Keith Speaking Academy

LIVE LESSON

POLITENESS



CONTENTS

1. Warm up
2. Useful Phrases
3. Listening Activity
4. Vocabulary
5. Idioms
6. IELTS Speaking Model Answer
7. Game of Kahoot
8. Song

Warm Up

Which of these behaviours is the rudest?

1. Checking your phone during dinner
2. Arriving 20 minutes late
3. Telling someone they have put on weight
4. Interrupting someone who's talking
5. Jumping the queue because you're in a hurry
6. Telling a friend you dislike their new haircut

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Useful Phrases

1. **You come across as** ____ [Adjective]
= How your behaviour appears to others

You come across as rude / arrogant / uncaring / selfish / helpful

*When you speak too loudly, you **come across as** rude.*

Similar phrase
It comes across as ____ [Adjective]

*Being too direct **comes across as** rude, even if you don't mean it.*

2. **I go out of my way to** _____ [Verb]
= to make a special effort

*I always **go out of my way** to make visitors feel welcome.*

*He **went out of his way** to help us.*

3. **I wouldn't dream of** ____ [gerund]
= I would never consider doing this because it is not acceptable / good.

***I wouldn't dream of** check**ing** my phone while someone is talking to me.*

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Listening Activity

Listen to two customers in a restaurant

🎧 https://soundcloud.com/keithohare/rude-waiter

1. What food and drink is mentioned?

2. Listen again and complete each phrase with one word.

1. He's _____ across as really rude.
2. We're _____ customers.
3. I wouldn't _____ of speaking to someone like that.
4. We're _____ tonight.
5. I've been going out of my _____ to keep everyone happy.
6. There's a fine _____ between being busy and being rude.

Answers at end of PDF

3. Listen again, read and notice the useful phrases and collocations.

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Full Script

Scene 1: Taking the order ——-

Waiter: Are you ready to order?

Sarah: Almost. **Could you give us another minute?**

Waiter: Err… Well - you've had the menus for fifteen minutes. I mean, we are **quite busy** tonight.

Daniel: Oh, sorry. Right, **I'll have the** steak, please.

Sarah: I see, ok then I'll have the salmon. No, wait, actually, I want the duck. **By the way,** does that come with vegetables?

Waiter: It's all written on the menu.

Sarah: Right. Well, could I have potatoes instead of rice?

Waiter: I'll have to check with the kitchen. Anything else?

Daniel: Could we have some water, please?

Waiter: Of course.

Scene 2: Waiting for the meal ——-

Sarah: Well! **He could at least** smile. **He's coming across as** really rude.

Daniel: He does seem a bit impatient. But you have **changed your mind** like three times!

Sarah: So what? **We're paying customers**. If I were a waiter, **I wouldn't dream of** speaking to someone like that.

Scene 3: After the meal ——-

Waiter: Was everything all right with your meal?

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Sarah: The food was lovely, thank you. But, **to be honest**, we found the service a little - unfriendly.

Waiter: I'm sorry about that. **We're short-staffed tonight**. I've been looking after twelve tables on my own. **I've been going out of my way to** keep everyone happy, but it's been difficult.

Sarah: I understand, but **there's a fine line between being busy and being rude.**

Waiter: **Fair enough. I'll bear that in mind.**

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Vocabulary Notes

1. Polite (adj.) / pəˈlaɪt /
= showing care for other people's feelings

The waiter wasn't very polite to us.

Word Family

politeness (n.U)
impolite (adj.)
politely (adv.)

Collocations
• to be perfectly polite
• to politely refuse
• to make polite conversation

Similar words (adj.)

polite
courteous / ˈkɜrtiəs /
considerate (=thoughtful) / kənˈsɪdərət /
tactful (diplomatic, sensitive) / ˈtæktfəl /

Antonyms
rude / ruːd /
abrupt / əˈbrʌpt /
blunt (direct) / blʌnt /

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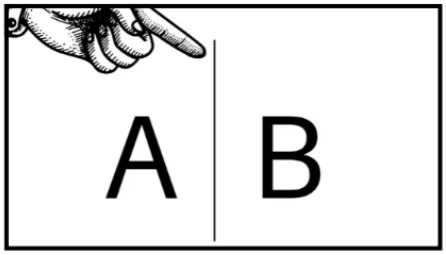
Idioms

Can you guess the idioms?

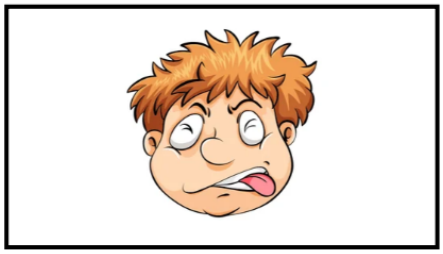
1



2



3



1. _____

2. _____

3. _____

Answers at end of PDF

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IELTS Speaking Model Answer

Watch the model answers to these questions

- When should we be polite?
- What did you do to show your politeness as a child?
- Do you think being polite is very important?
- How did you learn to be polite as a child?

📽️ **Click Here to Watch**

1. What does he say is something that can sometimes come across as being offensive?

Answers at end of PDF

2. Listen and again and notice and note any interesting chunks / collocations.

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Full Script

When should we be polite?

I think we should be polite when meeting new people, **whether that's** at a party **or** at work. I think with colleagues at work, obviously, we don't have to **go out of our way** to be super polite. But think just to be respectful and considerate when **dealing with** colleagues is a good idea.

What did you do to show your politeness as a child?

Oh, as a child, I would always say please and thank you all the time. My mother **drummed** that **into** me *(=tell someone something again and again so they learn it)*, you know, **common courtesies** *(=a typical polite behaviour)*. I would always listen carefully to people. I mean, **I wouldn't dream of** interrupting an adult, like a teacher or or my parents.

Do you think being polite is very important?

Yes. I mean, **it doesn't cost anything to** *(=it's easy to)* be polite, right? I think we can be **courteous with** friends. That said, **there is a fine line between** being honest and being too blunt. I think sometimes honesty can **come across as** offensive sometimes.

How did you learn to be polite as a child?

I think I just followed my parents. I would imitate them. I think they set a very.... I think they **set a very good example in this regard** *(=in this aspect / area)*. You know, my dad was very tactful. I think he was a very well-mannered person, and so I just copied him.

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https://keithspeakingacademy.com/speaking-fluency-club

Kahoot

A game reviewing some of the vocabulary of this lesson.

Click here to play the game

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Song

🎧 https://suno.com/s/Y0hjwsA2csGo8ZlQ\

🎶It Doesn't Cost a Thing

He never said thanks,
Never said please.
Never listened to,
My unease.

He talked too loudly,
He was always right,
Rude to the waiter,
Every Friday night.

[Chorus]
Oh, it doesn't cost a thing,
To be a little polite,
It doesn't cost a thing,
To let others be right.

I don’t want your money,
I don't want you to sing.
Just a little courtesy,
It doesn't cost a thing!

I went out of my way,
To keep him happy every day.
Had to bite my tongue,
When he said something wrong.

He came across as blunt,
He came across as mean,
The rudest boy,
I've ever seen

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[Chorus]
Oh, it doesn't cost a thing,
To be a little polite,
It doesn't cost a thing,
To let others be right.

I don’t want your money,
I don't want you to sing.
Just a little courtesy,
It doesn't cost a thing!

There's a fine line,
Between honest and rude.
I wouldn't dream of
Telling you what to do.

I want someone who’s thoughtful,
respectful,
tactful
and true

I want someone who listens
too!

[Final Chorus]
Oh, it doesn't cost a thing,
To be a little polite,
It doesn't cost a thing,
To let others be right.

I don’t want your money,
I don't want you to sing.
Just a little courtesy,
It doesn't cost a thing!

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Answers

Listening Activity

1. Listen to 2 customers in a restaurant
What food and drink is mentioned?

Answers

Steak, salmon, duck, vegetables, rice, potatoes, water

2. Listen again and complete each phrase with one word.

Answers

1. He's **coming** across as really rude.
2. We're **paying** customers.
3. I wouldn't **dream** of speaking to someone like that.
4. We're **short-staffed** tonight.
5. I've been going out of my **way** to keep everyone happy.
6. There's a fine **line** between being busy and being rude.

Idioms

1. To bend over backwards
= To make a big effort to help someone

I bent over backwards to make the customer feel happy.

Similar idioms
to go out of one's way
to go the extra mile

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2. There’s a fine line between A and B
= Two things are similar, but the difference is important.

There's a fine line between being blunt and being rude.

3. To bite your tongue
=To stop yourself from saying something rude or critical.

My boss was so rude to me but I had to bite my tongue.

IELTS Speaking Model Answer

1. What does he say is something that can sometimes come across as being offensive?

Answer

Honesty

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