**Unit Nine**

**Making requests**

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| Excuse me. Could I borrow a pencil, please? | Sure. Here you are.  Sure. Here you go. |
| Excuse me. Do you have an extra piece of paper? | I'm sorry. I don't have one.  I'm sorry. I don't have any. |
| Do you think I could borrow $25 until Monday? | I'm sorry. I don't have $25. |
| Would you mind lending me your laptop for a few hours? | I'm sorry. I need it right now. |

**Asking for favours**

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| Would you please open the door for me? | Sure. No problem. |
| Could you please turn on the lights? | Of course. |
| Can you hold my coat? | I'd be glad to. |
| Could you carry my bag, please? | I'm sorry. I can't right now. My hands are full. |
| Can you help me answer this question? | I'm sorry. I'm too busy. |
| Would you help me with my homework? | I'd like to, but I can't. |

**Complaining politely**

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| Excuse me. I have a problem with my room. | |
| Sorry to bother you, but I have a problem with my room. | |
| Could you help me? I have a problem with my room. | |
| What's the problem? | I asked for a non-smoking room, but I got a smoking room. |
| What seems to be the problem? | I requested a room with a TV, but there isn't a TV. |
| Could you change my room, please? | I'm sorry. We can't. We don't have any other rooms available. |
| Could you change my room, please? | I'm sorry. I'll have to call the manager. |
| Could you change my room, please? | We can't now, but we can change your room tomorrow. |