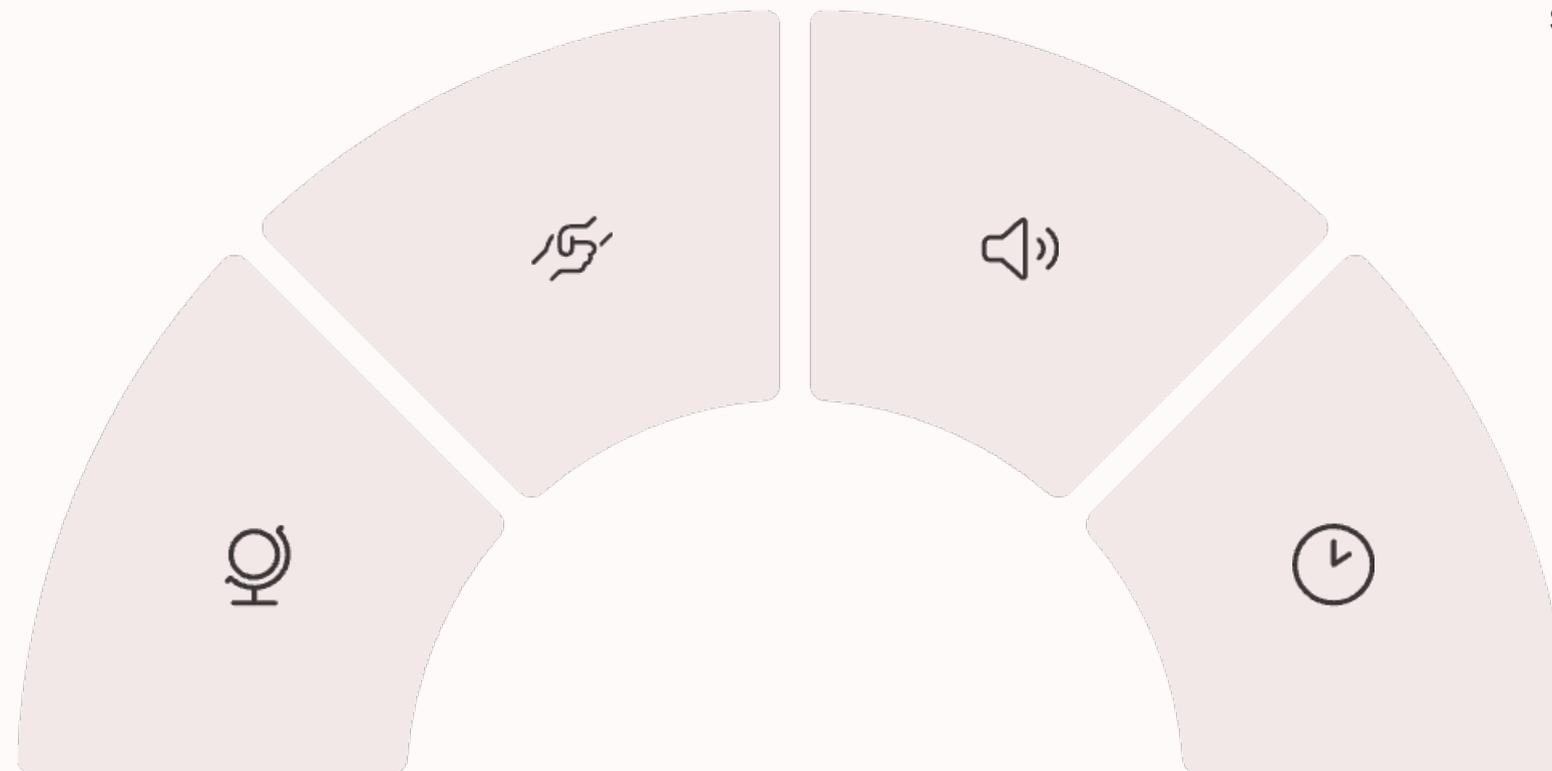
Personal space varies widely between cultures. Notice comfort levels with proximity.

## Volume

Speaking volume considered appropriate differs across cultures. Adjust accordingly.

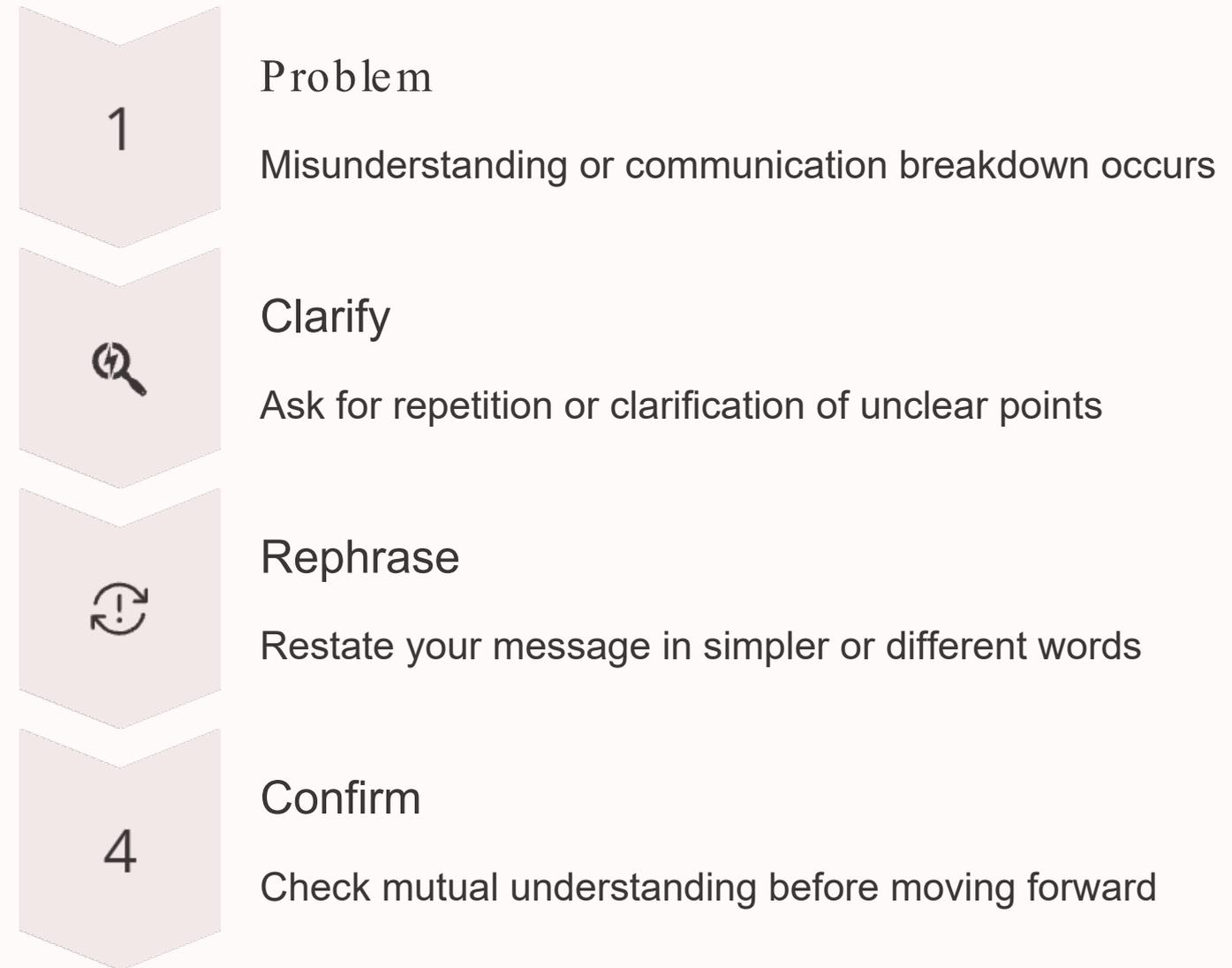
## Time Perception

Some cultures view time strictly while others are more flexible. Be aware of expectations.





# Communication Troubleshooting



# Clarification Phrases



## Asking for Repetition

"Could you please repeat that?"

"I'm sorry, I didn't catch what you said."



## Checking Understanding

"Let me see if I understand correctly..."

"Do you mean that...?"



## Asking for Explanation

"Could you explain what you mean by...?"

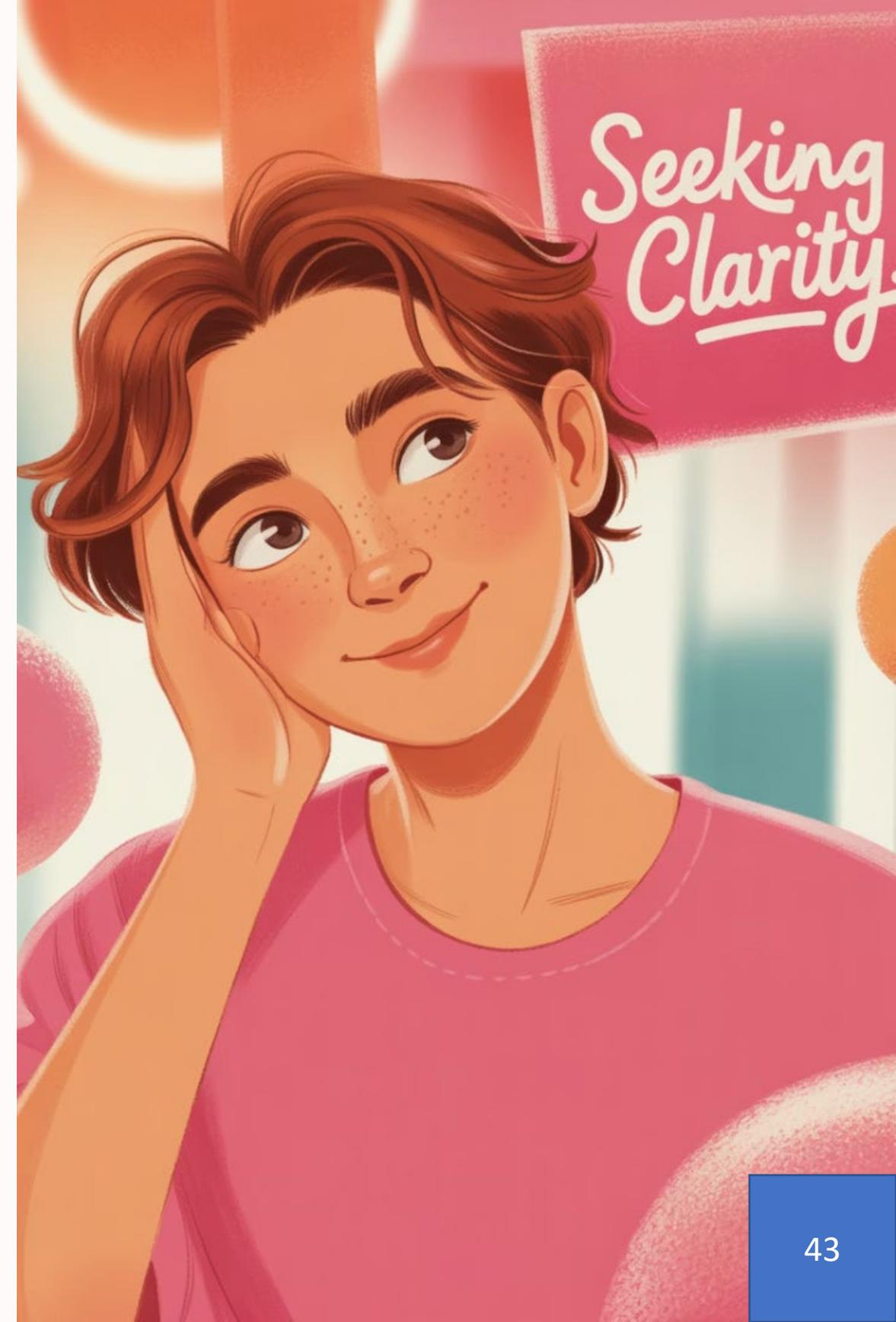
"I'm not familiar with that term. What does it mean?"



## Dealing with Language Barriers

"Could you speak more slowly, please?"

"Could you use simpler words? I'm still learning English."





# Assessment Practice

## Identify the Context

Determine whether the situation calls for formal or informal language. Consider the relationship between speakers and the setting.

## Choose Appropriate Phrases

Select language that matches the context. Pay attention to politeness levels and cultural expectations.

## Practice the Response

Role-play different scenarios with partners. Give each other feedback on language choice and delivery.



# Interactive Practice

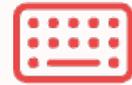


# Self-Evaluation Checklist



## Asking for Information

I can formulate clear questions and adjust my language based on formality.



## Asking for Permission

I can appropriately request permission in different contexts.



## Responding to Invitations

I can accept or decline invitations politely and appropriately.



## Handling Apologies

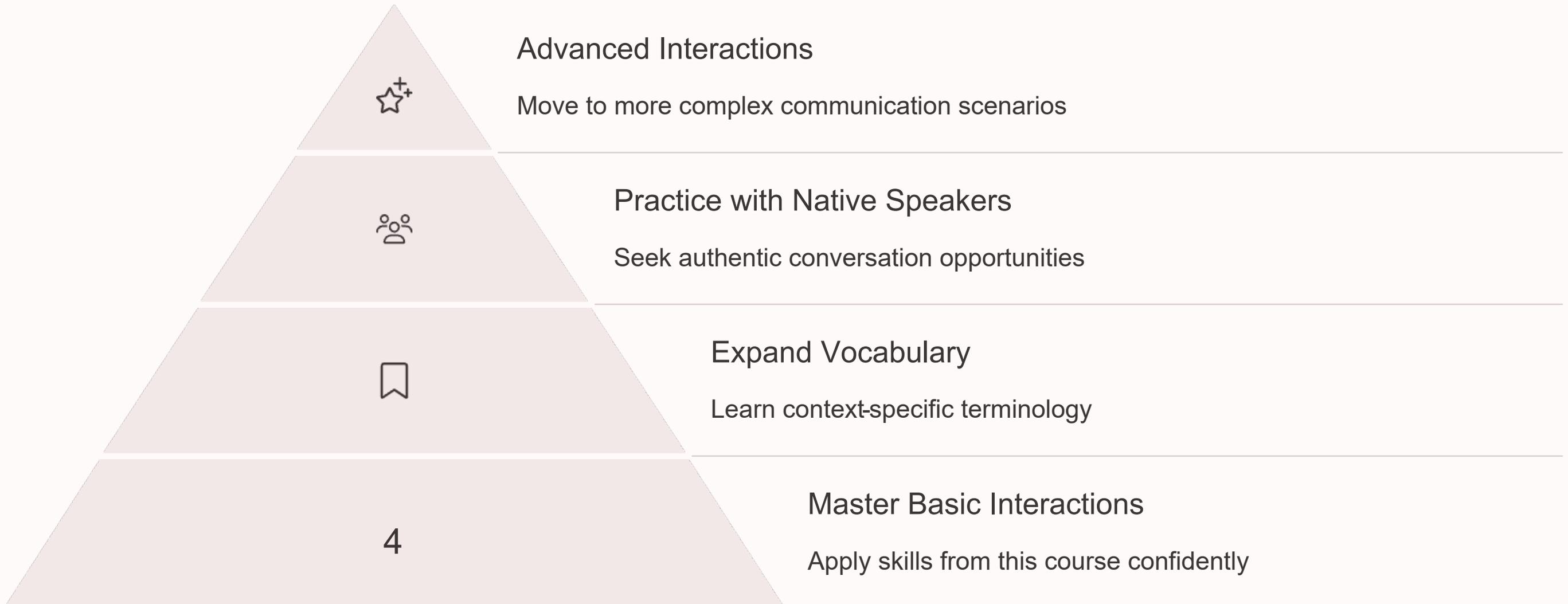
I can request and respond to apologies in culturally appropriate ways.



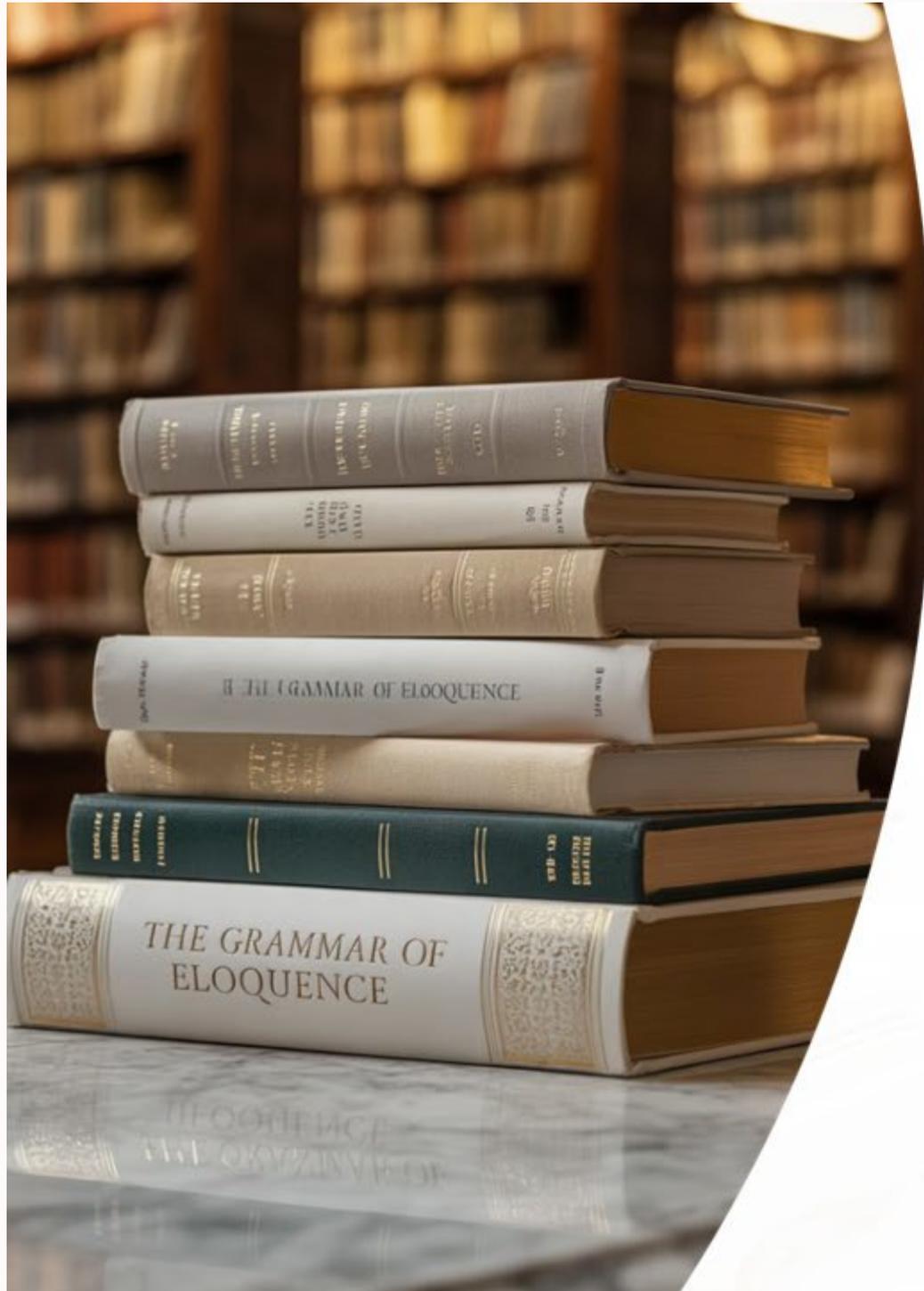
## Discussing Ideas

I can express agreement, disagreement, and suggestions effectively.

# Next Steps in Your English Journey



Continue practicing these communication skills in your daily life. Remember that language learning is a journey, not a destination. Keep building on your foundation!



# References



## Books

- Brown, H. D. (2022). *Teaching by Principles: An Interactive Approach to Language Pedagogy*. Pearson Education.
- Carter, R., & McCarthy, M. (2021). *Cambridge Grammar of English: A Comprehensive Guide*. Cambridge University Press.
- Harmer, J. (2023). *The Practice of English Language Teaching*. Pearson Longman.



## Academic Journals

- Journal of English for Academic Purposes
- TESOL Quarterly
- Language Learning Journal



## Online Resources

- Cambridge English Language Assessment
- British Council Learning English
- BBC Learning English

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