

**C** *Could you tell me ...?* questions often sound more polite than direct questions, especially if the question is personal, difficult or annoying.



**1** Look at these examples and notice the word order in each question. Then do exercise 2 below.

### Direct Questions

*When are you leaving?*

*How long are you going to stay?*

*What is your date of birth?*

*What is your first name?*

### Could you tell me ...?

*Could you tell me when you're leaving?*

*Could you tell me how long you're going to stay?*


*Could you tell me what your date of birth is?*

*Could you tell me what your first name is?*

**2** Imagine that you're talking to a guest. Think of suitable *Could you tell me ...?* questions to ask.



- 1 My name is difficult to spell.
- 2 I'm leaving soon.
- 3 I arrived in this country recently.
- 4 I gave my tickets to someone.
- 5 I'm leaving early next week.
- 6 My suit needs pressing.
- 7 I want to see the manager.

- Could you tell me how you spell your name ..... ?*  
*Could you tell me when you're leaving ..... ?*  
*Could you tell me when ..... ?*  
*Could you tell me who ..... ?*  
*Could you tell me which day ..... ?*  
*Could you tell me when ..... ?*  
*Could you tell me why ..... ?*

**D1**  Read this letter to guests at a hotel and discuss these questions:

- Why are questionnaires useful for hotels?
- Why should guests bother to complete them?

## 2 Role play

  One of you should look at Activity 3 on page 109, the other at Activity 19 on page 117.

Play the roles of GUEST and MEMBER OF STAFF. Imagine that you're doing a guest survey, to find out more about the guest's reactions to your hotel.

### A special questionnaire for our guests

Dear Guest,

Your ideas on what we can do to continuously improve our hotel are very important to us.

It is our goal to satisfy the needs of our customers and exceed their expectations.

Therefore it would be very much appreciated if you could take a little time to complete this questionnaire.

Thank you for staying with us.

We hope you enjoyed your stay with us and will return soon.

Yours sincerely,