

❖ Lesson 4

- Working Together
- Making Requests

Warm-up Questions:

- Have you worked with people from another culture?
For example, people from another country or people from the same country but from a different cultural background?
Do you have any such interesting experiences?
- What do you think is important to communicate with your boss, colleagues in the office, colleagues at another branch, or colleagues in another country?

Challenge!

Work in pairs. Make some requests to your colleague.

- You have a meeting appointment with your colleagues. But something urgent has come up and you want to reschedule the meeting. Ask one of the colleagues to contact other members to reschedule the meeting.
- You also want your colleague to print out some documents for everyone before the meeting.

Lesson 4:
Working Together

Useful Expressions for Working Together

■ Conference Calls 電話会議

1. **Hello. This is** Takashi Shinagawa. **Can you hear me?**
2. Your voice **sounds so far away.** Could you **speak closer to the microphone?**
3. I e-mailed **electronic copies of** the 5 page handout for this meeting, titled Progress Report #3, **along with** the agenda. Do all of you have it in front of you?
4. **According to the agenda,** our first topic is LX15, **however,** we'd like to discuss BM3 first and then LX15 because Toshi here has to leave early and is involved more with BM3. **Is that OK?**
5. **This is** Kenji. **I'd like to report on** our last week's progress.
6. **Mr. Seki, what did you mean by** saying that you completed the procedure?

Useful Expressions for Working Together

■ Briefings 打ち合わせ・日程の調整・手順の説明

7. **What's the current situation with** your team?
8. **Are there any changes** to the matters we talked about last time?
9. Let me **confirm a few things about** my job assignment.
10. **Let's think about how we can deal with** this situation. I'm sure we can handle it. We still have two weeks.
11. **Does** March 15th **still work**?
12. **We're behind schedule** due to the delay in testing the process.
13. **We can either** delay the schedule **or** work weekends to catch up.
14. We need to make some requests to the production people, but the requests **have to be officially** made by our manager.

Useful Expressions for Working Together

■ Socializing コミュニケーション

15. **How was** your weekend / holiday / trip / your family back home?
16. **Do you have any plans for** Golden Week?
17. **I heard** you were going to the conference in Makuhari next week. Are you excited about it?
18. We're going to dinner after work. **Would you like to join us?**
19. **Did you see** the soccer game last night?
20. **By the way,** they installed a new vending machine in the lounge. You might want to check it out.

★ Pair Work

Think of a conference call, briefing, social situation or similar situation that recently happened in your workplace. Create your own conversation based on the real situation.

Lesson 4:

Making Requests

Making Requests 「依頼する」

～ 丁寧さを使い分ける ～

When you make a request or ask someone to do something for you, you need to shift the politeness of your language according to what kind of request you want to make and under what circumstances.

Look at the example dialogs below and see how the politeness is shifted according to the situation and the content of the request.

■ Dialog 1: Casual Requests 親しい間柄で相手が受け入れやすい内容の依頼に用いる

David: Hi, Toshi.

You: Hi, David. Hey, are you going downstairs?

David: Yeah, I'm going to get some coffee. You want some?

You: No, I'm fine. But **can you** drop this mail into the mailbox for me?

David: Sure.

You: Thanks.

Look at the example dialogs below and see how the politeness is shifted according to the situation and the content of the request.

■ Dialog 2: Polite Requests 一般的に用いられる無難な表現

Carol: MC Tradings, Carol speaking.

You: Hi, I'm calling about your ad in the paper this morning.

Carol: Yes, how can I help you?

You: I'm interested in the research analyst position.

Could you please give me more information about
the position?

Carol: Of course. The position requires ...

Look at the example dialogs below and see how the politeness is shifted according to the situation and the content of the request.

■ Dialog 3: Very Polite Requests その義務がない相手にあえて依頼する場合等に用いる

You: Excuse me, Thomas, are you busy right now?

Thomas: Hi, Hiro. Not really. What can I do for you?

You: My team is having a meeting right now and **I was wondering if you could** drop by and talk a little bit about what you've been doing with the production.
It would help us understand the whole picture of the project.

Thomas: No problem. I'll come in five minutes.

You: Thank you very much.

★ Class or Pair Work

- *Take turns and make the following requests.*
1. Get some 50 yen stamps (to a co-worker who is going to the post office)
 2. Find some documents in a file cabinet and make 10 sets of copies of them (to your secretary)
 3. Find a restaurant and make a reservation for a small gathering (to a co-worker)

More Examples for Making Requests

- *Think of the situation including who is speaking to whom. Make your own sentences or dialogs using the bold-faced phrases.*

■ Casual Requests

1. A: **Can you** get me some pieces of paper by the printer?
B: Sure. There you go.
2. A: **Can you do me a favor?** I need to step out for a moment.
Could you answer my phone if it rings?
B: No problem.
3. A: **I need to ask you to** reschedule our meeting for this morning.
Something urgent has come up and I have to deal with it before noon.
B: OK. Will sometime in the afternoon do?

More Examples for Making Requests

- *Think of the situation including who is speaking to whom. Make your own sentences or dialogs using the bold-faced phrases.*

■ Polite Requests

1. **Could you help me** find the paper of January 23rd?
2. **Could I ask you to** fax this form to the Tokyo office?
3. **Would you mind** explaining the details of the problem to me?
4. **Could you possibly** send me your Power Point presentation?
5. **Could you** call me **when you get a chance?**

More Examples for Making Requests

- *Think of the situation including who is speaking to whom. Make your own sentences or dialogs using the bold-faced phrases.*

■ Very Polite Requests

1. A: **It'd be very helpful if** you would finish the report by Friday.
B: I'll finish it Friday morning.
2. A: **I'd really appreciate it if** you could get me a refund instead of a replacement.
B: I'm sorry, that's not our policy.
3. A: **Would it be possible for me to** take a look at the sample in a day or two?
B: I'll try to have it ready by tomorrow.
4. A: **Would you be able to** come over to Osaka next week?
B: Next week is impossible, but I can make it the week after.
5. A: **Would it be too much to ask if** I invited you to my wedding as the main speaker?
B: Not at all. I'd be more than happy to speak at your wedding.

★ Pair Work

Did you make a request to someone today or recently?
Recall the situation and make a dialog of the situation.
Practice the dialog and act it out to the class.

★ Final Practice and Acting It Out ★

- Work in groups. Create your own dialog for one of the situations below.
- Practice the dialog and act it out to the class.

★ Final Practice and Acting It Out ★

■ Situation 1:

Your team has been working on a joint project with another company in a country of your choice. One of their project members will come to your office for a meeting.

In your dialog, include a brief business introduction, a briefing on project schedule and some requests from both sides.

■ Situation 2:

You're a manager of a global company. You're on a conference call with other managers in different countries. Exchange information and make some requests.