

### Thank you and the response

When you are really pleased, you can say *thank you so much*.

The different expressions you can use to respond to *thank you* are:

- ☞ You're welcome.
- ☞ It's okay.
- ☞ By all means.
- ☞ Any time.
- ☞ My pleasure.
- ☞ Don't mention it.
- ☞ Cheers.

### Apologizing

If you bump into someone or need to get someone's attention (for example when trying to get past people who are blocking your path), if you want to ask for information or if you didn't catch what the other person just said, you use:

- ☞ Pardon me / Excuse me / Sorry

When you want to ask for information, a more polite phrase than *pardon me* and *excuse me* is:

- ☞ I'm sorry to bother you.

When you have made a mistake or if you are late or, for example, tread on someone's toes, you say:

- ☞ I'm sorry.

Sometimes, the person whose toes you just trod on might apologize too.

Your response to someone's apology is:

- ☞ Don't worry about it.
- ☞ It's alright.

### Making polite requests

When you ask people to do things, you normally use:

- ☞ Could you pass me that newspaper, please?
- ☞ Could you turn down the volume, please?
- ☞ Would you like to donate some money for relief aid?

When you want to be especially polite, you can also use:

- ☞ Would you mind + verb-ing.

Compare:

- ☞ Would you mind opening the window? – No, not at all. I'll do it right away.
- ☞ Could you please open the window? – Yes, certainly!

If you are requesting something for yourself, use:

- ☞ Can I / Could I / May I / Might I

*Can* and *could* are usually preferred in normal usage, *may* and *might* are more formal.

