

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.

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? *No, he can't.*
2. Can Stephanie speak French? *Yes, she can.*
3. Can Mr Jones come to the phone? *No, he can't.*
4. Can Mr Watkins speak to Mr Jones? *No, he can't.*
5. Can Stephanie leave a message for Mr. Watkins? *Yes, she can.*
6. Can Mr. Jones contact Mr Watkins by email? *Yes, he can.*

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



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.

<p>1. <i>cook/soup</i></p> 	<p>2. <i>walk/here</i></p> 
<p>3. <i>use/a laptop It can/can't use a laptop.</i></p> 	<p>4. <i>fix/a bicycle He can fix a bicycle.</i></p> 
<p>5. <i>fix/ the problem He can't fix the problem.</i></p> 	<p>6. <i>read/books He can read books.</i></p> 
<p>7. <i>walk their pets, skateboard or cycle here People can't walk their pets, skateboard or cycle here.</i></p> 	<p>8. <i>teach/children She can teach children.</i></p> 
<p>9. <i>lift/weights He can lift weights.</i></p> 	<p>10. <i>use/drones here People can't use drones here.</i></p> 



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.