



LESSON TWO

INQUIRY

PREVIEW AND PREPARATION

Look up the meaning of any unfamiliar words or phrases in the preview table.

inquire/inquiry
fitness center
for an adult
single drop-in rate
a book of ten tickets
discount session
a yearly membership
it's good until (date)
essentially
on top of
multipass (multiple entry pass)
check the schedule
offer classes in yoga
be interested in
How may I help you?
What would you like to know?
We have a single drop-in rate of \$4.40.
You can buy a book of ten tickets.
We offer them in three-month increments.
Let me check the schedule for you.
Would you like to sign up today?
How much is it to swim?
Are you saying one dollar for the whole session?
I also want to know if you offer classes in yoga.
Do you have any kind of discount session?
Do I need a membership on top of the drop-in price?
That sounds reasonable.
Let me chew it over.
Thank you for your time.

LISTENING PRACTICE

What fitness center did Joy call?

- a. Vancouver Center.
- b. Mount Sinai Center.

Did Joy need a membership to swim?

- a. Yes.
- b. No.

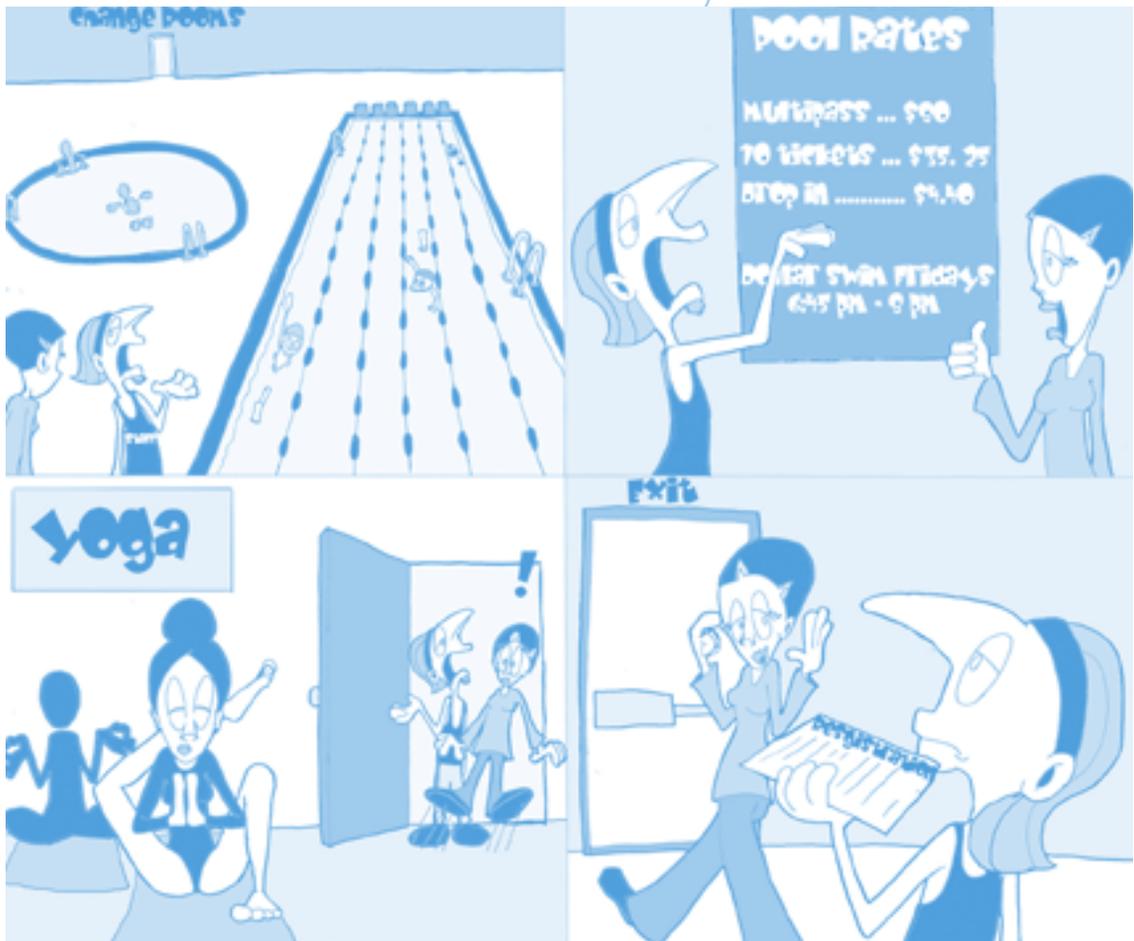
Did Joy need a membership to do yoga?

- a. Yes.
- b. No.

Has Joy decided to get the membership?

- a. Yes.
- b. No.

Listen to the audio program and try to answer these questions.



FIT THE BILL

Dialogue between Joy (J) and a receptionist (R).

- R: Vancouver Fitness Center. How may I help you? 1
- J: Yes, hello. I'm interested in getting some information about the services that you offer.
- R: What would you like to know?
- J: You have a swimming pool, right? 5
- R: We actually have three different fitness centers. Only the Mount Sinai Center has a pool.
- J: And where is that?
- R: 25 Mount Sinai Road.
- J: How much is it to swim? 10
- R: For an adult, we have a single drop-in rate of \$4.40, or you can buy a book of ten tickets for \$35.25. You can also get a multipass.
- J: Can you explain what a multipass is?
- R: It's a pass that lets you swim as many times as you want during the period it covers. We offer them in three-month increments. 15
- J: Ah, I see. Do you have any kind of discount session?
- R: Yes. On Fridays between 6:45 and 8 p.m. we have "Dollar Swims."
- J: Are you saying one dollar for the whole session?
- R: Essentially, yes.
- J: Do I need to have a yearly membership or anything like that on top of the drop-in prices? 20
- R: Nope.
- J: Okay, great! I also wanted to know if you offer classes in yoga.
- R: We do. Let me check the schedule for you.
- J: Sure. 25
- R: Here it is. It's on Mondays and Thursdays between 5 and 8 p.m. It's four dollars for a drop-in, but you do need to have a membership for that.
- J: How much is a membership?
- R: Eight dollars for an adult, and that's good until August. 30
- J: That sounds reasonable.
- R: So, would you like to sign up today?
- J: Well, let me chew it over. Thank you for your time.

STUDY GUIDE

1. *How may I help you?*

There are other ways to say this (from formal to informal):

Is there anything I can help you with? Is there anything I can do for you? Is there anything you need? What can I do for you? What can I help you with? What do you need? What do you want?

2. *What would you like to know?*

“Would you like” is a polite way to ask the other person about his or her personal preference. Compare with another sentence in the dialogue: **Would** you like to sign up today? In informal settings, people often replace “would you like” with “do you want”: “What **do** you want to know?” “**Do** you want to sign up today?”

3. *How much is it to swim?*

“How much is” is usually followed by a noun. “Swim” is a verb. We don’t say “How much is swim?” instead, we use a noun “it” to represent the cost of “to swim.” We can also say “How much is a swimming ticket?” or “How much is a ticket to swim?”

4. *For an adult, we have a single drop-in rate of \$40.*

“Drop-in” comes from the two-word verb “drop in.” It means something happens that is unplanned, unscheduled, or without prior notice or arrangement.

Compare with other similar verbs; for example: drop by, stop in, or stop by.

5. *It lets you swim as many times as you want during the period it covers.*

“As many times as you want” means there is no limitation on how many times you are allowed to swim. The limitation comes from “during the period it covers.” This means the same thing as “You can swim **as much as** you want during the period it covers” or “You can swim **as often as** you want during the period it covers.”

6. *We offer them (multipass) in three-month increments.*

This means each multipass is good for three months starting from the day you purchase it, and you can purchase it on any day. If you want to swim for more than three months, you need to **renew** your multipass every three months.

7. *I also wanted to know if you offer classes in yoga.*

Using the past tense “wanted” is a polite way to express one’s intention. Although Joy still **wants** to know about the yoga class in the present conversation she makes it sound less demanding by using the past tense. Additionally, she uses the past tense because she has had these questions prior to this conversation.

8. *On Fridays between 6:45 and 9 p.m. we have “Dollar Swims.”*

Compare with “It is on Mondays and Thursdays **from 5 to 8** p.m.” “Between ~ and ~” and “from ~ to ~” are interchangeable for a range of subjects like time, dates or geographical distance.

■ COMPREHENSION PRACTICE

Fill in the blanks with the appropriate words. See how many you can get without referring back to the dialogue.

- R: Vancouver Fitness Center. How may I help you?
- J: Yes, hello. I'm interested in getting some _____₁ about the _____₂ that you offer. (information, service)
- R: What would you like to know?
- J: You have a swimming pool, right?
- R: We actually have three different fitness _____₃. Only the Mount Sinai Center has a pool. (center)
- J: How much is it to swim?
- R: For an adult, we have a single drop-in rate of \$4.40, or you can buy a _____₄ of ten _____₅ for \$35.25. You can also get a multipass. (book, ticket)
- J: Can you explain what a multipass is?
- R: It's a pass that lets you swim as many _____₆ as you want during the period it covers. We offer them in three-month _____₇. (time, increment)
- J: Ah, I see. Do you have any kind of discount session?
- R: Yes. On _____₈ between 6:45 and 8 p.m. we have "Dollar Swims." (Friday)
- J: One dollar for the whole _____₉? (session)
- R: Essentially, yes.
- J: Okay, great. I also want to know if you offer _____₁₀ in yoga. (class)
- R: We do. Let me check the _____₁₁ for you. Here it is. It's on Mondays and Thursdays from 5 to 8 p.m. It's four dollars for a drop-in, but you do need to have a membership for that. So, would you like to sign up today? (schedule)
- J: Well, let me chew it over. Thank you for your _____₁₂. (time)

IN OTHER WORDS

Referring back to the dialogue. Check the statement(s) that expresses the same meaning. There may be more than one answer.

1. *How may I help you?*
 - a. What can I do with you?
 - b. Why don't you let me help you?
 - c. Is there anything I can help you with?
2. *We have a single drop-in rate of \$4.40.*
 - a. You can drop in for \$4.40 per session.
 - b. Our single drop-in rate is \$4.40
 - c. For a single, our rate is \$4.40.
3. *You can buy a book of ten tickets for \$35.25.*
 - a. If you pay \$35.25, you will get ten tickets and a book.
 - b. You need to pay \$35.25 for a book of ten tickets.
 - c. Buy 10 tickets for \$35.25; you'll get a free book.
4. *We offer them in three-month increments.*
 - a. They are good for a period of three months.
 - b. These offers are only good for three months.
 - c. The three-month increments are only offered to them.
5. *Do you have any kind of discount session?*
 - a. Can I get any additional discounts?
 - b. Is there any special discount?
 - c. Do you have any kind of special offer?
6. *Do I need to have a membership on top of the drop-in prices?*
 - a. Do I need to be a member to enjoy the drop-in price?
 - b. Does the membership cost more than the drop-in price?
 - c. Do I need to pay for drop-in if I am a member?
7. *Let me chew it over.*
 - a. I would like to think it over.
 - b. Let me give it a try.
 - c. Maybe next time.

IN ANOTHER CONTEXT

Practice the following sentence patterns by reading them aloud to the class.
Try to make one new sentence for each pattern using your own words.

I'm interested in	getting some information about talking about listening to knowing more about	the services that you offer. your trip to Paris. the CD you bought. the show next week.
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What When Where Who	would you like to	know? go? stay? see?
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How much is it	to swim? to sign up now? to drop in this afternoon? to stay here for the whole week?
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I also want to know if you	offer any classes have a swimming pool sell a book of ten tickets give directions	in yoga. in the downtown area. to adults. on the phone.
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Do I need to	have a membership bring a picture ID pay anything else wear a jacket	on top of in addition to besides as well as	the drop-in price? the multipass? the bill? this T-shirt?
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CONVERSATION PRACTICE

Making/answering inquiry for a hotel reservation.

STEP 1 — Work with a classmate. Student A is the traveler.
Student B is the receptionist for The Hotel Toronto.

STEP 2 — Complete your part of the checklist with your imaginary data.
Do not show your information to your partner.

Traveler's checklist:

Your name: _____

Date: Traveling on _____ (month) _____ (date) for four days.

No. of travelers: _____

No. of rooms: _____ (non-smoking room), _____ (smoking room).

Flight information: Continental Airline flight No. _____ arriving at: ____:____ (time)

Receptionist's checklist:

Check-in time _____ (13:00 14:00 15:00)

Room rate: US\$ _____ (\$100 \$120 \$140)

Special offer: _____ (10% 15% 20%) off for booking over three nights.

Hotel facilities (check two): Sauna Swimming pool Exercise room

Room features (check two): Cable TV Internet Kitchen

STEP 3 — The traveler calls the receptionist to find out information about the hotel. At the same time, the receptionist tries to find out information about the traveler.

Rule 1 – Do not ask your questions following the above sequence.

Rule 2 – Do not give away any information unless it is asked for.

Rule 3 – Do not answer any question that is not asked in a complete sentence.

STEP 4 — After you finish the call, fill out the other part of the checklist based on the information you acquired.

STEP 5 — Verify your partner's answers with your checklist.
Each correct answer is worth one point.

How many points has your partner given you? _____ Points.

This represents how good you are at acquiring information.

How many points have you given your partner? _____ Points.

This represents how good you are at providing information.