Maintenance Modals



EAE Learning objectives for this lesson

Objectives: Learn to use might, could and would to express possibility. Adverbs of frequency

Activity 1 : Questions

Ask and answer the questions with your teacher or partner using the adverbs of frequency:

Frequently, often, rarely, occasionally, never



1 How often do you have to call suppliers?
2 What do you call them about?
3 What problems occur the most often?
4 Who do you call when you have a maintenance problem with something in the store?
5 How quickly do people come to the store to help with the issue?

Activity 2: Introduction to modal verbs

- We use some modal verbs to express possibility, to talk about something that is probable or possible.

- Rules to consider when you are using modal verbs:

- **They are never followed by 'TO'**
- **They don't change their form depending on who is speaking, For example: I could, she could, they could**
- **It is easy to make questions by inversion**
- **For example: She could come to the cinema = Could she come to the cinema?**



Activity 3: Might

Might is used to express possibility

E.g. I might go to the cinema tonight / It might rain tonight

Create three sentences using the modal verb 'might'.

Activity 4: Could

Could is used in three different ways.

- Past ability (something you could do in the past that you can't do now)
- Polite request (more polite than using 'can')
- Possibility (when something is possible)

Create three different sentences using the verb could

Sentence 1: Past ability
Sentence 2: Polite request
Sentence 3: Possibility

Activity 5: Would

Would can be used to express a future intention

For Example - If I was rich, I would buy a new house

Create three sentences using the same structure with the modal verb 'would'.

Activity 6: Dialogues

Read the dialogues with your teacher and then try to finish them with a final outcome

Dialogue one:

Ikea Co-worker: Hello
Supplier: Hello, how can I help you today?
Ikea Co-worker: Our heating system in the store stopped working
Supplier: Did you try resetting the system?
Ikea Co-worker: Yes, we tried everything but nothing is working. Could you send someone quickly to fix it please?
Ikea Co-worker:
Supplier:
Ikea Co-worker:
Supplier:



Dialogue two:

Ikea Co-worker: Hello, I need urgent help
Supplier: No problem, what is the issue?
Ikea Co-worker: The computers are not logging onto the server
Supplier: There could be a virus in the system
Ikea Co-worker: Would it be possible to send someone to look at the problem?
Supplier:
Ikea Co-worker:
Supplier:
Ikea Co-worker:
Supplier:



Activity 7: Match the halves together to make complete sentences

First half

1. ***There are a lot of clouds outside...***
2. ***If it is very cold outside...***
3. ***When I was 3...***
4. ***They are late...***
5. ***Could you....***
6. ***If there is a serious problem with the system***

Second half

1. ***...it might rain***
2. ***…it would be a good idea jumper***
3. ***…I could speak two different languages, but now I can't***
4. ***…they could be stuck in traffic***
5. ***…help with this problem as soon as possible please?***
6. ***...I would call the support line immediately***

Activity 8: Role plays

Act out the role plays with your teacher or partner using modals as much as you can

1 There is a maintenance issue in the store and you have to ring a supplier to help, but the supplier is not sure about what can be done
2 Your server is broken and you call your supplier for help. They try to give you advice on the phone because they don't want to send someone out
3 Customers are complaining that there are not enough till systems open because some of them are not working. You have to call support for them to send someone urgently to fix it

