

Better Spoken English
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Lecture No. # 15
On “Saying ‘Please!’”

Good morning.

Good morning sir.

Once again please smile and say good morning.

Good morning sir.

Are you all right.

Yes sir.

Quite comfortable.

Yes sir.

Sit back relax, I am going to today show you part of a very good movie an English film part of an English part of an American film. And I am going to talk today about if there is a polite language in English you know, in English we do not have as we have in Hindi [FL]. Or as in Telugu, we do not have me we do not have or in Tamil, we do not in English say no or in Hindi we do not say in English how do they how do they express politeness then. And many people feel you know many people where we searched Indian pronunciation in English Indian spoken English Indian written English.

They are all price for Indian written English, Indians score all international tests Indians score highest marks in written English. I have been an examiner for I E L T S international English language testing system of the university of Cambridge for nearly take it. And Indians Indian average an written English is around seven or nine which is

marvelous even the British do not have that kind of think. But our average in spoken English is below or near five or nine are you with me.

Do you get me.

Yes.

And there is a there are two or three very good reasons, number one we speak very rapidly we become difficult for others to this out standers by others I mean, those who are not used to our pronunciation. There are one or two other problems in this month rest of this month in part of good part of March I will be talking about some difficulties, we the non native speakers of English have pronouncing English words. But before I get in to that one class only that is today I like to drive your attention to polite language how we can speak politely in English. It is a cultural factor, each culture has different ways of expressing politeness. Today, we are talking about how we can speak politely in English am I clear to you.

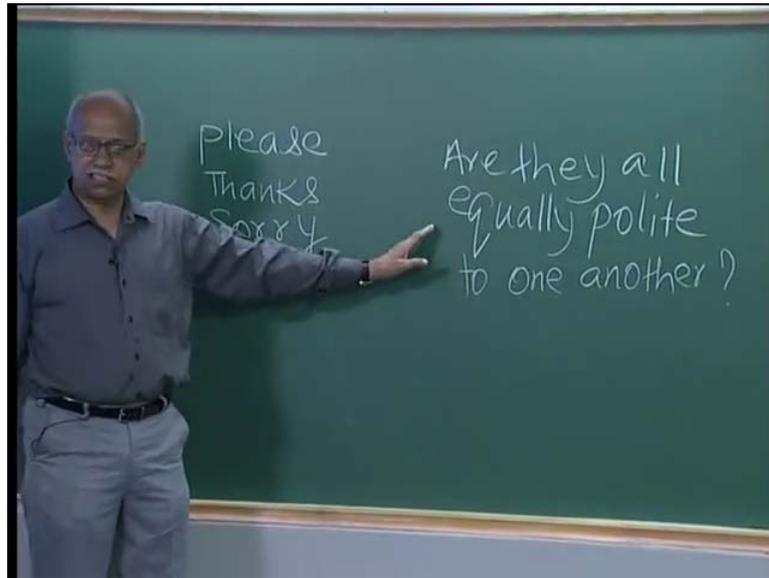
Yes sir.

There are one or two things we may have to remember I will talk about only those one or two things. But before I do that I want you to watch a video clipping this is from this is a part of an American movie which became very popular in the 70s about 40 50 years ago not a very new movie. But highly interesting one particularly, for those who want to become engineer managers I have taken about six minute clipping from that film while you watch it are you with me.

Yes sir.

While you watch it I like you to pay attention to words like please write how do you pronounce it.

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Please.

Please from the tip of the tongue how do you pronounce it.

Please.

How do you pronounce it.

Thanks.

How do you pronounce it.

Thanks Thanks from the tip of the tongue again say.

Thanks.

And what is this.

Sorry.

Sorry what is this?

Sorry

Pay attention to the use of these three words right, also pay attention to some other details like who is polite to whom you are going to watch four people. If you can take the

names please take the names down on your note book and just see the question is does everyone are you with me.

Yes sir.

Does everyone, treat everyone else equally politely, what indicates politeness in English or in American English. So, we will watch the movie with these questions the question is next question is?

What the question is.

Please.

Are they all equally polite to one another?

Once again below just listen are they all equally polite to one another are they all equally polite to one another come again.

Are they all equally polite to one another?

More slowly.

Are they all equally polite to one another?

Are they all equally polite to one another right, watch this video clipping with that question are you relaxed are you ok.

Yes.

Not tense I hope great.

Clippings from movie

I hope you hear better now.

Clippings from movie

Clippings from movie

Is it ok now the volume pay attention please.

I will want you to watch this clipping and this movie as many times as you have time or like you know may be once or twice, but today we do not have time to rewind and go back to it. But did you see there is frequent use of these words which words did you find any example of use of please.

Yes please, may I have one please, could have possibly you know please did you find example of that did you find examples of sorry. Not many, but they are you know examples when who is what is the name of the general manager.

Mister Bakers Field

Mister bakers field, what is the name of the old lady who travels without proper ticket Mrs. Polls at. So, you know the apologies, the are they equally polite to one another, who is more polite to the old lady?

The manager and Mrs Livingston he see also equally polite to the old lady.

No

How do you say that she never uses please or.

Thanks.

Thanks or.

Sorry.

Sorry she also interrupts the old lady. Is old lady polite to these people?

Yes.

What does she say what you know I mean or general attitudes of politeness, but does she speak any word which indicates that she is really polite, my dear very frequently you know Mr. Livingston is much younger than the elder lady. And the lady very frequently says oh dear, oh my dear, you see you know I am a widow, you know my children live away, my grand children live away, trying to include the younger lady in to her own story. The old lady is at the best of her behavior, she is in a difficult situation even be prosecuted though she knows that she may not be prosecuted, but she is have the best of behavior.

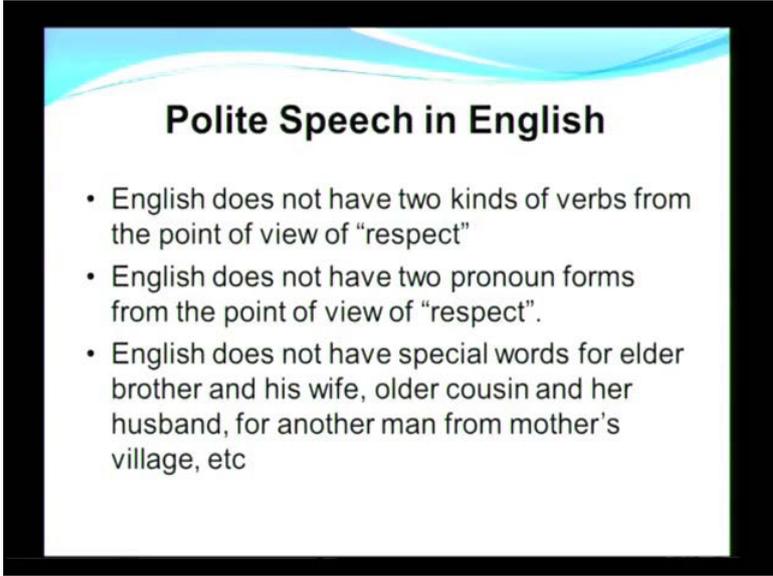
You know next time you watch an English movie, next time you read an English book also watch for these things. You know we in India by we I mean English teachers in India we teach you a lot of grammar we teach you a lot of spelling writing. But we hardly teach you any pronunciation and we almost never teach you cultural aspects of the English language. Am I right yes or no?

Yes sir.

I want you to learn these things on your own and this can be a good beginning. Let me come to these three words and when you use them, when you say please, when you say thanks and when you say sorry and are there other indicators of politeness or absence of politeness are you together.

Yes sir.

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Polite Speech in English

- English does not have two kinds of verbs from the point of view of "respect"
- English does not have two pronoun forms from the point of view of "respect".
- English does not have special words for elder brother and his wife, older cousin and her husband, for another man from mother's village, etc

You need to take notes please right, unlike us in India you know you we in India in early every language in India except perhaps Punjabi and Marathi. But he went there in formal situations you have two levels one is plus honour, we say [FL] in Bengali we say [FL] in Tamil we say [FL] in Telugu [FL] in English does not are like that. English does not say [FL] English does not say [FL] English does not say [FL] like Bengali. It is only one word s i t it does not have these plus and minus Honour, paradigm what is that word Honour. What is that word?

Honour

What is that word again?

Honour.

In English is the same word for the king and for the queen and for the driver of the king and the queen same you, do not say as like I will told you unlike us they do not add anything else. So, how do they say, how do they speak politely, do you mean to say that they never speak politely. So, English does not have people, English does not have to pronounced we have [FL], English does not have use to have if you go back in to the history of the English language. English use to have you and (()) you had these words is combined only to search particularly since towards the First World War 1919 since adult franchise came to Britain.

In every one is you, the king is you, the queen is you, the salesman is you, the driver is you, the lift out protector is you, that would not have to pronounced they do not have two coins of verbs unlike us, they do not have another word for Elder relatives. In Tamil your elder brother is [FL] but not in not in English elder brother, younger brother they are all brothers. They do not say or some such thing in Hindi you have [FL] or what else [FL] or what else [FL] any passenger travelling with you on the train older than you is uncle [FL] English does not have this kind of thing anybody from my mother's village can be my [FL] can be your mothers village can be your [FL] English does not have things like that.

While I travel on train frequently people your age call me [FL] you know perhaps the mean that I can fight with them or something like that. English does not have you know nobody likes to be called uncle and it is not their culture you address them with respect in English Mr. Chabil. So, the question is in the absence of words in our language that is express politeness how do they manage, do see the question are you with me how do they express politeness they do the following.

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This is what they do English uses sir, can you help me sir, can you pass it on madam or can you pass it on Mr or if I know your name I can say can you give it to me or can you do it for me Kiran. Use name if you do not know name then use sir, madam, please, you know this is how they not, he or she no pronoun without the noun the frequently use sorry, please, thank you. Do you may have seen that rhyme? You may have word that rhyme what is that rhyme shall we say shall we say together that couplet hearts like doors come on try it without me first.

Hearts like doors, will open with ease, to very very little keys and do not forget that two of these, are thank you and if you please.

It was not like quietly hearts like doors what did you hearts like doors will open with ease there is raise and fall hearts like doors will open with ease come on say it.

Hearts like doors will open with ease.

To very very because there is emphasize you know, it is repeated very itself is a emphatic word. You are talking about something which is not just good which is very good. So, it is an emphatic words you place emphasize more. So, please to very you know your lower lip must come close to the upper teeth watch my lip note the lips here to very very please said.

To very very little keys.

And do not forget said.

And do not forget.

That two of these

That two of these

You know that same sound and do not forget.

And do not forget.

That two of these.

That two of these.

Are

Are.

I thank you.

I thank you.

And if

And if

You please.

You please.

Once again I will say it and you will say it after me you will follow me like me do in our villages hearts like doors will open with ease.

Hearts like doors will open with ease.

To very very little keys.

To very very little keys.

And do not forget.

And do not forget.

That two of these

That two of these

Are

Are

I thank you.

I thank you

And if

And if

You please

You please

Now, do it without me one two three come on.

Hearts like doors will open with ease to very very little keys and do not forget that two of these are I thank you and if you please.

Some people got in a once again you know once again good take your time what is the hurry we still have twenty five minutes hearts like just listen and watch do not repeat hearts like doors will open with ease to very very little keys and do not forget that two of these are I thank you and if you please. Come again.

Hearts like doors will open with ease to very very little keys and do not forget that two of these are I thank you and if you please.

This is English speaking we will be talking about English rhythm beginning next week you know why English sounds like English not like Telugu or Hindi because they have first a different rhythm. Let us look at are there any rules in cultural manners are you with me get it right in cultural manners there can be no written rules culture has only one rule. You know what is that rule? The rule of heart love, what is that love what is that.

Love

Not in the Hindi film sense the 20 year old boy chasing a 20 year old girl that is not love its anything else. Love means love for the weak, the less lucky, the less privileged, carefor them, console for them and love is best expressed in language. In what you do culture has one rule and that rule manifest itself in many ways in attitude, in affection, in ability to help others in ability to recognize others help.

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Let us look at some parameters, what do you thank for when somebody does you a favor, when somebody repeat the word, when somebody does you a favor? Give me an example give your, thanks for your time, thanks for the attention, thanks for calling. Do you say that how many people say that. Do you say that to your callers, each of your callers, not each of your callers to whom? May be formal may be you do not have to do it with. Or when somebody compliments you as wow how handsome. What is the word, what will be your response?

Thank you.

Suppose there is a marvelous shirt what will be your response.

Thank you.

What will be your response?

Thank you.

Thank you, you know compliment or I give you a gift please accept it with my best wishes for your birthday, whose birth day today please accept this what we do say.

Thank you.

Thank you the same enthusiasm, whether it is a ring with diamond or it is a chalk piece you know culture demands that you acknowledge the gift with... Can you write one sentence each for each of this somebody writes you know somebody has done you a favor, what would you say? Write the word of favor and then say thanks. Thanks for just I just said time, thanks for write first give the compliment and then write thanks come on quickly write compliment and then say thanks. So, for example, I complimented you oh what a lovely shirt right or you made a very good presentation today. So, give a compliment to your friend or say some words with gift and then say thanks. So, for example, I say please accept it with my best wishes for your birthday.

Ashwini what did you write. Favor and then say thanks tell me please whatever you may have it is alright in these matters we rarely go on the point is we should remember that, come please.

(())

What a marvelous shirt and your friend says thanks, now do each other with each other you have written the sentence one person tells the other some compliment and say thanks. Let us see how you do it, get in to groups get next to you somebody may be Arun one turn or one of you turn behind just two there other person say it to each other please come on do it. So, we thank for all of these things go on do it do it for a couple of minutes please also this we will do more of this come back we will do more of this. So, for example, somebody takes interest in you, are you all right? what do you say? Yes thanks. What do you say how are you? Fine thank you. What do you say somebody has take interest in you or somebody invites you, can you join me for tea this evening? Yes thank you. What do you say?

Yes thank you.

Enthusiastically

You can say yes, that is not good manners. You say oh yes of course by all means. Can you join me for tea this evening? Of course, by all means thank you. How kind of you or somebody makes you an offer, can I bring this book for you? Yes definitely I will be so, great full you know, these are indicators of polite. Can you talk about yourself for two minutes? Anyone these thinks not all of these thinks tell each other and say thanks I go round the class and I hear you please try whoever you can capture them on the camera please come on do it.

(())

Slowly, carefully, with smile come on act this play,

Can you have cup of.

you can talk to her (()) two two you can.

Can you have a cup of coffee? Thanks of course, by all means yes of course.

I will take turns take turns (()) take turns, are you quite well can I have your attention back you see can I have your attention seriously all of us know these things do not we say yes or no?

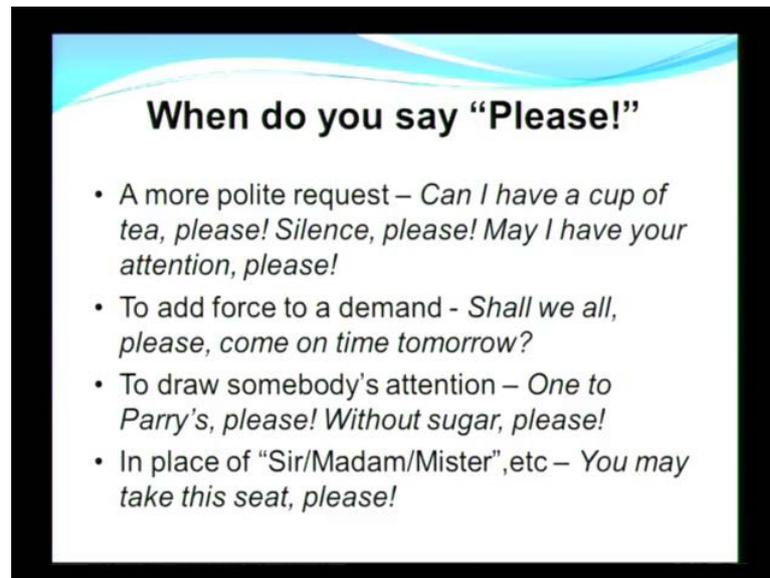
Yes.

All of us know these things, but so, few of us if for you we have a different culture we thank very profusely for in a very different manner. Sir my entire family for generations will be great full to you we know we go to Thirupathi say balaji please you took my son to I I T through JEE entire family goes after JEE results Thirupath is crowd. They do not do that when their son crosses through JEE they do not go to Rome or to Canterbury it is a different culture. But the point is if you speak Telugu you will have to say [FL] you cannot say [FL] Can we do that? Say yes or no? You cannot language please write.

Language goes with culture it is not divorced from culture. Next time somebody gives does you a favor next time somebody takes interest in your, next time somebody pays you a compliment, somebody tells you wow what a marvelous shirt, you do not have to say [FL] is second hand [FK], you do not have to say that, you do not want to justify. If somebody asks how are you? Do not have to say I mostly out headache, I have got a

certain boring class by Shreesh Chaudhary, you know I had headache we do not had. Even if you are headache you say fine thank you, but I do not feel all that good today, do you see the point it is our culture you know if somebody takes interest in you thank the person right.

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So, get in to the habit of before you leave this institute get into this habit of acknowledging. Or when do you say please? For example, you make it politely first there can be our non politely if you go to sales man, you go to with gurunath store, you go to another shop and you can tell them. Can I have a note book? but a better way would be, what would be the better way? Can I have a note book please? When you make request. You want to talk to somebody in the lot of noise, you say can I have silence? If you do not say please it will look like you are a rude do you know this word.

Rude very bad, you lose friends immediately in an English speaking culture. You make a request without please unless you are of course very intimate you go to the bath room together you lose your friend even there. This is the part of their culture, if you want somebody's attention you will have to say, may I have your attention please? it is not just the on the aircraft every one. Before you pick up the phone and before you talked with the other person you will have to remember these word and when the other person pick up the phone and says hello, then first thing you have to say, can I speak to you for a

minute please? Can I speak to you for a moment please? And that person says of course, by all means then go on.

In India quite often we do not ask that very simple elementary question we hear hello from there and we start unloading our selves. [FL], the class today that I had was so, boring really I regret having come to Indian Institute of Technology. If you have to say that you can say that, but before that you must ask, can I talk to you for a moment please? What you would say?

I talk to you for a moment please

Yes, make it really genuinely polite or some times when you add want to add force more emphasis lot of students here comes late please do not come late. How many students today came after nine o'clock came to the class after nine o'clock please raise your hands? I am speaking to you please come on time please my face will be high, but I speak the word can we come on time please tell me.

Can we come on time please?

But those who came on time I will say, many thanks please good to have you hear. These things are part of those culture know if you want to draw some bodies attention you know you once again say. Suppose you are travelling on a bus and the conductor does not pays you attention, you cannot say hey conductor I am going to murder you. (()) do that in Patna we never say please we tekk the conductor [FL] we do not good manner is, tell the conductor one to Parries please, one to Secunderabad please, one to Mehedipatnam please, whatever where ever you know say please. Sometimes you know if you do not know the name you can say sir, madam, mister or if nothing say please. Can you move a little please? Somebody occupying your seat on a reserved compartment you want to take that occupied seat, you just cannot say hear get lost. What can you say? What would you say come on tell me?

Can you move a little please?

Can you move a little please?

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Can you allow me please? Best manner is though you have a right, but you ask for it as favor. Similarly sorry you know apologies you hurt somebody, you have done something wrong, then you must say you know in human beings make mistakes. Do you know that proverb it says to err is human to forgive is divine. So, human beings make mistakes of course, do not do make the same mistake twice. Never tries, be alert, be smart, but it happens sometimes you make mistakes. Then the good manner is not to hide it, not to conceal it, not to be you know stealthy about it. But very openly very apologetically it politely say I am sorry I miss spelled your name, I am sorry I called you by another name I am sorry, I did not realize I did not know.

Or when somebody offers you something can you have a cup of coffee this evening please, the best manner is not you know go to hell, I have quiz tomorrow. The best manner is sorry sorry I cannot accept the invitation I have quiz tomorrow, It does not cost to any thing you know. Please write severe little cost is nothing I remember my history professor you know the great man he told me this phrase, I am passing on to you can tell you can this you can pass it on your students. So, civility cost nothing, but buys everything repeat that sentence to me.

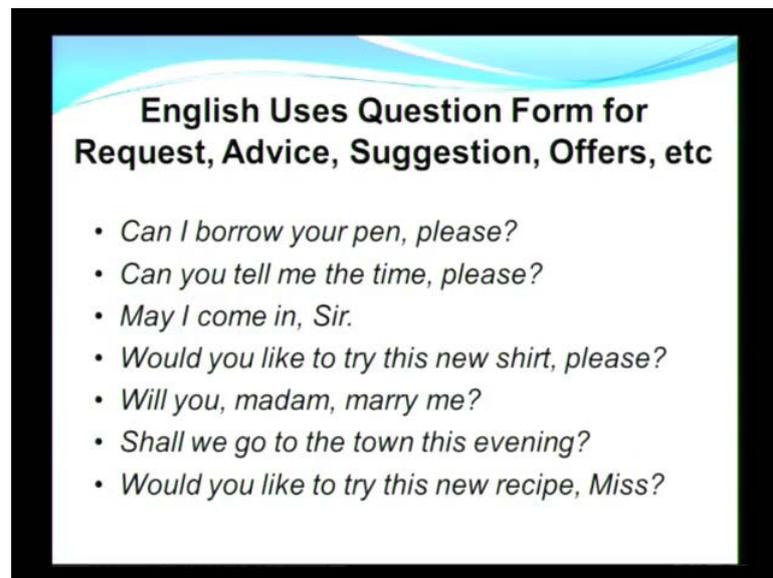
Civility cost nothing, but buys everything.

Together everybody please repeat that sentence.

Civility cost nothing, but buys everything.

Yes civility cost nothing, but buys everything believe me there in no problem good use of language cannot solve. All you have to do is, you have to be determined, you have to be polite and you have to be respect the other person, whether younger than you, weaker than you, less learned than you, less lucky than you, English uses some other kinds of you know form.

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English Uses Question Form for Request, Advice, Suggestion, Offers, etc

- *Can I borrow your pen, please?*
- *Can you tell me the time, please?*
- *May I come in, Sir.*
- *Would you like to try this new shirt, please?*
- *Will you, madam, marry me?*
- *Shall we go to the town this evening?*
- *Would you like to try this new recipe, Miss?*

So, for example, English it was does not [FL] but English has things like [FL] English does not say sit down, but English say will you please sit down. What does it say? Never make an request except in a question form. Can you tell me the time please? Is not a it is not a question it is a request. When somebody tells you can you tell me the time please? The answer is not yes, the answer is 9:15 that is the answer because it is a request. So, always make a request in the question form, may I come in sir? Or may I come in please? Or may I join you please? Would you like to try this new can you read this sentence to me next sentence.

Would you like this new shirt please?

With pauses slowly how.

Would you like to try this new shirt please?

Begin with the beginning the first sentence what is the first sentence.

Can I borrow your pen please?

Go with look can I borrow your pen please what is it?

Can I borrow your pen please?

Next

Can you tell me the time please?

Next

May I come in, sir?

May I come in, sir come again what is that?

May I come in, sir?

Next.

Would you like to try this new shirt, please?

Would you like to try this new shirt please take pause would you like to try this new shirt please come again.

Would you like to try this new shirt please?

Next.

Will you madam marry me?

This cause pronounce own sound this comes from a salver sound. I will give you silk and shirt and I will give you tea, you know tea went from India to Britain it was precious only rich people had tea poor people have beer or bitter you know that is what I have think. So, I will give you silk and shirt so, silk came from China. Those British who are rich put on silk had tea in the afternoon even now tea is a very important part of the daily life. So, you know that that is where the song comes from I will give you silk and shirt and I will give you tea, will you madam marry me come on sing this song.

I will give you silk and shirt.

Looks like you are going to bury that girl rather than asking her to marry you. Make it polite make it musical I will give you silk and shirt come on.

I will give you silk and shirt, shirt has a long vowel shirt.

Shirt

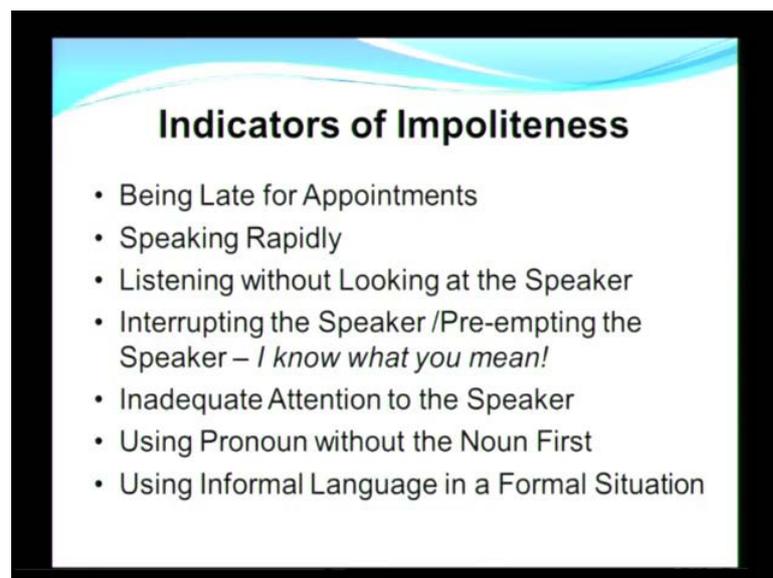
Come on I will give you silk and shirt and I will give you tea your lips must spread do not you see the British had long say it again. I will give silk and shirt and I will give you tea will you madam marry me marry me.

So, this is a question form you do not go and grab the hand of the girl like in the film come marry me now, that girl will poison your tea the first day she lives with you or that boy. Sorry pardon me for give the gender thing in tea say me (()) what is the last sentence?

Would you like you know would is hardly ever would you like what is it?

Would you like?

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To try this new recipe, please. Similarly they are indicators of in politeness in English culture these things indicate in politeness. What are those?

Being late for appointments.

We should cannot nine o'clock going in Indian great Indian tradition at nine fifteen please believe me nobody will work with you in those cultures next.

Speaking rapidly

Speak slowly rapid speech it is disrespect from the speech. Who do you speak to your brother or to your mother or anyone else? What is next?

Listening without looking at the speaker

The speaker tells you something and we are saw right not to do best of friends do not do that. Next.

Interrupting the speaker.

You remember that Mr. livingston interrupted the old lady she was not respectful next.

Pre emptying the speaker.

Last bench here please next, last bench here that solve its done next, they do not say me he told me say that you know join to me (()) to me next, last bench here. Usually in formal language in a formal situation you cannot say hai everybody. Are you a Michael Jackson? And all are your fan we are equals, we are in a conference all engineer and scientist together. I have said all these things in the book I have giving you in the chapter can you help me please the chapter all kindly go through there are exercise sentences do that sentence with one another in the hostel. The point is manners of cultural are not very difficult to learn; manners of culture must be learnt and practiced use them for the rest for the rest of your life on this campus try and use these words. What are these words? Please, thanks, sorry, remember repeat that sentence hearts like doors come on.

Hearts like doors will open with ease to very very little keys and do not forget that two of these are thank you and if you please, thank you have a good day.