

## Business English 10: Can I help you?



1. Read the dialogue then answer the questions below. Use the table for your answers.



*Stephanie: Bonjour!*

Joe: Hello, sorry, I can't speak French. Can you speak English?

*Stephanie: Yes, I can. This is Stephanie speaking from the Clarence reception. How can I help you?*

Joe: Hello Stephanie, can I speak to Mr. Jones please? This is Joe Watkins from Go2Go.

*Stephanie: Just one moment please.*

Joe: Thank you.

*Stephanie: I am sorry but Mr. Watkins can't come to the phone right now. He is in a meeting at the moment. Can I take a message?*

Joe: I see. Umm... yes sure. Can you tell him that Mr. Watkins from Go2Go called about our meeting on Thursday at 2pm? I would like to know if we can have the meeting one hour earlier, so at 1 pm.

*Stephanie: Yes, of course. And how can he contact you Mr. Watkins?*

Joe: He can contact me by email.

*Stephanie: Can I have your email address please.*

Joe: My email address is [j.watkins@go2go.com](mailto:j.watkins@go2go.com).

*Stephanie: Can you spell that for me please?*

Joe: That's j-dot-w-a-t-k-i-n-s @ g- o - (the number) 2 - g- o .com

*Stephanie: Ok perfect. I have everything. Can I do anything else for you Mr. Watkins?*

Joe: No, that's everything.

*Stephanie: OK then. Thank you very much for your call and have a nice evening.*

Joe: You too. Thanks bye.

*Stephanie: Bye!*

Positive (+)	Negative (-)
Yes, he can.	No, he can't.
Yes, she can.	No, she can't.

1. Can Mr Watkins speak French?
2. Can Stephanie speak French?
3. Can Mr Jones come to the phone?
4. Can Mr Watkins speak to Mr Jones?
5. Can Stephanie leave a message for Mr. Watkins?
6. Can Mr. Jones contact Mr Watkins by email?

## The Modal Verb *CAN*

Can is one of the most commonly used modal verbs in English. You can use it to talk about *ability*, *possibility* or *to make requests*. Look at the form below.

<u>subject</u>	<u>can/can't</u>	<u>example</u>	<u>example sentences</u>
I			<i>I can speak English.</i>
you			<i>You can't speak Japanese.</i>
he/she/it	can +	speaking Japanese.	<i>He can work today.</i>
we	can't -		<i>We can't go to the meeting.</i>
you ( <i>plural</i> )			<i>You can't hear me.</i>
they			<i>They can't</i>

### Questions and short answers

<u>can</u>	<u>subject</u>	<u>example</u>	<u>short answers</u>
Can	you	call me back please?	Yes, I can. / No, I can't.
Can	he/she/it	speaking Italian?	Yes, he can. / No, he can't.
Can	we	speaking to the manager please?	Yes, you can. / No, you can't.

### 2. Look at the table below and complete the following sentences.

	Chinese	English	French
Julien	x	✓	✓
Ling	✓	✓	x
Marc	x	✓	x
Amelie	✓	✓	✓

1. *Julien can speak English and French.*
2. *Julien can't speak Chinese.*
3. Ling can.....
4. Ling can't .....
5. Julien and Ling can .....
6. Marc can .....
7. Marc can't .....
8. Amelie can .....
9. Amelie and Ling can .....
10. Julien, Ling, Marc, and Amelie can .....



**3. Now ask your partner.**

*Student A: Can you speak.... ? Student B: Yes, I can. / No, I can't.*

English      Italian      French      German      Chinese      Spanish



**4. Make sentences about what the following people *can* or *can't* do.**

*For example: 1. She can cook soup. 2. People can't walk here.*

1. cook/soup 	2. walk/here 
3. use/a laptop 	4. fix/a bicycle 
5. fix/ the problem 	6. read/books 
7. walk their pets, skateboard or cycle here 	8. teach/children 
9. lift/weights 	10. use/drones here 



5. Work in pairs and ask and answer the questions below. Create your own questions for numbers 5-10.

Student A	Student B short answers
1. Can you speak Japanese? 2. Can you use Excel? 3. Can you drive a car? 4. Can you work in a team? 5. Can you ..... 6. .... 7. .... 8. .... 9. .... 10. ....	<i>For example: Yes, she can.</i> 1..... 2..... 3..... 4..... 5..... 6..... 7..... 8..... 9..... 10.....

Student B	Student A short answers
1. Can you speak two languages? 2. Can you use Adobe Photoshop? 3. Can you fly a plane? 4. Can you use a computer? 5. Can you ..... 6. .... 7. .... 8. .... 9. .... 10. ....	<i>For example: Yes, she can.</i> 1..... 2..... 3..... 4..... 5..... 6..... 7..... 8..... 9..... 10.....

Share a few sentences about your partner with the class.

*For example: Blanca can use Excel. She can speak two languages and she can drive.*