

BASIC COMMUNICATIVE ENGLISH

SPEAK THROUGH VISUALS



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BASIC COMMUNICATIVE ENGLISH : Speak through Visuals

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INVITATION



Introduction

This book is dedicated to all our beloved students as an inspiration to succeed since they have been our greatest inspiration. Also, to our colleagues from General Studies Unit, Selayang Community College, who have always encouraged us to soar.


Let's Soar

Preface

Many of our students feel like giving up speaking in English. There are many factors that contribute to this problem. But that should not discourage them to speak the language. Some students could remember everything being taught. What about those who have a photographic memory? They will be able to remember pictures. They are visual learners who explore the world with their eyes. When learning a language, it's important to exercise your brain and try learning things with new methods. Therefore, this quick and handy book was written to enhance students' confidence to communicate personal and non-personal information as well as to perform basic social interactions through captivating visuals and simple dialogues. This method will be able to attract students' attention & motivation in learning the basic Communicative English.



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Greeting

Greeting - *a polite word or sign of welcome or recognition*

A salutation at a meeting. Something friendly or polite that you say or do when you meet or welcome someone or before you start a conversation. We greet different people in different ways. It is also important to choose appropriate greetings for different situations.

There are different kinds of greetings such as:

- Everyday greetings - good morning/afternoon/evening/night
- Special Greetings - Happy New year, Good Luck, Congratulations
- Gestures - shake hands & bow etc
- Formal & Informal Greetings - hi, hello, how are you etc

We use **formal greetings** with the people we meet first time, elders, superiors and strangers.

We use **informal greetings** with the people we knew them already and close friends.

FORMAL

- Hello (any time of the day)

- Good morning (before 12 noon)
- Good afternoon (after 12 noon)
- Good evening (after 6 pm)
- Good night (end interaction /leave at night)

(meeting someone first time)

- It's a pleasure to meet you
- It's very nice to meet you
- I'm pleased to meet you

(have met the person before)

- It's nice to see you again
- It's a pleasure to see you again
- I'm pleased to see you again

(inquiry about well being)

- How have you been?
- How are you?

INFORMAL

(used in personal level, like friends & family)

- Hello/Hey/Hi (with friends)

- Morning / Afternoon / Evening/ Night

-

(haven't seen the person for a long time)

- Long time no see / You alright? / Sup (What's up)/ It's been a while / When was the last time we saw each other?

(asking how they are)

- How is it going? / How's life?/ How are you doing? How are things?/ What's happening? / What's new?

FORMAL

- Hello

- Good morning (before 12 noon)
- Good afternoon (after 12 noon)
- Good evening (after 6 pm)
- Good night (end interaction /leave at night)

(meeting someone first time)

- It's a pleasure to meet you
- It's very nice to meet you
- I'm pleased to meet you

(have met the person before)

- It's nice to see you again
- It's a pleasure to see you again
- I'm pleased to see you again

(inquiry about well being)

- How have you been?
- How are you?

RESPOND

- Hello, how are you?

- Good morning / good afternoon / good evening/ good night

- It's a pleasure to meet you too
- It's very nice to meet you too
- I'm pleased to meet you too

- It's nice to see you again too.
- It's a pleasure to see you again too.
- I'm pleased to see you again too.

- I'm fine. Thank you. And you?
- I'm very well. Thank you for asking. And you?
- It's good. Thank you. (asking about work/life)

INFORMAL

RESPOND

- Hi

- Hi/ hey

- Morning (before 12 noon)
- Afternoon (after 12 noon)
- Evening (after 6 pm)
- Night (end interaction /leave at night)

- Morning/Afternoon/
Evening/Night

(haven't seen the person for a long time)

- Long time no see / You alright? / Sup (What's up)/
- It's been a while / When was the last time we saw each other?

- Alright / Yeah/ Last month I guess etc

- How is it going? / How's life?/ How are you doing?
- How are things?/ What's happening? / What's new?

- I'm fabulous / I'm awesome / I'm fandabbydosey, thank you very much.



Greetings

Tips

- Stand up
- Make eye contact
- Smile
- Handshake if necessary
- See who you observe & hierarchy
- Get the name right

A Conversation

Neeko : Hi Izzati!

Izzati : Hi Neeko!

Neeko : Have you taken breakfast?

Izzati : Haven't. I'm looking for a cafe. What about you?

Neeko : Not yet. It's over there.

Izzati : Shall we go together?

Neeko : Sure. Let's go.



PRACTICE 1

Choose the best answer.

1. Which of these sounds **informal greeting**?
 - a) Good morning
 - b) Hello
 - c) Hi
 - d) Good afternoon

2. If someone asks you "**How are you?**" you can answer;
 - a) I'm fabulous. And you?
 - b) I'm sick. And you?
 - c) Good day
 - d) Not really. And you?

3. The best **greeting** for a period from **12 p.m to 5 p.m** is;
 - a) Good afternoon
 - b) Good evening
 - c) Good morning
 - d) Good night

4. When do you greet '**Good night**'?
 - a) Beginning an interaction at night
 - b) Beginning a story at night
 - c) Ending an interaction at night
 - d) Ending an interaction in the morning

5. It's a _____ to meet you.
 - a) nice
 - b) happy
 - c) well
 - d) pleasure

Introduction

Introduction - *A presentation of one person to another by starting with their names and other basic information.*

There are two contexts of introductions:

- Introducing Oneself - Introducing yourself to others
- Introducing Someone/Others - Introducing two or more people to each other

A clear and confident introduction will make a great impression, build good relationships & make friends. Introductions can take place anywhere depends on which situation whether it is formal or informal; from a casual meeting/party to formal meetings and interviews.

Basic information are necessary to be included in the introductions. We have different ways of elaborating type of information and it's up to us to pick which version works best. We can also make an introduction with someone by using **small talk**.

What is a small talk? Small talk is informal discussion about topics that are simple, non personal and casual such as talking about weather, career, surroundings etc. When you use small talk , speak about things in a positive way.

INTRODUCE ONESELF

01	GREETING (FORMAL/INFORMAL)	<ul style="list-style-type: none"> • Hello • Good Morning/afternoon/evening
02	YOUR NAME	<ul style="list-style-type: none"> • I'm / I am Nezuko • My name is / My name's (telephone) Nezuko. • This is Nezuko. (in front of large group)
03	LOCATION	<ul style="list-style-type: none"> • I'm from Malacca. • I'm Malaysian. • I come from London. • I was born and raised in Malacca./ I was born in Malacca but raised in Penang. • I grew up in Malacca but now live in Seremban. • I'm originally from Kedah but I'm now based Perak
04	POSITION/COMPANY/ COLLEGE	<ul style="list-style-type: none"> • I work at/for Air Asia in the marketing department. / I'm a manager at/for Starbucks. / I work as a doctor. • I study at Selayang Community College in Culinary course.
05	QUALIFICATION (FOR JOB INTERVIEW)	<ul style="list-style-type: none"> • I'm about to graduate. • I'm a culinary graduate. • I have a certificate of pastry in cake baking. • I'm currently taking a course in fashion.
06	EXPERIENCE	<ul style="list-style-type: none"> • I have 2 years of experience in the cake baking field. • I worked in accounting field for 3 years.
07	FAMILY (INFORMAL SITUATION)	<ul style="list-style-type: none"> • I'm from a family of four./ We are a family of four. • I am one of four siblings. / I'm an only child.
08	HOBBIES	<ul style="list-style-type: none"> • I'm a big fan of football. • I am a keen runner. / I'm a keen tennis player.
09	AGE	<ul style="list-style-type: none"> • I am 25 years old. / I'm 25. • I'm in my early/mid/late 20s.
10	FUN FACT	<ul style="list-style-type: none"> • I have a pet snake. (facts about pet) • I have hypermobility. (extraordinary skill) • I'm afraid of mountains. (interesting fear)

INTRODUCE SOMEONE/OTHERS

INTRODUCE SOMEONE (FORMAL)

May I introduce my classmate to you?

I would like you to meet my friend/colleague/brother.

“Ms.Suria, this is my daughter, Nive”

Let me introduce you to my cousin.

I'd like you to meet my old friend.

Would you please allow me to introduce my client.

RESPOND

- Hello ... How do you do?
- Nice to meet you.
- Hello. It's a pleasure to meet you.
- Pleasure meeting you.

INTRODUCE SOMEONE (INFORMAL)

RESPOND

Amin, please meet Mat.

Hi Mat! What's up?

Alisha, have you met Anis?

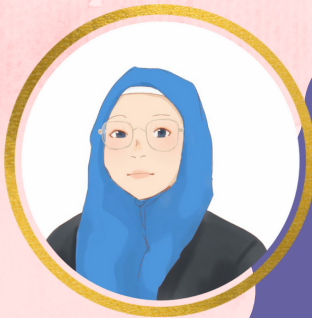
Never. Hi!

This is my friend, Amanda.

Hello!

Laila, this is Bukhari. Bukhari this is Laila.

Hi! Glad to meet you.



Introductions *Tips*

- Look at the person's eye
- Speak Clearly
- Use gracious language
- Use names and titles
- Start a conversation

A Conversation

Noah : Hello ! I'm Noah. And you?

Michelle : Hello ! I'm Michelle.

Noah : I haven't seen you around here before. Have you been studying long?

Michelle : No. I've only been here a few days. **I'm taking Fashion course.**

Noah : **I'm taking Culinary.**

Michelle : Oh wow! You must be good in cooking.



A Conversation

Kaitlin : Hello Shasha! Let me introduce you to my cousin,
Beatrice. Beatrice, this is Shasha.

Shasha : Hi Beatrice! . Glad to meet you.

Beatrice : Glad to meet you too.

Shasha : Where are you from?

Beatrice : I'm originally from Penang but now live in
Seremban. And what about you?

Shasha : I was born and raised in **Malacca** but now live in
Damansara.



PRACTICE 2

Choose the best answer.

1. May I _____ my cousin to you?
 - a) show
 - b) tell
 - c) introduce
 - d) bring

2. I _____ like you to meet my colleague, Miss Funo.
 - a) will
 - b) would
 - c) could
 - d) want

3. Mrs Fatin, _____ is my sister, Amy.
 - a) that
 - b) those
 - c) meet
 - d) this

4. Hi ! Glad to _____ you.
 - a) met
 - b) seeing
 - c) meet
 - d) saw

5. Nice to meet you _____ .
 - a) to
 - b) here
 - c) then
 - d) too

Personal Details

Personal Details - Details of a person such as name, address, contact number etc.

Personal details/information can be provided during an introduction, interview, filling out a form of job or enrollment application, resume, and in casual conversation.

ASK FOR DETAILS

GIVE DETAILS

What's your name?

- **Give your first name then surname:**
Ízzati binti Mohamad
Shalini a/p Moorthy
Chin Chew Ling
- **On a form, you can often see abbreviations before your surname:**
Mr (for a man)
Mrs / Miss / Ms (for a woman: Mrs shows you are married, Miss shows you are single, Ms is if you'd prefer not to show your marital status – the female equivalent of Mr)

Dr (to show the person is a medical doctor or has a PhD)

What's your date of birth? /
When were you born?

- **It's (day – month – year:**
It's the third of March, 2003.
On the second of April, 2002.

- You can write 3 March 2003 or March 3, 2003. But when you say the date, use ordinal numbers:

1 – the first

2 – the second

3 – the third

4 – the fourth

5 – the fifth

6 – the sixth

7 – the seventh

8 – the eighth

9 – the ninth

10 – the tenth

11 – the eleventh

12 – the twelfth.....

20 – the twentieth

21 – the twenty-first....

Either “the third of March, 2003” or “March the third, 2003”.

**What’s your marital status?
/ Are you married?**

I’m married / single / divorced / widowed

**What’s your address? /
Where do you live?**

**Name of the house (if there is one)
Street number and name
Town or city
Postcode
Country**

**How old are you?/What's
your age?**

I'm 20

What's your contact number?

012-3456348

What's your email address?

mimi@gmail.com



Personal Details

Tips

- Accurate details
- Spell if necessary
- Do not overshare

A Conversation

Shalini : Hey Tania! How's life?

Tania : Fantabulous. Are you all right?

Shalini : So far so good.

Tania : If you don't mind me asking. What's your age?

Shalini : I'm 21. And you?

Tania : Same here.

Shalini : You're taking Culinary course right?

Tania : Nope. I'm taking Pastry.

21

Fantabulous.



Tania



Shalini

Hey
Tania!
How's life?

PRACTICE 3

Answer the questions spontaneously.

1. What's your name?

2. How old are you?

3. What's your contact number?

4. What's your home address?

5. Can I have your email address?

6. Are you married?

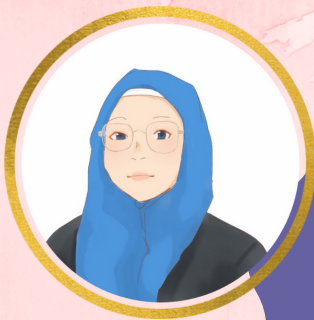
Leave Taking

Leave Taking- *an act of saying goodbye to someone and depart.*

Leave taking occurs when a meeting or conversation needs to be ended. Leave taking can be signaled with *goodbye*, *see you* or by telling the addressee that he/she needs to depart. Leave taking can take place in both formal & informal situation.

FORMAL	INFORMAL	SLANG
Have a great day/You have a great day	See you later	Bye
Have a lovely day	See you soon / Seeya	Bye-bye / Buh-bye
Take care/You take care	Talk to you later	Tara (bye)
Have a safe/good journey/Drive safe	I'm heading off	Tata (bye)
It was nice to see you/It was nice seeing you	I'm off	cheerio
It was nice to meet you / It was lovely meeting you (first meeting)	It was nice to meet you / It was lovely meeting you (first meeting)	I'm out

FORMAL	INFORMAL	SLANG
Farewell	Right, I'm going to make tracks	Catch you later
Stay in touch	I've got to get going	
	I've gotta take off	
	I must be going/off	
	Have a good one	



Leave Taking

Tips

- Acknowledge transition
- Understand appropriate goodbye
- Do not overdo
- Be realistic about the future

A Conversation

Nisha : I guess it's a tiring day.

Mei Ling : You are right. We're going up and down for classes since morning.

Nisha : Oops! I'm late and I need to catch the bus. Bye Mei Ling! See you tomorrow.



Mei Ling : Bye. Seeya!

Bye Mei Ling!



Nisha

Bye. Seeya!



Mei Ling

PRACTICE 4

Choose the best answer.

1. What is the meaning of "**take leave**" ;?
 - a) to greet when meeting someone
 - b) to say goodbye when meeting someone
 - c) to say goodbye to someone and depart
 - d) to greet when leaving someone
2. **I'm heading off** ! is an expression used to take leave in **formal** / **informal** situation?
 - a) Formal
 - b) Informal
3. Stay in _____ .
 - a) keep
 - b) contact
 - c) together
 - d) touch
4. This **informal farewell** is mainly used by teenagers when they say goodbye.
 - a) cheerio
 - b) take care
 - c) have a lovely day
 - d) have a great day
5. Now get going before you miss your flight. Take care and see you _____ soon.
 - a) next time
 - b) again
 - c) tomorrow
 - d) hopefully

Description of Object

Description of Object - *give details on criteria's of object*

Describing an object in English can be difficult if we do not know the right word to ask for meaning of a noun and describe objects. Imagine a world where everything looks exactly the same. But luckily, we have a variety of objects with different colors, textures, sizes, that helps us distinguish one from the other.

A description should answer the following questions:

1.) **What is used for?**

- What does it do?
- How does it work?
- What is it used to?

Key words : *It's used for cutting, drawing, blending, peeling / It's used to cut, draw, peel, blend, peel.*

2.) **What is it made of?**

- It's made of / It's made from / It's made by

Key words : *aluminium, brass, clay, copper, plastic, wood, rubber, metal, cardboard, cotton, leather, paper, porcelain, metal, silk, silver, fabric, denim.*

3.) **What does it look like?**

- How big is it?

Key words (size) : *small, big, tiny, huge, enormous*

(dimension) : *height-high/length-long/width-wide/depth*

- What color is it?

Key words : *pattern/texture (it's in color/its color is.....)*

- How much does it weigh?

Key words : *weight (heavy, light, very heavy/light, lighter, heavier)*

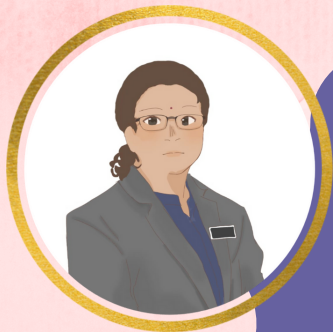
- What shape has it got?

Key words : *it's shaped like a / it is in shape*

*round/square/circle-circular/triangle-triangular/rectangle-
rectangular/oblong/egg-shaped*

4.) **What is its texture?**

Key words : *smooth/spiky/soft/bumpy/cracked/rough/hard/slippery/crunchy*



Descriptions

Tips

- Know more describing words (adjectives)
- Read more
- Practice describing objects around you (asking & giving)

CATEGORY	ASK	GIVE
Price	How much does it cost?	It's RM200./It's expensive/cheap
Color	What color is it?	It's red.
Size	How big is it? /What size is it?	It's medium sized./ It's small.
Shape	What shape is it?/ What does it look like?	It's rectangular./It's oval shaped
Weight	What does it weigh?/ What is its weight?	It's heavy./It's 500 gram.
Height	What is its height?	It's 50cm
Texture	What is its texture?	It's hard/smooth/rough.
Material	What is it made of?	It's made from metal/rubber/leather.

CATEGORY	ASK	GIVE
Function/Purpose	What is it used for?	It's used for watching movies.
Country	Which country does this come from?	This is from Finland.

This is a mineral water bottle. It is made of plastic. The color of the bottle is white. It has a blue cap. The price is RM2. The bottle is approximately 1liter capacity. It measures 23.5cms in height. The width across base is 10cms. It was made in Malaysia. The bottle can be found in supermarkets & grocery stores.



A Conversation

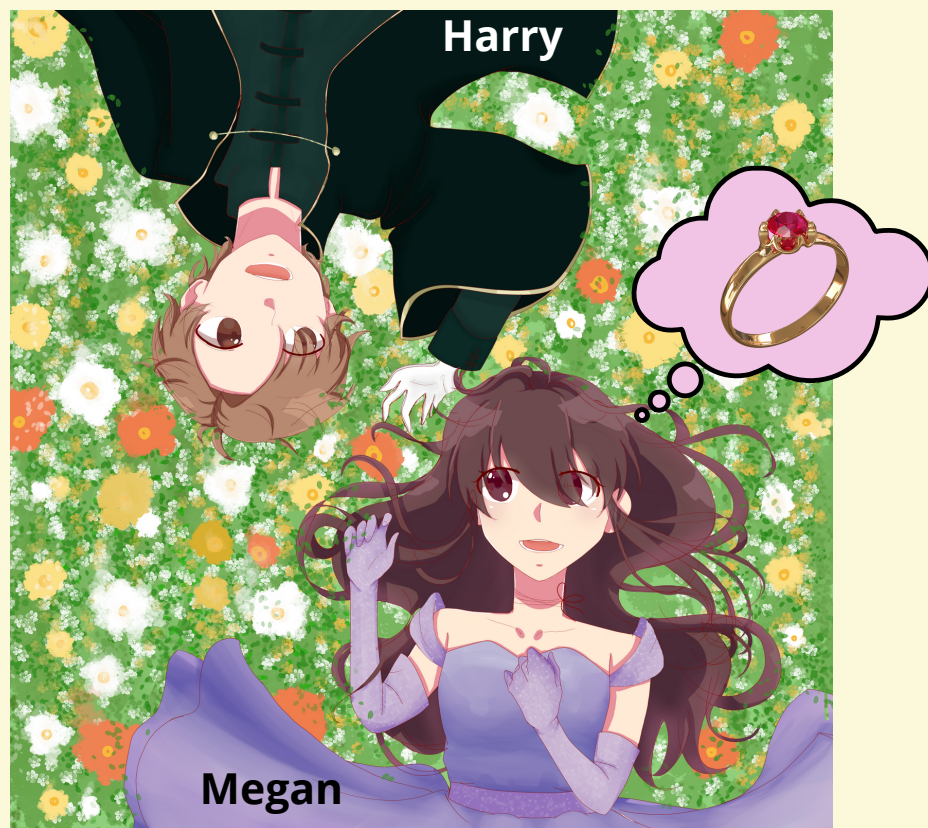
Harry : What's so precious in your life?

Megan : Of course it's my engagement ring.

Harry : Why?

Megan : The ring cost RM80,000. The ring bands are made of platinum & gold. It consists of luxurious gemstones like diamonds and garnet.

Harry : I thought me.



PRACTICE 5

Choose the best answer.

1. What does the bag _____ ?
 - a) weight
 - b) tell
 - c) weigh
 - d) heavy

2. What is this object _____ for?
 - a) use
 - b) using
 - c) uses
 - d) used

3. The wardrobe is _____ from metal.
 - a) make
 - b) makes
 - c) making
 - d) made

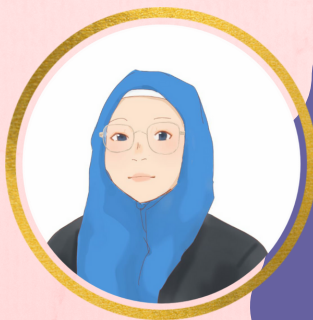
4. How _____ is your new bag?
 - a) expensive
 - b) big
 - c) color
 - d) rough

5. It's quite _____. Around RM20.
 - a) long
 - b) big
 - c) cheap
 - d) colorful

Information about a Place

Information about places - details such as where the place is located, what time does it open/close, what facilities are provided, what it is like etc

ASKING	GIVING
What time does the movie start? (Cinema)	Sharp at 8.30pm
Do you serve alcohol? (Restaurant)	No, we don't.
What time does the indoor pool open? (Hotel)	At around 8 am.
Do you provide wireless internet? (Library)	Yes, we do. Here's the access code.
How much is the flight ticket from Johor to Kuala Lumpur? (Airport)	It's RM500 sir.
How long is the bus journey from Penang to Kuala Lumpur?(Bus station)	Around 6 hours.



Information about Places Tips

- Accurate/necessary information
- Ask the right person
- Refer the right source

A Conversation

Farouq : **Excuse me. Do you have any idea what time does the library close?**

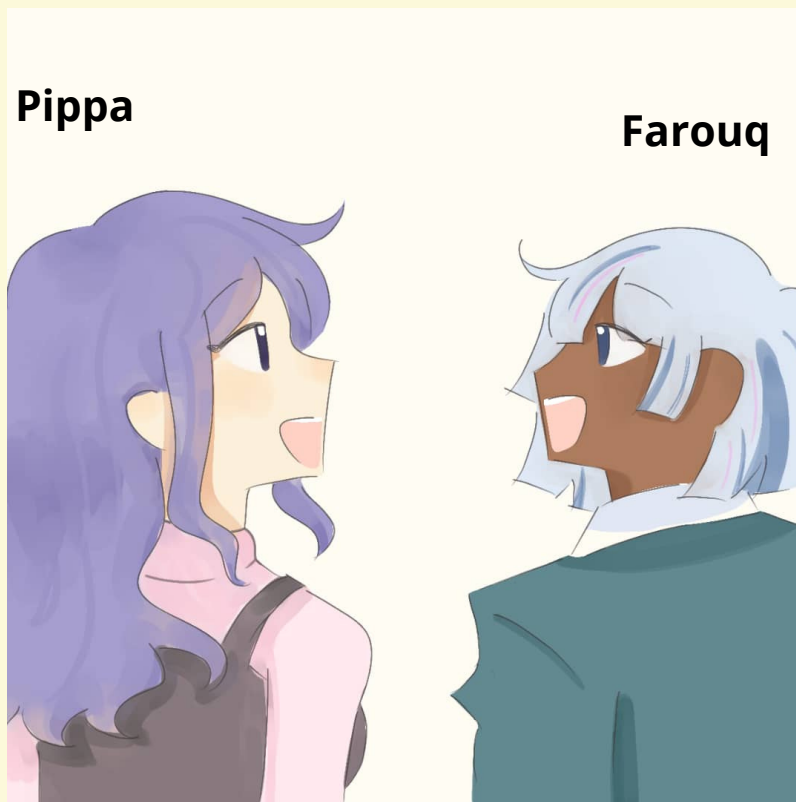
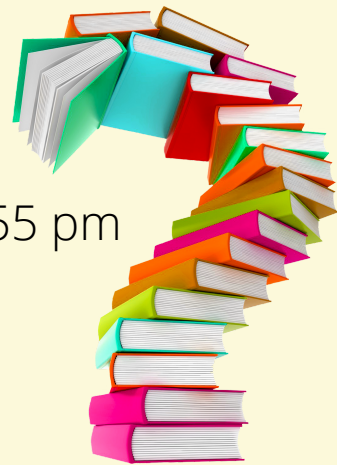
Pippa : **It closes at 5 pm on Monday-Thursday and 12.15noon on Friday.**

Farouq : Omg! Then I need to rush.

Pippa : What happened?

Farouq : I must return my books to the library. It's 4.55 pm now.

Pippa : Mind your steps!



PRACTICE 6

Choose the best answer.

1. What time _____ the movie start ?
 - a) do
 - b) does

2. Do you _____ wireless internet?
 - a) provided
 - b) providing
 - c) provide
 - d) provides

3. _____ much is the ticket price for the concert?
 - a) When
 - b) What
 - c) Which
 - d) How

4. _____ entrance should I use to enter the mall?
 - a) Where
 - b) How
 - c) What
 - d) Which

5. Do you know where the police station _____?
 - a) are
 - b) is

Direction

Direction of a place - Direction is where you are going or where something is coming from.

Knowing how to ask and give directions in English language is tremendously helpful when we are lost, in a new place, or visiting a place for the very first time.

To ask and give directions, we need to know these basic;

1. WH-questions - How, Where, What etc
2. Prepositions of Place - next to, between, beside, in front of, behind, near, in, at
3. Simple Present Verb - go straight, walk along, turn right etc

COMMON EXPRESSIONS ASK DIRECTION - WH questions

How do I get to the train station?

What's the best way to get to the bank?

Where is the mosque?

Could you tell me where the park is?

Do you know where the play ground is?

Where can I find the nearest supermarket here?

Is there a hospital around here?

COMMON EXPRESSIONS ASK DIRECTION WITHOUT MAKING A QUESTION

I am looking for the clinic.

COMMON PREPOSITIONS

Next to

In front of

Across from

Near

Beside

By

Behind

Between

On

Opposite of

COMMON PHRASES GIVE DIRECTION - Simple Present Verb

Go straight on

Take the first road on the right

Turn back

Take the second road on the left

Go under the bridge / Go over the bridge

Go along this road

Go back

Cross

Turn right /left

Go past the building

OTHER COMMON PHRASES GIVE DIRECTION

It is this way / It is that way

At the end

Continue straight

Just around the corner

ASKING

How do I get to the library?

Is there a pet shop near here?

Where is the nearest post office?

Do you know where the shopping mall?

Could you help me, please? I'm looking for a bank.

Can you tell me the way to the Nuri Hotel?

Do you know where the cafe is?

GIVING

Continue straight ahead for about two kilometers.

Sorry, I don't know.

Keep going straight ahead you will see it on the right

Sorry. I am a stranger here myself.

Turn left after you pass the bakery.

Continue straight on past two traffic lights.

Turn left past the bank.



Directions Tips

- Be polite & calm
- Speak confidently
- Use easily seen & recognized landmarks

A Conversation

Ritika : Can you tell me the way to Hospital Selayang?

Humairah : Oh it's very near to our college.

Ritika : Really?

Humairah : Yes. Go along Persiaran Pegawai until you reach a T-junction. At the T-junction turn to your right.

Ritika : Then?

Humairah : Go straight on around 2km. You will see Hospital Selayang is on your right, next to the police station.

Ritika : Thank you so much buddy!



PRACTICE 7

Choose the best answer.

1. How do I _____ to the cinema?
 - a) see
 - b) go
 - c) get
 - d) reach

2. Thivya : Can you _____ me the way to the hospital?
Anand : Go straight on. _____ to your right when you see the first traffic light. The hospital will be on your left.
 - a) show , Stop
 - b) explain , Turn
 - c) tell , Turn
 - d) drop , Past

3. Could you help? I'm _____ for a grocery shop in this area.
 - a) look
 - b) looked
 - c) looking
 - d) looks

4. I'm trying to _____ a cafe. Could you tell me how to get there?
 - a) find
 - b) finding
 - c) finds
 - d) found

5. Go straight ahead and take the second turning _____ the left.
 - a) at
 - b) in
 - c) on
 - d) by

Request

Request is an act formally or politely asking somebody to do something for you.

REQUEST

Can you + Verb 1

Informal

Can you make me a cup of coffee?

Can you drive me to the college?

Could you + Verb 1

**friends/family/
people we
know well**

Could you take the baby for a walk?

Could you buy me lunch?

Would you mind + V-ing

Formal

Would you mind sending these documents?

Would you mind lending me RM20?

**Could you possibly +
Verb 1**

**people we
don't know
very well/
senior/older to
us**

Could you possibly tell me the time?

Could you show me where the nearest shop is?

Note : Verb 1 - Base Form

REQUEST

Can you clean the store?

Could you turn on the lights?

Would you mind answering the phone?

Could you possibly carry the box?

Please, could you take me to the college?

Could you take me to the college, please?

RESPOND (GRANT/REFUSE)

Sure

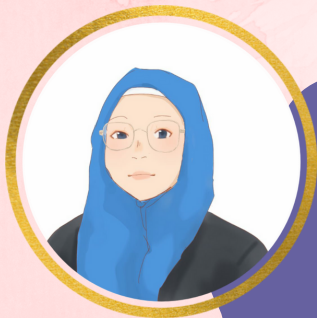
No problem

Okay

Alright

Anything for you

Sorry. I'm a bit busy right now.
I'm afraid I can't.



Request Tips

- Don't demand as 'I need...'
- Avoid assumption
- Request clearly
- Be Polite
- Add 'please' at the beginning/end of the sentence if possible

A Conversation

Lucas : Hey Oliver! Are you free right now?

Oliver : Yeah. Need help?

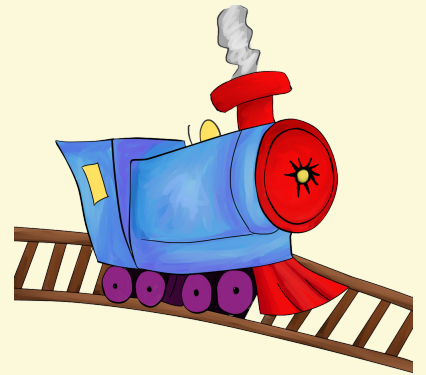
Lucas : I'm going to trouble you. So sorry for that.

Oliver : What's the matter bro?

Lucas : My car broke down. **Would you mind sending me to the train station?** I have an urgent meeting at 10 am.

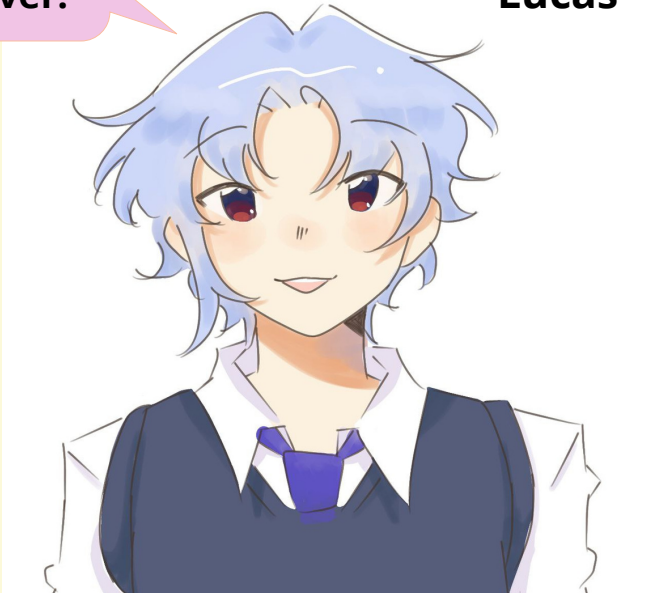
Oliver : **No problem.** What are brothers for?

Lucas : Thank you. I owe you a treat tonight.



Hey
Oliver!

Lucas



Oliver



Yeah.

PRACTICE 8

Choose the best answer.

1. _____ you mind passing the file to me?
 - a) Could
 - b) Will
 - c) Can
 - d) Would

2. Will you _____ this bag for me?
 - a) carries
 - b) carrying
 - c) carry
 - d) carried

3. Nazriya : Will you print the document, please?
Qaish : Sorry, I'm a bit busy right now.
 - a) refuse
 - b) reluctance

4. Could you _____ bring me a cup of water ?
 - a) able
 - b) can
 - c) please
 - d) do

5. Would you mind _____ the table?
 - a) cleaning
 - b) clean
 - c) cleans
 - d) cleaned

Apology

A regretful acknowledgement of an offence or failure.

APOLOGIES	EXCUSES	REPPOND
Sorry / I'm sorry	I'm late / being late / for keeping you waiting / (bumped someone on the street)	That's all right.
I'm so/incredibly/terribly/ really sorry	I didn't mean to say that.	Never mind. It doesn't matter.
Please forgive me	I didn't realise that	Don't worry about that/it.
Excuse me	Can I get through (blocking your way) / Listen to me now/ when you sneeze / to get attention	Don't mention it. I quite understand.
Pardon me !	Can I just butt in here? (interrupt a conversation)	Forget about it.

APOLOGIES	EXCUSES	REPPOND
I sincerely apologise /I take full responsibility for my behaviour	(written; like email, letter etc)	
I owe you an apology/ I'd like to apologise	(Made something bad /messed up with something)	No harm done. It's all fine.
I'm so sorry to hear that /about your cat! I'm sorry for your loss!	(bad news like someone's pet died/ someone's lost a family member)	No problem. No worries. No need to apologize, that's okay.



Directions Tips

- Admit you were wrong
- State what you have done
- Acknowledge the other person's feeling
- Say sorry
- Ask for forgiveness

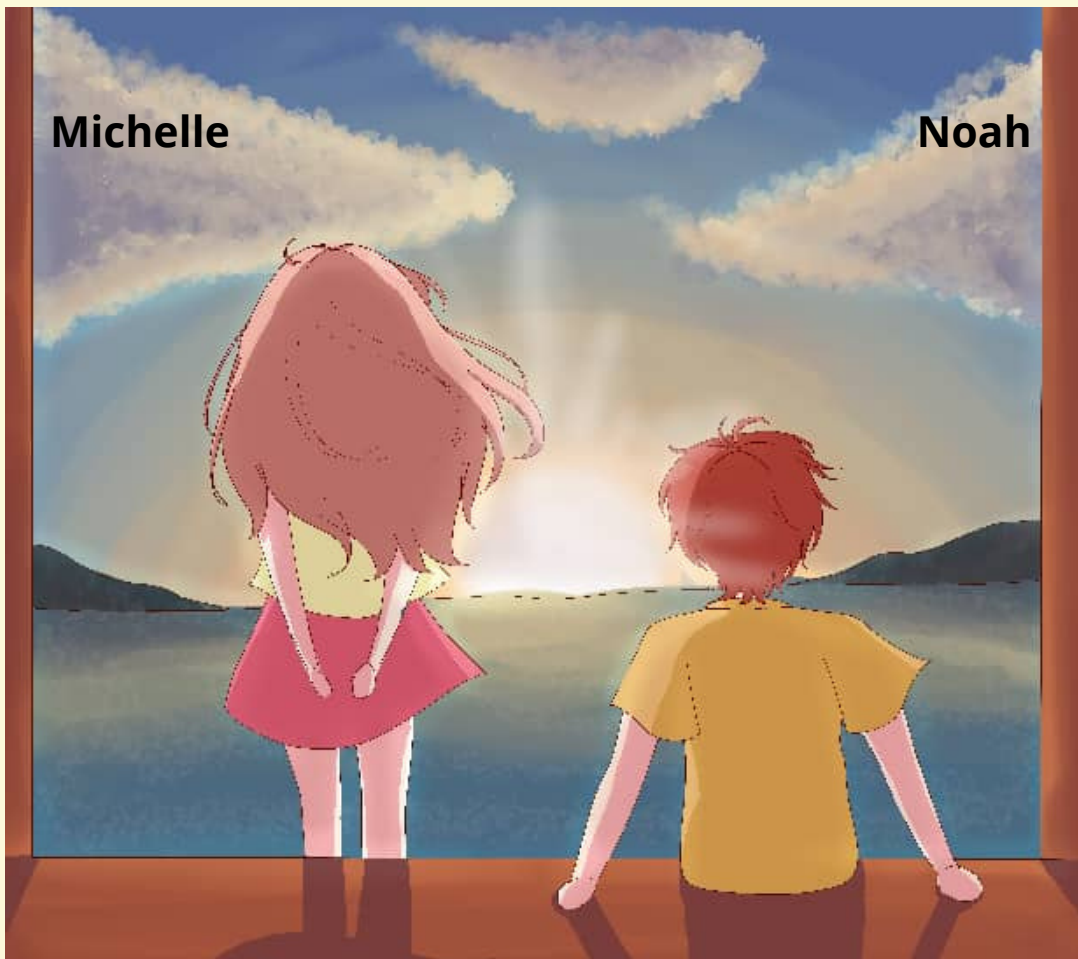
A Conversation

Noah : Oh! Come on Michelle. Are you still angry?

Michelle : Kind of.

Noah : But I have apologized. Okay, will do it again. **I'm so sorry for keeping you waiting.**

Michelle : Fine. Don't worry about that. Anyway, where's my birthday cake?



PRACTICE 9

Choose the best answer.

1. I hope you will _____ me for being late. I had a flat tire.
 - a) forgiven
 - b) forgive
 - c) sorry
 - d) forgives

2. I'm _____ sorry. I didn't mean to hurt you yesterday.
 - a) awfully
 - b) terribly
 - c) totally
 - d) basically

3. Matt : I'm so sorry. I made a mistake in the report.
Sherley : It _____ matter.
 - a) do
 - b) don't
 - c) doesn't
 - d) hasn't

4. I owe you an _____ .
 - a) apologize
 - b) apology
 - c) apologies
 - d) sorry

5. Sharon : I would like to apologize for shouting at you last night.
Alya : _____ . Hope you'll keep your temper from now on.
 - a) I won't forgiven you
 - b) Okay fine
 - c) Don't worry about it
 - d) Good

Permission

Permission is a consent or authorization to do something/asking if you are allowed to do something.

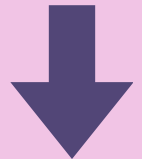
PERMISSION

LEAST
FORMAL/
MOST FORMAL

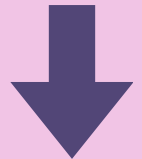
Can I + Verb 1

LEAST FORMAL

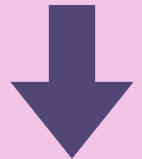
Could I + Verb 1



Is it OK if I + Verb 1



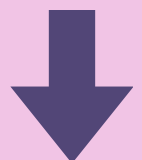
May I + Verb 1



Could I possibly + Verb 1



Would it be OK if I + Verb 2



Would you mind if I + Verb 2

MOST FORMAL

Note : Verb 1 - Base Form

Verb 2 - Past Simple

PERMISSION

RESPOND GRANT/REFUSE

Can I go to the toilet?

Could I use your laptop?

Is it OK if I submit my assignment tomorrow?

May I borrow your pen?

Could I possibly leave early? I'm not feeling well.

Would it be OK if I drove the car?

Would you mind if I invited my classmate to the party?

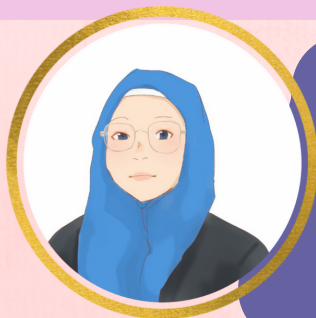
Sure

Okay

Alright

Here you go

No problem at all



Apology Tips

- Perfect timing
- Ask in advance
- Be patient

A Conversation

Choo : Hi Syafiq! I need your help.

Syafiq : What's wrong with you? You look so nervous.

Choo : May I borrow your laptop? Mine acting strange and I have a presentation in a while.

Syafiq : Sure. Hold on a moment....Here you go.

Choo : Thank you so much. I will immediately return once done.



PRACTICE 10

Write the best sentence of asking permission to the following situation.

1. You want to go out tonight - **Mother**

2. You want to go to the toilet - **Lecturer**

3. You are feeling hot and want to lower the air conditioner's temperature - **Classmates**

4. You want to sit next to someone at the bus stop - **Stranger**

5. You want to ask a question in the class - **Lecturer**

Invitation

A written or verbal request inviting someone to go somewhere or to do something.

Extend Invitation	Accept Invitation	Decline Invitation
Would you like to play cards?	Thank you. I'd love to.	
I would (I'd) be delighted to invite you for my sister's wedding dinner.	Yes. That would be great.	I'm terribly sorry. I can't.
We would (we'd) be delighted if you could join the party.	I would (I'd) be delighted to come.	I'm afraid. I'm busy tonight.
I was wondering if you'd like to join us for breakfast.	Certainly. Thank you.	Thanks for inviting but I'm busy.
How would you like to go for a vacation?	That sounds like fun.	I'm afraid. I have an appointment with a client.
Would you care to join a barbeque party?	Great. What time? / Do you need any help? / What should I bring?	Sorry. I don't think I can make it.

Extend Invitation	Accept Invitation	Decline Invitation
How about joining me for a walk?	Sure. Thank you.	I'm sorry to refuse your invitation.
Do you feel like going for a massage?	I'd love to, thanks.	That's very kind of you, but I can't accept your invitation.
Would you be interested in going to the movies tonight?	That's a great idea.	I'm afraid I won't be able to come. I can't, sorry. I have some work to do.



Invitation

Tips

- Who you are inviting
- What is the event
- Details about the event

A Conversation

Brenda : Hey Nancy! I have something to tell you.

Nancy : Eh hi! What's up? You looking great today.

Brenda : Really? Are you free tonight?

Nancy : Probably. Anything special?

Brenda : Yup. I would like to invite you to a small party at my home. Will you be able to attend?

Nancy : Sure. But, what's the party for?

Brenda : Surprise! Don't forget, at 8pm. Will see you tonight.



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