Live Dialogue Practice | Answers 2

Beginner practice

Complete the worksheet first. These are model answers; other natural, relevant answers may also be correct.

1. A: Excuse me, could you help me?

2. but

3. Could I have the correct drink?

4. Possible answer: I think there may be a mistake with my order.

5. Model: A: Excuse me, I ordered tea. B: I am sorry. A: Could I have tea instead? B: Of course. A: Thank you for your help. B: You are welcome.

Self-check: Is my meaning clear? Did I use full sentences? Is my language polite? Read your answer aloud and try again.

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Intermediate practice

Complete the worksheet first. These are model answers; other natural, relevant answers may also be correct.

1. Possible response: Good morning. Excuse me, could you help me? Thank you for your time.

2. I ordered tea, but this is coffee. Accept any relevant extra detail.

3. Possible meaning: Please bring the drink that I ordered.

4. Possible response: I think there may be a mistake with my order. Accept any sensible supporting reason.

5. Model: A: Excuse me, I ordered tea. B: I am sorry. A: Could I have tea instead? B: Of course. A: Thank you for your help. B: You are welcome.

Self-check: Is my meaning clear? Did I use full sentences? Is my language polite? Read your answer aloud and try again.

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Advanced practice

Complete the worksheet first. These are model answers; other natural, relevant answers may also be correct.

1. Audience: a new professional contact. Possible wording: Good morning, Ms Perera. Excuse me, could you help me?

2. Possible response: Could I have the correct drink? Please let me know if you need more information.

3. It may sound rude, intrusive or unhelpful. Possible alternative: I think there may be a mistake with my order.

4. Possible question: Would you like tea without milk? It helps me understand the person or agree on the next step.

5. Model: A: Excuse me, I ordered tea. B: I am sorry. A: Could I have tea instead? B: Of course. A: Thank you for your help. B: You are welcome. Possible difficulty: a listener is unsure. Calm response: Let me explain that another way.

Self-check: Is my meaning clear? Did I use full sentences? Is my language polite? Read your answer aloud and try again.