

UNIT 2

Lesson 3

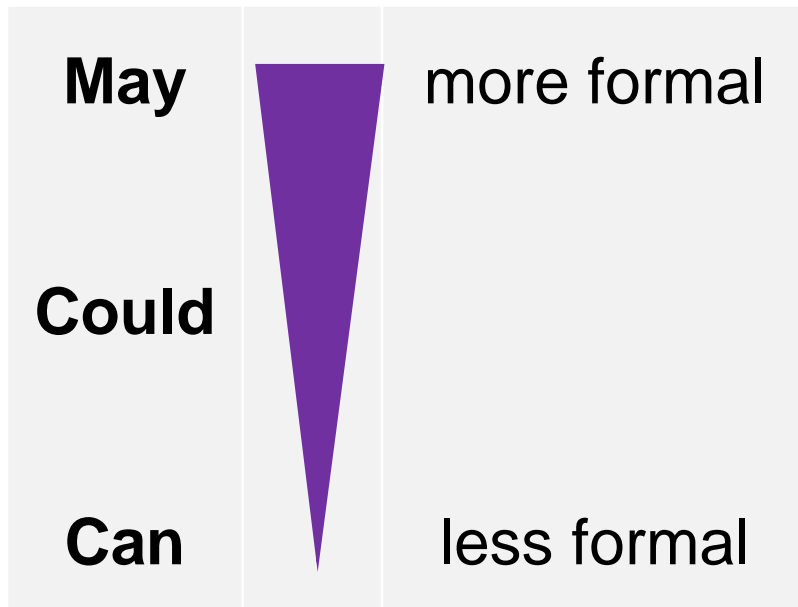
May I help you?



LESSON OBJECTIVE:

- Use modals may, can, could to offer help or requests something.

GRAMMAR “Modal verbs Can, Could, May”



- ✓ **May** is similar to ‘could’ but it is even more polite, it’s used to offer help or ask for permission.
- ✓ **Could** is a little more polite than ‘can’, so we can use it in more formal situations, like talking to your boss or a stranger.
- ✓ **Can** is the least formal modal it is used to offer help and request something in an informal situation.

Structure of questions with modals

modal	subject	verb	complement
Can	I	leave	the classroom?
Could			
May			

Modal **Can** is used to offer help or request something in an informal situation.



Can I help you?



Can I go to the park?

GRAMMAR “Modal verb Could”

Student's book pg 11 ex 9

Modal **Could** is used to request something in a formal situation (not used in offers)

Could I have a bag of cough drops?



Could I borrow your book?



Modal **May** is used to offer help or request something(ask for permission) in a very formal situation.



May I help you?



May I go to the restroom?

Grammar practice

Complete the following using modals May, Could or Can



Could I have a cookie?



Can I go out?



May I make a phone call?



Can I see your homework?

Grammar practice

Unscramble the following questions.

1. I / today / go home / may / early / ?

May I go home early today?

2. my friend / I / invite / could / to your party / ?

Could I invite my friend to you party?

3. with my friends / to the cinema / go / I / can / ?

Can I go to the cinema with my friend?

4. I / may / pay / the bill / ?

May I pay the Bill?

5. use / I / your car / tomorrow / can / ?

Can I use your car tomorrow?

6. a photo / I / could / of you / take / ?

Could I take a photo of you?

GRAMMAR “Modal verbs could, should to give suggestions”

Modals **Could, Should** to give suggestions.

- Use **Should** expresses one’s opinion as suggestion on an action to take.
- Use **Could** is an idea or option to suggest an alternative or possibility.
- Use the expression **Why don’t you ...** to convince someone about your idea.

- ✓ You could try this new cough syrup
- ✓ You should drink this herbal tea..
- ✓ Why don’t you try this new cough drops



GRAMMAR “Modal verbs could, should to give suggestions”

Statement structure with modals

subject	modal	verb	complement
You	should could	put rest drink see try	ointment in the injury all day an herbal tea the dentist this new vitamins

Statement structure with Why don't...

Why don't		subject	verb	complement
	Why don't	you	put rest drink see try	ointment in the injury all day an herbal tea the dentist this new vitamins

Modals **Could, Should** are used to give suggestions.

✓ Use **Should** expresses one’s opinion as suggestion on an action to take.



What do you suggest for a cough?

You should drink this herbal tea.



Modals **Could, Should** are used to give suggestions.

✓ Use **Could** is an idea or option to suggest an alternative or possibility.



What do you suggest for a cough?

You could try this new cough syrup
you could take some cough drops.



Use **Why don't you....** Is also a common phrase used to give suggestions. It is used to convince someone about your idea.



What do you suggest for a cough?

Why don't you try this new cough drops.



A. Listen and practice



Pharmacist

Hi. May I help you?

Mr. Peters

Yes, please. Could I have something for a backache? My muscles are really sore.

Pharmacist

Well, it's a good idea to use a heating pad. And why don't you try this cream? It works really well.

Mr. Peters

OK, I'll take one tube. Also, my wife has a bad cough. Can you suggest anything?

Pharmacist

She should try these cough drops.

Mr. Peters

Thanks! May I have a large bag? And what do you suggest for insomnia?

Pharmacist

Well, you could get a box of chamomile tea. Is it for you?

Mr. Peters

Yes, I can't sleep.

Pharmacist

A sore back and your wife's bad cough? I think I know why you can't sleep!



B. Listen to the pharmacist talk to the next customer.



What does the customer want? _____

Choose the correct words. Then compare and practice with a partner.

1. A: **Can** / **Could** I help you?

B: What do you **suggest** / **try** for dry skin?

A: Why don't you **suggest** / **try** this lotion? It's excellent.

B: OK. I'll take it.

2. A: **May** / **Do** I have something for itchy eyes?

B: Sure. You **could** / **may** try a bottle of eyedrops.

3. A: Could I **suggest** / **have** a box of bandages, please?

B: Here you are.

A: And what do you **suggest** / **try** for insomnia?

B: You **should** / **may** try this herbal tea.
It's very relaxing.

A: OK. Thanks.



Check the correct statements to make conversation.



1. **Pharmacist:** Can I help you?
 Should I help you?

- Customer:** Yes. Can I have a bottle of pain medicine?
 Yes. I suggest a bottle of pain medicine.

Pharmacist: Here you are.

- Customer:** And what do you need for a sunburn?
 And what do you have for a sunburn?

- Pharmacist:** Do you suggest this lotion?
 I suggest this lotion.

Customer: Thanks.

2. **Pharmacist:** Hi. Can I help you?

Customer: Yes. Can I suggest something for sore muscles?

Yes. Could I have something for sore muscles?

Pharmacist: Sure. Try this ointment.

Sure. Could I try this ointment?

Customer: Thanks. And what should you get for the flu?

Thanks. And what do you suggest for the flu?

Pharmacist: Can I have some of these tablets? They really work.

Try some of these tablets. They really work.

Customer: OK, thanks. I'll take them. And you should get a box of tissues.

OK, thanks. I'll take them. And could I have a box of tissues?

Pharmacist: Sure. Here you are.

Number the lines of the conversation.

1.- May I help you?

6.- Sure. Anything else?

7.- No, thanks. Oh, I almost forgot. Could I have a box of tissues?

2.- Here you go.

3.- Yes. What do you suggest for a sunburn?

5.- OK, I'll take it. And can I have a bottle of vitamin C, please?

4.- You should try this lotion. It really works!



Number the lines of the conversation. Then write the conversation below.

- 2.- Hi. Yes, please. What do you suggest for itchy skin?
- 5.- Here you are. Can I help you with anything else?
- 7.- Sure I can. You should see a dentist!
- 1 Hello. May I help you?
- 3.- You should try this lotion.
- 6.- Yes. Can you suggest something for a toothache?
- 4.- OK. And could I have a bottle of pain medicine?

A: Hello. May I help you?

B: Hi. Yes, please. What do you suggest for itchy skin?

A: You should try this lotion

B: Ok. And could I have a bottle of pain medicine

A: Here you are. Can I help you with anything else?

B: Yes. Can you suggest something for a toothache?

A: Sure I can. You should see a dentist!

Grammar practice

Workbook pg 12 ex7

Complete this conversation with the correct words.

A: Wow, you don't look very good! Do you feel OK?

B: No, I think I'm getting a cold. What should I do for it?
(for / to / with)

A: You should stay at home and go to bed.
(at / in / of) (in / of / to)

B: You're probably right. I've got a really bad cough, too.

A: Try drinking some hot tea with honey. It really helps.
(for / of / with)

B: Anything else?

A: Yeah, I suggest you get a big box of tissues!
(at / in / of)



Speaking practice roleplay “Can I help you?” Studentbook pg 12 ex 11

Role play a conversation with the following options of situations.

Student A: You are a customer in a drugstore. You need:

- something for a backache
- something for dry skin
- something for the flu
- something for low energy
- something for sore feet
- something for an upset stomach

Ask for some suggestions.

Student B: You are a pharmacist in a drugstore.

A customer needs some things.

Make some suggestions.

Change roles and try the role play again.



A. Read this health and fitness blog post on how avoid stress.



B. Write three other suggestions to complement this post.

Hi. Can I help you?

Yes. Could I have something for a backache?

Sure. It's a good idea to use a heating pad

Ok, thanks. And what do you suggest for dry skin?

It's sometimes helpful to use a hydratant cream

Thanks, I'll take it.

May I hepl you?

Sure. What do you suggest for the flu?

I suggest some of these tablets.

Ok. And what do you suggest for low energy?

It's important to go at home and go to bed

Sure, I will go at home