

## Polite Words and Phrases

Insert the polite words and phrases which you think should be used in the following conversations. The words and phrases you will use are in the box

You're welcome	Thank you very much
Please	Good morning
Would you mind	Excuse me
Can I help you?	Thanks for your help
I'm sorry for troubling you	Sorry
I'm afraid I can't help you	Thank you, goodbye
Not at all	No problem

1.
  - a. Can you tell me how to get to Heuston Station \_\_\_\_\_?
  - b. \_\_\_\_\_. I don't know.
  
2.
  - a. \_\_\_\_\_ if I opened the window?
  - b. \_\_\_\_\_. That's fine
  
3.
  - a. Take the second turn on your right and then take the first left
  - b. \_\_\_\_\_

4. a. The doctor will be here later, you can ring her at 5 pm.  
b. \_\_\_\_\_
5. a. \_\_\_\_\_ I didn't realise this seat was taken  
b. \_\_\_\_\_ . That's ok
6. a. Mr Walsh's secretary speaking, \_\_\_\_\_?  
b. \_\_\_\_\_ .I'd like to make an appointment
7. a. \_\_\_\_\_ but I need to change this shirt  
for a smaller size  
b. Sorry. We don't have that in small sizes. I can order one for you  
a. That's great \_\_\_\_\_.
8. a. \_\_\_\_\_ . I think you dropped you money.  
b. Thanks  
a. \_\_\_\_\_

*Check your answers on the next page*

1. a. Can you tell me how to get to Heuston Station **please** ?  
b. **I'm afraid I can't help you.** I don't know.
  
2. a. **Would you mind** if I opened the window?  
b. **Not at all.** That's fine
  
3. a. Take the second turn on your right and then take the first left  
b. **Thanks for your help**
  
4. a. The doctor will be here later, you can ring her at 5 pm.  
b. **Thank you, goodbye**
  
5. a. **Sorry.** I didn't realise this seat was taken  
b. **No problem.** That's ok
  
6. a. Mr Walsh's secretary speaking, **can I help you?**  
b. **Good morning.** I'd like to make an appointment
  
7. a. **I'm sorry for troubling you** but I need to change this shirt for a smaller size  
b. Sorry. We don't have that in small sizes. I can order one for you  
a. That's great. **Thank you very much**
  
8. a. **Excuse me.** I think you dropped your money.  
b. Oh! Thanks  
a. **You're welcome**

## **Class discussion**

### **Courtesy and Good Manners**

**What are the views of your classmates on this topic?**

**Think about the questions below and give your opinion**

- Why are good manners so important?
- When a person is polite to you what impression do you get of him or her?
- When a person is impolite to you what impression do you get of him or her?
- How do you feel when a person is impolite to you?
- Are you embarrassed when a person you are with is rude to someone?
- Do you think Irish people are polite?
- Are you surprised when you hearing people cursing and swearing?  
Does this embarrass you?
- How would you teach your child good manners?