

Polite Expression

Excuse me....

Pardon me....

1. bump into someone,
get someone's attention,
interrupt someone,
and ask for information:

Ex: Excuse me, could you tell me the way to the station?

Excuse me, is anyone sitting here?

In American English **Pardon me** and **Excuse me** for apologies:

Ex: Excuse me/Pardon me, I didn't see you there.

In British English you say: **Pardon? Sorry?**

In American English you say: **Pardon me?**

Excuse me?

2. not hear or understand and want them to repeat it:

Ex: Pardon, could you say that again?

Sorry...

Apologize for something small: Sorry I'm late.

I'm sorry...

when you made a mistake, or for any inconvenience : I'm sorry, but do you think you could move your car?

Please...

1. In British English it introduces or ends a request: Please could I have the menu?

Could I have the menu, please?

2. Ask somebody to do something:

Move this table for me, please.

Thank You ...

You say Thank you or Yes when you want to accept something:

"How about another cup of coffee?"

"Thank you." / "Thanks." / "Yes, please."

You say "No, thank you." / "No, thanks"

When you want to refuse:

"Would you like some more cake?"

"No, thank you." / "No, thanks"

There are different expressions that you can use to respond to thank you:

You're welcome. - basic

My pleasure. - expresses that you were happy to do it

Don't mention it. - informal

At your service. - ยินดีช่วยเสมอ

No bother at all. - ไม่เป็นไรนะ

Cheers...

Cheers is often used in informal British English to mean **Thank you**:

'Here's that \$5 I owe you.' 'Oh, **cheers**.'

Bless you...

This is a polite expression used after someone sneezes.

Quiz Time:

1. You also say **Cheers** when you lift a glass of alcohol before drinking it, to hope that people you are drinking with will..... .

2. The "Magic word" of Polite Expression is

Asking for permission

Asking	Saying Yes	Saying No
Can I.....?	Yes, sure	Well, I'm afraid...+ reason
Could I.....? Could I possibly.....? Is it all right if I.....? Do you think I could.....?	Yes, of course. Yes, that's fine. Certainly.	Well, the problem is..... .
Do you mind if I.....?	No, not at all. No, of course not.	Sorry, but..... .

Making requests

Asking	Saying Yes	Saying No
Can you.....?	Yes, sure.	Well, I'm afraid + reason
Could you.....? Is it all right if you.....? Do you think you could.....? Will you.....? Would you.....?	Yes, of course. Certainly.	Well, the problem is Sorry, but..... .
Do you mind + v.ing.....?	No, not at all.	
Would you mind + v.ing.....?	Of course not.	

*Use: Would you mind if I...? Could I possibly...? Could you possibly...?

Do you think you could...? to sound more polite.

*Remember : “Do you mind...?” “Would you mind...?” mean “Is it a problem for you?”

So the polite answer when we “say yes” is “No”.

Polite expression: Apology การขอโทษ & Forgiveness การยกโทษ

Excuse me.

'Scuse me.

I'm sorry.

Sorry.

Sorry about that.

Pardon me.

I must apologize.

I didn't mean to.

I apologize for being late.

Excuse me for my smoking here.

Please excuse me for coming late.

Please forgive me. I really didn't mean that.

Respond to Apology & Forgiveness

การตอบรับคำขอโทษ:

Not at all.

It doesn't matter.

No worries.

Don't sweat it.

Forget it.

No problem.

I quite understand.

Don't let it happen again.

Never mind about that.

Not to worry. (ไม่ต้องกังวลหรอก)

It's nothing. (ไม่เป็นไรครับ)

Please don't worry about it (that).

No harm. (ไม่มีอะไรร้ายแรงหรอก)

No harm done. (ก็ไม่มีอะไรเสียหายนี่ครับ)

That's all right. (ไม่เป็นไรครับ)

That's OK.

Forgiveness: ยกโทษ

Dialogue 1

Mike: Can you forgive me, Sue?
I didn't mean to hurt your feelings.

Sue: Well, I know now that you didn't mean to hurt my feelings.
Yes, I'll forgive you.

Dialogue 2

Jeff: Oh! Was that your foot?
I'm sorry. Does it hurt?

Lori: It's okay. It was an accident.
It will be all right in a minute.

Forgiveness: ยกโทษ

Dialogue 3

Jim: Excuse me. I didn't realize
that you were sitting here.
I'll move over.

Carla: No problem. Thank you.

Dialogue 4

Jane: I'm sorry, sir.

I guess I had too many things
in my hands.

Did I get any water on you?

Al: No, don't worry about it.
Nothing spilled on me.

Apology: การขอโทษ

Dan: I am really sorry.

I hope you'll forgive me.

**Tom: After you apologize
to me today.**

**We are going to forget
it. We are good
friends.**

**Sam: I want to apologize
for not calling you
yesterday. I was busy
all day.**

**Roy: That's all right. I'm
glad you have time to
call me today.**

How to say... « THANK YOU » !

Thanks!
Many thanks!
Thanks a lot!
Thank you so much!
Thank you very much
Thank you kindly
...

I owe
you one!

That's
perfect!

I can't thank
you enough!

What
would I do
without
you!

Much
obliged!

 Cheers!

I greatly
appreciate
it!

I am thankful
to you!

It's so kind
of you!

So Many Ways To Say
THANK YOU

Thank you
Thanks so much
Thank you very much
Thanks a bunch
Thanks
Thanks a lot
Many thanks
I really appreciate it
I owe you one
Thank you for everything
I'm so grateful
Thanks a ton



10 Ways to Avoid Answering a Question

1. No comment.
2. I'm not at liberty to say.
(= I don't have permission to give the information)
3. Wait and see.
(= you will discover the answer later)
4. Let me get back to you.
(= I will give you the answer later)
5. I'm sorry, that's confidential.
6. I'm sorry, that's personal.
7. I'd rather not talk about it.
8. It's none of your business.
9. Mind your own business.
10. Why do you want to know?

#8 and #9 are rather rude - telling the other person to stop inquiring about your life