

Seminario 21:

Politeness

8



Basic





Part 1 - Basic Modal Verbs
1. M.A.V. Rules
2. Uses -ability, possibility, probability, necessity, requests & suggestions
3. Speaking directly vs. indirectly
4. Exercise

Part 2 - Politenes as a guest or host
1. What does it mean to be polite?
2. Cultural Politeness -- US & UK
3. Politeness as a Guest
4. Politeness as a Host
5. Exercises





Part 1

Basic

Modal Verbs





Modal Verbs!!!



























Modal Verbs!!!















I work this Saturday. I can work this Saturday. I may work this Saturday. I might work this Saturday. I will work this Saturday. I would work this Saturday. I could work this Saturday. I shall work this Saturday. I should work this Saturday. I **must** work this Saturday.

Trabajo este sábado. Puedo trabjar este sábado. Puede que trabaje este sábado. Puede que trabaje este sábado. Trabajaré este sábado. Trabajaría este sábado. Podía trabajar este sábado. Trabajaré este sábado. Debería trabajar este sábado. Debo trabajar este sábado.





RULES REVIEW:

- I can to finish it before next week. I should to practice speaking more.
 - She musts do it.
- I may do it. He may do it. You may do it. We may do it. They may do it.
 - At the end of the course he will can know how to write technical reports.

- 1) NO 'to' before or after
 - 2) no 's'
 - 3) no conjugation
 - 4) not together





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ABILITY (present/future/past)

CAN COULD I can finish it now. I could finish it tomorrow (if needed). He could ride a bike when he was four years old.

be able to/ have the ability to

am able to finish it now. am able to finish it tomorrow (if needed). He was able to ride a bike when he was four years old.





ABILITY (present/future/past)

More examples:

My son, Connor, can draw really well. My son, Scott, can play football well. My oldest son, Lucas, can tell funny jokes. Luke **could tell** you a joke righ thow. Ici can make people feel very welcome in seminars. Mathias **can** explain things really well and tell funny stories. he was five?

CAN COULD

be able to/ have the ability to

- Did you know that Mozart could read and write music when





POSSIBILITY (present/future/past)

MAY MIGHT

It **can** rain a lot in the Autum as well as the Spring. It could rain tomorrow. It may rain tomorrow. It **might** rain tomorrow.

be possible (that) / have the possibility of

Rain is possible in the Autum as well as the Spring. It is possible that tomorrow it will rain. It has the possibility of raining tomorrow.





POSSIBILITY (present/future/past)

CAN COULD MAY MIGHT

be possible (that) / have the possibility of **Remember**: These modal verbs convey different degrees of possibility or likelihood.

Can indicates a <u>general ability</u> or possibility. Could often implies a <u>conditional or hypothetical</u> possibility. May suggests a <u>reasonable</u> possibility, and Might implies a <u>lesser degree of certainty</u> or a more tentative possibility.





POSSIBILITY (present/future/past)

More examples:

- She can speak three languages fluently.
- It can get quite chilly in the evenings during autumn.
- If you study hard, you **could pass** the exam with flying colors.
- It may rain later, so I'll bring an umbrella just in case.
- You **may find** some interesting articles in that magazine.
- He **might be able to** join us for dinner, but he's not sure yet.
- There **might be** a delay in the delivery due to heavy traffic.

MAY MIGHT be possible (that) / have the possibility of

• With some extra effort, we could finish the project ahead of schedule.





POSSIBILITY (present/future/past)

CAN COULD MAY MIGHT

be possible (that) / have the possibility of Translation:

- Puede hablar tres idiomas con fluidez.
- Puede hacer bastante frío por las noches durante el otoño.
- Si estudias mucho, podrás aprobar el examen con gran éxito.
- Con un poco de esfuerzo adicional, podríamos terminar el proyecto antes de lo previsto.
- Puede que llueva más tarde, así que llevaré un paraguas por si acaso.
- Quizás encuentres algunos artículos interesantes en esa revista.
- Quizás pueda acompañarnos a cenar, pero aún no está seguro.
- Puede haber un retraso en la entrega debido al tráfico intenso.

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MUST SHOULD COULD MAY MIGHT **MUST NOT** be probable that / the probability is...

PROBABILITY (present)

It is true. = 100%

It **must** be true. = It is most probable that it is true (95+%) It could be true. = the probability that it is true is (50%) It may be true. = the probability that it is true is (50%)

It is not true. =0%

It **should** be true. = the probability that it is true is likely (80%) It **might** be true. = there is some probability that it is true (**30%**) It **must not** be true. = the probability is low that it is true (-5%)





MUST SHOULD COULD MAY MIGHT **MUST NOT** be probable that / the probability is...

PROBABILITY (present)

More examples:

- The lights are on, so there **must be** an event in progress.
- If everything is set up correctly, the program **should run** smoothly
- The coin is in the air; it **could be** heads or tails.
- Depending on the stock market, the company's shares **may increase** in value.
- Given the alibi, it **must not be** true that the suspect was at the crime scene.

• If the weather changes, we **might have** a chance to go hiking tomorrow





MUST SHOULD COULD MAY MIGHT **MUST NOT** be probable that / the probability **is**...

PROBABILITY (present)

Translation:

- problemas.
- La moneda está en el aire; podrían ser cara o cruz.
- aumentar de valor.
- Si el tiempo cambia, es posible que mañana tengamos la oportunidad de hacer senderismo.
- Dada la coartada, no debe ser cierto que el sospechoso estuviera en la escena del crimen.



Dependiendo del mercado de valores, las acciones de la empresa pueden

• Las luces están encendidas, por lo que debe haber un evento en progreso. • Si todo está configurado correctamente, el programa debería funcionar sin



MUST SHOULD

have to / be obligated to be required to be necessary to / be recommended to/that

NECESSITY (present)

Passengers **must wear** helmuts. (strong obligation) Cyclists **should wear** helmuts. (lighter obligation) Cyclists **don't have to** wear helmuts. (optioinal) You **must not** hold your phone while driving.

Passengers have to wear helmuts. (strong obligation)
Cyclists are recommended to wear helmuts. (lighter obligation)
Cyclists have the option to wear helmuts or not.
You are obligated to not hold your phone while driving.





PERMISSION & REQUESTS (present)

CAN COULD MAY MIGHT

Can I borrow your bicycle for the day? **Could I use** your computer to quickly check my email? Answer: Certainly! You may use it as long as you need. **May I have** a moment of your time to discuss a project? **Might I ask** for your assistance with this heavy box? Answer: Of course! You might need a hand with that.

be permitted to / be allowed to

- Answer: Yes, of course. You can borrow it the whole day.
- Answer: Certainly, please go ahead. You may share your ideas.





PERMISSION & REQUESTS (present)

Remember: These modal verbs convey different degrees of permission. If you use non-modals it sounds quite formal:

Were they permitted to take photographs inside the museum? Were you allowed to enter the building without a visitor pass? Please request that the report be sent to me by the end of the day?

¿Se les permitió tomar fotografías dentro del museo? ¿Se le permitió entrar al edificio sin un pase de visitante? ¿Solicita que me envíen el informe antes del final del día?

CAN COULD MAY MIGHT

be permitted to / be allowed to





Speaking Politely

Direct / Rude vs.

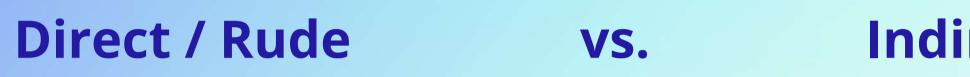
Who is calling? We will reschedule the meeting. Check please. (raising your hand) Send me the information.

Indirect / Polite





Speaking Politely



Who is calling? — May I ask who is calling? We will reschedule the meeting. Check please. (raising your hand) Send me the information.

Indirect / Polite





Speaking Politely

Direct / Rude vs.

Who is calling? We will reschedule the meeting. Check please. (raising your hand) Send me the information. Indi

Who is calling? — May I ask who is calling? I he meeting. — Can/Could we reschedule the meeting?

Indirect / Polite





Speaking Politely

Direct / Rude VS.

Who is calling? We will reschedule the meeting. Check please. (raising your hand) Send me the information.



Indirect / Polite

Can/Could we reschedule the meeting? **Can/Could/May I** have the check please?





Speaking Politely

VS.

Direct / Rude

Who is calling? We will reschedule the meeting. Check please. (raising your hand) Send me the information.

May I ask who is calling? **Can/Could we** reschedule the meeting? **Can/Could/May I** have the check please? Will/Can/Could you send me information please?

please?

Indirect / Polite

Would it be possible to send me information





EXERCISE TIME! Modal Verbs!

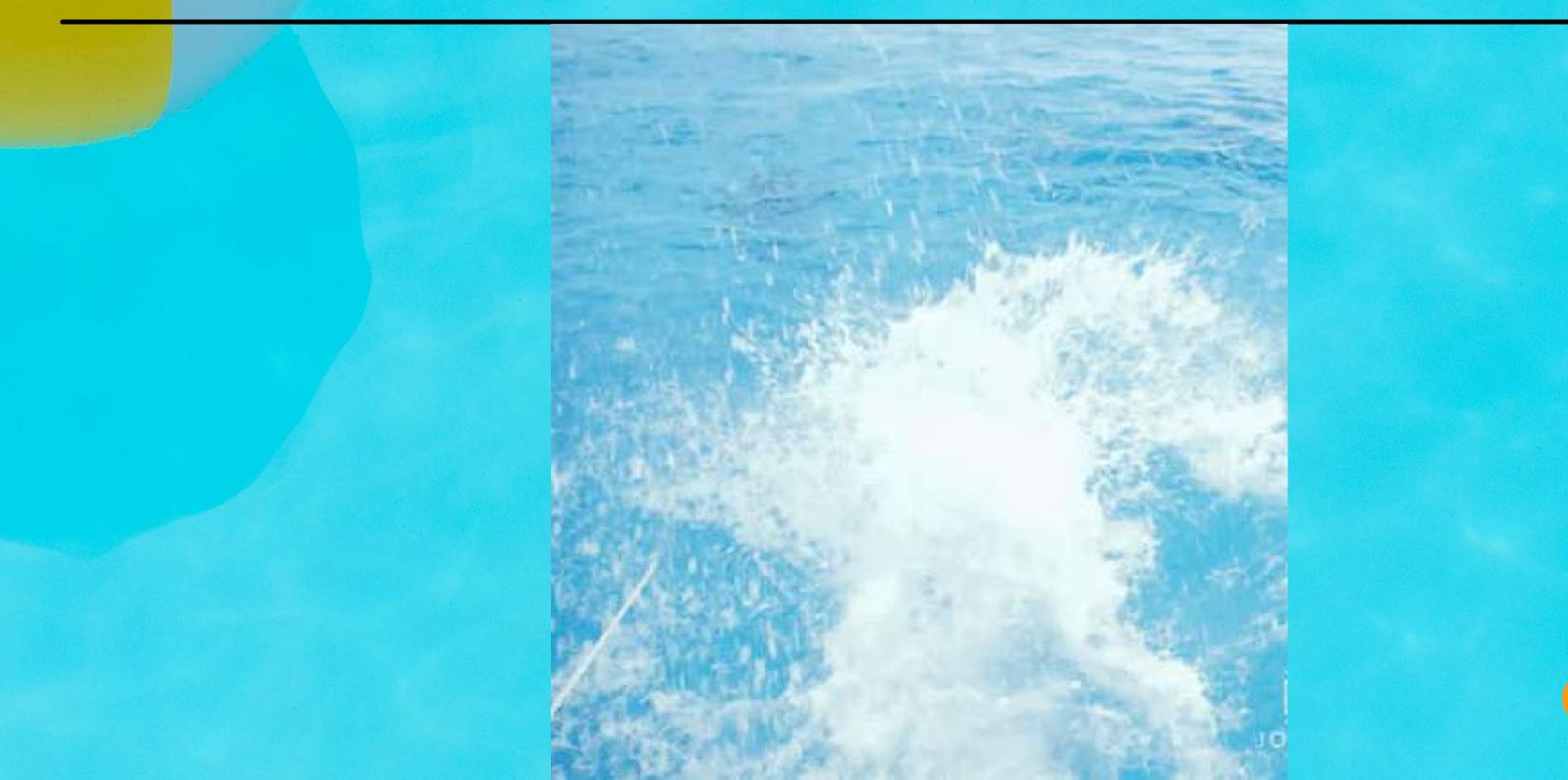








POOL TIME









EXERCISE 1: Choose the correct forms (Elije las formas correctas)







EXERCISE 1: Choose the correct forms (Elije las formas correctas)

Which of the following is the correct translation for the 1. **following sentence?**

Mi hijo puede dibujar bien.

- a. My son can to draw very well.
- b. My son can draw very well.
- c. My son is able to draw very well.
- d. My son can't draw very well.









EXERCISE 1: Choose the correct forms (Elije las formas correctas)

Which of the following is NOT an acceptable substitute for 2. this sentence?

Tomorrow it is likely to rain.

- **Tomorrow it could rain.** а.
- **Tomorrow it won't rain.** b.
- **Tomorrow it may rain.** С.
- It's possible that it will rain tomorrow. d.









EXERCISE 1: Choose the correct forms (Elije las formas correctas)

Which of the following is NOT an acceptable substitute for 3. this question?

Are we permitted to bring outside food into the theatre?

- **Can we bring outside food into the theatre?** a.
- Are we allowed to bring outside food into the theatre? b.
- May we to bring outside food into the theatre? С.
- May we bring outside food into the theatre? d.







POLL TIME Modal Verbs!

EXERCISE 1: Choose the correct forms (Elije las formas correctas)

Which of the following modal verbs is NOT an acceptable to 4. **complete the question below?**

you send me information, please?

- May a.
- b. Can
- Could С.
- d. Will
- Would е.







PART 2: Politenes as a Gue ST 105







What does it mean to be polite?











What does



it mean to be polite?









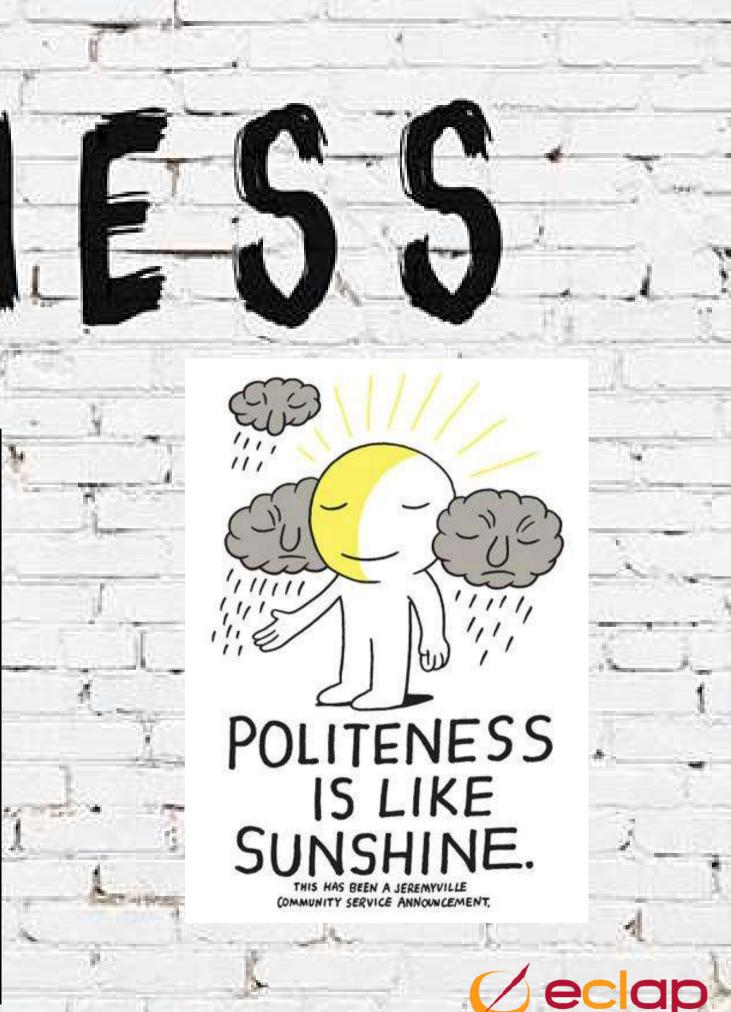




Politeness is the flower of humanity.



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"All day long, I have to be polite to my boss, coworkers and customers. If you really love me, you'll let me be rude to you!"







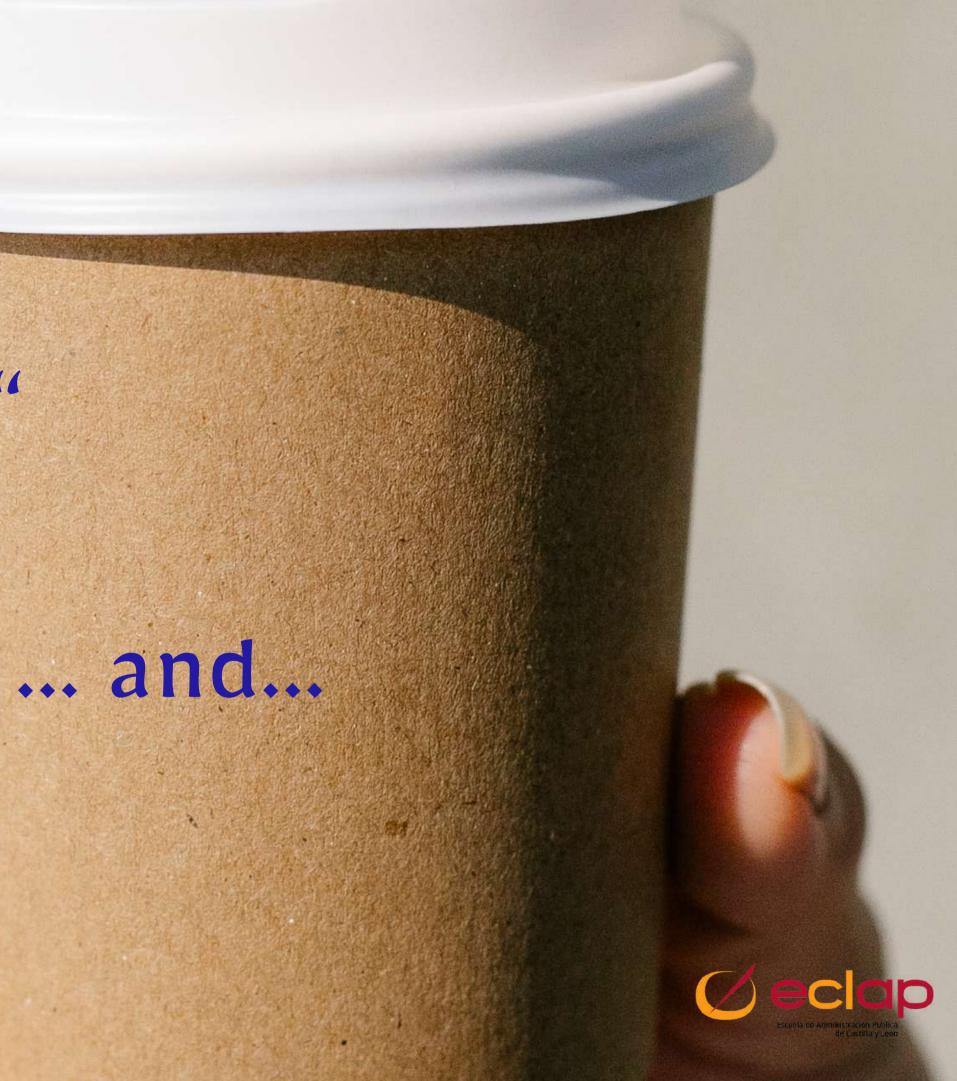


"Everyone loves please and thank you." --Mathias.





"Everyone loves please and thank you." --Mathias.





Hello,

Thank you



polite!

Excuse me

Good bye



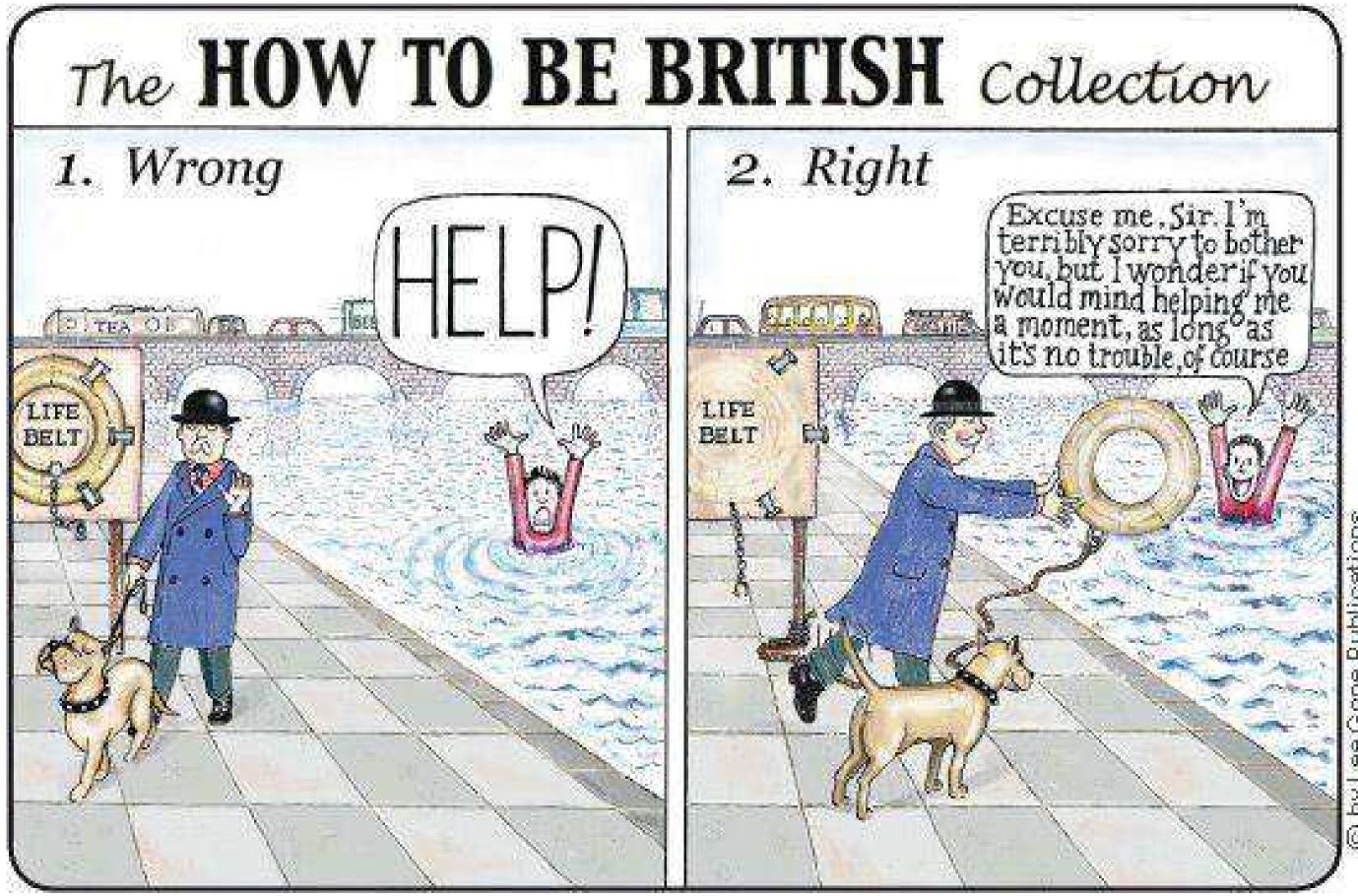
Please,



Being polite = being... kind thoughtful considerate courteous



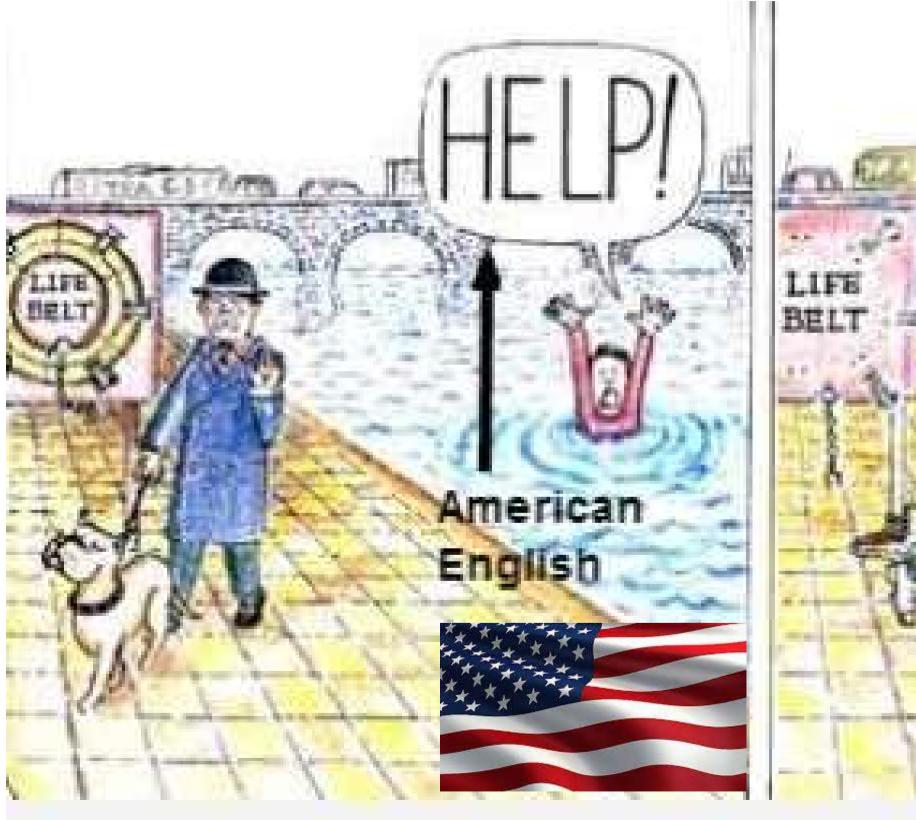




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The English are polite by telling lies. The Americans are polite by telling the truth.

— Malcolm Bradbury —

AZQUOTES



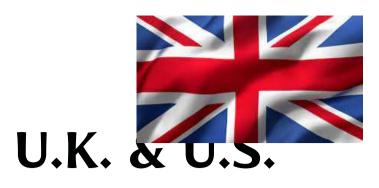




Cultural Tips:

12 ways to act politely in the U.K. & U.

- 1. Shake people's hands when you say 'hello' and maintain eye contact.
- 2. Don't walk slowly in the middle of the aisles or pavement (U.K.) (sidewalk-U.S.)
- 3. Offer people your seat on public transportation
- 4. If going through a door, let people go first and hold the door open.
- 5. Don't disturb people by speaking loudly on the phone or as a group.
- 6. North England you greet people when you walk by them. In South England you keep your head down more.
- 7. Always respect the line. Don't cut in line.
- 8. Be on time (or early) if attending a meeting, gathering, or event.
- 9. Bring a bottle or gift if someone invites you to their place. 10. Introduce friends, family, or colleagues. "Carlos, this is Jennifer, Jennifer, this is Carlos." 11. Don't use strong language curse words in mixed company. 12. Don't sound rude when asking for things... modal verbs and polite expressions!!









How to Be Polite in English

Asking for Permission Do you mind if ... Would it be a problem if... I was wondering if I could... I'm afraid I can't... I'd love to but...

Not Understanding Sorry?

Pardon (me)? Excuse me?



Can I/Could I... May I...

Disagreeing

I see what you're saying, but I think... You could be right, but don't forget that...

- **Turning Down an Invitation**
- That sounds great but...

Making Requests/Asking For Son







Expressions to be polite:

QUESTIONS:

Can you please...? **Could you please...?** Do you mind if...? Would you mind...? Would it be possible to ...? I was wondering if...? By any chance...? What if...? Pardon me...? Sorry to bother you,...?





Expressions to be polite:

EXPRESSING PREFERENCES:

I want... I would like... I would love to, but... I'd love to hear more, but... I would rather...

SAYING NO POLITELY:

l'm afraid,... I'd love to, but... I'm sorry but... That sounds great, but... Thank you, but no thank you.





Greetings according to the time:

5:00am -11:59

= Good morning

12:00pm - 6:00pm

= Good afternoon

6:00pm - 12:00am

= Good evening

going to sleep
= Good night!





How to say 'te invito':

I'd like to invite you out for dinner. (restaurant) I'd like to invite you over or dinner. (to my home)

> (at the bar/restaurant) It's my treat. lt's on me. l got it.









How to start: Bon a petit Enjoy your meal help yourself

Wou Could



During the meal:

Please pass the...

Would you like some more?

Could I have some more please?

Careful, it's hot.

Is it warm enough?

It's a bit cold.

How did you cook it?

How is it cooked?





Complements to the chef:

- 1. Está buenísimo
- 2. Tiene buena pinta



- 4. Qué sabroso
- 5. **Es delicioso**







Complements to the chef:

- Está buenísimo = it's really good 1.
- = that looks delicious 2. Tiene buena pinta
- Está riquísimo 3. = it's absolutely amazing
- Qué sabroso = it's flavourful / It's really tasty! 4.
- Es delicioso 5.
- = it's delicious





General rules for speaking politely

more direct = shorter

Pass me the salt please. Do you want something to eat? What do you want to eat? Do you want some desert? Do you need anything? Can you stay for dinner? I think it's a good idea to leave early in the morning. Do you want to go to London for the day? Give me some advice.

more polite = longer

Could you please pass the salt please? Would you like something to eat? What would you like to eat? Would you like some desert? Did you need anything? (in past) I was wondering if you could stay for dinner. I was thinking it would be a good idea to leave early in the morning. I was thinking we could go to London for the day. I was wondering if you could give me some advice.



General rules for speaking politely

more direct = shorter more polite = longer 1. "Speak louder." - 1. "Sorry, I can't hear you very well." / "Could you speak a little louder?" 2. "Speak slower." - 2. "Could you possibly speak a little slower?" 3. "Wait." - 3. "Just a moment, please" / "Could you wait just a moment, please." 4. "What?""I don't understand." - 4. "I can't quite understand..." / "I'm having problems understanding" 5. "Please repeat." - 5. "Could you please repeat that." / "Would you mind saying that again?" 6. "I know." - 6. "Could I suggest something?" 7. "Let's go." - 7. "Shall we go?" "Shall we leave?" / "Shall we start?"







What does

it mean to

be polite?









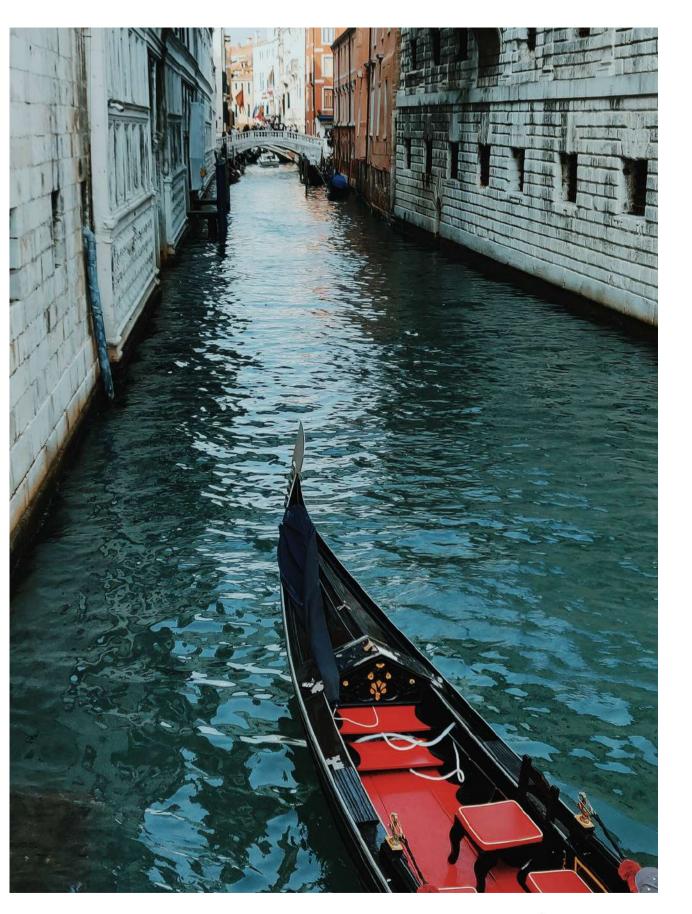




Travel & Collaboration

Arriving Small talk Getting acquainted Schedules Logistics Comfort Connecting Future plans Departing



















as a GUEST!



(invitado)

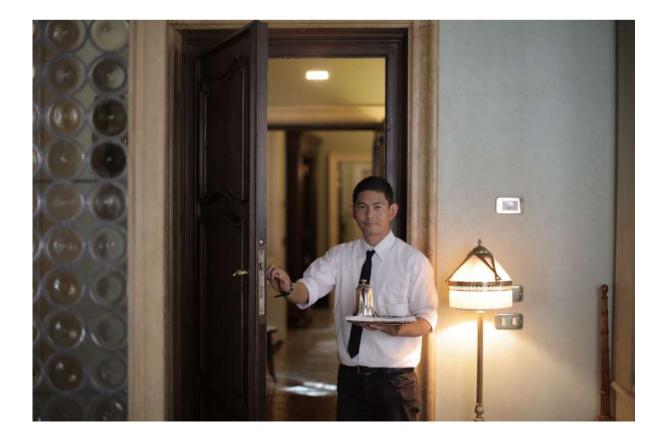




de Castilla y León



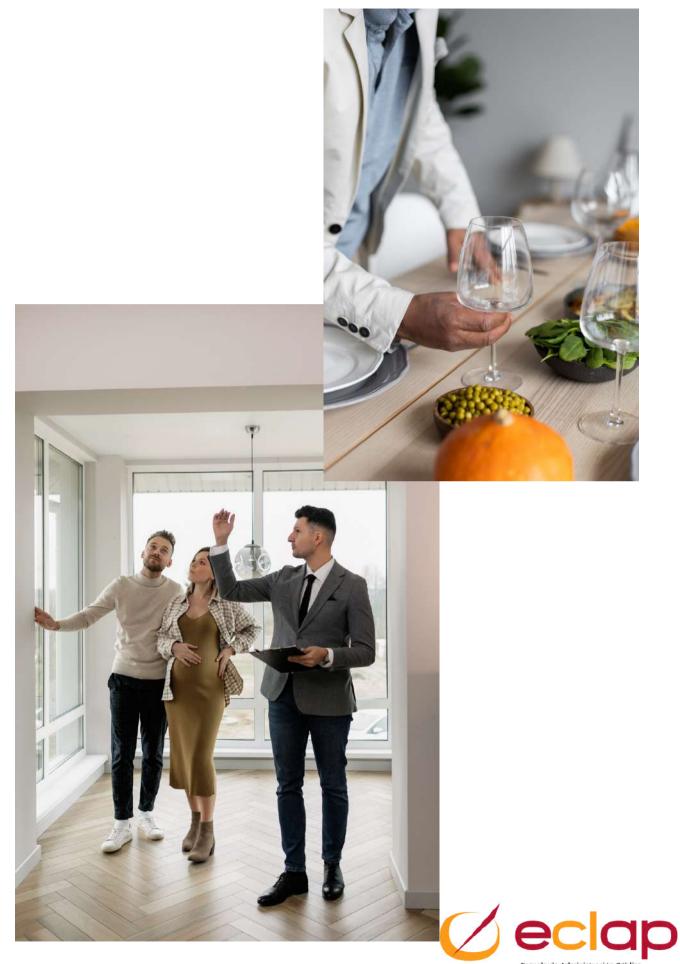




as a HOST!



(huésped/ anfintrón)



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as a GUEST!

Friendly

to be...

Interested

Cooperative



Appreciative

(invitado)

in order to ...

Give a good impression

Build a relationship for future

Learn about new areas!



Expressions to use as a GUEST



ARRIVINGLLEGANDOIt's great to be here.Es genial estar aquí.Thank you for inviting me. (Not necessarily paying
for everything.)Gracias por invitarme. (No necesariamente pagar
por todo).It's nice to (finally) meet you (in person)Es un placer conocerte (finalmente) (en persona)Do you mind if I use your ...loo / bathroom / (toilet)¿Te importa si uso tu... baño / baño / (inodoro)
¿Está bien si... dejo mi bolso aquí?





Expressions to use as a **GUEST**

PEQUEÑA CHARLA Y CONOCIMIENTOS: SMALL TALK & GETTING ACQUAINTED

The flight was a bit long.

The flight was good.

El vuelo fue un poco largo. El vuelo estuvo bien.

Your house is lovely. Have you lived here long? I really like / I love the... I love that.. (me encanta...)

Tu casa es preciosa. ¿Has vivido aquí mucho? Me gusta mucho/Me encanta el... Me encanta eso... (me encanta...)

Gifts: These are for you. (wine, chocolates, flowers, cookies (biscuits) You're the best Regalos: Estos son para ti. Usted es el mejor

- (vino, chocolates, flores, galletas (galletas)





Expressions to use as a **GUEST**

BEING APPRECIATIVE SER AGRADECIDO

Thank you for a lovely evening/meal/ stay / visit I really enjoyed... I really appreciate... I had a wonderful time. Gracias por una agradable velada/comida/estancia/visita. Yo realmente he disfrutado... Realmente lo aprecio... He pasado un tiempo maravilloso.













All of Our Guests Bring Happiness









Welcoming

Warm

Accomodating

Objectives as a HOST!



in order to ...

Give a good impression

Build a relationship for future

Show off your area!

Expressions to use as a HOST





- Es maravilloso tenerte aquí.
- Estamos/estoy muy contento de que estés aquí.
- Es un placer conocerte (finalmente) (en persona)
- ¿Puedo ayudarte con tu bolso?
- ¿Puedo llevarme tu abrigo/chaqueta?
- Ponte cómodo / Siéntete como en casa



Expressions to use as a HOST



PEQUEÑA CHARLA Y CONOCIMIENTOS: SMALL TALK & GETTING ACQUAINTED

- How was your flight?
- How has your trip been?
- Did you have any difficulty finding our offices?
 - Have you been here before?
 - So, tell me about your...

¿Cómo estuvo tu vuelo? ¿Cómo ha sido tu viaje? ¿Has estado aquí antes? Entonces, cuéntame sobre tu...

- ¿Tuvo alguna dificultad para encontrar nuestras oficinas?



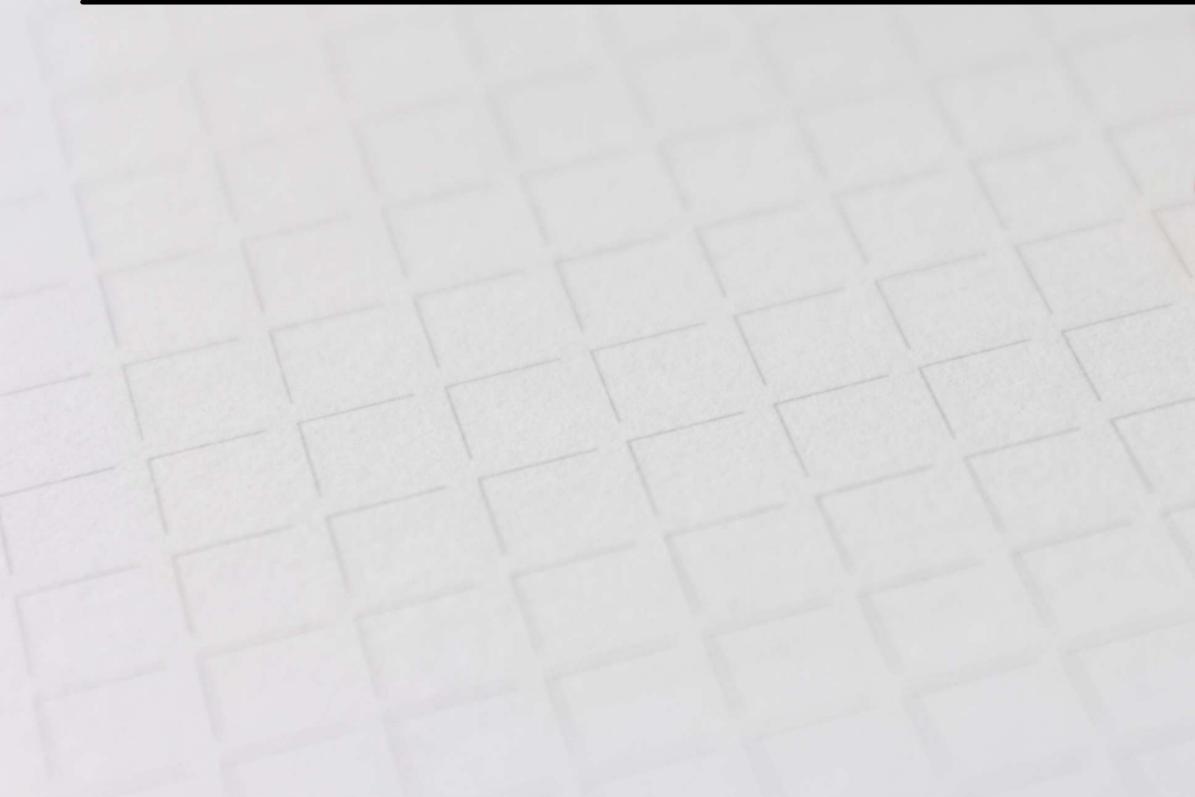


Expressions to use as a HOST

BEING GENEROUS SER GENEROSO

Please help yourself. Por favor, ayúdate a ti mismo. Hay mucho There's plenty Gracias Thank you It's my pleasure. / Don't mention it De nada. / No lo menciones We appreciate... (we owe everything to Apreciamos... (se lo debemos todo a our guests) nuestros huéspedes) Is there anything else ...? you need? I can Hay algo mas ...? ¿necesitas? ¿Puedo help you with? ayudarte con?









EXERCISE 2: Give a more polite equivalent to the following: (Dé un equivalente más cortés a lo siguiente)

> 1. What do you want to eat? 2. I want some wine please. 3. Can I have some more? 4. Can I leave my bag here? 5. You can sit down.





EXERCISE 2: Give a more polite equivalent to the following: (Dé un equivalente más cortés a lo siguiente)

> 1. What do you want to eat? 1. What would you like to eat? 2. I want some wine please. 2. I would like some wine please. 3. Can I have some more? 3. May I have some more? 4. Can I leave my bag here? 4. Would you mind if I left my bag here? 5. You can sit down. 5. Make yourself comfortable.





EXERCISE 3: Use the following modal verbs in the sentences/questions below. You may use some of them more than once. (Utilice los siguientes verbos modales en las oraciones/preguntas siguientes. Puede utilizar algunos de ellos más de una vez.)

would may shall can did could might mind enjoyed

- 1. I was wondering if you ______stay for dinner.
- 2. ____you like some more?
- 3. Do you ______ if I use your bathroom?
- 4. ____you please pass the salt?
- 5. You _____put your things over by the table.
- 6. I _____love to, but I'm not feeling very well.
- 7. _____we leave?
- 8. ____I ask you a question?
- 9. ____you have a nice flight?
- 10. Thank you so much, I really ______my time here.





EXERCISE 3: Use the following modal verbs in the sentences/questions below. You may use some of them more than once. (Utilice los siguientes verbos modales en las oraciones/preguntas siguientes. Puede utilizar algunos de ellos más de una vez.)

may shall can did could might mind enjoyed would

- 1. I was wondering if you <u>could</u> stay for dinner.
- 2. <u>Would you like some more?</u>
- 3. Do you mind if I use your bathroom?
- 4. <u>Could you please pass the salt?</u>
- 5. You <u>can put your things over by the table</u>.
- 6. I would love to, but I'm not feeling very well.
- 7. <u>Shall we leave?</u>
- 8. <u>May I ask you a question?</u>
- 9. <u>Did you have a nice flight?</u>

10. Thank you so much, I really <u>enjoyed</u> my time here.





EXERCISE 4: Listen to the four conversations and match the continuation of the expression or **response** (Escuchar las cuatro conversaciones y relacionar la continuación de la expresión o respuesta.

- 1. Would you like to...
- 2. If you don't mind...
- 3. You must be...
- 4. We were wondering if...
- 5. I'm sorry, I'm not very keen on...
- 6. We could go to the Chinese...
- 7. What can I get you?
- 8. I'm going to have a glass of red wine.
- 9. Have you decided...
- 10. Sounds nice.

a....Would that be Ok? b....go out for a meal? c....Thai food, I'm afraid. d....what to have? e....l'm not really sure what to have. f....Would you like some? g....l'd rather go back to my hotel. h....Would you recommend it? i....you'd like to join us for a meal. j....exhausted.





EXERCISE 4: Listen to the four conversations and match the continuation of the expression or **response** (Escuchar las cuatro conversaciones y relacionar la continuación de la expresión o respuesta.

- 1. Would you like to...(b)
- 2. If you don't mind...(g)
- 3. You must be...(j)
- 4. We were wondering if...(i)
- 5. I'm sorry, I'm not very keen on...(c)
- 6. We could go to the Chinese...(a)
- 7. What can I get you?(e)
- 8. I'm going to have a glass of red wine.(f)
- 9. Have you decided...(d)
- 10. Sounds nice.(h)

...go out for a meal? ...exhausted. ...Thai food, I'm afraid. ...Would that be Ok? ...Would you like some? ...what to have?

- ...I'd rather go back to my hotel.
- ...you'd like to join us for a meal.
- ...I'm not really sure what to have.
- ...Would you recommend it?





Conversation 1:

MAN 1 (host): Would you like to go out for a meal a little later on? MAN 2 (guest): Well, that's a nice thought, but if you don't mind, I'd rather go back to my hotel. I'm really tired after our long day and I've got an early start tomorrow. MAN 1 (host): Of course, I quite understand. You must be exhausted. So, see you tomorrow, then.

MAN 2 (guest): Yes, see you tomorrow.







Conversation 2:

WOMAN (host): Have you got anything on tonight?

MAN (guest): No, I was just going to go back to the hotel.

WOMAN (host): We were wondering if you'd like to join us for a meal.

MAN (guest): Oh, right. Yes, that would be great.

WOMAN (host): We'd like to take you to this really great Thai restaurant we know. MAN (guest): Oh, I'm sorry, but I'm not very keen on Thai food, I'm afraid.You see, I can't eat coconuts.

WOMAN (host): Oh, dear, what a pity. We could go to the Chinese in the same street. Would that be ok?

MAN (guest): Yes, that would suit me better. Sounds great. Thanks.







Conversation 3:

MAN (host): So, what can I get you?

WOMAN (guest): Hmm. I'm not really sure what to have. What are you having? MAN (host): I think I'm going to have a glass of red wine. Would you like some? WOMAN (guest): Mmm, no. I'd better not have any alcohol. I've got a long afternoon

ahead of me. So, just a tonic for me. MAN (host): Ice and lemon in that? WOMAN (guest): Yes, please.







Conversation 4:

WOMAN (host): Ok, have you decided what to have? WOMAN (guest): Maybe you could help me. There are one or two things on the menu I'm not sure of. For example, what's uh...lemon sole? WOMAN (host): It's a white fish. It's got quite a delicate taste. WOMAN (guest): Mmmm. Sounds nice.Would you recommend it? WOMAN (host): Yes!It's a good choice. I'll have the same.







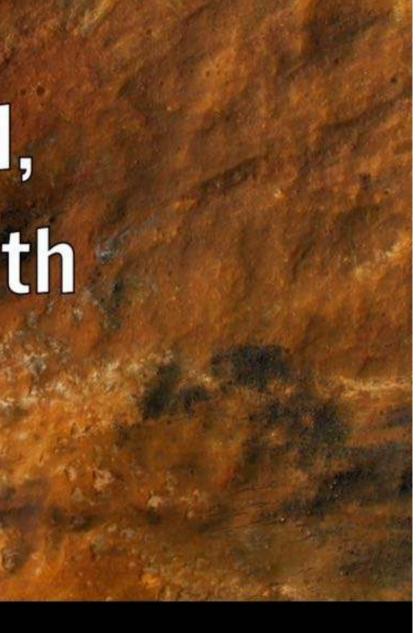




Be polite to all, but intimate with few.

Thomas Jefferson

BrainyQuote*



























Dedicate time Work hard Practice Focus Have







Dedicate time Work hard Practice Focus Have

FUNE





