

WORDS AREN'T EVERYTHING, YOU KNOW

It's all about intonation, baby!

Do you sound polite & friendly?

To give the impression that you're polite and friendly, correct intonation is very important. In fact, it's essential! If your intonation rises when it should fall, for example, you sound impolite.

Does this seem a little abstract? Well, let's practice together!



A few examples

Imagine you want to invite someone to sit down. Careful of your intonation!

"↘ Sit ↗ down", with fall intonation on "sit" and rise intonation on "down" sounds friendlier than "sit down"↘ with an intonation that only falls.

If your intonation only falls, it sounds like you're commanding the person because you have bad news!

Another example:

Someone asks you a question:

Jim: *Do you know if Jane's coming?*

You: *No, sorry.*

Saying "↘ No, ↗ sorry" (with intonation that falls then rises) sounds much more polite than a short "No" with intonation that only falls.

<i>Listen to the following sentences and note if the second speaker sounds polite and friendly or not very polite and friendly.</i>	Polite and friendly	Not very friendly
1) Mr. Smith? -Good morning. Please come in.		
2) NewSoft Technologies. Can I help you? -I'd like to speak to Patrick Corbin please.		
3) Is this your first time in Grenoble? -No, I come here often, actually.		
4) Do you have any news from Charly? -I don't, I'm afraid.		
5) Can I speak to Sam Blackstone, please? -He's not at the office at the moment. Can I take a message?		
6) Emily, what is your opinion on this? -I think it sounds like a good idea.		
7) Please, have a seat. -Thank you very much.		

You have **2 audio tracks** for this document, so you can listen and practice!

The examples above: <http://bit.ly/intonation1>

The exercise on the left: <http://bit.ly/intonation2>

ANSWERS TO THE EXERCISE:

Be sure to do the exercise BEFORE looking at the answers! No cheating!!

	Polite and friendly	Not very friendly
1) Mr. Smith? -Good morning. Please come in.	x	
2) NewSoft Technologies. Can I help you? -I'd like to speak to Patrick Corbin please.		x
3) Is this your first time in Grenoble? -No, I come here often, actually.	x	
4) Do you have any news from Charly? -I don't, I'm afraid.	x	
5) Can I speak to Sam Blackstone, please? -He's not at the office at the moment. Can I take a message?		x
6) Emily, what is your opinion on this? -I think it sounds like a good idea.		x
7) Please, have a seat. -Thank you very much.	x	