

## Making offers

by Simon Mumford

### Teachers' notes

**Age:** Young adult – adult

**Level:** Pre-intermediate +

**Objective:** *I'll* for offers

**Key skills:** Speaking, listening

**Time:** 25 minutes

**Materials:** worksheet

### Procedure

1. Ask students if they have been in a plane. Ask them what a steward does (works on a plane serving the passengers). Set the scene for the business class of an airliner on a long distance flight. Ask students what needs/problems the passengers have (they are thirsty, hungry, too hot/cold, bored etc.), and how the steward helps them. Introduce *I'll* for offers, and explain that using the full form (*I will*) would sound strange. Model the example dialogue from the worksheet, e.g. Steward: *Can I help you?* Passenger: *Yes, I'm a bit cold.* Steward: *I'll get you a blanket.*
2. Put students in pairs/groups and give out the worksheets. Ask students to match the problems/requests with the stewards' offers. An example is given in the dialogue. Give them five minutes to do this, then check the answers.
3. Write *aisle* and *I'll* on the board. Check the students know what an *aisle* is. Point out that the two words are pronounced exactly the same, as the *a* and *s* in *aisle* are silent. Get the class to practise saying *I'll/aisle*, and then drill some of the offers on the worksheet.
4. Get students to practise the example dialogue in pairs, using different problems/offers.
5. If possible make an aisle, as on a plane, in the classroom, with students sitting on either side. If not possible, try to arrange the class so that students can walk around the desks.
6. Appoint half the class as stewards and the rest as passengers. The stewards move from passenger to passenger, listen to their requests/problems and make a suitable offer, as in the example dialogue. The passengers can look at the worksheets if necessary, but the stewards should make offers from memory.
7. After a few minutes, reverse the roles and start again.

### Key

Request/complaint	Offer
I'm a bit cold.	I'll get you a blanket.
I'm hungry.	I'll get you a sandwich.
I'm thirsty.	I'll bring you a glass of water.
I'm bored.	I'll get you a newspaper.
I have lost my wallet/passport/ticket.	I'll help you look for it.
I can't sleep.	I'll bring you a pillow.
I can't hear the music.	I'll get you some more headphones.
Can you tell me when we land?	I'll just go and find out.
I can't put my seatbelt on.	I'll help you.
Could I have a pen, please?	I'll get you one.

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### Worksheet

Match the requests or problems with the most suitable offer.

#### Requests/problems

1. I'm a bit cold.
2. I'm hungry.
3. I'm thirsty.
4. I'm bored.
5. I have lost my wallet/passport/ticket.
6. I can't sleep.
7. I can't hear the music.
8. Can you tell me when we'll land?
9. I can't put my seatbelt on.
10. Could I have a pen, please?

#### Offers

- a. I'll help you.
- b. I'll bring you a glass of water.
- c. I'll get you a blanket.
- d. I'll help you look for it.
- e. I'll bring you a pillow.
- f. I'll get you some more headphones.
- g. I'll just go and find out.
- h. I'll get you one.
- i. I'll bring you a sandwich.
- j. I'll get you a newspaper.

#### Example dialogue:

Steward: *Can I help you?*  
Passenger: *Yes, I'm a bit cold.*  
Steward: *I'll get you a blanket.*  
Passenger: *Thank you.*  
Steward: *Here you are.*  
Passenger: *Thank you very much.*