KA-Consultants Ltd.
Do you have the drive to learn?
QuickFix
ENGLISH REFERENCE SHEET

BEGINNERS · BG66 · ENTRY 2

Asking for Information: Courses, Classes and Services

Ask clear questions about courses, classes and services, and write an enquiry email.

Supports Adult ESOL and Functional Skills English · Entry 2

In this sheet you will

- ask questions with What time …? How much …? Do I need to …?
- ask politely: Could you tell me …?
- read a library leaflet and write an email to ask for information

Next sheet: BG67 Giving and Explaining Opinions

About this series

Free, practical English worksheets for adult learners, in class or at home. Practise speaking, listening, reading and writing through everyday situations.

Our philosophy

We help you understand, practise and grow in confidence.

Find more sheets for beginners

Scan the QR code, or go to **www.ka-consultants.com/quickfix** and choose Beginners.

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LEARN Asking for information



Questions to ask about a course

- What day is the class?
- What time does it start and finish?
- How much does it cost?
- How long is the course?
- Do I need to bring anything?
- How do I book a place?

Grammar: Questions

Question word + do / does + subject + verb: What time **does** the class **start**?

Yes/No questions: **Do** I need a library card? **Is** the course free? **Can** I book online?

Polite questions: Could you tell me **what time the class starts**? (no do / does, and the subject comes before the verb)

LISTEN Listen to Ana at the library. Complete the information.

Teacher: *the script is in the teacher area. Audio: Quick Fix Listening, BG66.*

Course	_____
Day and time	_____
Cost	_____
What to bring	_____
How to book	_____

SAY IT Listen and repeat. Then practise with a partner.

Ana Excuse me. **Could you tell me** about the computer classes, please?

Librarian Yes, of course. They're on Thursday mornings, from 10 am to 12 noon.

Ana **How much does it cost**?

Librarian It's free, but you need to book a place.

Ana **Do I need to** bring anything?

Librarian Just your library card. If you haven't got one, I can make one for you now.

Ana That's great. Could I book a place for next week, please?

Sound focus: Wh- questions usually go down at the end: **How much does it cost? ↘** Yes/No questions usually go up: **Is it free? ↗**

Your turn. Student A works at the library and uses the leaflet on page 3. Student B wants to join a class and asks four questions. Give full answers. Change roles. **Could you tell me …? What time …? How much …? Do I need to …?**

READ Read on your own first. Then answer.

Oak Road Library: courses and services

Computer classes: Thursday, 10 am to 12 noon. Learn to send emails and use the internet. Free. Bring your library card.

English Conversation Club: Tuesday, 6 pm to 7:30 pm. Practise speaking with friendly volunteers. £2 a session, including tea and coffee.

Homework Club: Wednesday, 4 pm to 5 pm, for children aged 7 to 11. A parent or carer must stay in the library.

Job Club: Friday, 10 am to 12 noon. Get help with job applications and CVs. Free.

How to book: Ask at the front desk, phone 0161 496 0234 or book on the library website. Places are limited, so book early. Free Wi-Fi is available every day.

Questions about the text Answer questions 2 and 3 in full sentences.

1. The purpose of this text is to ☐ tell people about library courses and services ☐ sell books ☐ give directions to the library

2. How much is the English Conversation Club?

_____

3. What must a parent or carer do at Homework Club?

_____

4. Use a dictionary. Limited means ☐ there is a small number ☐ free of charge ☐ very popular

5. True or false? Tick.

	True	False
a) Job Club helps people with CVs.	☐	☐
b) You can only book at the front desk.	☐	☐
c) The computer classes are free.	☐	☐

6. Find the adjective that describes the volunteers at the English Conversation Club.

_____



PRACTISE 1. Match each question to an answer. Then write the five questions again.

1. What time does it start?	**a)** Ten weeks.
2. How much does it cost?	**b)** Yes, you do.
3. Where is the class?	**c)** At 6 pm.
4. How long is the course?	**d)** In Room 2.
5. Do I need a library card?	**e)** £2 a session.

Answers: 1 ____ 2 ____ 3 ____ 4 ____ 5 ____

Write the five questions again in your notebook or here:

_____

_____

2. Write the questions. Use the words in brackets.

Example: *the class / start (What time)* → **What time does the class start?**

a) the course / cost (How much) → _____

b) I / need to bring a pen (Do) → _____

c) the Job Club / be on Friday (Is) → _____

3. Stretch: make the questions more polite. Start with Could you tell me …

Example: *Where is Room 2?* → **Could you tell me where Room 2 is?**

a) What time does the club start? → _____

b) How much is a session? → _____



USE IT Write an email (30 to 50 words) to the library to ask about a course.

Choose a course from the leaflet. Say who you are and which course, and ask three questions about details the leaflet does not give, for example how long the course is, the start date or if there are places. Made-up details are fine.

Who you are	Which course	Question 1	Questions 2 and 3
_____	_____	_____	_____

_____

_____

_____

_____

_____

_____

_____

Check your writing: ☐ Dear … and your name ☐ three questions ☐ question marks ☐ Thank you / Best wishes



I CAN Tick Yes or Not yet.

I can ask clear questions about a course or service.	Yes	Not yet
I can ask politely with Could you tell me …?	Yes	Not yet
I can read a leaflet and write an enquiry email.	Yes	Not yet