

Become a global TM with Aspire's Micron Moments!

MAKING REQUESTS

When making a request at work, you might want to:

- ask another team member to do something for you
- ask a global colleague for support
- ask your boss for permission to do something

If that person is in a higher position than you, you don't know them well or the task is inconvenient, it would be better to use a formal phrase. Of course, it's okay to use informal phrases with TMs that you know well or TMs that you are in charge of.

Here are some phrases you can use to make requests. The phrases are arranged from formal to informal from top to bottom.

EXAMPLE LANGUAGE

Requesting someone to do something

I was wondering if/I'd appreciate it if ...

Would you mind (-ing) ...?

Do you think you could ...?

Could / Can you ...?

..., please.

I need ...

Asking for permission

Do you mind if I ...?

Do you think I could ...?

Is it all right if I ...?

Could / Can I ...?



Responding to requests

When accepting or rejecting requests, we often don't say yes or no directly. See the phrases below for some ways to accept or reject requests. As above, the phrases are arranged from formal to informal from top to bottom.

Accepting requests

Certainly (Go ahead).
(Yes),
of course.
Sure, I can do that.
Yeah/sure/no problem.
*No, not at all.

Rejecting requests

I'm afraid that's not possible. (reason)
I'm afraid not. (reason)
I'm sorry, but ... (reason)
Sorry, I can't. (reason)

*(Note: A request with "mind" means "is it a problem?", so when accepting you should answer with "no" meaning "I don't mind").

EXAMPLE DIALOGUES

Robert: There is still a lot of work to do to complete this tool installation by next Tuesday. Do you think you could work this weekend?
Hironobu: Sure, no problem. I don't have any plans.
Robert: Great, thanks. I'll make sure you receive some days off later in exchange.

Yoko: It's my son's high school entrance ceremony next Wednesday. Do you mind if I take a day off to attend it?
Derek: No, not at all. We aren't so busy at the moment, so please go ahead.
Yoko: Thank you.

Kim: The team in Boise is asking for our results. Could you finish the report by the end of the day?
Tod: Sure, no problem. I've nearly finished it anyway.
Kim: Good to hear. If we can send it to them today, that would be great.

Janet: It's really cold in this meeting room. Can I turn off the air conditioner?
Takashi: Yeah, sure. I was thinking the same thing myself.
Janet: There. That should make it more comfortable.

YOUR TURN!

Have small conversations where you make requests to the other person. Decide if it's formal or informal or if you will accept or reject the request. See the list of situations below.

- 1) You want to leave work early today because it is your son/daughter's birthday. Ask your boss for permission.
- 2) There was a delivery, and you have to carry a heavy box to another office. Ask a co-worker for help.
- 3) You are going on a business trip to Boise. You ask a colleague if he/she can drive you to the airport after work.
- 4) You forgot your wallet and need 1000 yen for lunch. You are with your co-worker.
- 5) There is a problem with one of the tools in the clean room. You contact the vendor to ask them to send an engineer to take a look at it.
- 6) You are in a global online meeting and a TM from Boise asks you a question. You didn't hear it.
- 7) Your family want to go abroad for two weeks this summer. You ask your boss about it.
- 8) You have to finish a report by the end of the week, but there is still a lot to do. You need support from a colleague.
- 9) You want to leave the site/office and go to the bank at lunchtime. You ask your boss if this would be okay.
- 10) You have to submit an important report to your boss in Boise, but you are not sure if your English is okay. You go to the English Helpdesk.
- 11) (Your ideas).



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