

Making Requests

依頼する

When making requests, you need to think about who you are speaking to and what you are requesting in order to adjust your level of politeness.

The following are some examples of polite requests.

依頼表現を使う際には、誰に対してか、またどんな用件かなどその状況に応じて丁寧度合いを使いわける必要があります。

次は丁寧な依頼表現の例です。

◆ In a casual situation (親しい相手、簡単な用件など)

1. **Can you** answer the phone for me?

◆ In a polite situation (社内でも社外でも一般的に用いられる)

2. **Could you please** send me a copy of the catalog?

3. **Would you mind showing** me how to use the machine?

◆ In a very polite situation (配慮が必要な相手、手間のかかる用件など)

4. **Would you be able to** come over to the office tomorrow?

5. **I was wondering if you could** finish the report by Monday.



Model Dialog

Practice the dialogs with your partner.

 ◆ Dialog 1

 A: **Can you** answer the phone for me?

B: Sure. Where are you going?

A: I need to go downstairs for a minute.

B: Okay.

Model Dialog

Practice the dialogs with your partner.



◆ Dialog 2



A: **Could you please** send me a copy of the catalog?

B: Of course. May I have your mailing address?

A: It'sAnd **would you mind attaching** a price list ?

B: It's included in the catalog.

Model Dialog

Practice the dialogs with your partner.



◆ Dialog 3



A: **I was wondering if you could** finish the report by Monday.

B: I'll do my best.

Words & Phrases + Practice

Go through the words and phrases with your instructor. Pay attention to pronunciation and intonation. Then, use the words and phrases to practice making requests with your partner.



● Making Requests in the Office

- receive the package for me
- transfer all calls to the meeting room
- tell Mr. Tanaka to call me in the lab

● Practice

A: I'm waiting for a delivery, but I have a meeting with a client.

Can you?

B: No problem.

A: Thanks.

Words & Phrases + Practice



● Making Requests to Suppliers

- quote a price for the new product
- deliver the shipment a week earlier
- give me a discount on the price of the X-2 model

● Practice

A: Have you looked at the price list?

B: Yes. I was wondering

A: What percentage do you have in mind?

B: Around 10 percent.

Words & Phrases + Practice



● Making Requests to Customers

- wait a few more days to receive the order
- discuss it by telephone conference
- postpone an appointment

● Practice

A: Would you be able to?

B: Why? Is there a problem?

A: There is a delay in the shipment from Singapore.

B: Again?

More Examples for Making Requests

● 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.

More Examples for Making Requests

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.

Class or Pair Work

Take turns and make the following requests.

1. Get some 84 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)

Role Play

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.

Try to use the new phrases which you have learned so far.