



MAKING SIMPLE REQUESTS AT MICRON

June 2023 OPEN Basic Workshop



MAKING SIMPLE REQUESTS AT MICRON

At Micron, you will sometimes need to **make a request to another person** in English. With your request, you may want to:

- ask another team member to do something for you.
- ask another team member for help.
- ask your boss for permission to do something.

In this workshop, you will learn how to make **formal and informal requests**, and how to **respond to them** in an appropriate way. Afterwards, you will be able to make requests at work successfully in a tone that suits the situation.

FORMAL REQUESTS AND INFORMAL REQUESTS

There are many phrases you can use to make requests. Depending on the situation, you may prefer to make a **formal request** or an **informal request**.

Formal requests

If you make a request to a person in a **higher position** than you, to a person you **don't know well** or if the task is **inconvenient**, then it would be better to use a **formal phrase**.

Informal requests

If you make a request to a person that you **know well** or to a **team member** in the team you manage, then it's okay to use an **informal phrase**.

REQUESTING SOMEONE TO DO SOMETHING

The requests are arranged from most formal at the top to least formal at the bottom.

- **I was wondering if you could** (*work on Saturday this weekend*)?
- **Would you mind** (*working late tonight*)?
- **Do you think you could** (*arrange a meeting for everyone*)?
- **Would you** (*open the door for me, please*)?
- **Could you** (*finish the report by the end of the day, please*)?
- **Can you** (*book a taxi for the visitor, please*)?



ASKING FOR PERMISSION TO DO SOMETHING

The requests are arranged from most formal at the top to least formal at the bottom.

- **Do you mind if I** (*take a day off tomorrow*)?
- **May I** (*leave early today to take my son to the dentist*)?
- **Do you think I could** (*take a long lunch break to go to the bank*)?
- **Is it all right if I** (*skip the team meeting this morning*)?
- **Could I** (*leave the meeting five minutes early today, please*)?
- **Can I** (*turn on the air conditioner, please*)?



ACCEPTING AND REJECTING REQUESTS

Accepting Requests

- Certainly.
- I'd be glad/happy to.
- Yes, of course.
- Yeah. / Sure. / Okay.
- No problem.
- No, not at all *

Rejecting Requests

- I'm afraid that's not possible. (I won't be available.)
- I'd be happy to help but (I'm off work tomorrow.)
- I'd love to, but (I have a meeting).
- I'm sorry, but (I'm busy now).
- I'm sorry, I can't.

*(**Note:** A request with “mind” means “is it a problem?”, so when accepting you should answer with “no” meaning “I don't mind”. A good phrase for this is, “No, not at all”).

REQUESTING SOMEONE TO DO SOMETHING – 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: **I'd be happy to help.** I don't have any plans this weekend.

Robert: Great, thanks. I'll make sure you receive some days off later in exchange.

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.

ASKING FOR PERMISSION TO DO SOMETHING – EXAMPLE DIALOGUES

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.

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: Thanks. That should make the room more comfortable.

WORKSHOP ACTIVITY 1

Activity 1 – Request someone to do something

*Have small conversations with the instructor where you **make requests to do something**. Decide whether a formal or informal request would be suitable. Choose from the list of situations below.*

1. There is a problem with one of the tools in the clean room. You contact the vendor.
Request: Ask them to send an engineer to repair it.
2. You have to finish a report by the end of the week, but there is still a lot to do. You need support.
Request: Ask a co-worker if they can help you with the report.

WORKSHOP ACTIVITY 1

3. You are in a global online meeting and a TM from Boise asks you a question. You didn't hear it.

Request: Ask the TM from Boise if he can ask his question again.

4. 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.

Request: Ask the Helpdesk instructor to check the English in your report.

5. There was a delivery, and you have to carry a heavy box to another office.

Request: Ask a co-worker to help you carry the box.

WORKSHOP ACTIVITY 2

Activity 2 - Ask for permission to do something

*Have small conversations with your instructor where you **ask for permission to do something**. Decide whether a formal or informal request would be suitable. Choose from the list of situations below.*

1. You want to leave work early today because it is your son's/daughter's birthday.

Request: Ask your boss for permission to leave early.

2. You want to leave the office and go to the bank at lunchtime.

Request: Ask your boss for permission to do this.

WORKSHOP ACTIVITY 2

3. Your family want to go abroad for two weeks this summer.

Request: Ask your boss for permission to take your summer holiday.

4. The meeting room is hot because it is summer.

Request: Ask your co-worker if it is okay to turn on the air conditioner.

5. You need to write something down, but you don't have a pen.

Request: Ask you co-worker for permission to borrow their pen.