



English

Using Courteous Expressions





To the Learner

Hi! How are you today? I hope that you're set for another lesson.

Have fun!



Let's Learn This

When you are talking to somebody, do you usually use courteous expressions? Is it important? Do you want to learn more about it?

This module will help you learn more about courteous expressions.



Let's Try This

Read the given conversation below.
Write the expressions that suggest courtesy on a sheet of paper.

Julius : I'm new here. I'm looking for Jupiter Drugstore. Will you please help me?

Cristina : My pleasure! First, walk straight ahead from here. Turn left and you will see Agdao Market. Jupiter Drugstore is next to it.

Julius : Now, I can find my way. You're so kind. Thank you.

Cristina : You're welcome!

1. _____
2. _____
3. _____
4. _____
5. _____

What is the event presented in the dialog?

- It is all about giving instructions to someone who is looking for a certain place.

What are the expressions used that suggest courtesy?

Here are the correct answers.

1. Will you please help me?
2. My pleasure!
3. You're so kind.
4. Thank you.
5. You're welcome!

How many correct answers did you get?

What is your score? _____

Do not worry if you got a low score.

We will have more exercises for mastery.



Let's Study This

Have you tried answering a telephone call? Did you observe courteous expressions?

Read the given telephone conversation. Take note of the expressions that suggest courtesy.

Jun : Hello, This is Jun. May I speak to Jerry please?

Jerry : This is Jerry. Is there anything that I can do for you?

Jun : See, I've been absent. I'd like to ask you about the homework.

Jerry : Oh, Yes. You're sick. Feeling better now?

Jun : Yes! In fact, I can go to school tomorrow. The trouble is I'd like to do the homework, too. Would you mind telling me the assignment?

Jerry : Not at all. Shall I dictate them now?

Jun : Yes, please, (Write down notes as Jerry dictates the assignment). Is this all?

Jerry : Well, yes. Take your time. I'm sure our teachers will understand.

Jun : Thank you for everything. I hope I didn't disturb you. Goodbye.

Jerry : I'm glad to be of help to you. Take care. Bye.

Let us answer some questions about the given conversation.

1. Who called Jerry?

✚ Jun

2. Why did he call Jerry?

✚ He wants to ask about their homework.

3. What is the reason why he missed their assignment?

✚ He was absent from their class.

4. Can you say that they are both polite? Why? Why not?

✚ Yes, Jun and Jerry are both polite. They are using courteous expressions in their conversation.

5. What are these polite expressions?

✚ Hello!

✚ May I speak ...

✚ Anything I can ...

✚ I'd like to ask you ...

✚ Feeling better now ...

✚ Would you mind ...

✚ Shall I ...

Yes, please ...

Thank you ...

Goodbye! ...

Take care ...

Is it necessary to use these words / phrases in a telephone conversation? Why?

- Yes. They are courteous expressions appropriate for a telephone conversation.



Let's move on to the next exercise.



Let's Do This

Here are other exercises on when to use courteous expressions. Match the given expressions with their purpose. Write the letter of the correct answers on a sheet of paper.

- A.
- | | |
|------------------|---------------------------|
| a. greeting | c. apologizing |
| b. giving reason | d. asking for information |

- _____ 1. Good morning.
_____ 2. I'm sorry.
_____ 3. May I ask you why you came late?
_____ 4. I don't know what to say. You see, I got up late.
It is my mistake that I didn't get up early, Mrs. Cruz.

- B.
- | | |
|---------------------------|----------------------|
| a. giving information | c. paying attention |
| b. asking for information | d. calling attention |

- _____ 1. Excuse me.
_____ 2. Yes, is there anything that I can do for you?
_____ 3. I need to know where the library is. Could you please help me?
_____ 4. Yes, I can help you. Please turn to the right, then walk straight ahead.

How did you find the exercise?
Let's check your answers against the "Answer Key".
What is your score? _____





Let's Remember This

Why do we need to use courteous expressions in a conversation?

- To show politeness and being a well-mannered person.

What are other examples of courteous expressions?

Here are other examples of courteous expressions:

Thank you.

Thank you very much.

No, thank you.

Excuse me.

Excuse me. (passing through)

Enjoy your meal.

I am sorry.

My name is ____.

Pleased to meet you.

Likewise.

Bless you. (after a sneeze)

Please.

You're welcome.

I am

No problem.

It's ok.

Good luck.

Mister, Sir (Mr.)

Mrs. ; Ma'am

Miss

I introduce you to _____.

I introduce you to _____.

The pleasure is mine.

Delighted to meet you.

This is my friend. (male)

This is my friend. (female)



Let's Test Ourselves

We need to know when to use courteous expressions. Here is an exercise for you to know when to use them. Match the expressions in column A with their meanings in column B. Write the letters of the correct answers on your paper.

Column A

Column B

- | | |
|--|-----------------------------|
| ----- 1. "Shall I get the messages for you?" | a. asking permission |
| ----- 2. "That's very kind of you. Thank you!" | b. offering to do something |
| ----- 3. "May I close the windows?" | c. giving reason |
| ----- 4. "Yes please, go ahead." | d. accepting a favor |
| ----- 5. "I'm sorry but I think that's not a good idea." | e. giving permission |
| ----- 6. "Sorry, I can't go with you. I have a class." | f. requesting |
| ----- 7. " Could you please lend me your book?" | g. giving opinion |

Go over your answers again.
Let us check your answers using the Answer Key.
What's your score? -----
Great!





Let's Enrich Ourselves

Fill in the blanks with correct expressions. Write your answers on a piece of paper

message	morning	speaking
number	moment	speaking
sorry		please

1. Hello! Good _____.
2. This is Gloria _____.
3. May I _____ with Dona?
4. _____ hold your line.
5. I'm _____ she's out.

Were you able to answer correctly?
Good!



Answer Key

Let's Do This

- | | |
|--------|-------|
| A. 1.a | B 1.d |
| 2.c | 2.c |
| 3.d | 3.b |
| 4.b | 4.a |

Let's Test Ourselves

1. b
2. d
3. a
4. e
5. g
6. c
7. f

Let's Enrich Ourselves

1. morning
2. speaking
3. speak
4. please
5. sorry