

## Dealing with Enquiries- Jigsaw Dialogues

*Without looking below for now, put a cut-up version of the text below into order. Then use the explanation of the structure of the dialogue on the next worksheet to help you finish the jigsaw task or check your answers.*

Good morning. How can I help you?

Hello. I'd like to ask some questions about your courses, if that's okay.

Of course. What exactly would you like to know?

First of all, I wanted to ask about the number of foreign students.

We have approximately 1000 students from overseas at the moment.

Okay, thanks. I also had a question about where students come from.

The largest group are students from other East Asian countries.

Can I just check if you mean China?

Yes, but also Taiwan and South Korea.

I see. My last question is about visa regulations. Could you tell me whether I can work in Tokyo while I am studying here?

Can I just check what your question is? If I understand you correctly, you'd like to know if it is legal for you to have a part-time job during your course.
That's right.
Yes, that's fine. I'm afraid I can't exactly remember the definition of a part-time job at the moment, but I'll have a look at the immigration website and send you the information.
Thanks, that would be very helpful. Here's my email address.
Thank you. Is there anything else I can help you with today?
Actually, there is just one last thing. Could you give me a list of courses that are taught in English?
Of course. It's on the back page of our brochure here. There's also an updated list on our website. Was there anything else you'd like to know?
No, that's all for now, thanks.
You're very welcome. Thank you for your interest in our university. I'll email you the information about part-time jobs this afternoon and I hope to hear from you again soon. Goodbye.
Thanks. Bye.

### Structure of the dialogue

*Use this suggested format to help you put the text in order or check your answers.*

**Staff:** *Say hello and offer help*

**Enquirer:** *Mention the general topic of all the questions*

**Staff:** *Ask them to start asking the questions*

**Enquirer:** *Introduce the first question and politely ask the question*

**Staff:** *Answer the first question*

**Enquirer:** *Respond to the answer to the question and ask the second question*

**Staff:** *Answer the question*

**Enquirer:** *Check the information*

**Staff:** *Confirm the information*

**Enquirer:** *Respond and ask the last question that you have planned*

**Staff:** *Check the meaning of the question*

**Enquirer:** *Respond*

**Staff:** *Tell them that can't (fully) answer question*

**Enquirer:** *Respond*

**Staff:** *Ask if there are more questions*

**Enquirer:** *Answer yes and ask the extra question*

**Staff:** *Answer the extra questions and check if they have finished*

**Enquirer:** *Say you are finished and thank the member of staff*

**Staff:** *Respond to thanks and talk about future action*

*Check your answers with an un-cut-up version of the first worksheet.*

*Read out the dialogue in pairs five times, each time covering more and more of the end of the dialogue and doing the covered part from memory or with your own ideas.*

*Without looking at the other worksheets for now, brainstorm at least two phrases for each of the lines which are in italics above into the categories on the next page.*

*Look back at the dialogue above for more ideas.*

*Compare your ideas with the suggested answers below.*

*Use the list of useful language to roleplay similar dialogues, without looking at the model dialogue.*

*Use just the format at the top of this page to roleplay similar dialogues, this time without looking at the list of useful language.*

*Roleplay similar dialogues with no help at all, preferably realistic ones for you.*

**Brainstorming stage**  
**Say hello**

**Offer help**

**Mention the general topic of all the questions**

**Ask them to start asking the questions**

**Introduce the first question**

**Politely ask a question**

**Respond to the answer to a question**

**Ask the second question**

**Check the information**

**Confirm the information**

**Ask the last question you have planned**

**Check the meaning of the question**

**Tell them that you can't (fully) answer question**

**Ask if there are more questions/ Check if they have finished asking their questions**

**Answer yes (you do have more questions)**

**Say your questions are finished**

**Thank the member of staff**

**Respond to thanks**

**Talk about future action**

**Brainstorming stage suggested answers****Say hello**

Good morning/ afternoon/ evening.

**Offer help**

Can/ May I help you (at all)?

How can/ may I be of assistance?

How can/ may I help you (today)?

What can I do for you today?

**Mention the general topic of all the questions**

Could you tell me something about...?

I believe you are the right person to ask about...

I'd like some information about...

I'd like to ask about some questions about..., if that's okay.

I'm here to ask about...

I'm looking for some information on...

**Ask them to start asking the questions**

Please go ahead.

Of course, what (exactly) would you like to know?

**Ask the first question**

First,...

Firstly,...

First of all,...

**NOT** "At first,..." X

**Politely asking questions**

Can/ Could you (possibly) tell me (about)/ explain/ give me some information about...?

Could I ask/ enquire (about)...?

Do you mind if I ask (about)...?

I have/ had a question about...

I wanted to ask (you) about...

I was wondering...

I'd like some information about...

I'd like to ask (about)...

Would you mind telling me...?

**Respond to an answer**

Thank you.

Okay, thanks.

Thanks, that is/ would be very helpful.

**Ask the second question**

... also...

**Check the information**

Does that mean...?

So, if I understand you correctly...

Can I just check if you mean...?

**Confirm the information**

Yes, that's right.

**Ask the last question you have planned**

Finally,...

My last question is (about)...

**Check the meaning of the question**

If I understand you correctly, you'd like to know (if)...

Can I just check what your question is?

**Tell them that you can't (fully) answer question**

I'm afraid I can't (exactly) remember...

...but I'll... (and...)

**Ask if there are more questions/ Check if they have finished asking their questions**

Is/ Was there anything else (I can help you with today/ that you'd like to know)?

Can I help you with anything else?

Is that all you would like to ask about today?

**Answer yes (you do have more questions)**

Actually, there is just one more thing.

I have just thought of one more question.

**Say your questions are finished**

No, that's all (for now) thanks.

You seem to have answered all my questions, thanks.

**Thank the member of staff**

Thanks for all your help.

Thank you, that's a great help.

**Respond to thanks**

It was no problem.

Not at all.

You're (very) welcome.

**Talk about future action**

I'll... and get back to you.

Please come back again if you need...

I'll email you (the information) about...

I hope to hear from you again soon.