



POLITE ENGLISH FREE ON-LINE COURSE

Lesson 5:

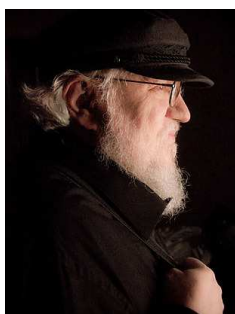
Denying and refusing in a polite way.

version without a key

WARM UP



THINK



“Most men would rather deny a hard truth than face it.”—George R.R. Martin, *A Game of Thrones*

→ Do you agree with the quote?

→ Can you give an example of a situation that reflects the meaning of the quote?



REMEMBER!

1st meaning: **TO DENY = to say that something is not true**

- + THAT
- + ING SOMETHING

Examples:

Neil **denies that** he broke the window, but I'm sure he did.

Neil **denies breaking** the window.

2nd meaning: **TO DENY = to not allow someone to have or do something, to refuse**



Example:

Her request for time off work **was denied**.

SPEAKING

Inform your friend / colleague about the following facts, using the verb “to deny”:

- *your colleague did not admit that he had been accepted to this project*

My colleague ...

- *your boss did not allow you to have a day off*

I was ...

- *your friend said that he had not sent this letter*

My friend ...

LISTENING AND WATCHING

Watch the video and learn the polite phrases for denying and refusing:

<https://www.youtube.com/watch?v=tmoQxR-t0CQ>



And answer the questions:

1. Describe the situation that Niharika talks about in case of denying a request?

2. Describe the situation that Niharika talks about in case of declining an invitation?

3. What phrases can you use to deny an offer?

4. Give examples of the phrases with the words: “but” and “however”?

5. Why is it useful to add a reason of your denial?



USEFUL PHRASES FOR DENYING AND REFUSING

Order the phrases into the proper columns.

I appreciate the offer, but...	I'd love to help you, but right now I'm really busy with....
That sounds great, but....	I really appreciate the invite, but...
Normally I'd be able to, but right now I have to....	
Thank you for the offer, but my schedule is full at the moment.	
I wish I could, but right now I need to focus on....	I'm sorry I can't that night. I have to....
That would be great, but I'm already working on....	

"No" to a request	"No" to an offer	"No" to an invitation



MORE PHRASES FOR DENYING AND REFUSING POLITELY

<i>Sorry, I'm afraid I can't ...</i>	<i>Unfortunately now is not a good time for me....</i>
<i>Sorry, but I wouldn't particularly like to ...</i>	<i>I appreciate the offer, but ...</i>
<i>Thank you, but it's not my idea of a fun afternoon out</i>	<i>That would be great, but</i>
<i>Sorry, I'm not really fond of driving for the fun of it.</i>	<i>That sounds great, but...</i>
<i>That's very kind of you, but I really have to get back to the city.</i>	<i>I wish I could come, but unfortunately ...</i>
<i>Thank you (thank you for asking, thank you very much, etc.) but, I have to...</i>	<i>I wish I could help you, but ...</i>
<i>I would love to help you, but ...</i>	<i>Normally I would be able to, but ... or Normally I would say yes, but...</i>



TIPS FOR POLITE AND DIPLOMATIC LANGUAGE WHEN SAYING “NO”.

1. **Make a statement of regret** (I'm sorry..., I'd really like to, but...I appreciate the offer, but..., etc.)
2. **Explain why the answer is “no.”** (I'm really busy right now, We aren't available that weekend, etc.)
3. **Offer an alternative, if possible.** (I might be able to do it next week, John might be able to help you with that, etc.)



READING

Read the text and find out more phrases for saying “no” in English:

<http://www.englishtown.com/community/Channels/article.aspx?articleName=155-sayno>



SPEAKING

Practice the polite expressions for polite denying and refusing by using the phrases from the videos and exercises above, in the following situations.

Your friend has invited you to a party. You have to stay longer at work. Refuse the invitation politely and say the reason.

Your colleague has asked you to meet his client instead of him. You have an important presentation for your boss. You can not go.

Your brother has asked you to help him with his removal. You are going on a business trip.

Your colleague has asked you to go out after work. You already have plans for the evening.

Your colleague has asked you to help him with his project. You are too busy with your own work.



PAIR WORK

Work with your friend/colleague and practice the phrases in situations above. Try to keep the conversation going for a bit longer. Improvise.