



GIVING INSTRUCTIONS

- **Would you mind ...ing?**
 - *Would you mind taking tomorrow's meeting?*
- **Can/Would/Could you (verb)?**
 - *Could you send the customer the invoice?*
- **I'd like you to (verb)**
 - *I'd like you to book the meeting room.*
- **I want you to (verb)**
 - *I want you to order the new parts.*
- **I need you to (verb)**
 - *I need you to do some overtime tonight.*
- **Please (verb)**
 - *Please contact the supplier about the delivery.*
- **Don't forget to (verb)**
 - *Don't forget to lock up before you leave.*
- **Make sure you (verb)**
 - *Make sure you talk to your manager first.*

ACCEPTING

- **Certainly / Of course**
- **No problem. (Leave it with me.)**
- **Sure. (I'll take care of it.)**
- **(I'll let you know when it's done.)**

DECLINING

- **I'm afraid, ...**
- **Unfortunately ...**
- **I'm sorry, but ...**
- **I'd like to help, but ...**