

That would be great.

• Offering help

• Accepting and declining help

1 | Vocabulary

A Complete the sentences. Match the people to the things they might do.

a. restaurant server	c. flight attendant	e. salesclerk	g. train reservations agent
b. parking attendant	d. bus driver	f. hotel clerk	h. travel agent

1. A b gets your car.
2. A _____ changes your room.
3. A _____ wraps your purchase.
4. A _____ reserves a spot on a city tour.
5. A _____ books a sleeper car.
6. A _____ indicates your stop.
7. A _____ brings a dessert menu.
8. A _____ takes your tray.

B PAIRWORK Tell your partner other things the people above might do.

2 | Conversation

CD1 22 **A** Listen. Where does Laura want to go? Who is going to mail the postcards?



Laura: Hi. Do you have a city map? _____

Agent: Here you go.

Laura: Thank you. Is it far to the museum?

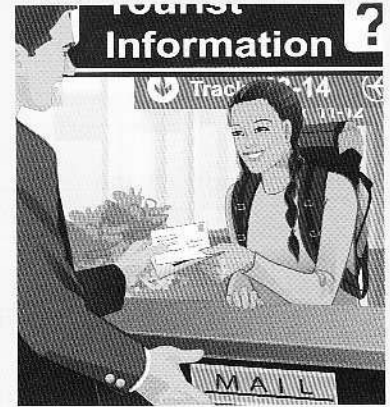
Agent: No. I can draw the route for you if you'd like.



Laura: That would be great. And do you have information on day trips to the mountains?

Agent: Yes. A tour bus company does that. _____

Laura: That sounds great. _____



Agent: Is there anything else I can help you with?

Laura: Yes. Where can I mail these postcards?

Agent: Do you want me to mail them for you?

Laura: Sure. I'd appreciate that. _____

B PAIRWORK Practice the conversation. Then find the best places to add the sentences below to the conversation and practice it again.

- | | |
|---------------------------------|--|
| 1. The tour is \$42. | 3. But I want to try the walking tour. |
| 2. Thank you for all your help. | 4. It's my first day here. |

3 Language Booster

A Notice the different ways we offer, accept, and decline help.

Offering help		Accepting help
I can I'd be happy to	call a taxi for you.	That would be great. Sure. I'd appreciate that.
Declining help		
Do you want me to Would you like me to	reserve a spot for you?	That won't be necessary. No, that's OK.

B PAIR WORK Take turns offering help, and either accepting or declining help. Use the ideas from the Vocabulary section.

4 Listening

A Listen to people offering to help. Who is offering to do each thing? Number the people from 1-5 in the order you hear them offering help. There is one extra person.

- ___ a. a restaurant server ___ c. a parking attendant ___ e. a flight attendant
 ___ b. a bus driver ___ d. a salesclerk ___ f. hotel clerk

B Listen again. What do the people offer to do? Complete the sentences.

1. He offers to _____.
 2. She offers to _____.
 3. He offers to _____.
 4. She offers to _____.
 5. He offers to _____

ONLINE PRACTICE

SPEAK *with* CONFIDENCE

CLASS ACTIVITY Walk around and read aloud each statement. Write two different offers for each statement you hear from others. Accept or decline the offers.

Statement	Offer 1	Offer 2
I don't know when the movie starts.		
I need directions to the party.		
I didn't do my homework.		
My cell phone battery is dead.		
I am really hungry.		

I need directions to the party.

Oh, I can draw you a map.