



GENERAL PURPOSE ENGLISH

Tedd Bayne

Getting Someone's Attention

- "Excuse me"
- "Pardon me"

Ex.

You -> Someone: "Excuse me, do you need some help?"

Someone -> You: "Pardon me, can you help me?"



Be Careful! These can be used in different ways!

1. Someone is trying to get past you.

Ex. "Excuse me, can I get by?" "Pardon me, can I get through?"

1. Someone didn't understand or hear you.

Ex. "Excuse me?" "Pardon me? What did you say?"

Common Questions

What You May Hear

- “Could you tell me . . . ?”
- “Do you know . . . ?”
- “Do you happen to know . . . ?”
- “I’d like to know . . .”
- “Could you find out . . . ?”
- “I’m interested in . . . ?”
- “I’m looking for . . . ?”

Ex. “Excuse me, do you know what time the meeting starts?”

“Yes! The meeting starts at 2:30.”

What You Can Ask

- “Can I help you?”
- “Do you need some help?”
- “Are you looking for something?”
- “Are you looking for someone?”
- “May I help you?”
- “Would you like some help?”

Ex. “Pardon me, do you need some help?”

“Yes! I’m looking for the elevators.”

Let's Practice!

Getting Someone's Attention

A: "Excuse me, may I help you?"

B: Yes! Can you tell me which floor the Applied English Department is on?"

A: "It is on the ____ floor."

B: "Thanks!"

A: "Pardon me, would you like some help?"

B: "Yes, when do classes end for lunch?"

A: "Classes end at _____."

B: "Thank you!"

Someone Getting Your Attention

B: "Excuse me, do you know which building the Food Court is in?"

A: "The Food Court is in ____ building."

B: "Thanks for the help!"

B: "Pardon me, do you happen to know when classes end in the evening?"

A: "Yes, classes end at _____."

B: "Okay, thank you!"

Common Direction Questions

- “Where is (the) . . . ?”
- “How do you get to (the) . . . (from here)?”
- “How do I get to (the) . . . ?”
- “Can you tell me how to get to (the) . . . ?”
- “Can you give me directions to (the) . . . ?”
- “What’s the best way to get to (the) . . . ?”

Ex. “Excuse me, where is the library?”

Ex. “Pardon me, are you looking for something?”

“Yes! Can you tell me now to get to Room N606?”



Let's Practice!

A: "_____, do you need some help?"

B: "Yes, how do I get to A building?"

A: "_____"

B: "Great, thanks!"

A: "Pardon me, _____?"

B: "Yes, can you give me directions to the Gym?"

A: "_____"

B: "Thank you very much!"

B: "_____, where is the library?"

A: "_____"

B: "Thank you!"

B: "_____, can you tell how to get to Room NB114?"

A: "_____"

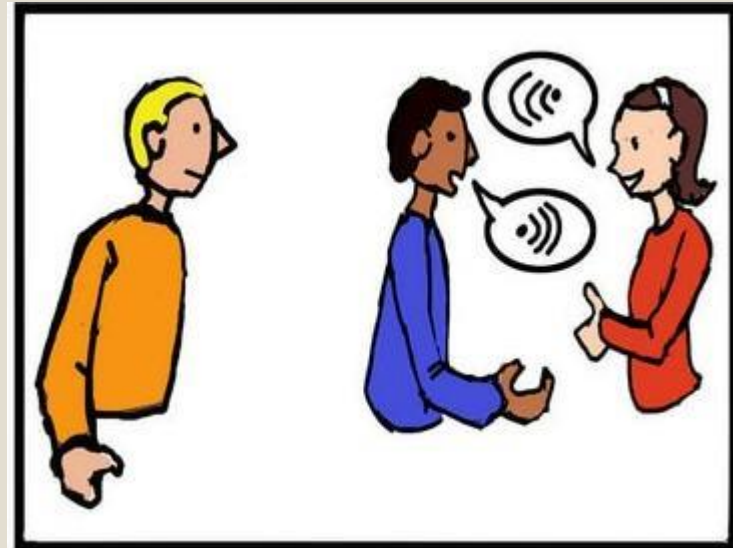
B: "I see, thank you!"

Interrupting for Attention

- “Pardon me, but . . . ?”
- “Excuse me, but . . . ?”
- “I’m sorry, but . . . ?”
- “I’m sorry to interrupt, but . . . ?”
- “I don’t want to interrupt, but . . . ?”

Ex. “Excuse me, but do you need some help?”

“I’m sorry to interrupt, but are you looking for something?”





**I DON'T
UNDERSTAND!**

Strategies for Listening and Speaking

1) Don't Panic!

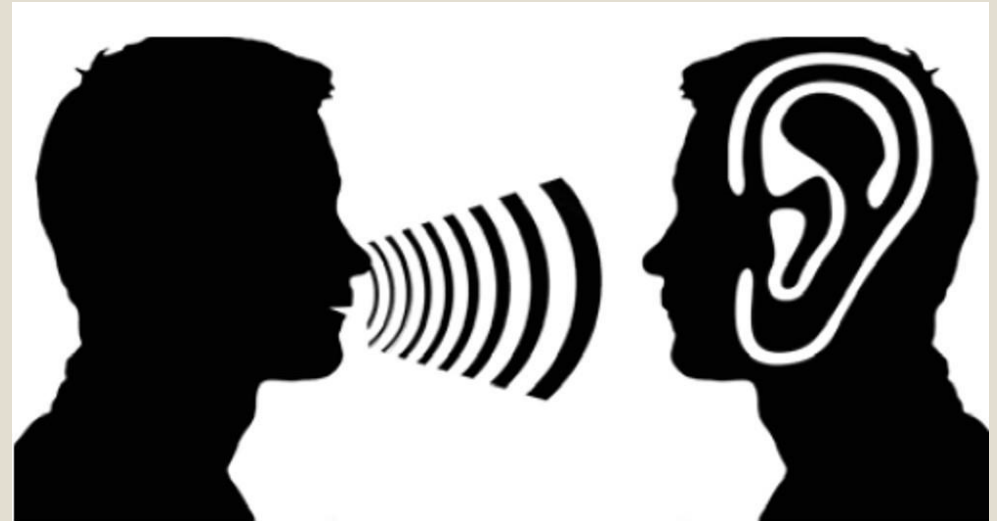
2) Listen for key vocabulary.

3) Speak slowly.

4) Ask them to write it down.

- Use your phone

- Do they have papers or documents with the information?



I Don't Understand

- “I’m sorry, I don’t quite understand.”
- “I’m not quite sure what you mean.”
- “I don’t quite see what you mean.”
- “Sorry, I don’t see what you mean.”



Cultural Issues - Intonation

“Excuse me”
- Getting attention
- No rising intonation



“Excuse me?”
- Offended or upset
- Louder voice

“Excuse me?”
- Confused
- Rising intonation at the end.



Asking for Clarity

- “Excuse me?”
- “Pardon me?”
- “You said . . . ?”
- “What was that?”
- “Say that again, please?”
- “Could you repeat that, please?”
- “Could you say that again, please?”
- “Could you speak more slowly, please?”
- “Do you mean . . . ?”
- “What do you mean by . . . ?”

