OXFORD BUSINESS ENGLISH

GRAMMAR & PRACTICE

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Glossary of grammatical terms

Here is a short explanation of some of the grammatical terms used in this book.

**Adjective** A word like large, cold, white, American, etc. It helps to describe a noun or pronoun.
- I work in a large, modern office. It's nice and spacious.

**Adverb** A word like carefully, quickly, well, sometimes, yesterday, never, etc. It is normally used to say how or when something happens.
- My father drives slowly. I'll see you tomorrow.

**Article** A word that precedes a noun. A and an are called 'indefinite articles'; the is called the 'definite article'.

**Auxiliary verb** A verb like be, do, or have which is used with another (main) verb to form tenses, passives, negatives, and questions.
- The office is closed. This isn't easy.
- I am working. How are you?
- She has gone home. Do you like Germany?

**Conditional (or conditional clause)** A clause or sentence constructed with if, unless, etc. It is normally used to discuss an event or situation in the future, present, or past, which may or may not be real.
- If you are late, we'll start the meeting without you.
- If I were you, I would pay the bill now.
- If the roads hadn't been so busy, we would have arrived on time.

**Continuous form** (see Simple and continuous forms)

**Infinitive** The infinitive is the basic form of the verb—to see, to make, to like, etc. If you look at the list of irregular verbs on pages 188–90 you will see the infinitive form in the first column. For example:
- Infinitive: to go, Past tense form: went, Past participle: gone

The infinitive is usually introduced with the word to.
- I want to leave, but it's not so easy to do.

Sometimes we use the 'bare infinitive'—this is the infinitive without the word to.
- You must leave now. You shouldn't stay any longer.

- **-ing form**

  When the -ing form of the verb is used as a verb or an adjective, it is called the 'present participle'.
- I saw Peter leaving.
- He's a very annoying person.

  The -ing form is also used as a noun (sometimes called a 'gerund').
- Travelling light can help you get through customs quickly.

**Modal verb** A word like can, could, may, might, must, ought, shall, should, will, would. A modal verb comes before the bare infinitive of another verb, and adds a certain kind of meaning: for example, ability, permission, obligation, probability, or certainty.
- I can speak Japanese, but I can't write it.

  The problem might be to do with the computer system.
- You should think about taking out a business loan.

  (Modal verbs are also called modal auxiliary verbs.)

**Noun** A word like computer, accountant, information, Martin, America. It is the name of an object, concept, place, or person. 'Concrete nouns' are things you can see or touch, like a car, a table, or an office. 'Abstract nouns' are things that you cannot see or touch, like an idea, a decision, or an opinion. Nouns can be countable: one book, two pages, three ideas, four days, etc.; or uncountable: water, advice, freedom (you cannot say two waters, an advice, etc.).

**Object** The object of a sentence (a noun or noun phrase) usually comes after the verb. In these sentences, the report and a new telephone system are the objects. They follow the verbs wrote and installed.
- Peter wrote the report.
- We installed a new telephone system last week.

**Participle** The -ing or -ed forms of verb endings. The -ing form is called the 'present participle'; the -ed form is called the 'past participle'.

**Passive and active forms** In an active sentence we say what people or things do, so we use active verb forms like went, explain, is developing, will increase. In this sentence, The police is the subject, arrested is the verb and Alain is the object. This is an active sentence.
- The police arrested Alain.
In a passive sentence, we say what happens to people or things. The passive is formed by using the verb to be and a past participle. The object of the active sentence (Alain) becomes the subject. The subject of the active sentence (the police) is called the ‘agent’, and is introduced by the word by. This is a passive sentence.

Alain was arrested by the police.

Preposition A word like to, in, behind, over, through, into, under, etc. Prepositions are used to give information about things like place, time, direction, and manner.

I telephoned our office in London at 7.00 this morning.
Last week we drove through the Alps into Switzerland.
We sent them the documents by fax.

Pronoun A word like it, me, you, she, they, him, her, etc. which replaces a noun in a sentence, usually because we do not want to repeat the noun.

I bought a new fax machine yesterday; it was very expensive.

Susan’s car has been stolen, and she is very upset about it.

Relative clause A clause beginning with a word like who, where, which, whose, or that. It is used to identify someone or something, or to give more information about them.

These lenses, which cost only a few pence to produce, cost over $200 to buy.

Stefan Andersson is the consultant that we employed on our last project.

Simple and continuous forms Tenses have both a simple and a continuous form. The simple form carries a sense of completion, or regularity of action. The continuous form carries a sense of continuity, or incompleteness of action. The continuous form ends in -ing.

<table>
<thead>
<tr>
<th>Tense</th>
<th>Simple (he)</th>
<th>Continuous (he is)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Present</td>
<td>he works</td>
<td>he is working</td>
</tr>
<tr>
<td>Past</td>
<td>he worked</td>
<td>he was working</td>
</tr>
<tr>
<td>Present perfect</td>
<td>he has worked</td>
<td>he has been working</td>
</tr>
</tbody>
</table>

Subject The subject of a sentence (a noun or noun phrase) normally comes before the verb. It is usually the person or thing who does something, or is the main focus of attention. In the following sentences, the subjects are My brother Peter and The sales conference.

My brother Peter works in London.
The sales conference will be held in September.

Tenses The forms of a verb which help us to know the time of an action or event (past, present, or future). There are many different tenses. Here are two examples:

I work in the centre of Munich. (simple present tense)
I worked in the centre of Munich. (simple past tense)

Some tenses are formed with the main verb and an extra verb such as be or have. These extra verbs are called ‘auxiliary verbs’.

Antoinette is working late this evening. (present continuous tense)
Jan has finished his report. (present perfect tense)

Transitive and intransitive verbs Some verbs are followed by an object, and some are not. If a verb is normally followed by an object, it is called a ‘transitive verb’. The verb to buy has an object, so in this sentence, bought is the transitive verb, and a car is the object.

I bought a car.

If a verb is not normally followed by an object, it is called an ‘intransitive verb’. The verb to travel does not have an object, so in this sentence, travels is an intransitive verb and there is no object.

She travels frequently in Asia.

Verb A word like buy, sell, be, seem, think, break, decide, etc. A verb describes an action, a state, or a process. In the following sentences, competed, lies, buy, and sell are the verbs.

Five companies competed for the engineering contract.
La Defense lies to the west of Paris.
We buy and sell shares on the open market.
Present simple

A Form

Look at the example of how to form the present simple tense of the verb to work. All verbs except to be and the modals (see Units 23–6) follow this pattern.

I/you/we/they work/does not (don’t) work.
He/she/it works/does not (doesn’t) work.
Do I/you/we/they work? (Yes, I/you/we/they do./No, I/you/we/they don’t.)
Does he/she/it work? (Yes, he/she/it does./No, he/she/it doesn’t.)

COMMON MISTAKES: A common mistake is to forget to put the -s ending on the he/she/it forms. All verbs except modals must end in -s in the third person singular affirmative:
WRONG: Our new computer system work very efficiently.
RIGHT: Our new computer system works very efficiently.

A second common mistake is to add the -s to the he/she/it forms of negatives and questions. We add the -es form to the auxiliary (do), and not to the main verb (work):
WRONG: I know Karl doesn’t works in Accounts.
RIGHT: I know Karl doesn’t work in Accounts.

B Permanent situations

The present simple is used to talk about actions and situations that are generally or permanently true:

IBM is the largest computer company in the world; it manufactures mainframes and PCs and sells its products all over the world.

C Routines and frequency

We use the present simple to talk about routines and things we do regularly:
I usually get to the showroom at about 8.00 and I have a quick look at the post.
The sales reps arrive at about 8.15 and we open at 8.30.

D Facts

We use the present simple to talk about scientific or other facts:
Superconductors are special materials that conduct electricity and do not create any electrical resistance.

E Programmes and timetables

We use the present simple to talk about programmes and timetables. When we use the present simple like this, it can refer to the future:

There are two flights to Tokyo next Thursday. There is a JAL flight that leaves Heathrow at 20.30 and gets in at 06.20, and there is a British Airways flight that departs at 22.00 and arrives at 08.50.
Exercise 1
Form

Complete the dialogue using the verbs in brackets.

A: Where (1) **do you come** (come) from?
B: I (2) **come** (come) from Thailand.
A: (3) **you/live** (you/live) in Bangkok?
B: No, I (4) **not/live** (not/live) in Bangkok. I (5) **live** (live) in Chang Mai.
A: What (6) **you/do** (you/do)?
B: I'm an accountant. I (7) **work** (work) for Berli Jucker.
A: How often (8) **you/travel** (you/travel) to England?
B: I (9) **not/come** (not/come) here very often.

Exercise 2
Permanent situations
(company activities)

Complete the information about the business activities of the Thai company Berli Jucker, using the verbs in the box.

**operate** own **be**

Berli Jucker Group (1) **is** one of Thailand's oldest trading organizations, and it (2) **has** a number of different companies that (3) **operate** in four main business areas: manufacturing, engineering, marketing, and services.

**export** have **produce**

In our manufacturing division, we (4) **produce** factories that (5) **produce** bottles, soap, and cosmetics for the local market, and we also (6) **export** medical equipment to Europe.

**install** do manufacture

Our engineering division (7) **does** a great deal of work for Thailand's electricity authority; it (8) **install** Siemens power control systems, and our factory at Thai-Scandic Steel (9) **manufactures** large steel structures for the electricity industry.

**be** handle import

There (10) **are** also a Marketing and Distribution division. This (11) **communicates** goods from our factories in Thailand, and also (12) **import** a wide range of products from overseas.

**consist** be sell

Our services division (13) **consists** of a travel agency, Pacific Leisure, and an insurance group. There (14) **sell** also a new Information Systems department which (15) **sells** Informix products and FourGen applications.
Exercise 3
Routines and frequency
Complete the dialogue by putting the verbs into the correct form.

BRIAN: I need to speak to Gina about this new publicity brochure. *Do you know* (you know) where she is?
DIANA: She *is not* (not work) on Fridays. She only *has* (have) a part-time job now.
BRIAN: Right. When *does* (she come) to the office?
DIANA: Well, she *comes* (come) in from Monday to Thursday, but she *does not* (not stay) all day. She usually *starts* (start) at 9.00 and *goes* (go) home at about 2.15.

Exercise 4
Scientific facts
Complete the passage using the verbs in the box.

<table>
<thead>
<tr>
<th>go</th>
<th>have</th>
<th>make</th>
<th>rise</th>
</tr>
</thead>
</table>

Cuts in interest rates *have* a number of good effects on the economy. Firstly, they *help* it easier for companies to *make* profits, because the cost of repaying loans *rise* down. As a result, share prices usually *lead*.

<table>
<thead>
<tr>
<th>feel</th>
<th>help</th>
<th>lead</th>
<th>spend</th>
</tr>
</thead>
</table>

The second reason is that consumers *feel* more confident, so they *spend* more in the shops. This also *helps* manufacturers and retailers to increase their turnover. However, if interest rates are too low, this can sometimes *lead* to higher inflation.

Exercise 5
Programmes and timetables
Read the following dialogue. Make any necessary changes to the verbs in brackets.

LAURA: I need to be in Birmingham for a meeting tomorrow by 3.15. Have you got a train timetable?
CLAIRE: Yes, here it is. Right, there *is* (be) a train at 12.47, and that *arrives* (arrive) at 2.50, but it *stops* (stop) at most of the main stations on the way.
LAURA: Is there another one that *gets* (get) there before 3.00?
CLAIRE: No, but there *is* (be) an Intercity Express that *gets* (get) in at five past.
LAURA: And when *(it)* (leave)?
CLAIRE: It *(goes)* (go) at 1.15.
LAURA: *(is)* (be) there any buses to East Street?
CLAIRE: Oh, yes, there's a bus that *(runs)* (run) every ten minutes and it only *(takes)* (take) about five minutes to East Street.
Task 1. Choose a word from box A and a word from box B to describe what these people do, making any necessary changes to the verbs.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel officers</td>
<td>Management consultants invest advise</td>
</tr>
<tr>
<td>An architect</td>
<td>A stockbroker  design look after</td>
</tr>
<tr>
<td>A journalist</td>
<td>An air steward write arrange</td>
</tr>
<tr>
<td>Venture capitalists</td>
<td>Auditors      check buy and sell</td>
</tr>
</tbody>
</table>

1. A *air steward* looks after passengers on a plane.
2. __________________________ stocks and shares.
3. __________________________ houses.
4. __________________________ in small, high-risk companies.
5. __________________________ the accounts of a company.
6. __________________________ companies on how they should be run.
7. __________________________ articles for a newspaper.
8. __________________________ interviews.

Task 2. Look at the information about Berli Jucker on page 7, and write down some similar information about the business activities of your company.

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Task 3. Answer the following questions about your daily routine.

1. How do you get to work in the morning?

________________________________________________________________________

2. How long does it take to get to work?

________________________________________________________________________

3. What do you do in the mornings?

________________________________________________________________________

4. What do you do for lunch?

________________________________________________________________________

5. What do you do in the afternoons?

________________________________________________________________________

6. What time do you usually finish?

________________________________________________________________________

7. What do you do at the weekends?

________________________________________________________________________
2 Present continuous

A Form

The present continuous is formed by using the present tense of the auxiliary verb be and the -ing form of the verb:

I am working/am not working.
He/she/it is/is not (isn't) working.
You/we/they are/are not (aren't) working.
Am I working? (Yes, I am./No, I'm not.)
Is he/she/it working? (Yes, he/she/it is./No, he/she/it isn't.)
Are you/we/they working? (Yes, you/we/they are./No, you/we/they aren't.)

(For spelling rules, see Appendix 1.)

B Moment of speaking

The present continuous is used to talk about a activity taking place at the moment of speaking:

I'm afraid Mr. Jackson's not available at the moment. He is talking to a customer on the other phone.

C Current projects

The present continuous is used to talk about actions or activities and current projects that are taking place over a period of time (even if they are not taking place precisely at the moment of speaking):

Barton's is one of the largest local construction companies. At the moment we are building a new estate with 200 houses and we are negotiating with the council for the sale of development land in Boxley Wood.

D Temporary situations

The present continuous is used to indicate that an action or activity is temporary rather than permanent. Compare:

Mrs Harding organizes our conferences and book launches.
(The present simple is used because this is generally true.)

Mrs Harding is away on maternity leave, so I am organizing them.
(The present continuous is used because this is only true for a limited time.)

E Slow changes

The present continuous is used to describe current trends and slow changes that are taking place:

The latest economic statistics show that both unemployment and inflation are falling, and that the economy is growing at an annual rate of 2.6%.

(For information about how the present continuous is used to refer to the future, see Unit 13.)
Exercise 1

Put the verbs in brackets into the present continuous.

1. Could I ring you back in a few minutes? I am talking (talk) to someone on the other line.
2. Jane's upstairs with Anne and Roy. They are (have) a meeting about the catalogue.
3. What are you doing (you do) here? I thought you had gone to the airport.
4. Could you tell Mr Ford that Miss Lee is here? He is expecting (expect) me.
5. Oh no, the printer is not working (not work). I'll call the Maintenance Department.
6. This is a very bad line. Are you (call) from your car phone?
7. I am (phone) to tell you that your account is overdrawn by £326.

Exercise 2

Read these newspaper extracts about various projects that different companies are currently involved in. Match the extracts in column A with the extracts in column B.

A

1. Burmah Castrol has invested £1.3 million in a joint venture in China.
2. Lingue has released four A330 aircraft.
3. Leisure has moved into health and leisure business.
4. British Coal is getting ready for privatization.
5. Reuters Holdings is a financial and news information group.
6. The US trade representative arrived in Japan last Thursday.
7. Occidental Petroleum is in talks about its exploration in the Yemen.

B

a. It is currently developing a new financial television service for the UK and Europe.
b. It is phasing down reducing the price of its products to make the service more competitive.
c. It is maintaining its exploration programme in the Middle East and is planning a number of smaller sites.
d. It is taking talks with ministers about the liberalisation of financial markets.
e. It is building an export manufacturing plant in China.
f. It is currently expanding its flights to New York and Boston.
g. It is setting up three new golf clubs and hopes to open further next year.
Exercise 3
Temporary situations

Two friends meet in Paris. Read the dialogue and put the verbs into the present continuous.

PIERRE: Hello, Jason. What **are you doing** (you/do) over here?
JASON: Hello, Pierre. I'm just here for a few days. I **attend** (attend) the conference at the Pompodou Centre.
PIERRE: Where **you stay** (you/stay)?
JASON: At the Charles V.
PIERRE: Very nice. And how's business?
JASON: Not that good. The recession **affect** (affect) us. People **not spend** (not/spend) very much and we **not get** (not/get) many new orders, but it could be worse. How about you?
PIERRE: It's much the same over here. Interest rates are still very high, so everyone **try** (try) to cut down on expenses. Not many companies **buy** (buy) new equipment, so it means that our Training Division **not do** (not/do) very well. Still, our Financial Services Division **manage** (manage) to get new customers, because in the current climate there are a lot of people who **look** (look) for good financial advice.

Exercise 4
Slow changes

Read the following passages about changes that are taking place in the software industry. Fill in the blanks with the verbs from the box, using the present continuous.

**spend**  **come**  **sell**  **shrink**

After two years in which the price of PCs has fallen by half, the price of software **is coming down** too. The big software houses **sell** software at lower and lower prices, and a price war looks inevitable. The profit margins of major companies like Borland, Lotus, and Microsoft **shrink**. In the last quarter Borland were down to a mere 2.6%. In addition, they **sell** less and less on R&D, which may affect their long-term product plans.

become  begin  take over  turn

Now the major software companies **take over** their attention to the less profitable home computer market, and software packages for children, such as Microsoft's "Creative Writer," **sell** from business software. Specialist computer shops are **sell** less popular, as families are unwilling to spend their weekends there, and computers **appear** to appear in supermarkets such as Wal-Mart and Costco.
Task 1

Continue these sentences using a verb in the present continuous.

1. I'm afraid the MD is busy. He's having a meeting with the auditors.
2. Could you call the maintenance people? ______________________
3. The meeting room isn't free. ______________________
4. I've just seen Jane in the cafeteria. ______________________
5. Shh! Listen! ______________________

Task 2

Answer these questions about yourself and your company's current projects.

1. What new product or service is your company currently working on? ______________________
2. What are you doing at work these days? ______________________
3. What training courses are you doing? ______________________
4. What examinations or professional qualifications are you studying for? ______________________
5. What other aims and objectives are you trying to achieve outside work? ______________________

Task 3

Complete the following paragraph about a temporary situation. Say how people are dealing with one or more of the following problems.

No transport (trains, buses, underground, etc.)
No emergency services (ambulances, fire brigade, etc.)
No local government services (rubbish collection, etc.)
No postal service

The General Strike is now in its second week, and is causing widespread chaos and disruption in the capital...

Task 4

Write about changes currently taking place in the car market, using the prompts.

1. size
   On the whole, cars are getting smaller.
2. safety
   Nowadays ...
3. the Japanese
   These days ...
4. reliability
   ______________________
5. electric cars
   ______________________
6. pollution
   ______________________
Present simple vs present continuous

Read through the following examples comparing the present simple and present continuous.

A Routine vs moment of speaking

1. James works for an investment magazine. Every month he writes articles about new investment opportunities.
2. Take these figures to James. He needs them for an article he’s writing.

In 1, we are talking about something that James does as a routine.
In 2, we are talking about something he is doing at the moment of speaking.

B General activities vs current projects

1. I work for ‘Teletraining’. We make training videos.
2. At the moment we’re making a training video for British Telecom.

In 1, we are talking about a general activity.
In 2, we are talking about a specific current project.

C Permanent vs temporary situations

1. Peter deals with enquiries about our car fleet sales.
2. I am dealing with enquiries about fleet sales while Peter is away on holiday.

In 1, this is seen as permanently true.
In 2, this is seen as a temporary situation.

D Facts vs slow changes

1. As a rule, cheap imports lead to greater competition.
2. Cheap imports are leading to the closure of a number of inefficient factories.

In 1, we are making a statement about a general fact that is always true.
In 2, we are talking about a change that is taking place at the moment.

E Static verbs

There are a number of verbs which describe states rather than actions. They are not normally used in the continuous form. Common examples are:

Verbs of thinking: believe, doubt, guess, imagine, know, realize, suppose, understand
Verbs of the senses: hear, smell, sound, taste
Verbs of possession: belong to, have (meaning possess), own, possess
Verbs of emotion: dislike, hate, like, love, prefer, regret, want, wish
Verbs of appearance: appear, seem
Others: contain, depend on, include, involve, mean, measure, weigh, require

These are usually found in the simple form because they do not refer to actions:

I’m sorry, I don’t understand what you mean.
Exercise 1
Routine vs moment of speaking

Decide if the speaker is talking about routine activities or activities going on at the moment of speaking. Put the verbs into the present simple or the present continuous.

A: How do you usually organize (you usually organize) the delivery of milk to the factory? (the farmers/bring) it here themselves?
B: No, we always collect (we always collect) the milk ourselves, and the tankers deliver (deliver) it to the pasteurization plant twice a day.
A: What sort of safety procedures (you have)?
B: As a rule we (test) samples of every consignment, and then the milk (pass) down insulated pipes to the bottling plant, which operates (operate) 24 hours a day. I'll show you round a bit later, but the production line (not work) at the moment because the employees (change) shifts.

Exercise 2
General activities vs current projects

Decide whether the verbs refer to general activities or current projects. Put the verbs into the present simple or present continuous.

Our company was founded fifteen years ago, and we manufacture (manufacture) and supply (supply) clothing to large organizations such as the police, hospitals, and so on. We always spend (spend) a long time talking to the customers to find out their needs. At the moment we produce (produce) an order for 18,000 shirts for the police. The next order is for a local electronics factory, and our head designer (have) discussions with them to find out what sort of clothes they require.

Exercise 3
Permanent vs temporary situations

In the following exercise, decide whether these situations are permanent or temporary. Put the verbs into the present simple or present continuous.

1. He joined the company 25 years ago and he still works (work) for us.
2. We (not send) out any orders this week because we're waiting for the new lists.
3. I deal (deal) with Mr Jarman's clients this week because he's away.
4. Go down this road, turn right, and the road (lead) straight to the industrial estate.
5. Because of the high cost of sterling, exports (not do) very well.
6. The stock market can be risky because the price of shares (vary) according to economic conditions.
7. She would be excellent as a European sales rep because she speaks (speak) French fluently.
8. I'm Heinrich Brandt, I'm German, and I come (come) from a small town near Munich.
9. We spend (spend) a great deal on phone calls due to a postal strike.
A  In the following passage, decide whether the verbs refer to general statements about change, or changes that are currently taking place. Put the verbs into the present simple or present continuous.

Political parties cannot last for ever. Normally they \(^{(1)}\) enjoy (enjoy) a period of great popularity in their early years; then they \(^{(2)}\) go through a period of stability and \(^{(3)}\) put (put) their ideas into practice. After that, they \(^{(4)}\) run (run) out of ideas, and the opposition \(^{(5)}\) take (take) power. Now the present government \(^{(6)}\) become (become) old and tired. It \(^{(7)}\) make (make) mistakes and it \(^{(8)}\) lose (lose) popularity, and the opposition party \(^{(9)}\) start (start) to look like a possible alternative.

B  Fill in the blanks with the verbs in the box, using the present simple or present continuous.

fall, grow, begin, go, demand, make

In many ways, the economic outlook is good. Unemployment \(^{(1)}\) is falling (falling) and is now down to 8% from 14%. The economy \(^{(2)}\) is growing (grow) at a rate of 2.5%. However, the real danger is that inflation \(^{(3)}\) is rising (rise). This is dangerous because every time that inflation \(^{(4)}\) rises (rise), people always \(^{(5)}\) want (want) higher wages, and this in turn \(^{(6)}\) makes (make) the problem worse.

Exercise 5

Stative verbs

In each of the following sentences, put one of the verbs into the present simple and the other into the present continuous.

1. We \(\textit{are interviewing} \) (interview) people from outside the company for the new post in the export department, but I \(\textit{think} \) (think) we ought to give the job to Mr Jackson.
2. At the moment we \(\textit{are carrying} \) (carry) out a survey to find out what sort of after-sales service our customers \(\textit{want} \) (want).
3. We’ve got a competition on at work to do with our new range of cosmetics. The marketing people \(\textit{are trying} \) (try) to find a brand name that \(\textit{sounds} \) (sound) natural and sophisticated.
4. \(\textit{You know} \) (you know) what Mrs Ericson \(\textit{does} \) (do)? She’s not in her office and nobody has seen her since lunch.
5. Could you help me? I \(\textit{am trying} \) (try) to translate this letter from a Spanish client and I don’t know what this word \(\textit{means} \) (mean).
6. I \(\textit{am applying} \) (apply) for a transfer to our London office, but I don’t know if I’ll be successful. It all \(\textit{depends} \) (depend) on whether or not they have any vacancies.
7. Their new ‘Own brand’ instant coffee \(\textit{tastes} \) (taste) very good, so it’s not surprising that it \(\textit{becomes} \) (become) more and more popular.
Task 1

Make up sentences using the following prompts. The first verb should be in the present simple, and the second verb in the present continuous.

1. come from / but / live
   I come from Austria, but at the moment I'm living in Switzerland.

2. speak / and / learn

3. normally / like my work / but / not enjoy

4. go on a lot of training courses / and / do a course in CAD

5. work from 9 to 5 / but / stay late

6. travel a lot / and / visit Australia

7. have several subsidiaries in Europe / and / set up another one in Brussels

8. normally / export a lot to Greece / but / not get many orders

Task 2

Make questions to go with the answers. Use either the present simple or present continuous.

1. Where do you come from?
   I come from a little town called Zug, near Zurich.

2. I'm writing to Markson's to ask for an up-to-date catalogue.

3. I think he's a consultant.

4. I usually cycle in, but sometimes I bring the car.

5. Our Sales Director goes abroad about three or four times a year.

6. No, not at all well. In fact, the factory is doing a three-day week.

7. Yes, very well. We met in 1980.

8. No, not at the moment. But we'll start taking on new staff again in May.
The simple past (positive) is formed by using the past tense form. Regular verbs add -ed or -ed to the bare infinitive to form the past tense. For negatives and questions we use the auxiliary did and the infinitive:

I/youthey worked/did not (didn’t) work.
Did I/youthey worked/did they work? (Yes, I/youthey etc. did./No, I/youthey etc. didn’t.)

COMMON MISTAKES: A common mistake is to use the past tense form in negatives and in questions. We use the auxiliary did and bare infinitive:

WRONG: Did you checked the figures? No, I didn’t checked them.
RIGHT: Did you check the figures? No, I didn’t check them.

The verb to be follows a different pattern:

I/he/she/it was/was not (wasn’t)...
We/you/they were/were not (weren’t) ...
Was I/he/she/it ...? (Yes, I/he/she/it was./No, I/he/she/it wasn’t.)
Were we/you/they ...? (Yes, we/you/they were./No, we/you/they weren’t.)

Many common verbs do not add -ed to the bare infinitive to form the simple past, but change in other ways. Look at these common examples:

I went to a very interesting presentation last week. (BARE INFINITIVE: go)
I rang her yesterday, but she wasn’t in the office. (BARE INFINITIVE: ring, be)

(A full list of common irregular verbs is in Appendix 2.)

The simple past is used to talk about completed actions in the past:

James Sainsbury set up a dairy in 1869. The business expanded and diversified, and eventually became the largest chain of supermarkets in Britain.

As in the example above, the simple past is often used with expressions that refer to points of time in the past. Look at the following common examples and at the prepositions that are used with them:

at 6 o’clock/1.15/the end of the year/Christmas
on Tuesday/15th May/the 21st/New Year’s Day
in January/1987/the 1980s/summer
no preposition yesterday/yesterday morning/last Monday/next April/a few days ago/the day before yesterday/when I was young
Exercise 1
Use the verbs in the box to complete the sentences. Some of the sentences are positive statements, some are negative, and some are questions.

accept  complain  hire  place  realize  study  visit

1. Oh, I'm sorry to disturb you. I didn't realize you had a visitor.
2. _______ you _______ economics when you were at university?
3. She _______ _______ the job because the salary was too low.
4. Last week a number of customers _______ about slow service.
5. _______ you _______ the Acropolis when you were in Greece?
6. I am writing with reference to the order I _______ with you last week.
7. At last year's launch party, who _______ you _______ to do the catering?

Exercise 2
Irregular verbs

A Write in the missing form of each of the irregular verbs below. Each verb can be used with the expressions on the right.

<table>
<thead>
<tr>
<th>BARE INFINITIVE</th>
<th>PAST TENSE</th>
<th>EXPRESSIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>run</td>
<td>ran</td>
<td>... a business, ... out of something, ... up a bill</td>
</tr>
<tr>
<td>do</td>
<td>_______</td>
<td>... a job well, ... your best, ... business (with)</td>
</tr>
<tr>
<td>make</td>
<td>_______</td>
<td>... a profit, ... a mistake, ... a complaint</td>
</tr>
<tr>
<td>went</td>
<td>_______</td>
<td>... abroad, ... out for a meal, ... bankrupt</td>
</tr>
<tr>
<td>write</td>
<td>_______</td>
<td>... a letter, ... a report, ... out a cheque</td>
</tr>
<tr>
<td>_______</td>
<td>_______</td>
<td>... lunch, ... a meeting, ... problems</td>
</tr>
<tr>
<td>pay</td>
<td>_______</td>
<td>... by credit card, ... cash, ... in advance</td>
</tr>
<tr>
<td>_______</td>
<td>_______</td>
<td>... something at a profit, ... at a loss, ... out</td>
</tr>
</tbody>
</table>

B Choose a past tense form and one of the expressions above to complete the following sentences.

1. He made some calls from his hotel room and ran up a large phone bill.
2. We _______ with that company a few years ago, but then we stopped dealing with them.
3. The company lost money in its first year, but last year it _______ of $2.5m.
4. He couldn't find a suitable job in his own country, so he _______ to look for work.
5. When the consultants had finished their study they _______ for the directors, giving a list of recommendations.
6. The engineers _______ with the gearbox, so they made some modifications to it.
7. They didn't want cash or a cheque, so I _______.
8. The product was very popular. We _______ on the first day and ordered more stock.
Exercise 3
Completed actions

After the Second World War, Akio Morita, the co-founder of Sony, joined forces with a friend, Masaru Ibuka. Both men knew a great deal about telecommunications, so they used all their money, about £100, and set up a small engineering company, Tokyo Tsushin Kogyo. They found a small broken-down building to use as a laboratory in Tokyo. There were so many holes in the roof that when it was raining, they had to continue working under umbrellas.

Their first task was to decide what to make. They did not want to make radios because of the competition from much larger companies. Instead, they decide to create an entirely new product, a tape recorder. They succeeded in making a machine, but unfortunately they do not have any tape, and they know how to produce it. So they start to experiment, and try using a number of different materials. Finally, they make a breakthrough. They cut up strips of paper to make a reel, and paint them with a magnetic material. They heat the paper in a small room. It works, and they gradually improve the process. In 1950, they begin trying to sell their revolutionary machine.

And the rest is history!

Exercise 4
Time expressions with prepositions

Make questions from the prompts and complete each answer by using in, on, at, or no preposition.

1. When/she/complete/the report
   She completed her report on Friday.

2. When/they/set up/the company
   They set up the company in the 1950s.

3. When/you/go abroad
   I went abroad in June.

4. When/the meeting/finish
   The meeting finished at 3.15.

5. When/you/order the parts
   We ordered the parts on 11 August.

6. When/you/pay for them
   I paid for them the day before yesterday.
Task 1

In 1990, a small shoe company lost a great deal of money. Then a new group of managers arrived and made it profitable. Say what they did, using the past tense.

1. There were fourteen very old directors on the board. They made all the directors redundant.
2. Their offices were too small.
3. The factory where they made shoes used very old machinery.
4. The workers in the factory disliked their working conditions.
5. The company had two loss-making subsidiaries.
6. The company only had two salesmen.
7. All the company’s customers came from the local area.
8. The company’s products were very old-fashioned.
9. The company’s suppliers always complained about late payment.
10. The Accounts Department did all the book-keeping by hand.

Task 2

Write a short paragraph about your career history, giving the dates where possible. Here is an example:

Roderick Salmon went to university in 1973, where he studied economics. He graduated in 1976 and joined Arthur Andersen. He qualified as a Chartered Accountant in 1980, and worked for the company for three years. In 1983, he did an MBA at INSEAD in France, and then got a job with Yamaichi, a Japanese investment bank. In 1987 he left the bank and became the Financial Director of a television company.
The present perfect tense is formed by using the present tense of the auxiliary have and the past participle:

I / you / we / they have taken / have not (haven't) taken.
He / she / it has taken / has not (hasn't) taken.
Have I / you / we / they taken? (Yes, I / you / we / they have. / No, I / you / we / they haven't.)
Has he / she / it taken? (Yes, he / she / it has. / No, he / she / it hasn't.)

(The past participles of regular verbs end in -ed or -en, and have the same form as the past tense. For a list of irregular verbs, see Appendix 2, page 188.)

We use the present perfect to talk about a present situation which is a result of something that happened at an unspecified time in the past. Therefore we do not use specific time expressions such as yesterday, last week, etc.:

I have given your report to the MD.
(1 gave him your report and he has it now.)
I have sent them the samples they wanted.
(1 sent them. They are in the post now.)

If we need to mention the specific time when something happened, we use the simple past, not the present perfect:

Wrong: I have spoken to her yesterday.
Right: I spoke to her yesterday.

Similarly, with expressions such as on Monday, in 1987, at 3.30, etc. (see Unit 4), or with questions beginning When ...? and How long ago ...?, we use the simple past and not the present perfect.

The present perfect is often used with the word just to talk about actions that have taken place very recently. The exact time is not mentioned:

I'm sorry, Mrs Smith is not here. She has just left.

Notice the difference between has been and has gone:

I'm afraid Mr Smith is not here at the moment. He has gone to a meeting in London.
(He is still at the meeting.)

Amanda has been to the travel agent. She has your tickets for Hong Kong.
(Shuto went to the travel agent and has returned.)
Exercise 1

Complete the following sentences by putting the irregular verbs into the present perfect.

1. I'm going to send them a reminder. They **haven't paid** (not pay) us for their last order.
2. Their shares **fell** (fall) by over 23% and now look like a good buy.
3. **Write** (you/write) to them about that shipment, or do you want me to phone them?
4. We **spent** (spend) a lot on modernizing the factory, and it is now very well equipped.
5. Unemployment is very high here because a lot of factories **shut** (shut) down.
6. The lawyers **drew** (draw) up the contracts, so we are now ready to go ahead with the deal.
7. I **don't speak** (not speak) to the MD about your proposal, but I will soon.
8. **Find** (you/find) a suitable replacement for Mr Chambers, or is the post still vacant?
9. Anne **just got** (just/get) back from lunch. Why don't you call her now?
10. Peter, **meet** (you/meet) David Long? He's our new Finance Director.

Exercise 2

Match each sentence in column A with the two sentences in column B that give more information about: (i) the action in the past, and (ii) the result in the present.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 I have missed my flight to Rome.</td>
<td>A We moved offices two months ago.</td>
</tr>
<tr>
<td></td>
<td>B We bought some new machinery.</td>
</tr>
<tr>
<td>2 I have lost that file on Inchcape.</td>
<td>C It dropped in value yesterday.</td>
</tr>
<tr>
<td></td>
<td>D The factory is now very efficient.</td>
</tr>
<tr>
<td>3 We have relocated to Corby.</td>
<td>E It is trading at $1.90 to the pound.</td>
</tr>
<tr>
<td></td>
<td>F A lot of firms are in trouble.</td>
</tr>
<tr>
<td>4 The dollar has fallen sharply.</td>
<td>G I arrived at the airport late.</td>
</tr>
<tr>
<td></td>
<td>H The economy slowed down last year.</td>
</tr>
<tr>
<td>5 We have automated our production lines.</td>
<td>I I don't know where it is.</td>
</tr>
<tr>
<td></td>
<td>J I am waiting for another plane.</td>
</tr>
<tr>
<td>6 The recession has been very severe.</td>
<td>K We have a new address.</td>
</tr>
<tr>
<td></td>
<td>L I put it somewhere.</td>
</tr>
</tbody>
</table>
Exercise 3
Specific and non-specific time

Read the following newspaper extracts and say when these actions took place. If you do not have the information, write don't know.

China (1) has extended its freeze on new capital spending projects until the end of this year as part of an effort to combat inflation. The State Council, China's cabinet, (2) announced at the weekend that 'no new fixed-asset investment projects' would be approved.

The seemingly unstoppable success story of J Sainsbury's, Britain's biggest supermarket group, (3) came to an abrupt halt yesterday when they (4) warned that profits in the current year would be substantially lower than market expectations. The news (5) hit Sainsbury's shares, which (6) plummeted from 481p to 393p.

Two years ago it (7) seemed as though Mr Trump might no longer have his desk, his office, his tower, or any of the rest of the property and casino empire he (8) built up during the 1980s. And yet, he (9) has survived. Helped by the cashflows from his casinos, he (10) has paid off a large part of his debt.

1 has extended don't know
2 announced at the weekend
3 came
4 warned
5 hit
6 plummeted
7 seemed
8 built
9 has survived
10 has paid off

Exercise 4
Just

Complete the sentences with one of the verbs in the box, using just and the present perfect.

announce arrive buy give leave read speak

1 I'm afraid Mr Jamieson isn't here. He has just left.
2 A: There's an article in the paper about BMW.
   B: Yes, I know. I ______ it.
3 He's feeling very pleased. They ______ him a pay rise.
4 I ______ a new car. Would you like to come and have a look at it?
5 A parcel for you ______ in reception. Shall I send it up to you?
6 I ______ to the MD about your proposals, and he wants to discuss them with you.
7 The company ______ that it is going to close the Glasgow factory next month.

Exercise 5
Been and gone

Fill in the blanks with have/has been or have/has gone.

1 I'm afraid Mr Davis has gone to Bali and won't be back for two weeks.
2 Ask Amanda where to stay in New York. She ______ there a few times.
3 I ______ to the printers to collect the brochures. They're in my car.
4 Mr Lund ______ to Oslo. I can give you the phone number of his hotel if you like.
5 I don't know where their new offices are. I ______ not ______ there.
Task 1
Complete these sentences. Use a verb in the present perfect to explain why the present situation has occurred.

1. Our sales are improving because ...
   we have introduced some new product lines.

2. Our agent wants the brochures delivered urgently because ...

3. Maria is off work for three months because ...

4. It is now much easier for us to export because ...

5. At the moment the government is very unpopular because ...

6. This year's coffee crop in Colombia will be very small because ...

7. I think it would be a good time to buy shares now because ...

Task 2
Write short paragraphs about the changes that have taken place.

1. The new supermarket is attracting a lot of new customers.
   The new managers have refurbished the building completely and they have put in a new delicatessen section. They have improved their range of fresh foods and have added a cafeteria.

2. The office isn't the same as it was when you were here.

3. The company is now in a much better financial position.

Task 3
Complete or continue these sentences using just and the present perfect.

1. I have just seen Jane. She wants to have a word with you.

2. He probably won't come in to work today because ...

3. Yes, the report is ready. ____________________________

4. Boeing's financial future now looks very secure. ____________________________

5. Why don't we have lunch in that new restaurant that ____________________________? 

6. I think she must be out. ____________________________

7. No, I won't have a coffee, thank you. ____________________________
Present perfect (2): ever, never, already, yet

A Ever and never + present perfect or simple past

The present perfect is often used with the words ever and never to talk about general life experience:

*Have you ever worked abroad?* (i.e., In all your life up to now?)
*I have never been to America.* (i.e., Not in all my life up to now.)

The present perfect with *ever* is often followed by the simple past. We use the simple past to give more information about a completed action, when referring to a specific time or context:

*Have you ever been to Hong Kong?*
Yes, I have. I worked there when I was with Coopers and Lybrand.

B Already and yet

The present perfect is often used with already and yet:

*They are getting on well with the new building. They have already modernized the warehouse, but they haven’t decorated the reception area yet.*

*Already* is used in positive sentences. It often indicates that something has taken place slightly earlier than expected. Notice its position in the sentence:

*She has already shown me the figures.* *(not: She has shown already …)*

*Yet* is used in questions and negatives. It shows that we expect an action will take place if it has not happened up to now. Notice the position of *yet*, and not *yet*:

*Have you talked to Peter yet?* *(not: Have you talked yet to Peter?)*
*I have not talked to him yet.* *(not: I have not talked yet to him.)*

C Finished and unfinished periods of time

The present perfect is often used with prepositions or prepositional phrases indicating periods of time that have not finished yet. Common examples are: today, this morning, this month, this year, so far, to date, over the last few weeks, up to now, etc.:

*This month we have received a lot of complaints about late deliveries.*
(The month has not finished, and there may be more complaints.)

If we are speaking after one of these time periods, we use the simple past because we are referring to a period of time that has finished. Compare:

*Have you seen John this morning?*
(It is now 11:15 in the morning; the morning has not finished.)

*Did you see John this morning?*
(It is now 2:30 in the afternoon; the morning has finished.)
Exercise 1
Ever, never + present perfect

Make up typical interview questions and answers, using the prompts.

1 work for yourself
A: Have you ever worked for yourself?
B: Yes, I have, or No, I have never worked for myself.

2 work for a multinational company
A: ________________________________
B: ________________________________

3 have experience of managing people
A: ________________________________
B: ________________________________

4 hold a position of responsibility
A: ________________________________
B: ________________________________

5 study economics or accountancy
A: ________________________________
B: ________________________________

6 give a presentation in English
A: ________________________________
B: ________________________________

Exercise 2
Ever + present perfect or simple past

Read the following dialogues. Put the verbs into the present perfect or the simple past.

1 A: Have you ever been (you/ever/be) to South Africa?
B: Yes, I have. I went (go) there last year.
A: How long did you stay (you/stay)?
B: I was (be) only there for a couple of days for a meeting.

2 A: ______________________ (you/ever/be) on a skiing holiday?
B: Yes, I have. We _______ (have) a family holiday in the Alps last year.
A: Which resort ___________ (you/go) to?
B: We _______ (stay) in Wengen.

3 A: ______________________ (you/ever/be) to one of Karl Mason’s seminars?
B: Yes, I have. I _______ (go) to one a couple of months ago.
A: What _______ (it/be) like?
B: I _______ (think) it _______ (be) very interesting.

4 A: ______________________ (you/ever/hear) of a place called Hindhead?
B: Yes, it’s in Surrey. I _______ (do) a training course there when I _______ (be) with the bank.
A: Which bank _______ (you/work) for?
B: Lloyds, but I _______ (not/stay) with them very long.
Exercise 3

Already and yet

Complete the dialogue by putting the verbs into the present perfect.

A: Good afternoon, Mr Jackson here. How are you getting on with the car I brought in this morning? (1) Have you finished it yet (you/finish it/yet)?
B: Nearly. We (2) (already/do) most of the work on it. We (3) (not/find any major problems/yet), but we (4) (already/fix) the things you mentioned.
A: (5) (you/check) the headlights? I think they need adjusting.
B: Yes, we (6) (already/fix) them. The only other thing is that you need two new tyres, but I (7) (not/order them/yet), because they’re £50 each.
A: That’s fine, go ahead with that. Do you know what the bill will be?
B: No, I (8) (not/work it out/yet), but it’ll be about £180. Are you coming to get the car now?
A: No, I (9) (not/finish work/yet). I’ll be there in about an hour.

Exercise 4

Unfinished periods of time

Read this passage about the performance of the computer manufacturer, Compaq. Fill in the blanks with the verbs in the box, using the present perfect.

be go grow have manage already/reach open

This (1) has been an excellent year so far, and we (2) have most of our sales targets. Worldwide unit shipments (3) have gone up to 2.5 million over the last eight months, and every region (4) has set new records. In North America, we (5) have sales of $3.1 billion, and sales in Europe and the Pacific Rim (6) have gone up by 38% and 94%. Our international expansion plans are going well. We (7) have opened a new office in Beijing and are planning to open five more next year.

Exercise 5

Finished and unfinished periods of time

Match each of the sentences from column A with a suitable context from column B.

A

1. I hope you enjoyed the launch party.
2. I hope you have enjoyed the launch party.
3. Has the post come this morning?
4. Did the post come this morning?
5. Has Max rung this week?
6. Did Max ring this week?
7. Has Mary finished that report?
8. Did Mary finish that report?

B

A. Mary has gone home. It is 5.15.
B. The launch party is about to finish.
C. Max rings on Monday or Tuesday. It’s Thursday.
D. Mary is still at the office. It is 2.30.
E. It is 10.00 in the morning.
F. Max rings on Monday or Tuesday. It’s Tuesday.
G. It is 3.00 in the afternoon.
H. The launch party was last week.
Task 1
Complete these sentences using never and the present perfect.

1. I’m feeling rather nervous. *I have never given a presentation to so many people.*

2. I don’t like taking unnecessary risks with money, so __________________________.

3. __________________________
   but I would like to go there for a holiday.

4. What are Nigel Seymour’s books on management like?
   __________________________

5. I can definitely recommend Hewlett Packard printers. I’ve had one for years, and __________________________.

6. Their record of industrial relations is excellent.
   __________________________

Task 2
Write short paragraphs saying what you have already done and what you haven’t done yet.

1. The new model is almost ready for production. *We have done a lot of research and we have finalized the design. We have solved the problems we had with the prototype and we have already set up a production unit in Cambridge. We haven’t decided who will lead the project yet, but we are interviewing three possible candidates.*

2. I am nearly ready to start my own business.
   __________________________

Task 3
Complete the sentences, using the present perfect to make it clear that the periods of time have not finished yet.

1. I must get a new alarm clock. *I have been late three times this week.*

2. GM’s new saloon car has been a great success. To date, __________________________

3. British Coal is cutting its workforce dramatically. So far this year __________________________

4. I think they must have put the wrong phone number on the advertisement because up to now we __________________________
A Stative verbs + for and since

The present perfect simple is often used with for and since and stative verbs to talk about things that began in the past and have continued up to now:

*I have known about the takeover bid for several weeks. (And I know now.)*

*I she has owned shares in ICI since she started work there. (She owns them now.)*

B For or since?

We use for to talk about the duration of periods of time and since to talk about when a period started. Look at the time line and the examples:

```
  since 7.00  
  for 3 hours  
  10.00
```

*for* ten minutes/five days/three months/two years/a long time/ages/etc.
*since* 10.15/Monday/the 18th/last week/June/1989/I left school/etc.

*I have been with this company for six years.*
*I have been in computing since the beginning of 1989.*

C How long ...?, for and since

To ask questions about periods of time, we can use *How long ...?* + the present perfect:

*How long have you been in England? I have been here since August for six months.*

Common mistakes: We do not use the present simple tense with for and since to talk about something that began in the past and has gone on up to the present:

Wrong: *I am here since December.*
Right: *I have been here since December.*

D Negatives

We can use the present perfect negative to talk about the amount of time that has passed between now and the last time something happened:

*We haven’t had any large orders from them for several months.*
*I’m not sure if his trip is going well. I haven’t heard from him since Monday.*

E Completed actions over a period of time

If we talk about a completed action, (particularly if we give details about how much, how many, etc.), we can use the present perfect and since (but not for). We can also use other phrases of duration such as to date, recently, over the past five years, etc. The action itself is finished, but the period of time extends up to the present:

*We have opened six new branches since July. (From July until now.)*
Exercise 1
For and since with stative verbs

Some of the following sentences are right and some are wrong. Put a tick [✓] next to the ones that are right, and correct the ones that are wrong.

1. I am here since last week. [✓]
2. He has had a company car for two years.
3. I know Mr Smith since we did an MBA together.
4. How long are you with ICI?
5. We have had an office in Japan for several years.
6. She has an account with FN Bank since 1980.
7. CPT is in financial difficulties for several months.
8. How long has the office been vacant?

Exercise 2
For or since?

Fill in the blanks with for or since.

1. They have operated as joint directors since the company started.
2. Orders have increased since the advertising campaign in June.
3. Our sales executives have used the same hotel over 20 years.
4. Sorry, Mr Smith is not available. He has been in a meeting.
5. I joined the company in 1980.
6. Car sales have gone up by 10% since the tax cuts in December.
7. Portugal has been a member of the European Union since 1986.
8. It isn't a new Mercedes. He has had it since 1986.

Exercise 3
How long...?, for and since

Make questions and answers, using the prompts.

1. How long /you/be/in charge of the Finance Department?
   A. How long have you been in charge of the Finance Department?
   B. (I/six months) I have been in charge of it for six months.

2. How long /you/have a phone line for investors?
   A. 
   B. (We/three months)

3. How long/the property/be on the market?
   A. 
   B. (It/six months)

4. How long /you/have an office in Spain?
   A. 
   B. (We/1992)

5. How long /Jason/be in the States?
   A. 
   B. (He/the 18th)
Rewrite the sentences using the negative form of the present perfect, with for or since.

1. The last time I saw Mr Ng was in September.
   \textit{I haven’t seen Mr Ng since September.}

2. The last time the company made a profit was three years ago.

3. The last time I had a pay rise was two years ago.

4. The last time we looked at their proposal was in July.

5. The last time we raised our prices in real terms was in 1992.

6. The last time we played golf together was three months ago.

7. The last time there was a fall in unemployment here was in 1990.

8. The last time I went on a sales trip abroad was in January.

---

Look at the chart and read through this extract from an advertisement about the Emerging Markets Fund. Put the verbs into the present perfect tense.

Over the past five years, the capital returns from many emerging Asian and Latin American stock markets have been substantially higher than those of the developed world, as the chart shows.

For example, the market in Argentina (rise) by 793\% and Mexico (increase) by 645\%. In Asia, the booming market in Thailand (go up) by 364\% and investors in the Philippines (see) a return of 204\%.

The major developed nations (not manage) to make anything like such significant returns. The market in the USA (grow) by 19.8\% and in Japan, the market (fall) by 32.2\% over the same period. The growth rates that these emerging markets (enjoy) in recent years is little short of phenomenal. And we are firmly convinced, much more is yet to come. Our new Emerging Markets Fund, therefore, offers you an easy and attractive way of investing in the potential of tomorrow and its many exceptional growth opportunities.
Task 1
Read the following notes. In each pair, decide which sentence should be in the simple past and which should be in the present perfect.

1. I/meet/Mr Christiansen/1988
   I met Mr Christiansen in 1988.

2. I/know/Mr Christiansen/1988

3. Nissan/build a car plant in the UK/1986

4. Nissan/have/a car plant in the UK/1986

5. Greece/be/a member of the European Community/1986


Task 2
Continue these sentences. Use a verb in the present perfect negative.

1. I'm not sure what my bank balance is.
   I haven't had a statement for several weeks.

2. I don't know how my investments are doing.

3. I am not sure how the negotiations are going.

4. They used to be one of our major clients, but

5. I used to be quite good at Japanese, but

Task 3
Using the notes, write about what has happened in the recent past.

1. Turnover – up 25%  Profits – double  New contracts – 3
   New employees – 50
   Since the new management team took over at Berisford ...

2. Productivity – up 20%  Absenteeism – down 50%
   Days lost to strikes – 1  Staff turnover – down 50%
   Since we adopted Japanese-style working practices ...
Present perfect (4): continuous and simple

A Form
The present perfect continuous is formed by the present perfect of be (have been) and the -ing form of the verb.

I / you / we / they have been working / have not (haven’t) been working.
He / she / it has been working / has not (hasn’t) been working.
Have I / you / we / they been working? (Yes, I / you / we / they have / No, I / you / we / they haven’t.)
Has he / she / it been working? (Yes, he / she / it has / No he / she / it hasn’t.)

B Unfinished activities
The present perfect continuous is used for, since, and How long ...? and other expressions of duration (e.g., all day), to talk about activities that started happening in the past and are still happening now. The activity may have been going on continuously or repeated several times:

They have been producing cars here for 10 years.
(They started producing cars 10 years ago. They are still producing cars.)

I have been trying to ring them all day.
(I started trying to ring them this morning. I am still trying to ring them.)

However, we normally use the present perfect simple with stative verbs, or about situations we consider permanent (see Unit 3):

Ken has been in London since 9 o’clock this morning. (not: has been being ...)
I have lived in London all my life. (not: have been living ...)

C Finished and unfinished activities
We use the present perfect simple if we are talking about a completed action, particularly if we give details of how much or how many. We use the present perfect continuous when something is still going on:

I’ve written a report for Janet. (It is finished.)
I’ve been writing a report for Janet. (I am still writing it.)

D Negatives
In the negative, the focus on the present perfect simple is on the amount of time that has passed since something happened. The focus of the present perfect continuous is on the verb itself. Compare:

I haven’t had a holiday for two years. (The last time was two years ago.)
I haven’t been feeling well recently. (This has been continuing for days.)

E Recently finished activities
We use the present perfect continuous to talk about an activity that was in progress, but has just finished. Normally there is some evidence. Compare:

There’s glass everywhere! Someone has broken the window.
The ground is very wet. It has been raining.
Exercise 1

Complete the sentences by putting the verbs into the present perfect continuous.

1. I didn't realize you had moved to Ciba Geigy. How long have you been working (you/work) for them?
2. We ______ (export) a lot of high technology equipment to Russia since the government relaxed export regulations.
3. The price of cigarettes fell sharply when Philip Morris started a price war, and it ______ (fall) ever since.
4. Because of the recession, many businesses ______ (not/invest) in capital equipment over the last couple of years.
5. We ______ (not/use) DFT's Express delivery service very much recently because we are trying to keep our costs down.
6. They ______ (try) to sell their food distribution division, but so far there has been very little interest in it.
7. I ______ (make) contributions to my pension for the last five years.
8. How long ______ (you/send) your trainees on management courses?

Exercise 2

Ironstand is a company that manufactures exhibition equipment, and organizes exhibitions of books and magazines. Using the notes, continue the interview with the chairman of the company.

1986 Alan Franks joins the company as chairman
1986 Ironstand starts manufacturing equipment for exhibitions
1990 Ironstand starts exporting to Europe
1992 Ironstand starts organizing exhibitions
1993 Ironstand starts representing UK publishers in Europe
1994 Ironstand starts selling books in the USA

How long have you been running the company?
I have been running the company since 1986.
Exercise 3

Finished and unfinished activities

Put the verbs in brackets into the present perfect simple or the present perfect continuous.

1. We are thinking about opening an office in Tokyo, so I **have been learning** (learn) Japanese at evening classes for the last two months.
2. By the way, I **have worked** (work) out those figures. They are on your desk now.
3. Do you know where that order form is? Peter **look** (look) for it.
4. I'm sorry, I didn't know that you were here. **you wait** (wait) long?
5. Since January, our turnover **increased** (increase) by 18%.
6. The film company is a reasonable investment. They **make** (make) four very successful films.
7. The lawyers **looked** (look) through the contract, but they say they need another day to read it all.
8. We **visited** (visit) potential sites for the new workshops, but we haven't found anything suitable yet.

Exercise 4

Rewrite these sentences, using the present perfect simple or the present perfect continuous.

1. I didn't feel well on Monday, Wednesday, Thursday, and Saturday. (not feel/recently) I **haven't been feeling well recently**.
2. The last time I had a meeting with them was two weeks ago. (not have/two weeks)
3. My fax machine didn't work properly on three different days this week. (not work/properly/recently)
4. The last time they gave their workers a pay rise was three years ago. (not give/three years)

Exercise 5

Match the questions in column A with the replies or explanations in column B.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Why is your office in such a mess?</td>
<td>A They've been travelling so much that they never have time to do any.</td>
</tr>
<tr>
<td>2 Why has the wages bill been so high recently?</td>
<td>B We've been losing a lot of stock because of shoplifting.</td>
</tr>
<tr>
<td>3 Why have you got three new store detectives?</td>
<td>C I've been having a lot of problems with it recently.</td>
</tr>
<tr>
<td>4 Why are they so behind with their work?</td>
<td>D I've been looking for that letter from Graylings, but I can't find it.</td>
</tr>
<tr>
<td>5 What's your car doing at the garage?</td>
<td>E Yes, but I've been interviewing people all day.</td>
</tr>
<tr>
<td>6 You look tired, Anne. Are you OK?</td>
<td>F Because everyone's been doing a lot of overtime.</td>
</tr>
</tbody>
</table>
Task 1
Write short paragraphs answering the questions, giving details about the activities that have been going on.

1 Why do you think Peter should be dismissed? *He has been coming in late and he hasn’t been doing any work. He’s been spending hours every day talking to his friends on the phone and he’s been upsetting the customers.*

2 Why do you think you deserve a pay rise?

3 What have you been doing to improve your English?

4 What have you been doing at work recently?

Task 2
Reply to the following questions using a verb in the present perfect continuous.

1 Is it wet outside? *Yes, it’s been raining.*

2 You look terrible. What have you been doing?

3 Have you seen your face? You’re covered in black ink.

4 How come your golf has improved so much?

5 Why do you think she’s been having so many days off?

6 Why are you under so much stress at the moment?

7 Why is your expenses claim so high this month?
9 Review: simple past, present perfect, and present perfect continuous

A The simple past

We normally use the simple past to talk about actions that took place at a time that is separated from the present. It is used with expressions like yesterday, on Monday, last week, in 1989, at 6.30. How long ago ...?, etc.:

Yesterday GKN launched a takeover bid for Westland.
He did his MBA at Cranfield in 1991.

We can use the simple past and for to talk about something that happened during a period that has now finished:

I lived in Singapore for three years; then I came back to England.

B The present perfect

The present perfect is used to talk about the present result of past actions and recent events, and is often used with words like ever, never, just, already, yet, and phrases of unfinished time such as so far:

British Telecom has cut the price of peak rate phone calls by 20%.
Have you ever tried Swiss wine?
We have spoken to each other on the phone, but we have never met.
Don’t worry about the order from Siemens. I have already dealt with it.
I’m afraid I haven’t done that sales forecast yet. I’ll do it tomorrow.
The film was released two weeks ago and so far it has taken $45m.

C Present perfect simple + for and since

The present perfect can be used with for and since and stative verbs, or to refer to actions that are seen as long term or permanent. We use for to talk about the duration of a period of time and since to talk about the starting point of an action or state:

I have been with the company since 1986.
I have lived here for 20 years.

It is also used in the negative with for and since to talk about the last time something took place:

I haven’t seen her since Monday.
I haven’t seen her for three days.

It is used with since to talk about completed actions:

Our market share has increased by 11% since we started advertising on TV.

D Present perfect continuous

The present perfect continuous can be used with for and since to talk about actions or activities that have gone on repeatedly or continuously for a period of time, and are still going on:

We’ve been producing over 1,000 units a week since the new factory opened.
Exercise 1
Simple past vs present perfect (1)

Look at the graph and read the sentences. Put a tick [✓] next to the ones that are right, and correct the ones that are wrong.

1. Over the last year or so, shareholders in the holiday group Owners Abroad have had a turbulent ride. [✓]

2. The shares have risen sharply at the beginning of the year on the news of the Airtours bid. rose

3. Then the shares have fallen steadily for three or four months, ending up at 100p at the end of June.

4. In July the shares plummeted to 60p because of the company’s difficulties.

5. The shares have stayed at around 60p for most of July.

6. At the beginning of August, the shares began to recover again.

7. Since August the shares have managed to recover.

8. The share price has now climbed back to where it has been before the Airtours bid.

Exercise 2
Simple past vs present perfect (2)

In the dialogue, put the verbs into the simple past or the present perfect.

A: Can I have a word about your trip to Athens?
B: Yes, of course. Is everything OK?
A: Yes. Your tickets [1] have arrived (arrive) and they’re in my office now. And I [2] _____ (just/had) a fax from the hotel confirming your reservation.

B: Thank you. What about money?

B: That’s all right. I [7] _____ (never/need) a Eurocheque before. I normally use a credit card.
A: Really? Are you sure you can do that?
A: No, but have a word with Alison Morgan in Production. She [12] _____ (be) there a couple of times this year, so I expect she would know.
Exercise 3
Present perfect and present perfect continuous

Underline the correct form of the verb.

1. I've stayed/been staying in a hotel for the last ten days, but I hope to find an apartment of my own soon.

2. I wonder how Jim is getting on. I haven't heard/been hearing from him for nearly a week.

3. Graham is a natural salesman. He has sold/been selling eight cars since the beginning of the week.

4. I didn't realize that you and David were friends. How long have you known/been knowing him?

5. This report is a nightmare. I have written/been writing it for two weeks, and it is still not finished.

Exercise 4
Review

Read the following letter. Put the verbs in brackets into the simple past, present perfect, or present perfect continuous.

Dear Ken,

I am writing to let you know how I am getting on with the marketing trip here. I am sorry I haven't been (not/be) in touch for so long, but I am (be) very busy since I arrived (arrive) here on the 18th.

There is a great deal of interest in the new fertilizer. Last week I (be) in Sydney, where I visited (visit) a number of farmers and saw (see) a couple of potential agents. The feedback at all of those meetings (be) very positive, and I received (already/receive) a number of orders. I never/have) such an enthusiastic response about a new product, so I am confident it will be a great success.

I came (come) up to Darwin on Tuesday, and since then I have (be) to some more farms and I have made (make) two or three useful contacts. Yesterday I (have) a meeting with Barry Thomas, who you may remember. He (work) with Agrichem in London for a couple of years in the early 90s, then (set) up his own business over here, and he (act) as a distributor of some of our agricultural machinery for the last year or so. Towards the end of our meeting he asked (ask) about becoming the sole distributor for the fertilizer. The question is interesting one, but I feel that we (think) enough yet about the precise sales and distribution network that we will need. We must talk about this when I get back.

Anyway, I must fax this off to you now. I have (just/have) another phone call from someone who wants to hear about the fertilizer, so I'll do that now. I'll be in touch again soon, and in the meantime send my congratulations to everyone in R&D.

Jim

Darwin, 24 October
Task 1

Write a short paragraph about one of your or your company's current projects. Talk about what is happening now, what you have already done, and what you haven't done yet. Here is an example:

1 We're going to the Hamburg Book Fair next week. We've reserved a 20 metre stand, so the display will be quite impressive. We have sent most of the stock on ahead, but there are one or two books that haven't come out yet, and we're going to take them with us. We have already arranged a lot of meetings, but there are still a few people that we haven't contacted yet.

Task 2

Write a paragraph from a covering letter applying for a job. You should give details of your general experience, and mention some specific dates when you did something. Here is an example:

1 As you will see from the enclosed CV, I have worked in the financial services sector for several years. I spent two years with Allied Dunbar as a pensions salesman, and then moved to Sun Alliance, where I have been working in the Life Assurance division. I have had considerable managerial experience, and I recently became Area Manager.

Task 3

Complete each of the following sentences in two ways. In one sentence, use the present perfect to say what these people have done, and in the other use the present perfect continuous to say what they have been doing.

1 I got into trouble for not working hard enough last week. Since then...
   I have stayed late three times. I have been working very hard.

2 I handed in my resignation a month ago. Since then...

3 We got a new manager a few weeks ago. Since he arrived...

4 The new product is going to be a big success. Since its launch...
10 Past continuous

**A Form**

The past continuous is formed with was/were + the -ing form of the verb:

1/he/she/it was/was not *(wasn't)* working.
You/we/they were/were not *(weren't)* working.

Was 1/he/she/it working? *(Yes, 1/he/she/it was working./No, 1/he/she/it wasn't working.)*

Were you/we/they working? *(Yes, you/we/they were working./No, you/we/they weren't working.)*

**B Points of time in the past**

We use the past continuous to talk about an action or activity that was in progress at a particular moment of time in the past:

*At 3.15 yesterday afternoon, Mr Jansen was seeing some clients in London.*

**C Interrupted past action**

We can use the past continuous to talk about an action or activity that was already in progress, and which was interrupted by another action:

*We were discussing our expansion plans when the chairman suddenly announced his resignation.*

We can rephrase this sentence using while + the past continuous:

*While we were discussing our expansion plans, the chairman suddenly announced his resignation.*

The activity may or may not continue after the interruption:

*Paul was doing some filing when his boss asked him to fetch an invoice. (Paul fetched the invoice and then probably carried on with the filing.)*

*Paul was doing some filing when the fire broke out. (Paul probably stopped doing the filing at this point.)*

**D Sequence of tenses**

With a time clause like when the phone rang, we can use either the past continuous or the simple past.

The past continuous tells us what was happening up to the point when the phone rang:

*When the phone rang, I was talking to a client.*

The past simple tells us what happened afterwards:

*When the phone rang, I answered it.*
Exercise 1
Points of time in the past

David’s colleague Jack (who doesn’t have enough work to do) has tried to phone him several times without success. Complete their conversation by putting the verbs in brackets into the correct form of the past continuous.

David’s Activities – Wednesday

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.00 - 10.00</td>
<td>make some phone calls to clients</td>
</tr>
<tr>
<td>10.00 - 11.00</td>
<td>see Sue Tims (her office)</td>
</tr>
<tr>
<td>11.00 - 11.15</td>
<td>have coffee with JC (canteen)</td>
</tr>
<tr>
<td>11.15 - 1.00</td>
<td>meeting with designer</td>
</tr>
<tr>
<td>1.00 - 2.00</td>
<td>lunch with designer</td>
</tr>
</tbody>
</table>

JACK: I rang at 9.15 and again at 9.30 but the phone was engaged. Who [1] were you talking (you/talk) to?


JACK: And I tried again at 10.15, but there was no reply.


JACK: And then I rang back again at 11.10.

DAVID: Yes, I was out. I [4] have (have) a coffee in the canteen.

JACK: I thought so, so I rang again at 11.30.

DAVID: I was out again. The new designer and I [5] organize (organize) the artwork for some adverts.

JACK: What [6] you do (you/do) at 1.30, then? I called again, and tried to leave a message but even the answering machine [7] not work! (not/work!)

DAVID: I’d better have a look at it, but the designer and I [8] have (have) lunch. Anyway, what did you want to talk about?

JACK: Oh, nothing special. I just wanted to try out my new mobile phone.

Exercise 2
Interrupted past action

Choose the correct tense, simple past or past continuous.

I [1] meet was meeting an old business colleague of mine while I travelled was travelling to New York for a conference. She [2] notice was noticing me while I [3] stand was standing in the queue at the airport check-in desk. We decided to travel together, and while we [4] wait were waiting for the flight to leave, we [5] realize were realizing that we were going to the same conference and staying at the same hotel. We talked about old times, and while we [6] have were having lunch on the plane, she [7] say was saying that she was going to look for a new job. I didn’t think of it at the time, but later on when the plane came was coming in to land, I suddenly [8] remember was remembering that we had a vacancy for a lawyer. I told her about the terms and conditions, and later that evening, when we [9] have were having dinner, she [10] accept was accepting the position.
Exercise 3
Sequence of tenses

Read each set of sentences. Decide the order in which things happened. Write two sentences about each set of information. Begin each pair of answers with the same words.

1. His car broke down. He went the rest of the way by taxi. He was driving to Bonn.
   A. When his car broke down, he was driving to Bonn for a conference.
   B. When his car broke down, he went the rest of the way by taxi.

2. We left the building. We were having a meeting. The fire alarm went off.
   A. 
   B. 

3. They took our company over. We were losing a lot of money. They made a number of people redundant.
   A. 
   B. 

4. My secretary brought it down. I was having lunch in the canteen. The fax arrived.
   A. 
   B. 

5. Mr Yamauchi arrived at the airport. He came straight to the office. The chauffeur was waiting.
   A. 
   B. 

Exercise 4
Review

In the following sentences, put one of the verbs in brackets into the past continuous, and the other verb into the simple past.

1. (walk, notice) The security guard noticed the broken window while he was walking round the warehouse.
2. (go, meet) I first met Mr Rodriguez when I went round Mexico on a marketing trip.
3. (interrupt, give) When she interrupted her presentation, someone at the back of the room interrupted to ask a question.
4. (finalize, ring up) While my PA finalized arrangements for my trip to Brazil, the clients ringed up to cancel the visit.
5. (notice, look) The auditors noticed a large unauthorized withdrawal when they looked through the account.
6. (happen, clean) The worker who died cleaned the chemical tank when the accident happened.
7. (drop, take) One of the removal men dropped my computer when he dropped it into my office.
8. (work, approach) A headhunter approached her when she worked for ICL.
Task 1

Complete each sentence in two ways. In A, use the past continuous to say what was happening at the time. In B, use the simple past to say what happened next.

1. When I got to the airport, ...
   A. the company driver was waiting for me.
   B. I went straight to the meeting.

2. When I got to work this morning, ...
   A. 
   B. 

3. When the accident happened, ...
   A. 
   B. 

4. When they decided to close down the factory, ...
   A. 
   B. 

Task 2

Explain what was happening up to the point when the following events took place. Use because + the past continuous.

1. He decided to see a doctor ... because he wasn't feeling well.

2. Peter handed in his resignation ...

3. They gave Jane a new company car ...

4. We offered our agents an extra 5% discount ...

5. Helen phoned the service engineer ...

Task 3

Write a short paragraph about one of the following events. Say what you were doing when it happened, and what you did next.

Write about the time ...
- when you had or saw a car crash
- when you had to go to hospital
- when you lost some money
- when you got your present job
- when you were stopped by the police
- when you met your partner


Past perfect

The past perfect is formed with had + the past participle of the verb:

Had I/you/he/she/it/we/they worked? (Yes, I/you/etc. had./No, I/you/etc. hadn't.)

The past perfect is used to refer back to completed actions that happened before other events in the past. Compare:

1. When I arrived at the office, the meeting started.
   (I arrived at the office, and then the meeting started.)

2. When he arrived at the office, the meeting had started.
   (The meeting started before I got to the office. I was late.)

In 1, it is also possible to use As soon as and After in place of When.
In 2, it is also possible to use By the time in place of When.

The past perfect acts as the past form of the present perfect (see Units 5–9). It is often used with adverbs like just, already, never. Compare:

I am nervous because I have never given a presentation.
(I am about to give a presentation.)

I was nervous because I had never given a presentation.
(I gave a presentation yesterday.)

The past perfect is often used in reported speech structures (see Units 80–81) and in 2nd conditional (see Unit 31.

The past perfect continuous is formed by using the auxiliary had been + the -ing form of the verb (I/the/you/etc. had (not) been working).

We use the present perfect continuous to talk about how long an activity has been going on up to the present (see Unit 6). We use the past perfect continuous to talk about the duration of an activity up to a point in the past. Compare:

I have been working here for six months.
(I am still working here now.)

When I left my last job, I had been working there for four years.
(I started in 1990 and I left in 1994.)

We do not use the past perfect continuous with stative verbs like know, like, etc. (see Unit 3). Instead, we use the past perfect:

When they met again, they had not seen each other for 15 years.
**Exercise 1**

Form

Complete the sentences by putting the verb into the past perfect.

1. Did you manage to see the Director, or _had he gone_ (he/go) by the time you got there?
2. I couldn’t get into the office yesterday morning because I _left_ (leave) my keys at home.
3. We could not call our new low-fat spread Mono, because one of our competitors _had already chosen_ (already/choose) the name.
4. I found out about the vacancy too late. When my application form arrived, they _appointed_ (appoint) someone.
5. By the time he sold off the shares, his original investment _had grown_ (grow) by 83%.
6. He found his first few weeks at Ernst & Young very difficult because he _had not studied_ (not/study) accountancy before.
7. When I got back to the office, I was surprised to hear that the manager _had put_ (put) someone else in charge of my main project.
8. The bank returned the cheque to me because I _had not signed_ (not/sign) it.

**Exercise 2**

Previous and subsequent events

Complete each of the following sentences in two ways, using because + past perfect and so + simple past.

1. When I left the office, the building was empty ...
   (everyone/go home) _because everyone had gone home._
   (I/lock the doors) _so I locked the doors._

2. When I arrived at the office the next morning, the place was in a terrible mess ...
   (I/call the police) ____________________________
   (someone/break in) ____________________________

3. The chairman was in a very good mood ...
   (we/win a major contract) ____________________________
   (we/open a bottle of champagne) ____________________________

4. The negotiators realized another meeting would be necessary ...
   (they/not reach an agreement) ____________________________
   (they/get out/their diaries) ____________________________

5. I did not know their phone number ...
   (I/call/Directory Enquiries) ____________________________
   (they/move/to new premises) ____________________________

6. The Marketing Manager’s flight from Japan arrived late ...
   (she/go straight home from the airport) ____________________________
   (there/be/a security alert in Tokyo) ____________________________
Exercise 3

Present perfect and past perfect

Change the following sentences into the past perfect.

1. 'I don't want lunch because I've already eaten.'
   \[ I \text{ didn't want lunch because I had already eaten.} \]

2. 'We can't give him the job because he hasn't had enough experience.'
   \[ We \text{ couldn't give him the job because he hadn't had enough experience.} \]

3. 'I'm phoning Jane to say a fax has just arrived for her.'
   \[ I \text{ phoned Jane to say that a fax had just arrived for her.} \]

4. 'I can't give Peter a lift because I haven't finished work.'
   \[ I \text{ couldn't give Peter a lift because I hadn't finished work.} \]

5. 'I'm looking forward to my trip because I've never been to Russia.'
   \[ I \text{ was looking forward to my trip because I had never been to Russia.} \]

6. 'He is calling a press conference because we've just closed a major deal.'
   \[ He \text{ had called a press conference because we had just closed a major deal.} \]

Exercise 4

Past perfect continuous

Look through the notes about the history of Biogen, a genetic engineering company that specializes in producing medical products. Write sentences about the company's activities until it went public in 1993.

<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>1987</td>
<td>company starts producing pregnancy test kits</td>
</tr>
<tr>
<td>1988</td>
<td>company starts marketing test kits in USA</td>
</tr>
<tr>
<td>1989</td>
<td>Dr Pierce starts running the company</td>
</tr>
<tr>
<td>1990</td>
<td>Dr Warner, new Medical Director joins</td>
</tr>
<tr>
<td>1991</td>
<td>company starts manufacturing thermometers</td>
</tr>
<tr>
<td>1992</td>
<td>company opens a new production unit in Spain</td>
</tr>
</tbody>
</table>

1. When the company went public, (we/produce/pregnancy test kits/6 years)
   \[ we \text{ had been producing pregnancy test kits for six years.} \]

2. When the company went public, (we/market the kits/USA/5 years)

3. When the company went public, (Dr Pierce/run it/4 years)

4. When the company went public, (Dr Warner/be the Medical Director/3 years)

5. When the company went public, (we/manufacture thermometers/2 years)

6. When the company went public, (we/have/a production unit in Spain/one year)
Task 1
Complete the following sentences using the past perfect.

1. She found working from 9 to 5 very difficult because...
   *she had never had a full-time job before.*

2. The company decided to take legal action because...

3. The company was forced to pay a fine to the tax authorities because...

4. My trip to the airport to collect Mr Olivera was a waste of time. When I got there I found that...

5. She was not worried when the stock market fell because...

Task 2
Continue each of the paragraphs. Use the simple past to describe the results of the change, and the past perfect to describe what had happened before.

1. When the new version of the car came out, it was a great success. The price was the same but the manufacturers had fitted electric windows, air bags, and power steering as standard. They had modified the engine, and they had managed to increase the car’s efficiency. There was more room in the back because they had changed the design of the seats, and the car was much safer because they had made the side doors stronger.

2. When the management consultant went back to see the company, she found that it had followed her advice.

Task 3
Continue the sentences. Say what activities had been going on.

1. He felt very tired at 4.30 because *he had been working at the VDU all day.*

2. They realized that none of their confidential information was safe because

3. She felt that a change of job would be good for her because

4. The accountant finally discovered why the phone bill was so high. One of the night security guards

5. There was a very long delay at the airport. When we finally left, we
A Spontaneous decisions

We can use will (or 'll) + bare infinitive to refer to the future when we make an instant or spontaneous decision to do something:

A 'We've run out of paper for the printer.'
B 'I'll go and get some from the stockroom.'

We often use the will future after I think and I don't think:
A 'I think I'll go home now. It's getting late.'
B 'Yes, you're right. I don't think I'll stay either.'

The negative of will is won't (will not):
I won't stay long. I'm in a hurry.

Common mistakes: We don't use won't after I think.
Wrong: I think I won't come to the conference.
Right: I don't think I'll come to the conference.

B Predictions

We can use will to make predictions and to state facts that will be true in the future:

Over the next few years, interactive TV will make a great impact on consumer behaviour, and advertisers will have to approach customers in a completely new way.

C Future time words + present simple

We use a present tense (not will) to refer to the future with time words like if, when, before, as soon as, after, etc.:

I will contact you as soon as I get the information. (not: will get)

(See also Unit 19, Conditionals)

D Offers, promises, requests, etc.

Will can also be used to ask if someone is willing to do something, to make requests, promises, and threats, and to offer help:

Hello, caller. I am afraid the line is busy. Will you hold?

A 'Will you give me a hand with these boxes?'
B 'Yes, of course I will.'

Don't worry about the meeting. I will support you.

The word won't can mean is not willing to or is refusing to:

There's something wrong with the printer. It won't print copies in reverse order.
Exercise 1
Match the comments in column A with the responses in column B.

Spontaneous decisions

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. There's going to be a train strike tomorrow.</td>
<td>A. I didn't realize. I'll order some more.</td>
</tr>
<tr>
<td>2. I'm afraid the line is busy.</td>
<td>B. I'm not sure. I'll give him a ring.</td>
</tr>
<tr>
<td>3. I insist on seeing the manager.</td>
<td>C. Thanks, I'll have a look at them later.</td>
</tr>
<tr>
<td>4. We're running very low on floppy disks.</td>
<td>D. Is it? Then I'll stay at the Hilton.</td>
</tr>
<tr>
<td>5. Is John in his office?</td>
<td>E. No thanks, I'm driving. I'll have a coffee.</td>
</tr>
<tr>
<td>6. The Holiday Inn is full.</td>
<td>F. Don't worry, I'll call back later.</td>
</tr>
<tr>
<td>7. Here are the plans for the new building.</td>
<td>G. Is there? Then I'll bring the car.</td>
</tr>
<tr>
<td>8. Another whiskey?</td>
<td>H. Very well, madam. I'll go and call her.</td>
</tr>
</tbody>
</table>

Exercise 2
Predictions

Match the notes to the graphs and forecast the changes in the economy in the last quarter of the year using will.

- Industrial production: rise sharply
- Unemployment: fall slowly
- Inflation: rise slowly
- Consumer prices: remain stable
- Interest rates: fall sharply

1. Unemployment will fall slowly.

2
3
4
5
**Exercise 3**

**Future time words + present simple**

Put the verbs in brackets into the will future or the present simple.

1. Sally is working on the sales forecast at the moment. I **will give** (give) you the figures as soon as I **get** (get) them.
2. The shipment isn’t in yet, but the agent ____ (phone) us as soon as it ____ (arrive).
3. If they ____ (not receive) payment next week, I think they ____ (take) legal action against us.
4. Give me the report and I ____ (show) it to the lawyers before they ____ (leave).
5. Analysts believe the share price of ICI ____ (rise) after it ____ (announce) its interim profit forecast next week.
6. When they ____ (close) the factory next year, a lot of small local businesses ____ (suffer).
7. When I ____ (come) to England next year, I ____ (give) you a ring and maybe we can arrange dinner.
8. When the strike (be) ____ over, everyone (feel) ____ happier.
9. I am sure that our sales (fall) ____ when we (put up) ____ prices.
10. Don’t worry about the office. I ____ (tidy) it up before Mr Kosser (get) ____ back.

**Exercise 4**

**Rewrite the following sentences using will or won’t.**

1. Has anyone offered to collect you from the airport?  
   **Will anyone collect you from the airport?**

2. I promise not to be late again.

3. The finance group 3i has agreed to loan us £18m for the project.

4. The company has offered a 5% pay rise in return for a no-strike deal.

5. I promise not to discuss this information with anyone.

6. They have refused to increase our discount.

7. The company has offered to pay me relocation expenses.

8. The cash machine is refusing to take my card.

9. Let me give you a hand with those boxes.
Task 1
Make spontaneous decisions based on the comments below.

1. You won't be able to get to Paris. The air traffic controllers are on strike. 
   *Really? Then I'll take a train through the tunnel.*

2. I'm sorry. The wine waiter says we have no more Château-Lafite '64.

3. I am afraid that we don't accept cheques.

4. We can't deliver the fax machines you ordered for three months.

5. I'm afraid that the British Airways flight on Tuesday is fully booked.

6. One of your clients – Mrs Mason – just rang. She sounded very upset about something.

Task 2
Write a short paragraph predicting what the world will be like in 2100 AD.

**Medicine in 2100**
The world of medicine will be very different in 2100. There will be new ways of curing disease, and there will be drugs that will make people younger. People will live longer, and transplants will be very simple and effective. On the other hand, there will also be new problems. There will be new diseases, and some common bacteria will become resistant to drugs.

**The world of work in 2100**
(You may like to comment on one or more of these aspects: technology, communication, methods of production, transport, working conditions, company size.)

In 2100, the office as we know it will be completely different.

Task 3
Complete the sentences using a verb in the present tense.

1. Don't worry, I'll go and see the lawyer **before I sign the contract.**

2. I think our Sales Director will leave as soon as

3. You needn't wait for Mr Takashi. I'll stay here until

4. My boss will be delighted if

5. Everyone is very stressed, but things will get better when

6. I am fairly sure that I will get promoted as soon as
The future (2): the present continuous and going to

A Present continuous - arrangements
The present continuous (see Unit 2) is often used to talk about appointments or things we have arranged to do in the future. We generally use it with a future time phrase:

What are you doing on Friday afternoon? (What have you arranged to do?)
I am seeing the accountants. (I have arranged to see them.)

We do not use the present continuous with stative verbs (see Unit 3).

B Going to - decisions and intentions
We use going to + bare infinitive to talk about something we intend to do, or have already decided to do:

The D.V. Group is going to open a new Fiat dealership this summer.

C Going to - predictions
We can also use going to for making firm predictions when there is some physical evidence that an event will take place:

Based on these figures, we are going to make a loss of £1.5m this year.

In many cases, however, it is possible to predict future events using either going to or will. There is little difference in meaning, but going to usually suggests that the event will happen soon. Compare:

I don't think the present government will win the next election.
I don't think the present government is going to win the next election.

D Will, present continuous, or going to?
The most important differences between the present continuous, going to, and will are as follows:

We use the present continuous for arrangements (except with stative verbs):
I'm having a meeting with the Export Manager on Thursday at 2.15.

We use going to for decisions and intentions:
I've made up my mind. I'm going to buy a BMW 730i.

We use going to for firm predictions:
It's already 28°C. It's going to be very hot today.

We use will for spontaneous decisions:
I wonder if Peter is back from his marketing trip. I'll give him a ring.

We use will for promises, offers, and requests:
I'll give you a hand with those boxes if you like.

We use will for general predictions:
In the next century, computers will play a vital role in everyone's life.

(For details of when the present simple is used to refer to the future, see Unit 1.)
Two managers of an engineering company are trying to arrange a meeting. Put the verbs in brackets into the present continuous.

PETER: Jack, Peter here. Could we arrange a time tomorrow to talk about the new freight schedules? Say, er ... 9.15?
JACK: I’m a bit busy first thing because I am having (have) a meeting with a new driver. Would 10 o’clock suit you?
PETER: I’m afraid not. I am going (go) over to the factory, and after that I am seeing (see) Mr Henderson for lunch.
JACK: What time do you come (come) back?
PETER: About 2.20 I suppose, but I am not doing (not/do) anything special after that. Would you be free then?
JACK: No, I don’t think so. I am going (see) a sales rep from Mercedes from 2.00 until about 3.30. So shall we say 3.45?
PETER: Fine. I’ll ask Janet to come along as well. I am having (have) lunch with her today, and I’ll tell her about it.

Use the verb in brackets to say what the following people are going to do.

1. The Unions have been offered a 3.9% pay rise. (not accept) They are not going to accept it.
2. We have ordered over £1.5m of new equipment for the factory. (modernize)
3. Mrs Mason has booked three weeks’ leave in October. (have a holiday)
4. The engineers have finished the design for the new engine. (build/prototype)
5. Our trials have shown that the new vaccine is commercially viable. (produce)

Use the words in brackets to make predictions with going to.

1. The stock market is very over-valued. (be/correction) There is going to be a correction soon.
2. Demand for tin is rising, but supply is falling. (price/rose)
3. The company is in serious financial difficulty. (go bankrupt)
4. My boss is looking for another job. (leave the company)
5. We should have left much earlier. (be late)
Exercise 4
Will or present continuous?

The export manager of an agricultural machinery company is talking to his PA about a sales trip. Put the verbs in the following sentences into the will future or the present continuous.

**JANET:** I've booked your flight and hotels for your trip to Ethiopia. You **(1)** **are leaving** (leave) on the 18th at 6.30 a.m., and that means you **(2)** **(be) in** Addis Ababa late afternoon.

**DAVID:** What about hotels?

**JANET:** You **(3)** **(stay) at** the Addis Ababa Hilton, and you **(4)** **(have) to** get a taxi there from the airport. Your first meeting is on Monday, and you **(5)** **(see) Mr Haile Mariam from the Ministry of Agriculture at 10.30.

**DAVID:** **(6)** **(I/need) any vaccinations?**

**JANET:** I'm not sure, but leave it with me. I **(7)** **(phone) the travel agent, and I **(8)** **(let) you know what she says.**

Exercise 5
Will or going to?

Fill in the blanks with the correct form of the future, using will or going to.

1 A: I'm afraid the fax machine isn't working.
   B: Don't worry, it's not a very urgent letter. I **will post** (post) it.

2 A: We've chosen a brand name for the new biscuits.
   B: Really? What **(you/call) them?**

3 A: Why are you taking the day off on Friday?
   B: I **(look) at** a new house.

4 A: I'm afraid there's no sugar. Do you want a coffee without any?
   B: No, I **(not have) one, thanks.**

5 A: Have you decided what to do about improving the circulation of the magazine?
   B: Yes, we **(cut) the cover price by 10% as from October.**

6 A: I'm afraid I can't take you to the airport. Something important has just come up.
   B: Never mind. I **(take) a taxi.**

7 A: Do you need any help?
   B: Oh, yes please. **(you/carry) the display stand for me?**

8 A: Could you make sure Mr Wilson gets my message?
   B: Yes, I **(tell) him myself when he gets in.**
Task 1
Write a short paragraph about the arrangements that have been made for the CEO of a major American bank to open the new European HQ in London.

<table>
<thead>
<tr>
<th>18 JUNE</th>
<th>9.00</th>
<th>Arrive at Heathrow</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.15</td>
<td></td>
<td>Meeting with Executive Vice-Presidents</td>
</tr>
<tr>
<td>1.00</td>
<td></td>
<td>Lunch with officials from Department of Trade and Industry</td>
</tr>
<tr>
<td>3.00</td>
<td></td>
<td>Official opening of new office in Threadneedle Street</td>
</tr>
<tr>
<td>7.00</td>
<td></td>
<td>Speech: 'Financial Deregulation in the EU'</td>
</tr>
<tr>
<td>8.00</td>
<td></td>
<td>Dinner at the Guildhall</td>
</tr>
</tbody>
</table>

| 19 JUNE | 11.30 | Return flight to New York (Concorde) |

The CEO is arriving at Heathrow at 9.00, and

Task 2
Look at the following subjects. Write sentences about any definite plans you or your company have. Use going to and/or not going to.

1 training and courses  3 new equipment  5 holidays
2 new products and services  4 staffing changes

1 I'm going to do a course in business Japanese in September, but
   I'm not going to take any exams.
2
3
4
5

Task 3
Add comments to the sentences. Use the present continuous, going to, or will.

1 I'm afraid that I can't meet you for lunch on the 30th.
   I'm seeing Mr Karlson in Oslo.
2 The management have announced how they intend to reduce costs.
3 I'm sorry, I didn't realize you were busy.
4 Our Sales Manager has finally chosen what he wants as a company car.
5 I need some time to think about this proposal.
6 Our Export Manager is in Peru at the moment looking at new offices.
The future (3): other future tenses

A Was going to

We can use was going to/were going to to talk about changed plans or intentions. Read this short dialogue:

A 'I've decided that I'm going to resign.'
B 'Don't do that — I've just heard that the management want to promote you.'
A 'OK, perhaps I'll stay then.'

When we report this change of plan, we can say:
'I was going to resign, but in the end I decided to stay.'

B Was doing/were doing

When we talk about an arrangement that has been changed, we can use the past continuous (was/were doing):

I was meeting her on Friday, but she had to go to the States, so I am seeing her next Wednesday instead.

This is similar to was going to, but the past continuous is normally used to report changed arrangements rather than changed plans or intentions.

C Will be doing

The future continuous (will be doing) is used to talk about an activity that will be in progress at a particular moment in the future:

I'm afraid I can't see you on the 22nd because I will be attending a training course in England.

D Will have done

We use the future perfect (will have done), and a time phrase with by, to talk about something that will be completed before a particular time in the future:

We will have paid back the loan by August.

Compare this with the use of the future with will:
We will make the last payment in July.
Exercise 1

**Was going to** - changed plans

Two colleagues are discussing the changes in the plans for a new office. Fill in the blanks with *was/were going to* and *is/are going to*.

A: Have you seen the revised plans?
B: Yes, they are much better. You remember that originally the office was **going to** be open-plan and that they **put up screens**?
A: Yes, it sounded terrible.
B: Well, now they **divide it up into six separate offices, and there** be one or two desks in each one.
A: That sounds a lot better. What about the IT set-up?
B: They've taken our advice on that one too. We **have twelve stand-alone PCs, but now everyone** be linked to a network, and there **be one central computer, which is much better**.

Exercise 2

**Changed arrangements** - problem solving

Look at the schedule (A) for a programmer's visit to a client. All these appointments must be rearranged for the following day. Look at the notes. Work out a new schedule (B) and write sentences about the changes.

(A) original schedule:

<table>
<thead>
<tr>
<th>WEDNESDAY 18 MAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.00 - 11.30</td>
</tr>
<tr>
<td>visit the new warehouse</td>
</tr>
<tr>
<td>11.30 - 12.00</td>
</tr>
<tr>
<td>give presentation to IT Department</td>
</tr>
<tr>
<td>1.00 - 2.00</td>
</tr>
<tr>
<td>Lunch at Nelson's restaurant</td>
</tr>
<tr>
<td>2.00 - 3.30</td>
</tr>
<tr>
<td>have meeting with Mr Barber</td>
</tr>
<tr>
<td>3.30 - 5.00</td>
</tr>
<tr>
<td>see the Finance Director</td>
</tr>
</tbody>
</table>

(B) new schedule:

<table>
<thead>
<tr>
<th>THURSDAY 19 MAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.00 - 11.30</td>
</tr>
<tr>
<td>11.30 - 12.00</td>
</tr>
<tr>
<td>1.00 - 2.00</td>
</tr>
<tr>
<td>Lunch at Gee's restaurant</td>
</tr>
<tr>
<td>2.00 - 3.30</td>
</tr>
<tr>
<td>3.30 - 5.00</td>
</tr>
</tbody>
</table>

**NOTES:** Nelson's is closed on Thursdays. Gee's restaurant is shut on Mondays. The IT Department is busy all morning. Mr Barber is not free at 2.00. The Finance Director is busy all afternoon. The warehouse shuts at 3.30. The programmer must see Mr Barber before the Finance Director.

1
2
3 He was having lunch at Nelson's, but now he is having lunch at Gee's.
4
5
Exercise 3
Will be doing and will have done

Look through the notes about the building of a new factory. Say what will be happening and what will have happened at each of the times below.

<table>
<thead>
<tr>
<th>NOVEMBER – JANUARY:</th>
<th>demolition of the existing building</th>
</tr>
</thead>
<tbody>
<tr>
<td>FEBRUARY – APRIL:</td>
<td>building the new factory</td>
</tr>
<tr>
<td>MAY – JULY:</td>
<td>installation of equipment</td>
</tr>
<tr>
<td>AUGUST – OCTOBER:</td>
<td>testing of new machinery</td>
</tr>
<tr>
<td>NOVEMBER:</td>
<td>start of production</td>
</tr>
</tbody>
</table>

1. In December, **we will be demolishing the old building**.
2. By the end of January, **we will have demolished the old building**.
3. In March,
4. By the end of April,
5. In June,
6. By the end of July,
7. In September,
8. By the end of October,
9. By the beginning of December,

Exercise 4
Review

Look at the information. Then put the verbs into the right tense.

1. **B**USINESS **S**EMINAR: 10.00 – 11.00
   - Speaker: Mr. AG Wright
   - A The talk (start) **will start** at 10.00.
   - B Mr Wright (give) **will be giving** his seminar at 10.23.
   - C The talk (finish) **will have finished** by 11.15.

2. **T**r**i**ery for Miss T Wilson:
   - Depart London Heathrow, 10.00
   - Arrive Athens, 16.00
   - A The plane (take off) _______ at six in the evening.
   - B At 19.35, Miss Wilson (travel) _______ to Athens.
   - C Miss Wilson (arrive) _______ in Athens by 11.30.

3. **L**aw **F**inals: Paper I 2.00 – 5.00
   - Paper II 2.00 – 5.00
   - A The first exam (start) _______ at 10.00.
   - B We (have) a break at 1.30.
   - C We (finish) _______ by six.
Task 1

Complete these sentences using was/were going to or was/were doing.

1. I was going to accept a job in Qatar.  
   ... but in the end I decided that I probably wouldn’t enjoy it.

2. ... but I couldn’t get a flight until the 18th.

3. ... but in the end we felt it was too expensive.

4. ... but she was ill, so we had to cancel.

5. ... but in the end we decided that three was enough.

6. ... but it was fully booked.

Task 2

Answer the following questions about yourself in 20 years’ time.

1. Who will you be working for 20 years from now?

2. What position will you have in the company?

3. What sort of things will you be doing as part of your job?

4. What will you have achieved by then?

5. What changes will have taken place in your family life?

Task 3

Complete these sentences.

1. I hope that, by the time I am your age,

2. This time next week

3. There’s no point trying to get to the meeting now. By the time you do

4. By the way, they’ve changed the venue for the sales conference.

5. This time tomorrow
The future (4): possibility and probability

A Definitely, probably, etc.

We often use the words definitely, probably, and perhaps/maybe to show how probable we think a future event is:

DEGREE OF CHANCE:

100% We will definitely increase our turnover next year.
75% The journey will probably take about an hour.
50% Maybe/perhaps we will get some bigger orders soon.
25% The Financial Director probably won't be at the meeting.
0% The shipment definitely won't get there on time.

Notice that won't normally comes after probably and definitely.

B Likely to, certain to

We can also use the verb be + (un)likely/certain + infinitive to refer to the future. We use the present tense of the verb be and we do not say will be certain to. We use certain to to refer to things that we think are certain, likely to/expected to to refer to things that are probable, and unlikely to to refer to things that are improbable:

You'll meet Jane at the Sales Conference next week. She is certain to be there. (She will definitely be there.)

The final cost of the project is likely to be higher than the current estimates. (It probably will be higher.)

The Bundesbank is unlikely to lower interest rates again this year. (It probably won't reduce them.)

C I think, I doubt

There are a number of verbs and other expressions that can show how probable we think a future event is. Here are some common examples:

HIGH PROBABILITY

I'm quite sure that...
I'm confident that...
I expect that...
The chances are that... they will give you a pay rise.
I should think that...
I shouldn't think that...
I doubt if...
I doubt very much whether...

LOW PROBABILITY

I'm quite sure that + (won't)...
Exercise 1
Definitely, probably

Look at the results of an opinion poll asking voters which party they will support at the next election. Complete the sentences about the likely results using definitely, probably, or maybe + will/won't.

<table>
<thead>
<tr>
<th>PARTY</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Labour</td>
<td>49%</td>
</tr>
<tr>
<td>Liberal Dems</td>
<td>21%</td>
</tr>
<tr>
<td>Conservative</td>
<td>27%</td>
</tr>
<tr>
<td>Green Party</td>
<td>1%</td>
</tr>
</tbody>
</table>

1. The Liberal Democrats will definitely do better than the Green Party.
2. The Labour Party ____________ get the most votes.
3. ___ the Labour Party ____________ get an overall majority.*
4. The Conservatives ____________ come second.
5. The Liberal Democrats ____________ beat the Conservatives.
6. The Green Party ____________ form the next government.

* i.e. More seats in Parliament than all the other parties put together.

Exercise 2
Likely to, certain to

Complete the sentences with be + certain to, likely to, or unlikely to.

1. They have very little experience of the entertainment industry, so they are unlikely to win the contract for a national television network.
2. She _______ get the job. She has the experience and the qualifications, and none of the other applicants were any good.
3. I will offer them a 10% discount, but they _______ ask for more because they are sometimes very tough negotiators.
4. Of course the stock market goes up and down, but you _______ lose all your money in such a safe investment.
5. I can give Harriet the message. She _______ be here at some stage tomorrow, because she usually comes in to the office on Thursdays.
6. The consortium _______ need some extra finance for the bridge; they have spent all of their money and the project is only half-finished.
7. We are relocating to a site that is quite close, so most of the staff _______ stay with the company.
8. I have booked a hotel room in London for the 18th, because the dinner _______ finish before 11 p.m., and then it will be too late to get a train back to Liverpool.
9. The new manager _______ make a number of changes in the department; the only question is exactly what those changes will be.
Exercise 3
I think, I doubt

A  Arrange the expressions in the box in the appropriate columns.

<table>
<thead>
<tr>
<th>I'm quite sure + (won't) ... I'm confident that ... I doubt if ...</th>
</tr>
</thead>
<tbody>
<tr>
<td>I should think that ... The chances are that ... I'm quite sure that ...</td>
</tr>
<tr>
<td>I expect that ... I shouldn't think that ... I doubt very much whether ...</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DEFINITELY</th>
<th>PROBABLY</th>
<th>PROBABLY NOT</th>
<th>DEFINITELY NOT</th>
</tr>
</thead>
<tbody>
<tr>
<td>I'm confident that ...</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

B  Match the sentences in column A with sentences in column B that have a similar meaning.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 I'm quite sure they will sign the deal.</td>
<td>A They are unlikely to sign the deal.</td>
</tr>
<tr>
<td>2 The chances are that we'll win the contract.</td>
<td>B They definitely won't sign the deal.</td>
</tr>
<tr>
<td>3 I doubt very much if they will sign the deal.</td>
<td>C We probably won't win the contract.</td>
</tr>
<tr>
<td>4 We will definitely win the contract.</td>
<td>D We're very unlikely to win the contract.</td>
</tr>
<tr>
<td>5 I should think they will sign the deal.</td>
<td>E We'll probably win the contract.</td>
</tr>
<tr>
<td>6 I'm quite sure they won't sign the deal.</td>
<td>F We are certain to win the contract.</td>
</tr>
<tr>
<td>7 I doubt if we'll win the contract.</td>
<td>G They are likely to sign the deal.</td>
</tr>
<tr>
<td>8 I doubt very much whether we'll win the contract.</td>
<td>H They are certain to sign the deal.</td>
</tr>
</tbody>
</table>

Exercise 4
Review

Rewrite the sentences, using the word in brackets in your answer.

1 He says we are certain to get the contract.
   (confident) He is confident that we will get the contract.

2 I shouldn't think that their new store will attract many customers.
   (unlikely) ________________________________

3 I don't imagine they will give us better terms.
   (probably) ________________________________

4 I'm likely to be very busy early next week.
   (probably) ________________________________

5 They are unlikely to deliver the equipment this month.
   (think) ________________________________
Task 1

Reply to the following questions about your future in two different ways.

In the next few years, what are your chances of...

1... working abroad?
   A I should think I’ll work abroad in the next few years.
   B Perhaps I’ll work abroad in the next few years.

2... changing jobs?
   A
   B

3... getting rich?
   A
   B

4... getting promoted?
   A
   B

5... marrying someone English?
   A
   B

6... taking over control of your company?
   A
   B

7... having to spend some time doing military service?
   A
   B

Task 2

Make predictions about what changes will happen in the next few years.

1 the economy I should think that the economy will continue to improve in the short term, but the recovery may slow down because of political uncertainty. There will definitely be an election, and taxation is likely to be increased.

2 your company

3 new technologies

4 the countries of the Pacific Rim
A Form

The passive is formed by using the verb be and the past participle (e.g., broken, driven, used). For example, the present tense passive is formed with am/is/are + past participle:

I am/am not driven. Am I driven?
He/she/it is/is not (isn't) driven. Is he/she/it driven?
We/you/they are/are not (aren't) driven. Are we/you/they driven?

B Focus on actions

We often use the passive to focus on something that happens to someone, when we do not want to focus on the person who does the action:

Over 36% of Guatemalan workers are employed in the agricultural sector.

We use the passive here because we do not know, or need to say, who employs them.

C Systems and processes

The passive is often used to talk about systems and processes:

Many of the world's diamonds are mined in South Africa. The stones are sent to Amsterdam, where they are sold to international dealers. The stones are cut in Antwerp, and they are then sold on to jewellers.

D Active or passive?

If it is important to say who performs an action, we can use the active or we can use the passive and the word by:

ACTIVE: Peter Franks runs the Marketing Department.

PASSIVE: The Marketing Department is run by Peter Franks.

Both of these sentences are correct. If we were already talking about Peter Franks, we would probably use the active:

Peter Franks is an old colleague of mine. He works for Butterfield International, and he runs the Marketing Department.

If we were talking about the the Marketing Department, we would probably use the passive:

The Marketing Department is a large and very successful division that employs over 100 people. It is run by Peter Franks.
Exercise 1
Form

Put the verbs in brackets into the present simple passive.

A: What is the difference between this new Paycard and ordinary phonecards?
B: The Paycard (1) **is not designed** (not/design) for public telephones; you can use it with any phone, for example in a hotel. Each Paycard has an account number on the back, and that is a bit like a bank account. This account (2) **is credited** (credit) with money from your Visa card or Access card. When you want to make a call, you ring the Paycard operator, and then you (3) **are connected** (connect) with the number you want. The cost of the call (4) **is deducted** (deduct) from your Paycard balance.

A: How do you know what the balance of your Paycard account is?
B: At the beginning of the call, you (5) **are told** (tell) by the operator, for example, that you have £15 in the account, and you can talk as long as you like. And if the money runs out, you (6) **are warned** (warn) that you only have one minute left.

A: Who is the new card for? (7) **is aimed at** (it/aim) tourists or the general public or business people?
B: Business people will find it very useful. Business people often complain that they (8) **are charged** (charge) too much for phone calls at hotels. With this system, you can use the hotel phone, but the cost of the call (9) **is not put** (not/put) on your hotel bill. It (10) **is taken from** (take) from the balance in your Paycard account, so of course it is much cheaper and more convenient, and you can use almost any phone anywhere.

Exercise 2
Avoiding the subject

Many of the following sentences sound unnatural because they are in the active. Rewrite them in the present simple passive, but do not mention the agent (e.g., by workers, by people).

1. Workers in China make these telephones. These telephones ... **are made in China**.
2. Employers pay many manual workers weekly. Many manual workers ... **are paid** weekly.
3. They keep a large amount of gold at Fort Knox. A large amount of gold ... **is kept** at Fort Knox.
4. Workers build a lot of the world's supertankers in South Korea. A lot of the world's supertankers ... **are built** in South Korea.
5. Farmers grow a third of the world's cocoa in the Ivory Coast. A third of the world's cocoa ... **is grown** in the Ivory Coast.
6. Countries store most nuclear waste underground. Most nuclear waste ... **is stored** underground.
7. Scientists test most new drugs extensively before they go on sale. Before they go on sale, most new drugs ... **are extensively tested**.
8. Workers print a lot of our books in Hong Kong. A lot of our books ... **are printed** in Hong Kong.
Exercise 3
Systems and processes
Read this information about DHL, a company that delivers parcels and documents worldwide. Put the verbs into the present simple passive.

**DHL FROM START TO FINISH**

*One phone call is all it takes to get your shipment moving.*

**Quick off the mark**
As soon as you book your shipment over the phone, your details 1. **are programmed** (program) into the DHL system. Within minutes, a courier receives a pick-up message.

**Satellite technology**
While the plane is in the air, all the details of the shipment 2. **are transmitted** (transmit) to the local DHL import agents. As soon as the plane lands, the information 3. **is given** (give) to customs.

**Rapid collection**
The data 4. **is transferred** (transfer) to a printer in the van, so our driver will know where you are. Your consignment 5. **are collected** (collect), and a bar code scanner 6. **is used** (use) to record all the details of the shipment. That shipment 7. **will drive** (drive) to a DHL centre, where the most suitable air route 8. **is chosen** (choose).

**Personal delivery**
As soon as your shipment 9. **is cleared** (clear), it 10. **is delivered** (deliver) to its final destination. All the information about delivery 11. **is held** (held) on computer, allowing you to check delivery with one quick phone call.

**Prepared for take off**
Your shipment 12. **is checked** (check) in by DHL ground staff at the airport, and they make sure that it 13. **is loaded** (load) onto the right flight.

---

Exercise 4
Active or passive?
Read each of the following statements. Then say if it should be followed by sentence A or sentence B. Underline the correct answer.

1. Roche is one of the world’s leading pharmaceutical groups.  
   A. It manufactures vitamins, perfumes, and antibiotics.  
   B. Vitamins, perfumes, and antibiotics are manufactured by it.

2. Qantas is the second oldest international airline.  
   A. The Australian government currently owns it.  
   B. It is currently owned by the Australian government.

3. Bass PLC is the largest global hotel operator.  
   A. It owns Holiday Inns and a number of other hotel chains.  
   B. Holiday Inns and a number of other hotel chains are owned by it.

4. Australian born Rupert Murdoch is Chairman of News Corporation.  
   A. He controls 39% of the company through Cruden Investments.  
   B. 39% of the company is controlled by him through Cruden Investments.
Task 1

A person who works in the Personnel Department is explaining how they select candidates in her company.

'If there's a vacancy, I usually advertise it in-house first of all, and if I don't find any suitable candidates, then we advertise the job in the papers. We ask applicants to send in their CVs, and we invite some of the candidates to an interview. After that, we draw up a shortlist and ask some of the applicants back for a second interview. We choose the best candidate, and then I check his or her references, and if everything's OK, we offer the applicant the job.'

Complete the sentences below to give a general description of the recruitment process. Use the passive in your answer.

1. The vacancy ... is advertised in-house.
2. If there is a suitable in-house candidate ...
3. The vacancy ...
4. Applicants ...
5. Some candidates ...
6. A shortlist ...
7. Selected candidates ...
8. The best candidate ...
9. The references ...
10. The successful candidate ...

Task 2

Write a short paragraph describing a system or process you know well. You may find the following linking words helpful.

<table>
<thead>
<tr>
<th>First of all, ...</th>
<th>Then, ...</th>
<th>Next, ...</th>
<th>After that, ...</th>
<th>Finally, ...</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>


A Other tenses

The examples below show how to form the passive with other tenses.

Present continuous passive: am being, is being, or are being + past participle:

I am being asked to do a lot of extra work at the moment.
I can assure you that your complaint is being dealt with.

Simple past passive: was or were + the past participle:

Our company was founded in 1848.
Most of the senior managers were fired after the takeover.

Note the passive form be born:

A When were you born?  B I was born in 1968.

Past continuous passive: was being or were being + the past participle:

I couldn’t use the company car yesterday because it was being serviced.
We only noticed the mistakes when the brochures were being printed.

Present perfect passive: has been or have been + the past participle:

A design fault has been found on some of our washing machines.
All of the machines have been recalled.

Past perfect passive: had been + the past participle:

They faxed us to say that the shipment had been delayed.

Future passive: will be or going to be + the past participle:

The shipment is going to be delayed.
It will be delivered next Tuesday.

B Personal or impersonal?

The passive is also often used in business correspondence, because it is less personal than the active. Compare:

Peter Jason, who opens our post at this branch, received your letter yesterday.
He has forwarded it to Head Office. (ACTIVE)

Thank you for your letter which was received at this branch yesterday. It has been forwarded to Head Office, as complaints are dealt with there. (PASSIVE)

C Changes

The present perfect passive is often used when we are describing changes that have taken place, and we are more interested in the changes than who has made them:

The factory is completely different. The whole place has been modernized and computerized, and a lot of people have been made redundant.
Exercise 1
Tenses in the passive

A Put the verbs in brackets into the present continuous active or passive.

1. Siemens has built a new plant in Ludwigsfelde, Germany, the site of one of its older plants in Poland. The company is (plan to build) a much larger production plant at Ludwigsfelde. This will be a large investment, but the company believes that the plant will (work) again, because one of its competitors was destroyed by a fire last year. Siemens says that the new plant will (create) 1,000 new jobs.

B Put the verbs in brackets into the past continuous active or passive.

2. In 1990, an action was launched in Europe to help people from the former Soviet Union settle in a Middle Eastern country. The action was (organize) by an international group of NGOs. The people who arrived in Europe were (attacked) by an armed gang of robbers, who (wait) for the money to change hands. A passer-by (tell) the police that a group of men were (attack) an old lady. When they reached the scene, the robbers had already driven off.

C Put the verbs in brackets into the past perfect active or passive.

3. Last week, a former manager of a British company was (dismissed) after 28 years in the City. He was (forced to resign) because of a financial scandal. The company (decide) to (not) pay him his bonuses, and he was also (not) allowed to keep his company car.

Exercise 2
Future passive

Put the verbs in brackets into the will future active or passive.

1. JANET: I've booked you on the 8.30 flight, so you (will arrive) at 11.00 local time. You (will meet) at the airport by one of their drivers, and you (will take) straight to their Head Office.

2. HELEN: Fine. Have you organized a hotel?

JANET: Yes, you (will be) at the Holiday Inn.

HELEN: OK. Do they know how long the meeting (will last)?

JANET: They expect that you (will be able) to finish at about 5.30. I have told the hotel that you (will not arrive) before 6.30. But that's fine and they have said that the room (will keep) for you, and that it (will not be given) to anyone else.
Exercise 3
Present perfect: changes

Look at the staff changes that have taken place at a small UK engineering company. Complete the dialogue between a company employee and a friend who used to work there. Put the verbs in brackets into the present perfect active or passive (has/have done or has/have been done).

**PREVIOUS ORGANIZATION**

**CURRENT ORGANIZATION**

**JOHN:** Are things different now?

**SARA:** Yes. What has happened is that the Sales and Marketing Department

(has been turned) turn into three separate divisions - there is now an

International Division, a UK Division, and there's a new office that

(set up) in the US.

**JOHN:** Is Peter still in charge?

**SARA:** No, they (make) make him a Senior Director, so he doesn’t have

much to do with the department now. Laura (promote) promote to

Sales Director, so they all report directly to her. Benedict Warner and

Katie Lang (put) put in charge of the International Division and

the UK Division.

**JOHN:** (send) send Ken to the US?

**SARA:** No, not at all. He didn’t get on with Laura, basically, so he (demote) demote to UK Sales Assistant, and he works for Katie. Obviously he’s not very happy about it and he doesn’t think that the company

(treatment) treat him fairly. I don’t expect he’ll stay long.
Task 1
Write sentences from the prompts using one of the verbs from the box.

<table>
<thead>
<tr>
<th>build</th>
<th>discover</th>
<th>elect</th>
<th>found</th>
<th>invent</th>
<th>open</th>
</tr>
</thead>
</table>

1. The Berlin Wall/1961
   *The Berlin Wall was built in 1961.*
2. The Channel Tunnel/1994
3. Radium/Marie and Pierre Curie
4. The wireless/Marconi
5. Fiat SPA/1899
6. President Clinton/1992

Task 2
Add a comment to each of the following questions.

Have you heard what ...?

1. ... has happened to their Spanish subsidiary?  *It has been sold.*
2. ... is happening to the department?
3. ... happened to the chairman at the meeting?
4. ... has happened to the strikers?
5. ... is happening to the price of petrol?
6. ... happened to our office in Singapore?
7. ... has happened to the lira?

Task 3
Read the information about AMS Trading. Then write a similar short paragraph about the history of your company.

AMS Trading was founded by Alan Sugar in 1968, and the company's name was changed to Amstrad in 1972. The company sold electronic consumer goods, and then moved into computers. Amstrad was floated on the Stock Exchange in 1980. It expanded rapidly until 1988, when it launched the PC 2000 series of personal computers.
The passive (3): passive verbs and infinitives, **have something done**

### A Passive + infinitive

The verbs believe, expect, know, report, say, think, suppose, and understand are often used in the passive and are followed by an infinitive (to be, to do). Compare:

*People say that Taikichiro Mori is the richest person outside the USA.*

*Taikichiro Mori is said to be the richest person outside the USA.*

To refer to the past we can use **have done**:

*They believe that the company lost a great deal of money on the deal.*

*The company is believed to have lost a great deal of money on the deal.*

To refer to something happening at the moment we can use **be doing**:

*People believe that George Soros is planning a major new investment.*

*George Soros is believed to be planning a major new investment.*

### B Have something done

We can use the structure **have something done** to talk about things we pay or employ other people to do for us. We use the verb have + the object + past participle:

**HAVE**

**OBJECT**

**PAST PARTICIPLE**

We have our books printed in Singapore.

**COMMON MISTAKES:** We put the object before the past participle, not after:

**WRONG:** We have serviced our cars by a local garage.

**RIGHT:** We have our cars serviced by a local garage.

In most cases we can also use get instead of have. This is more informal:

*We get our brochures printed in Hong Kong.*

### C Have something done

- **tenses**

We can use **have something done** in different tenses. To do this, we use the correct tense of the verb have (or the verb get). Look at the following examples:

**PRESENT SIMPLE:**

*We have the machines cleaned regularly.*

**PRESENT CONTINUOUS:**

*He is having the letter typed out.*

**SIMPLE PAST:**

*They had the order sent by courier.*

**PRESENT PERFECT:**

*Have you had your accounts checked?*

**GOING TO:**

*I'm going to have a new fax installed.*

**MODALS:**

*You must have your office repainted.*
Exercise 1
Passive + infinitive

Read the following article about the richest man in Britain. Fill in the blanks with a verb in the passive and a suitable form of the infinitive.

THE RICHEST MAN IN BRITAIN

The publisher Paul Raymond is said to be (say/be) the richest man in Britain, and he is (believe/have) a personal fortune of over £1,650,000,000. His magazine publishing company is (think/make) annual profits of around £14 million, and he (believe/own) a number of other companies. He (know/have) houses in London and the Caribbean, but at the age of 68 he (say/live) a very quiet life.

However, most of his wealth does not come from the magazines; it comes from the property he owns in central London. He is known to have started (know/start) buying up properties over forty years ago, when prices were about £10,000. He (say/buy) another fifty properties in 1974, and he (believe/purchase) another hundred in 1977 just before the property market recovered. Each of these investments (believe/rise) in value many times over, so he is much richer than the Queen.

He is now nearing retirement, but he is thought to be making (think/make) major new property investments at the moment. He (say/try) to buy a number of properties in Rupert Street, London, and he (believe/buy) additional houses in Chelsea. However, he (not think/plan) to expand his publishing empire any further.
Exercise 2
Have something done

The manager of a British company is explaining how its computers are made. Look at the map and make sentences using have something done.

1. We/chips and motherboards/make/in the USA.
   We have the chips and the motherboards made in the USA.

2. Then we/them/fly/Singapore.

3. We/other components/manufacture/Taiwan.

4. We/them/send/Singapore.

5. We/computers/assemble/Singapore.

6. We/the finished products/ship/the UK/every 3 months.

Exercise 3
Tenses

Rewrite the following sentences using have something done.

1. Someone makes my suits in London.
   I have my suits made in London.

2. Someone is going to print 5,000 new catalogues for us.
   We

3. Someone is designing a new office for them.
   They

4. Someone has checked these figures for me.
   I

5. Someone should mend the photocopier for you.
   You

6. Someone delivered the new furniture for us yesterday.
   We
Task 1  
Answer the questions using the verbs in brackets in the passive, and another verb in the infinitive.

What do you know about ...  
1  the Sultan of Brunei? (suppose)  
   *He is supposed to be the richest man in the world.*  
2  the Prime Minister or President in your country? (believe)  
3  the Chairman of your company? (think)  
4  your main competitors? (know)  
5  American companies? (say)  
6  Saudi Arabia? (suppose)

Task 2  
Write a short paragraph for the company log book using a suitable passive form. Say what happened to:  
the storeroom  the carpets and curtains  
the money in the safe  the work you had on the computer  
a lot of the windows  one of the firemen  

We had a fire at our office last night, and the storeroom was burned to the ground. There was quite a lot of damage to the rest of the building too ...

Task 3  
You have just been on an all expenses paid trip to one of the best conference centres in the world, where they did everything for you. Say what you had done for you while you were there.

1  (clothes) *I had my clothes cleaned and returned within 12 hours.*  
2  (breakfast)  
3  (letters)  
4  (room)  
5  (presentation)  
6  (business cards)  
7  (travel arrangements)  
8  (bills)
A Zero conditional

We can talk about general facts or things that are always true using an if sentence. This kind of sentence has the present tense in both parts:

\[ \text{IF + PRESENT TENSE, PRESENT TENSE} \]

\[ \text{If interest rates fall, company profits rise.} \]

In statements like this, if means the same as when or every time. This is sometimes called the zero conditional.

B First conditional:

if + present + will

When we talk about future events that are reasonably likely and their results, we can use an if-sentence. The if-clause states the condition, and the other clause states the result:

\[ \text{IF + PRESENT TENSE, WILL + BARE INFINITIVE} \]

\[ \text{If the government raises taxes, consumer spending will fall.} \]

\[ \text{(CONDITION) (RESULT)} \]

The if-clause can come in the first part of the sentence or the second:

\[ \text{If the government raises taxes, consumer spending will fall.} \]

\[ \text{Consumer spending will fall if the government raises taxes.} \]

COMMON MISTAKES: We do not use will in the if part of the sentence:

WRONG: If the shipment will arrive tomorrow, I will collect it.

RIGHT: If the shipment arrives tomorrow, I will collect it.

C If or when?

When we talk about events that will take place in the future, we can use if or when:

\[ \text{I'm flying to the States tonight. I'll give you a ring if I can find a phone.} \]

\[ \text{(The speaker is not sure if he will be able to find a phone or not.)} \]

\[ \text{I'm flying to the States tonight. I'll give you a ring when I get there.} \]

\[ \text{(The speaker has no doubt that the plane will arrive safely.)} \]

D Variations

In a sentence with an if-clause we can use the imperative, or other modal verbs (see Units 23–6), instead of will + infinitive:

\[ \text{If you hear from Susan today, tell her to ring me.} \]

\[ \text{If the traffic is bad, I may get home late.} \]

\[ \text{If we sign the contract today, we can start production at the end of next month.} \]

\[ \text{If Mr Duval rings, you must ask him to leave his number.} \]
Exercise 1

Match the first part of the sentences in column A with the right endings in column B.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>Governments expect something in return</td>
<td>A something is wrong with the management.</td>
</tr>
<tr>
<td>Every time Eater chairs a meeting</td>
<td>B it gets there the following morning.</td>
</tr>
<tr>
<td>People are more productive</td>
<td>C I usually look after them.</td>
</tr>
<tr>
<td>If you send a letter by Datapost</td>
<td>D if they give aid.</td>
</tr>
<tr>
<td>If inflation rises,</td>
<td>E if we launch a new model.</td>
</tr>
<tr>
<td>When you have a high staff turnover,</td>
<td>F it goes on for a long time.</td>
</tr>
<tr>
<td>If anyone from our Hamburg office visits,</td>
<td>G if they work in pleasant surroundings.</td>
</tr>
<tr>
<td>We spend a great deal on promotion</td>
<td>H the value of people's savings goes down.</td>
</tr>
<tr>
<td>I always fly Club Class</td>
<td>I when I go on a long haul flight.</td>
</tr>
</tbody>
</table>

Exercise 2

Look at the notes about each situation. Then put the verbs in brackets into the correct tense. Use the present simple and will + infinitive in each sentence.

1. A If the meeting finishes (finish) late, I will spend (spend) the night in London.
   B If the meeting doesn't finish (not finish) late, I will catch (catch) the train home.

2. A If sales go (go) well this year, we increase (increase) our profits.
   B If sales not go (not/go) well this year, we try to reduce (try to) reduce our costs.

3. A If we leave (leave) now, we get a table at the restaurant.
   B If we stay (stay) here for much longer, the restaurant shut (shut).
Exercise 3
If or when?

Fill in the blanks with if or when.
1. I don't think you'll have any problems, but call me ______ you do.
2. Mrs Barton is coming this afternoon. Could you send her up ______ she arrives?
3. We won't be able to compete ______ we don't modernize our production plant.
4. Put that on my bill please, and I'll pay ______ I check out.
5. I will feel very disappointed ______ I don't get promotion this year.
6. Sales are low this spring, but they will improve ______ summer starts.

Exercise 4
Variations

Read the following dialogue, and choose the best option from the words in italics.

HANS: I'll be at a meeting this afternoon, so if Pierre (1) will call/calls,
      (2) tell/you'll tell him I'll give him a ring later.
CLAUDIA: OK, but there's one other thing. You've got a meeting with Mr Sachs at 5.00. Will you be back by then?
HANS: It depends, really, but I'll call you. If the meeting (3) will go on/goes on after 4.30, you (4) will/can cancel my appointment with Mr Sachs. But if it has already finished by then, I (5) may/can be able to get back in time.
CLAUDIA: Anything else?
HANS: Yes, if you (6) will manage/manage to get hold of Kevin, you (7) must/will get the October sales figures from him. I need them today. The Chairman (8) may come/can come to the sales meeting tomorrow, and if he does, he (9) is going to want/must want to see them.

Exercise 5
Right or wrong?

Some of the following sentences are right and some are wrong. Put a tick (✔) next to the ones that are right and correct the ones that are wrong.

1. If you finish everything that needs to be done before five, you are able to go home. ✔
2. Mr Lo probably won't want to go out for dinner if he has a meal on the plane. ✔
3. If it will be their first visit to England, I expect they might want to do some sightseeing. ✔
4. I may go and visit their headquarters if I will go to London next week. ✔
5. Please don't hesitate to contact me if you require any further information. ✔
6. What should I do if everyone will be still talking when I want to start my presentation? ✔
7. If you will go to Paris next week, I can give you the name of a good hotel I know. ✔
Task 1
Rewrite these sentences using a first conditional sentence with if.

1. For further information call us on 0800 726354.
   If you ring 0800 726354, they'll give you some more information.

2. We've got these products on a 'sale or return' basis.

3. Subscribe to Business Age before September 30 and save up to 33%.

4. The Ford Escort comes with a money-back guarantee.

Task 2
Complete these sentences.

1. If I have time this weekend, ...

2. If I go on holiday this year, ...

3. If I can afford it, ...

4. If I carry on learning English, ...

5. If I stay in my present job, ...

6. If I feel tired this evening, ...

7. If I finish work early, ...

8. If I move house at some stage in the future, ...

Task 3
You have been asked to speak on these topics at a meeting. Write short paragraphs about what you think will happen during the next two or three years, and what you or your company will do.

1. interest rates
   I think that interest rates will rise again during the next two or three years.
   If they do, we will have to try to reduce our costs and the amount we borrow
   as much as possible, and we will not be able to expand.

2. your market share

3. new competitors

4. the political situation
Conditionals: if, unless, etc.

A If and unless

Unless means the same as if ... not. It always refers to the conditional part of the sentence and not the result part of the sentence:

If he doesn't get here soon, we will have to start the meeting without him.  (Condition)  (Result)

Unless he gets here soon, we will have to start the meeting without him  (Condition)  (Result)

We often use not + unless, which means only ... if, when we want to emphasize a condition:

They will only sign the contract if we give them an additional discount.  
They won't sign the contract unless we give them an additional discount.

B If and in case

We use in case to talk about precautions we will take before a problem happens. We use if to talk about what we will do after a problem happens:

We are going to insure the shipment in case the goods get damaged in transit.  (We will take out insurance first; the problem may or may not happen afterwards.)

If the goods get damaged in transit, we'll make a claim.  
(The damage may happen, and we will make a claim afterwards.)

Note that in sentences with in case, we often use going to rather than will because we are often talking about something we have already decided to do (see Units 12–13).

C Provided that, as long as, etc.

We can use provided that/providing, as long as, and so long as when we want to emphasize a condition. Provided that and as long as mean if and only if (providing and so long as are a little less formal than provided that and as long as):

I will agree to these conditions provided that you increase my salary by 8.5%.  (I will only agree if you give me more money.)

The strike will be successful as long as we all stay together.  
(It will only succeed if we all stay together.)

Note that we use the same sentence pattern as with other if-sentences.

D So that

We use so that to explain what the result or purpose of an action will be:

I'll take a credit card so that we don't run out of money.  
(The credit card will stop us from running out of money.)
Exercise 1
Match the first part of each sentence in column A with the right ending in column B.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 There's going to be a train strike tomorrow</td>
<td>A unless we give her the salary she wants.</td>
</tr>
<tr>
<td>2 The union won't go on strike</td>
<td>B we will not make a loss this year.</td>
</tr>
<tr>
<td>3 She will accept the job</td>
<td>C we will make a loss this year.</td>
</tr>
<tr>
<td>4 She won't accept the job</td>
<td>D they will not take legal action.</td>
</tr>
<tr>
<td>5 Unless sales improve dramatically</td>
<td>E unless we agree to their demands.</td>
</tr>
<tr>
<td>6 If sales improve dramatically</td>
<td>F if we agree to their demands.</td>
</tr>
<tr>
<td>7 Unless we pay them immediately</td>
<td>G they will take legal action.</td>
</tr>
<tr>
<td>8 If we pay them immediately</td>
<td>H if we give her the salary she wants.</td>
</tr>
</tbody>
</table>

Exercise 2
Rewrite the following sentences using unless.

1 If nothing goes wrong, we will sign the deal tomorrow.
   We will sign the deal tomorrow unless something goes wrong.

2 We're not going to get that contract if we don't improve our offer.
   We're not going to get that contract unless we improve our offer.

3 Only phone me if it is an emergency.
   Please don't phone me unless it is an emergency.

4 If demand doesn't increase soon, we're going to have a bad year.
   We're going to have a bad year unless demand increases soon.

5 This project will only be viable if you can cut your overheads.
   This project will not be viable unless you can cut your overheads.

6 I'll accept an overseas posting if I can have my job back when I return.
   I won't accept an overseas posting unless I can have my job back when I return.

Exercise 3
A manager is going to Frankfurt to attend a trade fair. Complete the sentences about what he is going to do using in case + present tense.

The hotels may be busy. It might be extremely cold.
He might want to hire a car. The office might need to phone him.
He might have to see a doctor. He may lose his passport.

1 He's going to book a room in advance ... in case the hotels are busy.
2 He's going to photocopy his passport ...
3 He's going to take his driving licence ...
4 He's going to leave a contact number ...
5 He's going to take out medical insurance ...
6 He's going to take some warm clothes ...
### Exercise 4
**In case and if**

Look through the list of possible problems you may have when giving a presentation. Look at the precautions you can take, and the possible solutions. Write sentences using in case and if.

<table>
<thead>
<tr>
<th>PRECAUTIONS</th>
<th>POSSIBLE PROBLEMS</th>
<th>SOLUTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 leave in plenty of time</td>
<td>the traffic may be heavy</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>may have a lot of time to spare</td>
<td>read through my notes</td>
</tr>
<tr>
<td>3 inspect the room first</td>
<td>it may not be suitable</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>the seating may not be right</td>
<td>see the organizers</td>
</tr>
<tr>
<td>5 take extra handouts</td>
<td>audience may be larger than expected</td>
<td>keep the talk simple</td>
</tr>
<tr>
<td>6</td>
<td>audience may not be experienced</td>
<td></td>
</tr>
</tbody>
</table>

1. I'm going to leave early in case the traffic is heavy.
2. If I have a lot of time to spare, I'll read through my notes.
3. 
4. 
5. 
6. 

### Exercise 5
**Provided that, as long as, etc.**

Underline the best option from the words in italics.

1. We'll sign the contract today ***provided that***/unless there aren't any last minute problems.
2. The banks will support us ***unless/as long as*** the company is profitable.
3. I won't call you ***unless/providing*** I have a problem I can't deal with.
4. ***So long as/Unless*** we continue to order in bulk, they will go on giving us free delivery.
5. ***Unless/Provided that*** we solve the problem now, the situation is going to get worse.
6. We will be able to start this project in two months ***as long as/unless*** the board think it is a good idea.

### Exercise 6
**In case or so that?**

In each of the following sentences, fill in the blanks with in case or so that.

1. The building has smoke alarms ***so that*** we can detect fires immediately.
2. Keep the insurance documents safe ***so that*** we need to make a claim.
3. I'll send you a fax ***in case*** you get all the information you need today.
4. I'm going to hold a meeting ***in case*** everyone can say what they think.
5. I'll phone you later ***so that*** you have any problems with the program.
6. I've left the answering machine on ***in case*** anyone calls.
Task 1

Complete the following sentences.

1. I'll probably stay in my present job unless ...

2. The economic situation will continue to improve as long as ...

3. I won't be able to go to the interview on Thursday unless ...

4. Provided that Boeing get the safety certificate for their new aeroplane ...

5. Unless I have to change the time of the meeting for some reason ...

6. We will allow you to become the sole distributor of our product providing ...

Task 2

Finish each of the sentences in three ways, using if, in case, and so that.

1. I'm going to leave early ...
   A. if my boss lets me.
   B. in case I get caught up in the traffic.
   C. so that I get to the airport on time.

2. I'll take some local currency with me ...
   A. if
   B. in case
   C. so that

3. I'll take my address book with me ...
   A. if
   B. in case
   C. so that

4. They haven't paid the invoice yet. I'll send them a reminder ...
   A. if
   B. in case
   C. so that

5. You will need to hire a car ...
   A. if
   B. in case
   C. so that
Conditionals: if you went ...

A Form

The second conditional is formed by using if + past tense and would + infinitive:

\[
\text{IF + PAST TENSE} \quad \text{WOULD + INFINITIVE}
\]

If I knew her number, I would send her a fax.

COMMON MISTAKES: We do not use would in the if part of the sentence:

WRONG: If trains would be more reliable, more people would use them.
RIGHT: If trains were more reliable, more people would use them.

The if-clause can come in the first part of the sentence, or the second:

If I knew her number, I would send her a fax.
I would send her a fax if I knew her number.

B Imaginary situations

We can use the second conditional to refer to an action or state we imagine:

1. If these machines were not so expensive, we would buy them.
   (But they are expensive, and we are not going to buy them.)
2. If I lost my job tomorrow, I would move to London to find another one.
   (I don't think I will lose my job, but I understand the possible consequences.)

In 1 we are talking about the present, and imagining a situation that is different from reality. In 2 we are talking about a possible event in the future; however, by using the second conditional we make it clear that we do not really think it will happen.

C Variations

It is also possible to use might and could instead of would:

If we had the finance, we could expand much more rapidly.
If the terms of the contract were different, we might accept it.

In the if-clause, we can use were instead of was. This is very common when we give advice using the expression If I were you ...

If I were you, I would have another look through those figures.

D First or second conditional?

If we think that a future event is reasonably likely, we use the first conditional:

If the investment grows at 6% a year, it will be worth £20,000 in ten years.
(This is likely.)

If we are talking about an event that we think is unlikely or impossible, we use the second conditional:

If I had as much money as Bill Gates of Microsoft, I would retire.
(But I haven't and I never will.)
Exercise 1
Form

Change the verbs in brackets using would + infinitive or the past tense.

A: My session with the career counsellor was a bit of a waste of time.
B: Really? Why?
A: Well, firstly, he recommended moving to London, but that's impossible. If I (get) a job in London, I (have) to spend at least four hours a day on the train, and I'm not going to do that.
B: Couldn't you move?
A: No, because if I (move) to London, I (need) to sell the house, and I don't want to do that at the moment.
B: Did he have any other ideas?
A: He suggested retraining to become an accountant, but that's not a solution either. Even if I (start) next week, I (not be) qualified for at least three years, and that is too long. So I don't really know what I'm going to do.

Exercise 2
Imaginary situations

Rewrite the following sentences with if and the second conditional.

1 The reason we don't use them is that they are so expensive. But... if they weren't so expensive, we would use them.
But... we would use them if they weren't so expensive.

2 The reason I can't contact them is that I haven't got their address. But...

3 The reason I work so hard is that I enjoy my job. But...

4 The reason we are the market leaders is that we spend so much on R&D. But...

5 The reason I won't give you an answer is that I haven't got the authority. But...

Exercise 3
Variations

Complete the sentences with the correct form of verbs in the box.

<table>
<thead>
<tr>
<th>change</th>
<th>be</th>
<th>think</th>
<th>speak</th>
<th>apply</th>
<th>earn</th>
<th>give</th>
<th>produce</th>
</tr>
</thead>
</table>

1 I think they might give me that job in Paris if I applied for it, but I'm not interested in it.
2 If I ________ you, I would ________ very carefully before investing.
3 It's a pity you have refused to talk to him. He might ________ his mind if you ________ to him personally.
4 It's a pity the circulation of our magazine is so low. If it ________ higher, we could ________ a lot more from advertising.
5 If our labour costs ________ lower, we could ________ cheaper goods.
Exercise 4
First or second conditional?
Read through the following sentences. Decide whether the events in them are likely or imaginary, and put the verbs in brackets into the right tense.

1. If everyone contributed (contribute) 10% of their salaries to charity, there would be (be) no poverty.
2. I am sure we ______ (meet) our targets if we ______ (maintain) our current level of sales.
3. If I ______ (be) in your position, I ______ (insist) on having more staff in the department.
4. Please have a seat. If you ______ (wait) a couple of minutes, I ______ (give) you a lift.
5. I'm expecting a fax from Grayson's. If it ______ (come) today, please ______ (let) me know at once.
6. I ______ (apply) for the job if I ______ (have) a degree, but unfortunately I haven't.
7. What laws ________ (you/change) if you ________ (be) in Parliament?
8. I'm leaving now; I ________ (be) back at 8.30 if the traffic ________ (not/be) too bad.

Exercise 5
Culture Quiz
Read through the following situations. Say if you would do these things or not by putting a tick (✓) or a cross (✗) next to each of the sentences. When you have finished, look through the notes in the Answer Key.

CULTURE QUIZ

1. If I were doing business in China and was asked about Taiwan, I would say "It's a country I have never visited."
2. If I were having a meal with some Malay business colleagues in Kuala Lumpur, I would only pick up food with my right hand.
3. If I asked a Japanese businessman to do something and he said "Chotto musukashi", it's a little difficult, it would continue trying to persuade him to agree.
4. If I were invited to a British person's home at 8 p.m. for dinner, I would try and arrive 15 minutes late.
5. If I were doing business in Saudi Arabia, I wouldn't speak Arabic unless I could speak it properly.
6. If I were in Oman, I would not start talking about business until after the second cup of coffee.
Task 1

Answer the following questions using the second conditional.

What would you do if...
1 ... you invented a new product?
   If I invented a new product, I would patent it immediately.
2 ... you lost your job?
3 ... you were offered a job in Saudi Arabia for five years?
4 ... your company's main competitors offered you a good job?
5 ... you lost all your money and credit cards?

Task 2

Write down the advice you would give in the following situations. Begin each answer with 'If I were you ...'.

What would you say to...
1 ... an 18 year old who wanted to join your company instead of taking up a place at a well-known university?
   If I were you I'd go to university, because you could join the company later.
2 ... a colleague who had not heard about the result of an interview?
3 ... a friend who asked you what kind of car he should buy?
4 ... someone who was looking for a job with your company?
5 ... a visitor to your town who asked which restaurants were good?

Task 3

Read the example and then write a short paragraph about the changes you would make in the following situation.

If I were the Prime Minister, I would raise taxes and spend more money on education. I would reduce bureaucracy and cut defence spending. I would abolish the monarchy, and move into the palace, which I would make my private home.

If I were Chairman of the company I work for ...

If I were the head of the science committee, I would set up research centres in the countryside and develop a new science programme for schools.

If you were a farmer, you would hire people to work on your farm, and use modern farming techniques to increase your yield.
Conditionals: if you had gone ...

A Form
Read the following information about a past action and its result:

I went for a job interview. The interview was a success and they gave me the job.

This is what actually happened. But we can imagine a different past action and a different result:

IF + HAD (NOT) DONE  WOULD (NOT) + HAVE DONE
If the interview had not been a success, they would not have given me the job.

This is the 3rd conditional. In speech, these forms are often abbreviated:

A 'What would've happened if the interview hadn't gone well?'
B 'If the interview hadn't gone well, they wouldn't have given me the job.'

The if-clause can come in the first part of the sentence or the second:

'If the interview hadn't gone well, they wouldn't have given me the job.'
'They wouldn't have given me the job if the interview hadn't gone well.'

B Positives and negatives
When we use the 3rd conditional we are imagining the opposite situation. If what actually happened was negative, we use a positive form. If what actually happened was positive, we use a negative form:

WHAT HAPPENED: We didn't put up our prices (-), so we kept our market share. (+)
3RD CONDITIONAL: If we had put up our prices (+), we would not have kept our market share. (-)

COMMON MISTAKES: We do not use would in the if clause.
WRONG: If I would have known you were at the office I would have called in.
RIGHT: If I had known you were at the office I would have called in.

C Variations
We can use could or might instead of would:

If we had followed his advice, we could have lost a great deal of money.
If we had offered large quantity discounts, we might have won the order.

D Mixed conditionals
The examples in C are about two actions in the past. However, if we talk about a past action and its result in the present we use if + past perfect and would not + infinitive:

PAST ACTION: He did well on the training course.
PRESENT RESULT: He is head of department now.
MIXED CONDITIONAL: If he hadn't done well on the training course, he wouldn't be head of department now. (NOT: wouldn't have been)
Exercise 1
Form

Put the verbs into the correct form. Choose either the past perfect (had done) or would + perfect infinitive (would have done).

1. If we **had known** (know) that the company was in financial difficulty, we would not have done business with them.
2. We would have won that contract if we ______ (make) a better offer.
3. They ______ (go) out of business years ago if they hadn't invested in new technology.
4. Would sales have been higher if the price ______ (be) lower?
5. If we ______ (wait) a few more months, we would have saved a great deal of money on the new computers.
6. The company ______ (move) earlier if it had found suitable premises.
7. ______ you ______ (accept) the new job if they had offered it to you?
8. If the flight had been delayed, I ______ (stay) at the airport hotel.

Exercise 2
Positives and negatives

Complete the sentences using the graph and the extract from a sales report.

**Sales of RTM fax machines**

We were fortunate that sales of the old RTM 1322 fax held up well in the first half of the year. This was because the launch of our main competitor's new model was delayed due to technical problems. In the second quarter, we expected a rise in VAT and a drop in demand, but this did not happen and sales remained stable. We wanted to stimulate demand either by cutting prices or by launching an advertising campaign. We decided to advertise, and this led to an increase in sales, so we did not need to cut our prices. In the last quarter, sales went up again because of the launch of the improved model, the RTM 8181. This received very some favourable reviews. However, we did not win the 'Best Fax' award from Office News, and we narrowly failed to reach our target of 30% market share.

1. If our competitor **had brought out** (bring out) their new model in the first quarter, our sales **would not have held up** (not/hold up).
2. If they ______ (not/have) technical problems, their new model ______ (come out) sooner.
3. If there ______ (be) an increase in VAT, demand ______ (drop).
4. If we ______ (not/launch) an advertising campaign, our sales ______ (not/raise).
5. If the campaign ______ (not/be) successful, we ______ (cut) prices.
6. If we ______ (not/bring out) the new RTM 8181, our market share ______ (not/go up).
7. If we ______ (win) the Best Fax award, we ______ (reach) our target of 30% of the market.
Exercise 3
Common mistakes

Read through the sentences. Put a tick (✓) next to the ones that are right, and correct the ones that are wrong.

1  If I would have had the chance to study another foreign language, I would have learned Russian.  If I had had...

2  We would have moved to a bigger hall if there had been any more people for the presentation.

3  The company had made bigger profits if they had been able to cut down on salaries.

4  If they had dealt with the complaint more quickly, they didn’t receive so much bad publicity.

5  If there wouldn’t have been so many mistakes in the advertisement, we wouldn’t have had to redo it.

Exercise 4
Might have, could have

Match the first part of the sentences in column A with the right ending in column B.

A  B

1  If we had had the right figures, he might have gone into insurance.

2  Could you have worked in Paris they could have prevented the strike.

3  We might have lost a great deal of money we could have avoided a costly error.

4  If they hadn’t won that order, if you had wanted to?

5  If he hadn’t gone into banking, if she had been more prepared.

6  If you had left earlier, they might have had to close the factory.

7  Her presentation could have been better if we hadn’t taken our lawyer’s advice.

8  If they had offered a 15% pay rise, you might have got there on time.

Exercise 5
Mixed conditionals

Rewrite the sentences using mixed conditionals.

1  We didn’t order the parts at the end of June. They aren’t here now.

   If we had ordered the parts at the end of June, they would be here now.

2  We felt we could trust each other. Now we are partners.

3  He lost his driving licence. Now he has to take taxis everywhere.

4  You didn’t go on the course. You don’t know how to operate the new equipment.

5  I went to school in France. Now I am bilingual.
Task 1

Think back to the last time you went abroad on business. Write down what you would have done if the following things had happened.

What would you have done if...

1. ...you had lost your passport while you were abroad?
   *If I had lost my passport the last time I was abroad, I would have gone to the embassy to get a replacement.*

2. ...someone had stolen your credit cards and money?

3. ...you had needed to contact the office urgently?

4. ...you had fallen seriously ill?

5. ...you had missed your return flight?

Task 2

Read the passage about the Sinclair C5. Say what the company should or shouldn't have done, and explain why.

In 1985, the inventor Sir Clive Sinclair launched the C5. It was a three-wheeled electric car, but although it was a revolutionary vehicle, it was a commercial disaster. The company did very little research, but believed the product would be successful. The C5 did not have a very powerful engine, so it was not very fast. As a result, it did not appeal to adults. However, the C5 was not suitable for children either as it was too expensive, and it did not appear to be safe to use on the roads because it was so small. The result was that the C5 quickly became a national joke, and the company had to stop production almost immediately, after losing millions of pounds.

1. (market research) *First of all, the company should have done some more market research. If it had looked into potential demand, it would have realized that there was no demand for the product.*

2. (engine size)

3. (expense)

4. (size)
Modal verbs (1): suggestions, advice, and criticism – shall, should, ought to

A Making suggestions

We can use shall + infinitive to offer help and to make suggestions:

OFFERING HELP
A I don’t think I’m going to be able to get through all these letters.
B Shall I give you a hand?

MAKING SUGGESTIONS
A I need to have a word with you about the new project.
B OK. Shall we meet this afternoon at 1.30?

Note that we can only use Shall I ... ? and Shall we ... ? in this way. We cannot say Shall he ... ?, Shall you ... ?, etc.

B Other ways of making suggestions

There are a number of other phrases we use in informal English for making suggestions:

A Where shall we go for lunch?

B Why don’t we

<table>
<thead>
<tr>
<th>Let’s</th>
<th>go</th>
</tr>
</thead>
</table>
| How about | going to that new Thai restaurant(?)
| What about |

In more formal English we can use the verbs suggest and advise:

I suggest that you read the contract through carefully.
I advise you to read the contract through carefully.

C Advice and obligation

We can use should and ought to + infinitive (e.g., do), to give advice or to express obligation relating to the present or the future (see also must and have to, Unit 25):

You should keep an account of all your expenses. (This refers to the present.)
When you go the conference next week, you ought to give Mr. Franks a ring. (This refers to the future.)

The passive is formed with be + past participle:
Form BD222 should be returned to this office within 30 days.

D Criticizing

We can make criticisms about past actions by using should and ought to with have + past participle (perfect infinitive):

It was a mistake to get rid of those shares. You shouldn’t have sold them.
It’s too late to apply for shares now. You ought to have applied last week.

The passive is formed with have been + past participle:
This information should have been given to the tax authorities two years ago.
Exercise 1
Match the comments in column A with the comments in column B.

Making suggestions

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>I'm afraid I'm tied up all this week.</td>
<td>OK, I've got them here. Shall I fax them to you?</td>
</tr>
<tr>
<td>Can you turn the heating down?</td>
<td>That's OK. Shall I pick you up from the airport?</td>
</tr>
<tr>
<td>Is the next interviewee here yet?</td>
<td>That's OK. Shall I ring back this afternoon?</td>
</tr>
<tr>
<td>Is that the new screen I ordered?</td>
<td>Yes. Where shall I put it?</td>
</tr>
<tr>
<td>I'm sorry, but I'm in a meeting at the moment.</td>
<td>I'm not sure yet. Shall we send you a quote in a few days?</td>
</tr>
<tr>
<td>How much is this going to cost?</td>
<td>No, but shall I open the window for you?</td>
</tr>
<tr>
<td>I don't know London very well.</td>
<td>That's OK. Shall we arrange a meeting for next week?</td>
</tr>
<tr>
<td>I need to see the plans. Today, if possible.</td>
<td>Yes, she is. Shall I send her in?</td>
</tr>
</tbody>
</table>

Exercise 2
Other ways of making suggestions

Rewrite these suggestions. Use the word in capitals.

1. Shall we have lunch at Le Manoir? (WHY)
   *Why don’t we have lunch at Le Manoir?*

2. I advise you to prepare for the interview carefully. (SUGGEST)

3. Why don’t we wait until the next financial year? (HOW)

4. Let’s organize a leaving party for Mr Simpson. (WHAT)

5. I suggest that you think about it and let me know your decision. (WHY)

6. How about sharing a taxi to the station? (LET’S)

7. I think you should check her references before offering her the job. (ADVISE)

8. Let’s see if we can subcontract this work. (WHY)
Exercise 3
Mild obligation

Fill in the blanks with the verbs from the box in the active or passive.

ought/accompany  ought/not/bring  should/deposit
ought/not/leave  should/meet  should/report

TO ALL STAFF: SECURITY

Following a number of recent thefts from the office, please remember the following points:

VISITORS

Visitors should be met at Reception by a member of staff. They should be met at all times.

You should anyone who is acting suspiciously to a member of the security staff at reception.

VALUABLES

If possible, you should large amounts of personal cash, or valuable items such as jewellery to the office. Handbags and wallets should be unattended. Any large amounts of cash or traveller's cheques should be in the safe.

Exercise 4
Criticizing

Read the passage. Then use the prompts to make sentences about the Hoover campaign using should(n't) + have done (active or passive).

In 1991 Hoover launched a promotional campaign. It offered customers who bought two large appliances, or tickets to the United States (worth about £4000) if they bought any Hoover appliance worth over £100. There were no enough special conditions and the total number of tickets was not limited. The company did very little research and was relying on outdated figures that showed that very few people ever took up special offers. Potential customers were not targeted clearly enough, and the company made the offer much too attractive. The campaign was a sensational success. Thousands of people took up the offer and paid £100 to get their free air tickets. The company sold enormous numbers of appliances, but after paying for many thousands of air tickets, it ended up with a loss of about £48 million.

1 shouldn't/offer/valueable/air tickets
   It shouldn't have offered such valuable air tickets.

2 ought to/be/more special conditions

3 total number/tickets/should/limit

4 more research/ought to/do

5 should not/rely on/outdated figures
Task 1
Make suggestions referring to your own company. Use the expressions in the box.

I think we should ... I don't think we should ...
We ought to ... Why don't we ...
How about ... Let's ...

1. Suggest a way of improving morale among the workforce.
   *I think we should increase overtime rates.*

2. Suggest a way of making working hours better for secretarial staff.

3. Suggest a way of reducing staff turnover.

4. Suggest a way of cutting costs.

5. Suggest a way of improving productivity in your company.

6. Suggest a way of increasing demand for your product or service.

7. Suggest a way of increasing incentives for managers.

Task 2
Read through the sentences about things that have gone wrong. Then explain why they happened using should/shouldn't have done.

1. The architect was nearly killed at the building site last week.
   *The builder shouldn't have thrown his bag of tools down from the roof.*

2. Helena lost all her savings when the company she had invested all her money in went bankrupt.

3. Our main competitor's last product was a total failure.

4. Peter has just lost an entire morning's work on his computer.

5. The government lost the election.

6. Their profits were down sharply last year.
Modal verbs (2): ability, possibility, and permission  
- can, could, may

A Ability and possibility  
We use can to talk about both ability and possibility, and it refers to the present or the future. It is followed by the bare infinitive (active or passive):

I can speak fluent German. (ABILITY)
Your order can be delivered next Thursday. (POSSIBILITY)

Can has no infinitive or present perfect form—we use be able to:

I'd like to be able to help you, but I do not have the authority. (NOT: to can ...)
I haven't been able to finish the work. (NOT: haven't could ...)

To refer to the future, we use will be able to:

Soon people will be able to see videos by using ordinary telephone lines.

B Past ability  
The past tense of can is could. When we are talking about a general ability in the past or a verb of the senses (see, hear, feel, etc.) we use could + bare infinitive. However, when we are talking about one specific action, we normally use was able to or managed to:

After a few months on the training course, I could speak Japanese quite well.
From my hotel room I could see the sea.
Janet phoned the airline and managed to get me on the flight.

However, if the sentence is negative, it is possible to use couldn't to talk about either a general ability or a specific action:

Even after two months, I couldn't speak Japanese at all.
Unfortunately I couldn't see the sea from the room.
Janet phoned the airline, but she couldn't get me on the flight.

C Past possibility  
We use could + have done/could + have been done to talk about something in the past which was possible, but which did not happen:

It was foolish to leave so much money in your office. Someone could have stolen it.
There was a fire at the warehouse last night. We could have lost all our stock.

D Requesting action and asking for permission  
We use can, could, and will/would to ask people to do things. We use can, could, and may to ask for permission. Can and will are a little more direct than could or would:

Can/Could you give me hand with this machine?
Will/Would you take this file to Peter?
Can/Could/May I use your phone?
Exercise 1

Using your dictionary if necessary, match the adjectives from job advertisements (1–8) with the definitions (a–h).

<table>
<thead>
<tr>
<th>Adjective</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>flexible</td>
<td>a you can find practical solutions.</td>
</tr>
<tr>
<td>bilingual</td>
<td>b you can make firm decisions.</td>
</tr>
<tr>
<td>logical</td>
<td>c you can make others see your viewpoint.</td>
</tr>
<tr>
<td>computer literate</td>
<td>d you can adapt to changing circumstances.</td>
</tr>
<tr>
<td>pragmatic</td>
<td>e you can deal with figures.</td>
</tr>
<tr>
<td>persuasive</td>
<td>f you can speak two languages.</td>
</tr>
<tr>
<td>numerate</td>
<td>g you can deal with IT problems.</td>
</tr>
<tr>
<td>decisive</td>
<td>h you can think clearly.</td>
</tr>
</tbody>
</table>

Exercise 2

Two colleagues are rearranging a meeting. Complete the conversation with can, can’t, be able to, or been able to.

HELEN: Jane, I’m afraid that I won’t be able to see you on Friday. I’ve got to see some clients and they make it any other time.

JANE: Don’t worry, we easily meet next week. How would Tuesday morning suit you?

HELEN: That’s fine. I come and pick you up at the station.

JANE: That’s very kind of you, but my car will be back from the garage, so I will drive up.

HELEN: I’m sorry about the delay.

JANE: That’s fine, really. I haven’t do much work on the proposal, and now I’ve got an extra weekend, I’ll look at it in more detail.

Exercise 3

Complete the sentences using either could or managed to. (It is possible to use was/were able to in all these sentences.)

1 We had a very successful meeting, and we for the publishers agree to giving us a 56% discount.
2 The walls in the hotel were very thin, and I hear people talking in the next room.
3 Although the meeting finished early, we cover the main points.
4 The machine was no longer in production, but at last we find a spare part from a supplier in Scotland.
5 She was brought up in Paris, so by the time she was five she speak French perfectly.
6 He was a brilliant salesman and sell anything to anyone.
7 Although I was at the back of the hall, I hear very clearly.
8 It was very difficult to find a suitable office, but in the end we rent one near the Central Station.
### Exercise 4
Past probability

**Match the first part of the sentences in column A with the right endings in column B.**

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Peter could have got a job in the overseas division,</td>
<td>A he could have explained things more clearly.</td>
</tr>
<tr>
<td>2 He was lucky that he was only slightly injured in the accident, because</td>
<td>B he was lucky they only fined him £500.</td>
</tr>
<tr>
<td>3 We could have met our sales targets</td>
<td>C he could have lost a great deal of money.</td>
</tr>
<tr>
<td>4 I didn’t think the presentation was very good, and that</td>
<td>D but they decided to accept the 2.5% pay offer.</td>
</tr>
<tr>
<td>5 The unions could have gone on strike</td>
<td>E but unfortunately one of our main customers cancelled a major order.</td>
</tr>
<tr>
<td>6 He could have stayed at the Hilton</td>
<td>F but the political situation stopped us from opening an office there.</td>
</tr>
<tr>
<td>7 The results last year were very bad</td>
<td>G but he didn’t want to live abroad.</td>
</tr>
<tr>
<td>8 He could have been sent to prison for drinking and driving, so</td>
<td>H but he decided to get a room at the Holiday Inn instead.</td>
</tr>
<tr>
<td>9 He was lucky he sold his shares when he did, because</td>
<td>I he could have been killed.</td>
</tr>
<tr>
<td>10 We could have done a great deal of business in Iraq</td>
<td>J but they could have been worse.</td>
</tr>
</tbody>
</table>

---

### Exercise 5
Requests and permission

In each of the following pairs of sentences, put a tick (✔) next to the one that is more polite.

1 A Give me a beer.  
   B Could I have a beer? ✔
2 A Caller, I’m afraid the line’s busy. Will you hold?  
   B Caller, I’m afraid the line’s busy. Hold, please.
3 A What do you want?  
   B What can I do for you?  
4 A What’s your name?  
   B May I ask who is calling?  
5 A Could I borrow your pen?  
   B Let me have your pen.  
6 A I’m sorry, Mr Browning’s busy. Can you come back later?  
   B I’m sorry, Mr Browning’s rather busy. Could you come back later?  
7 A What did you say?  
   B Could you repeat that?  
8 A May I see some identification?  
   B Who are you?
**Task 1**

Complete the sentences using \textit{can}, \textit{can't}, or a form of \textit{(not) be able} to.

1. If we send the parcel by second class post, it’ll take a week. But if you like, ... \textit{we can send it first class}.

2. I’ve been trying to find a solution to the problem all week, but so far ...

3. She could easily get a job as an interpreter because ...

4. If business goes well this year, we will ...

5. If you have a credit card, ...

**Task 2**

Complete the following sentences using \textit{could + perfect infinitive} (\textit{could have done}).

1. In the end I decided to turn down their offer of a job, but ...

2. The machine had an electrical fault and was dangerous. You’re lucky you didn’t touch it, because ...

3. She left the company a month before the top job became vacant. That was unfortunate for her, because ...

4. It’s a pity we placed such a large order just before they cut their prices. We ...

**Task 3**

You are on a long distance flight to New York. Write down what you would say in the following situations.

1. You are thirsty.

2. The passenger next to you has a copy of ‘Newsweek’. You would like to read it.

3. You want to go to the toilet, but the passenger next to you is in the way.

4. It’s lunch-time. You are a vegetarian.
Modal verbs (3): obligation and necessity – must, have to, needn’t, can’t, etc.

A Form

A number of different modal verbs can be used to express obligation. Look at the list below. All of these are followed by the bare infinitive:

<table>
<thead>
<tr>
<th>OBIGATION</th>
<th>NO OBLIGATION</th>
<th>PROHIBITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>must</td>
<td>needn’t</td>
<td>mustn’t</td>
</tr>
<tr>
<td>have to</td>
<td>don’t have to</td>
<td>can’t</td>
</tr>
<tr>
<td>have got to</td>
<td>haven’t got to</td>
<td>(be) not allowed to</td>
</tr>
</tbody>
</table>

B Expressing obligation, etc.

We use must, have to, and have got to to say that something is obligatory:

Applicants must include the names of two referees.
I won’t come to lunch today – I have to have got to finish this report by 4.00.

We use needn’t, don’t have to, and haven’t got to if something isn’t necessary:

You needn’t stay late – we have cancelled the meeting.
We don’t have to/haven’t got to pay our bill until the 30th.

We use mustn’t, can’t, and not allowed to to say that something is forbidden:

Passengers in the airport mustn’t leave their luggage unattended at any time.
I’m sorry, but we can’t/aren’t allowed to give you your bank balance by phone.

C Talking about obligations and telling people what to do

Have (got) to, don’t have to, can’t, and (be) not allowed to are more common when the speaker is talking about obligations and prohibitions.

Must, needn’t, and mustn’t are more common when the speaker is giving an order or telling someone what to do:

A  'I’ve got to be in London by 3.30.'
B  'Then you must leave immediately, because the traffic is terrible.'

Must, need not, and must not are also more common in written language.

D Past obligation

When talking about the past, we use had to, didn’t have to, and couldn’t/wasn’t allowed to:

In my last job, I had to be at the office by 8.00 a.m. We didn’t have to work very hard, but we couldn’t leave the office without asking for permission.

E Didn’t need to vs needn’t have

There is a difference in meaning between didn’t need to do something (it wasn’t necessary, so you didn’t do it), and needn’t have done something (you did it, but it wasn’t necessary).

Because he was Spanish, he didn’t need to get a visa to visit Britain.
We needn’t have hurried to Heathrow as the plane was late.
Exercise 1
Obligation, no obligation, and permission

Choose the correct word or phrase in italics to complete each sentence.

1. You **must**/**needn't** save a file before you turn the computer off, or you will lose it.
2. I'm afraid this is a non-smoking office, so you **haven't got to**/**can't** smoke in here.
3. Employees are reminded that they **mustn't**/**needn't** use the office phone to make personal calls.
4. You **needn't**/**mustn't** send that reminder to Eastwood's - they paid the invoice this morning.
5. In countries like Iran, you **don't have to**/**can't** buy or sell alcohol.
6. This income tax form **must**/**needn't** be completed and returned to the Inland Revenue within 30 days.
7. You **mustn't**/**don't have to** come to the meeting if you have more important things to do.
8. This information is highly confidential, so you **mustn't**/**needn't** discuss it with anyone.
9. As you are from the European Union, you **mustn't**/**don't have to** have a visa to go to France.
10. Drivers wishing to hire a car **mustn't**/**aren't allowed to** be over 21 and have a full driving licence.

Exercise 2
Talking about obligations

Look at the chart and make sentences about the groups of people using **have to**, **don't have to**, or are **not allowed to**/**can't**.

<table>
<thead>
<tr>
<th></th>
<th>Obligation</th>
<th>No Obligation</th>
<th>Prohibition</th>
</tr>
</thead>
<tbody>
<tr>
<td>airline pilots</td>
<td>have good eyesight</td>
<td>work office hours</td>
<td>drink before flying</td>
</tr>
<tr>
<td>union members</td>
<td>pay a subscription</td>
<td>be qualified teachers</td>
<td>work during a strike</td>
</tr>
<tr>
<td>university teachers</td>
<td>be graduates</td>
<td></td>
<td>go on strike</td>
</tr>
<tr>
<td>army officers</td>
<td>go to training college</td>
<td></td>
<td></td>
</tr>
<tr>
<td>police officers</td>
<td>be over 1.75m tall</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. A **Airline pilots have to have excellent eyesight.**
   B **They don't have to work office hours.**

2. A **Union members**
   B

3. A **University teachers**
   B

4. A **Army officers**
   B

5. A **Police officers**
   B
Exercise 3
Telling people what to do
Write sentences using the prompts with must, needn't, or mustn't.

1. James needs these documents urgently, (fax them to him immediately)
   You must fax them to him immediately.

2. Good, we all seem to agree. (discuss the matter any further)

3. We've still got plenty of stock. (order any more yet)

4. Our health care products are selling really well. (make sure we keep our market share)

5. I hear you're coming over to England next month. (give me a ring)

6. I've got a very important meeting this afternoon. (be late).

Exercise 4
Past obligation
Read through this story of one businessman's travel experiences. Fill in the blanks with had to, didn't have to, or couldn't.

This happened several years ago, when the former Soviet Union was still a communist state. I was working in Malaysia, and I had to get back to London for an urgent meeting. I took an Aeroflot flight because all the others were full, and we flew to Moscow. Unfortunately we missed the connecting flight, so we had to stay in the airport hotel and wait. I wanted to make a phone call but they said that it was 'not possible in Moscow'. I suggested sending a fax, but that was 'not possible in Moscow' too. I wanted to transfer to a British Airways flight, but I couldn't do that either, because it was 'not possible in Moscow'. There were armed guards at the hotel door, and we couldn't go outside or visit the city because we didn't have visas. On the other hand, they were quite generous—we had to pay for the rooms and we couldn't pay anything for food either. So we just had to wait, and every morning there was a fight for tickets at the reception desk. In the end, after about five days, I managed to get a ticket and got back to London, but of course I had missed the meeting and I couldn't fly straight back to Malaysia—no, not with Aeroflot!

Exercise 5
Didn't need to vs needn't have
Fill in the blanks with didn't need to or needn't have.

1. We were worried we might have to cut the workforce, but we didn't need to make anyone redundant.

2. We sent the manager of our Istanbul branch some important documents by air courier, but we didn't need to spend so much money because he was away on holiday at the time.

3. An interpreter came with us to a meeting with some Japanese clients, but we didn't need to hire her because they all spoke excellent English.

4. The negotiation in Hamburg went very well, so we didn't need to spend the whole week there and we came back a day early.
Task 1

Write down what the following people might say in these situations using must, needn't, or mustn't.

1. A supervisor in a supermarket hears a check-out operator being rude to a customer.
   "You mustn't talk to customers like that."

2. A clerk in a store is explaining to a customer that refunds cannot be given without a receipt.

3. A pension salesman is explaining that there is no obligation to pay contributions every month.

4. You have just heard a colleague give a terrible presentation. Give him some advice.

5. You notice that a colleague uses the 'save' facility on his computer every ten minutes. You know that the computer has an 'auto-save' facility.

6. You overhear a temporary secretary discussing travel insurance with a travel agent. Your company has a policy that covers all the employees.

Task 2

Make notes in the columns about your current job. Then write a short paragraph about yourself using have to, don't have to, and can't. Here is an example:

<table>
<thead>
<tr>
<th>OBLIGATION</th>
<th>NO OBLIGATION</th>
<th>PROHIBITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>discuss loans with clients</td>
<td>financial analysis</td>
<td>no loans over $500,000</td>
</tr>
</tbody>
</table>

I work as a lending officer for a London bank, and I have to discuss loans with clients and decide whether or not to authorize them. I don't have to do the financial analysis of the companies in question because we have a specialized team of analysts for that job. I can authorize loans of up to $500,000, but I can't authorize anything greater than that myself.
Modal verbs (4): speculation – may, might, could, must, can’t

A Speculating about the future

We can use may, might, and could, followed by the bare infinitive (active or passive) to speculate about the future:

*In the next few months, the price of oil may rise.* (Perhaps it will rise.)
*I might be promoted at the end of the year.* (Perhaps I will be promoted.)
*The lawyers think it could take quite a long time to draw up the contract.* (Perhaps it will take a long time; the lawyers are not sure.)

There is no significant difference in meaning between may, might, and could in this context.

(See Unit 15 for other ways of speculating about the future.)

B Speculating about the present

We use must, may, might, and can’t to speculate about the present:

*There’s no answer from David’s extension. He must be out.* (I am sure he’s out.)
*There’s a lot of noise from room 420. They must be having a party.* (I am sure they’re having a party.)
*Jane may/might know the address of the company because she did some work for them a few years ago.* (Perhaps she knows.)
*I can’t get through to our office in Milan. They may/might be having problems with their fax machine.* (Perhaps they are having problems.)
*There’s a charge of £85,000.00 for envelopes on that invoice! It can’t be right!* (I am sure it isn’t right.)
*Jane can’t be looking for a new job already. She only started work a week ago.* (I am sure she isn’t looking.)

C Speculating about the past

We use may/might, must, can’t/couldn’t followed by have done, have been done, or have been doing to speculate about the past:

*He bought the shares when they were cheap and sold them at their peak, so he must have made a lot of money.* (I am sure he did.)
*I am not sure why Mr Jansen wasn’t at the meeting. He might have been delayed at the airport.* (Perhaps he was delayed.)
*You can’t/couldn’t have seen Mr Knowles at the sales conference, because he was in Mexico at the time.* (I am sure you didn’t see him.)
*He arrived here this morning. He must have been waiting for hours.* (I am sure he has been waiting for hours.)
Exercise 1
Speculating about the future
Match the first part of the sentences (1–10) with an appropriate ending (A–J).

A
1. I'll send you the letter now, so
2. There are no vacancies at the moment, but
3. The machines are getting very old, and
4. The Director is under a lot of pressure from the board, so
5. The new range of sun creams looks very exciting, and we think
6. I've shown your advert to the Marketing Manager, and
7. The power generators are stockpiling supplies of coal because
8. He's thinking of retiring from the family business, and
9. We're expanding in Latin America, so
10. They're reading the contract now, and

B
A. they could go wrong at any time.
B. there could be a strike soon.
C. you might get it tomorrow morning.
D. she may want to discuss it with you.
E. there could be some in a few months.
F. I could be sent to the Argentina office next year.
G. he may sell the company.
H. they may sign it this afternoon.
I. it may capture about 15% of the market.
J. he might have to resign.

Exercise 2
Speculating about the present (problem solving)

In the Despatch Department of a mail order firm selling office supplies there are three packages, but the address labels are not complete. The packages are for three different customers, Mr Green, Mr Brown, and Mr Grey. The packages contain paper, a personal photocopy, and a computer. The packages weigh 18kg, 20kg, and 22kg.

<table>
<thead>
<tr>
<th>PACKAGE:</th>
<th>A</th>
<th>B</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td>NAME:</td>
<td>Mr Green</td>
<td>computer</td>
<td>paper</td>
</tr>
<tr>
<td>CONTENTS:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WEIGHT:</td>
<td>18kg</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

A Complete the sentences using must, might, or can't.
1. Package B _____ be for Mr Brown or it _____ be for Mr Grey.
   Package C _____ be for Mr Green, because we know A is for him.
2. Package A _____ contain the photocopy, because the computer is in B and the paper is in C.
3. Package B _____ be heavier than C, but it _____ not be as heavy as A.

B Fill in the missing details on the labels using the following piece of information.
Mr Green's package is not as heavy as Mr Brown's.
Exercise 3
Speculating about the past
Write sentences using might, can't, must, and a suitable infinitive (e.g., have done, have been done, have been doing).

1. They say they definitely sent the shipment, but it never arrived. (They/must/send it/wrong address)
   They must have sent it to the wrong address.

2. You receive a memo saying that a company's phone number has changed. (They/must/move/new premises)

3. You have come for a 10 o'clock meeting. It is now 10.15 and no-one else is there. (The meeting/must/be cancelled)

4. It is 12.20. You ring a colleague but there is no reply. (He/might/go to lunch)

5. She was engaged when I rang her but I don't know who she was talking to. (She/might/be phoning/Sales Department)

6. The equipment was repaired last week, but it has gone wrong again. (It/can't/repair/properly)

Exercise 4
Review
Rewrite each of the following sentences using might, can't, must, and a suitable infinitive.

1. It's possible that they will give us the discount that we want. (They ... might give us the discount we want)

2. Judging by the phone bill, I am sure she has been making long international calls. (Judging by the phone bill, she ...) 

3. The factory is on a 3-day week. I'm sure they aren't selling many cars. (The factory is on a 3-day week. They ...) 

4. It was a very bad deal. I am sure they lost a lot of money. (It was a very bad deal. They ...) 

5. There's a chance she will be promoted at the end of the year. (She ...) 

6. She seemed surprised to see me, so I am sure she wasn't expecting me. (She seemed surprised to see me. She ...) 

7. He went home at 4.30, so I am sure he hasn't heard the announcement. (He went home at 4.30, so he ...)
Task 1
Speculate about possible future events based on the following information. Use may, might, or could.

1. The political situation in the Middle East is very unstable. The price of oil might rise.
2. The Christian Democrats are doing very well in the opinion polls.
3. The new Hoover 237 dishwasher has had excellent reviews.
4. The government is spending much more than it is earning in taxes.
5. There have been a number of delays in the project.

Task 2
Speculate about these situations. Use might, must, can't, and a bare infinitive or be doing.

1. I've phoned Jane three times this morning but there is no reply. She must be out seeing a client.
2. Everyone in R&D is working very long hours at the moment.
4. Peter wasn't feeling well yesterday and he's not in the office today.
5. I haven't got Henry's phone number, but I know that Ann has it.

Task 3
Look at the graph. Use your own ideas to make comments on curves A and B using might, must, or can't + have done/have been doing.

Curve A
1. They can't have sold much Fizzo in July.
2. 
3. 

Curve B
1. They must have made a loss in October.
2. 
3. 
-ing and infinitive (1): verbs + -ing form or infinitive

Some verbs are followed by to + infinitive (e.g., I want to finish this report). Others are followed by the -ing form (I enjoy going abroad).

A Verbs followed by the -ing form

<table>
<thead>
<tr>
<th>Avoid</th>
<th>Consider</th>
<th>Delay</th>
<th>Deny</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dislike</td>
<td>Enjoy</td>
<td>Finish</td>
<td>Can't help</td>
</tr>
<tr>
<td>Involve</td>
<td>Justify</td>
<td>Like (=enjoy)</td>
<td>Look forward to*</td>
</tr>
<tr>
<td>Mind</td>
<td>Miss</td>
<td>Postpone</td>
<td>Practise</td>
</tr>
<tr>
<td>Risk</td>
<td>Suggest</td>
<td>Can't stand</td>
<td>Carry on</td>
</tr>
<tr>
<td>Put off</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

We delayed launching the product because of technical problems. I look forward to seeing you again next week.

* In the expression look forward to, the word to is a preposition. Prepositions (e.g., in, on, at, with, from, etc.) are always followed by the -ing form rather than the infinitive. (For more details see Unit 29.)

B Expressions + -ing

The expressions below are followed by the -ing form:

It's a waste of time/money ... It's no use ...
There's no point (in) ... It's (not) worth ...

It's not worth repairing the machine. It would be cheaper to buy a new one.

C Verbs followed by to + infinitive

<table>
<thead>
<tr>
<th>Afford</th>
<th>Agree</th>
<th>Attempt</th>
<th>Claim</th>
</tr>
</thead>
<tbody>
<tr>
<td>Decide</td>
<td>Demand</td>
<td>Arrange</td>
<td>Expect</td>
</tr>
<tr>
<td>Guarantee</td>
<td>Hesitate</td>
<td>Arrange</td>
<td>Expect</td>
</tr>
<tr>
<td>Neglect</td>
<td>Offer</td>
<td>Hope</td>
<td>Learn</td>
</tr>
<tr>
<td>Promise</td>
<td>Refuse</td>
<td>Plan</td>
<td>Prepare</td>
</tr>
<tr>
<td>Train</td>
<td>Want</td>
<td>Seem</td>
<td>Tend</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Threaten</td>
</tr>
</tbody>
</table>

I have arranged to meet the visitors at the factory.

D Passive forms

There are passive forms of the -ing form and the infinitive. The passive of the -ing form is made with being + past participle (e.g., being done):

Everyone likes being congratulated when they have worked hard.

The passive infinitive is formed by to be + past participle (e.g., to be done):

She expects to be promoted soon.
Exercise 1

Verbs + -ing form

<table>
<thead>
<tr>
<th>apply</th>
<th>buy</th>
<th>film</th>
<th>lose</th>
<th>meet</th>
<th>negotiate</th>
<th>speak</th>
<th>wait</th>
</tr>
</thead>
</table>

1. We won't know the final cost of the TV programme until the production company finishes **filming**.
2. Rupert Murdoch of News International risked _____ millions of pounds when he launched his satellite company Sky TV.
3. If you do a business course in England you will be able to practise _____ every day.
4. I have had to put off _____ the designers because I am too busy this week.
5. As a buyer for a large chain store, part of my job involves _____ competitive prices with suppliers.
6. I'm afraid the manager is busy at the moment. Would you mind _____ a few minutes?
7. There's no point _____ for the shares now - the offer closed last week.
8. It's a waste of money _____ a Pentium PC if you only want a computer for word processing.

Exercise 2

Verbs + infinitive

Complete the newspaper articles, using the verbs in the boxes in the infinitive form.

A

<table>
<thead>
<tr>
<th>do</th>
<th>discover</th>
<th>give</th>
<th>prefer</th>
</tr>
</thead>
</table>

**Infotech - One man and his data log**

Scientists in a field in Devon are hoping to **discover** a little more about the eating habits of sheep when a new research project gets under way next week. They are planning to use miniature computers which will monitor their eating habits. Farmers have known for a long time that sheep seem to like some types of grass better than others, but so far no one has tried to carry out any experiments.

B

<table>
<thead>
<tr>
<th>earn</th>
<th>hire</th>
<th>last</th>
<th>pay</th>
</tr>
</thead>
</table>

**When a C++ can mean good money**

Things are looking good for software engineers, according to Tony Coombes of the recruitment consultancy Systems Resources. There are a lot of big companies who want to hire engineers for short-term contracts, and most of them will agree to good money. Someone with two years' experience, and who has been trained in C++ and Visual Basic, could expect to earn about £1000 a week. Most of the contract work tends to last for about six months, but some permanent jobs are becoming available.
Exercise 3
Review: -ing form or infinitives?

Complete the following letter. Put the verbs in brackets into either the -ing form or the infinitive with to.

Dear Mr Williams

Thank you for your letter of 12 June in which you stated that, following the visit of your chief buyer Mr Lindfield, you are considering placing an order for our Rieseling 92 table wine.

We can arrange to supply you with an initial order of 1,000 cases, and I enclose our current price list, which I believe you will find very competitive. If you decide to go ahead with the order, we will agree to give you the 15% quantity discount you mentioned, and details are enclosed. Please note that we guarantee to deliver firm orders within four weeks.

You mentioned also that you wanted to market the wine under your own brand name, which will involve changing the labels. I would suggest getting the labels printed here, because it is probably not worth printing them in the UK and sending them here. I have contacted our personal printer for a quotation and I hope to be able to send you a price soon.

Please do not hesitate to contact me if you have any further queries. I look forward to hearing from you soon.

Yours sincerely,

Piet Moewe
Managing Director

Exercise 4
Passives

Fill in the blanks with the verb in brackets, using the passive -ing form or the passive infinitive.

1. Our profits are up this year, so I expect to be given a pay rise.
2. You'd better come back later. Mr Schmidt dislikes being interrupted when he's in a meeting.
3. You deserve paying more because you do a lot of overtime.
4. When I am giving a presentation, I don't mind asking questions.
5. Most of our sales team in Spain tend to recruit locally.
6. The company avoided taking over by splitting up into several different groups.
7. She hopes sending to our Paris office when it opens next year.
8. He took the telephone off the hook because he didn't want disturbing.
Task 1

As part of their work, people often have to do the following things:

- travel to work in the rush hour
- deal with difficult customers
- speak English on the phone
- attend meetings
- take work home
- stay late
- travel abroad
- ask for more money
- take clients out

A Choose four of these things and say how much you like them using the verbs in the box.

really enjoy  like  don’t mind  dislike  can’t stand

1 I don’t mind staying late.
2 
3 
4 

B Now say what other things you like and dislike doing at work.

1 
2 
3 
4 

Task 2

Continue the sentences using the words in brackets with a verb in the infinitive.

1 We were very unhappy with the service they had provided. (refuse)
   We refused to pay them.

2 The company is taking on a lot of new staff. (plan)

3 He was angry about the way the company had treated him. (threaten)

4 Maria was getting tired of her job. (decide)

Task 3

Complete these sentences about yourself, using an -ing form or infinitive.

1 I enjoy my work, but I wouldn’t mind ... having a bit more responsibility.
2 When I was 16, I decided ...
3 If I moved to another town, I would miss ...
4 At the moment I can’t afford ...
5 I am really looking forward to ...
6 In a few years time, I hope ...
7 At the moment I am considering ...
A Verb + object + infinitive

There are a number of verbs that can take a direct object and to + infinitive. Common examples are:

advise  allow  ask  enable  encourage  force
invite  order  persuade  remind  tell  warn

The lawyer advised me to read the contract carefully.
The negotiators persuaded the union to accept the pay deal.

B Reporting what people say

Many of these verbs can be used to report what other people say (see also Units 30–31):

'Could you come back later?' he asked me.
He asked me to come back later.

The verb warn is usually used with not to do:
He said, 'Don't put all your money in one company'.
He warned me not to put all my money in one company.

C Make and let

The verbs make and let are followed by an object and the bare infinitive (e.g., go, work, see):

We use make to talk about something we have to do (but don't want to do):
She wanted to go home, but her boss made her stay until the work was finished.

We use let when we talk about being given permission for something:
My boss let me have the afternoon off to go to my sister's wedding.

The verb help can be followed by an infinitive with or without to:
'Could you help me (to) put these boxes in the van?'

D Verbs of perception

The verbs see, watch, notice, hear, listen to, and feel (called verbs of perception) are followed by a bare infinitive or by an -ing form (present participle). If we want to say that we heard or saw the whole action from beginning to end, we usually use the bare infinitive:

I saw him sign the cheque.
(He signed the cheque. I saw him do it.)

If we want to say that we only saw or heard part of the action, we use the -ing form (present participle):

I saw the consultant waiting in reception.
(I saw the consultant. He was waiting in reception.)
Exercise 1
Verb + object + infinitive
The words in the following sentences are in the wrong order. Rewrite them in the correct order.

1. The new law will allow supermarkets to open on Sundays.
   *The new law will allow supermarkets to open on Sundays.*

2. Project the bank persuaded the finance to.

3. The court ordered the company to pay compensation.

4. The demand fall forced us to reduce production.

5. At the conference, I was invited to speak.

Exercise 2
Reporting what people say
Rewrite the sentences using the verbs in brackets + object + to + infinitive.

1. ‘Don’t forget to post that letter!’
   *He reminded me to post the letter.*

2. ‘Go on, apply for the job.’

3. ‘If I were you, I’d make a formal complaint.’

4. ‘Can you finish the report as soon as possible?’

5. ‘You can leave early if you like.’

6. ‘Don’t rush into a decision.’

Exercise 3
Make and let
Rewrite the sentences beginning with They made us ... or They let us ...

1. We had to work extremely hard on the training course.
   *They made us work extremely hard on the training course.*

2. We were allowed to go out at the weekends.

3. We gave a presentation every morning.

4. We spoke English all the time.

5. There was a TV we could watch.
Exercise 4
Review: verb + object + infinitive

In each sentence, choose a verb from box A and a verb from box B.

<table>
<thead>
<tr>
<th>A</th>
<th>allow</th>
<th>force</th>
<th>persuade</th>
<th>want</th>
<th>warn</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>to advertise</td>
<td>not to smoke</td>
<td>to give up</td>
<td>to start</td>
<td>to buy</td>
</tr>
</tbody>
</table>

In the tobacco industry, we do not (1) want young people (2) to start smoking. Anyway, the government does not (3) ______ us (4) ______ on TV or in magazines for young people. Our company spends a lot on advertising, because we believe these advertisements can (5) ______ those who already smoke (6) ______, our brand of cigarettes. We are a very responsible industry. On every packet, we (7) ______ people (8) ______, and we give information about levels of nicotine and tar. But this is a free country, and nobody should (9) ______ smokers (10) ______ if they don’t want to.

Peter Wilson, spokesperson for a major tobacco company

Exercise 5
Review: make, let, help

Underline the correct word from each pair in italics.

As a government, we (1) make/let cigarette manufacturers (2) to print/print warning notices on every packet because we want to (3) make/let people (4) realize/realizing that it is a very dangerous habit. We do not (5) make/let them (6) to advertise/advertise on TV but we (7) make/let them (8) sponsoring/sponsor sporting events. In addition, recent studies show that things like nicotine chewing gum can (9) make/help people (10) give up/giving up more effectively, and we now (11) make/let people (12) buying/buy these directly from pharmacies.

Jane Gedward, spokesperson for the Department of Health

Exercise 6
Verbs of perception

Rewrite these sentences using the verb in brackets.

1. He was talking to someone on the phone. I heard him. (hear)
   *I heard him talking to someone on the phone.*

2. Something was burning. I smelled it. (smell)

3. She left. I didn’t see her. (see)

4. He gave a talk on ‘Quality Control’. I heard it. (hear)

5. Some robots were assembling cars. The visitors watched them. (watch)
Task 1
Complete these sentences.

1. We made record profits last year, and this will enable us...

2. My parents encouraged me...

3. The government should train more young people...

4. The conference organizers have invited me...

5. Before I went to New York, a colleague warned me...

Task 2
Write a short paragraph using make and let.

1. Someone is being sent to Japan for an intensive training course. A friend has already been on this course, and is telling him what it will be like.

"They will probably make you work fairly hard, but I expect they'll let you have the weekends free. They'll make you learn a little Japanese, of course, but it's not very difficult. And you'd better learn some songs too because they'll definitely take you out to a Karaoke bar and make you sing."

2. A colleague of yours is going to a health spa for a week. You went there last year. Tell him what life there will be like.

Task 3
Say what advice you would give in these situations. Use the verbs in brackets in your answers.

1. Your accountants have made a number of mistakes, and you have to pay the tax authorities a large fine. (ask, tell)

2. The 16-year-old daughter of a friend comes to you to ask for advice about what career she should take up. (encourage, advise)
A Verb + -ing or infinitive?

Some verbs can be followed by either the -ing form or the infinitive and the meaning of the verb changes. Here are some common examples:

- I remember sending them the cheque. (I sent it and I can remember now that I did it.)
- I remembered to send them the cheque. (I remembered, and then I sent it.)
- I will never forget meeting the President. (I met him, and he impressed me.)
- I won't forget to give her your message. (I have made a note of it, and I will give it to her when I see her.)
- We have stopped dealing with that firm. (We used to deal with them, but we don't deal with them any more.)
- At 12.00 we stopped to have a break. (We stopped for a break.)
- I regret saying that I was not interested in the work. (I said I was not interested in the work, and I now think that was a bad mistake.)
- I regret to say that we will not be able to give you the contract. (I am sorry that I have to say this.)
- If the printer doesn't work, try turning everything off and starting again. (Do this and see what happens.)
- I will try to negotiate a better deal. (I will make an effort to do this.)
- This advertisement needs redesigning. (This advertisement needs to be redesigned.)
- We need to increase productivity. (It is necessary to do this.)

B Like and would like

When the verb like means enjoy, it is followed by the -ing form. However, if we use the expression would like (want to), it is followed by the infinitive:

- I like going abroad on marketing trips. (I enjoy this.)
- I would like to go more often. (I want to go more often.)

We can also use prefer and would prefer in the same way:

- I prefer working at home to working at the office. (I enjoy this more.)
- A 'Shall we go out for lunch?' B 'I'd prefer to stay here.' (I want to stay here.)

C to + -ing or infinitive?

The word to can be part of the infinitive (I want to see you). However, in the following examples, to is a preposition, so it is followed by the -ing form:

- look forward to
- object to
- be used to
- get used to
- react to
- a reaction to
- in addition to
- respond to
- a response to
Exercise 1
Verb + -ing or infinitive?

A
1. I am sure we have paid the bill. I remember
2. Did you remember
3. On the way to the airport, he stopped
4. It's hard to find parts for this machine.
5. The manufacturers stopped
6. I've given my PA a list of jobs that need
7. There are plenty of hotel rooms available, so you don't need
8. He lost several hours' work. He switched off the computer but he had forgotten
9. I don't mind giving talks now, but I'll never forget
10. He wasn't at the office when I phoned, so I think I'll try

B
A. to save the file.
B. ringing him on his home number.
C. to give Peter my message?
D. to book one in advance.
E. signing the cheque and sending it to them.
F. giving my first presentation.
G. to enter the Japanese market, but it was extremely difficult.
H. to collect some traveller's cheques from the bank.
I. producing this model over 15 years ago.
J. doing before the sales conference starts.

Exercise 2
Verb + -ing or infinitive?

Fill in the blanks with the verbs in brackets, using the -ing form or to + infinitive.

1. There's nothing wrong with the photocopier. It just needs servicing.
   (service)
2. We need (look) at this proposal very carefully before we make a decision.
3. I'll make a note in my diary so that I will remember (send) you the information you need.
4. I'm not sure if I have met Mr Martino, but I remember (hear) his name.
5. I will never forget (walk) into the office on my first day at work.
6. Could you take this file to Mrs Armstrong? I meant to let her have it this morning, but I forgot (give) it to her.
7. He found it very difficult to get work because he was unemployed, and soon regretted (resign) from his previous job.
8. We have appointed another candidate to the post, so I regret (say) that we will not be able to offer you the job.
9. If their Accounts Department is slow at paying bills, try (send) a fax to the chairman. That usually works well.
10. As a company, we always try (provide) our customers with the best service possible.
Exercise 3
Like and would like

Put the verbs in brackets into the -ing form or the infinitive.

1. Our Sales Director is very sociable. She likes going (go) out and meeting (meet) new people.
2. I'm afraid I'm fairly busy tomorrow, so I'd prefer ______ (arrange) the meeting for Monday.
3. He's afraid of flying, so he when he has to go to Frankfurt he prefers ______ (travel) by boat rather than ______ (take) a plane.
4. I'd like ______ (have) a word with you about next week's meeting.
5. I like ______ (work) with my new boss because she gives me a lot of encouragement.
6. Could you let me know when you would like me ______ (come) and see you?

Exercise 4

to + -ing or infinitive?

Read the following article about the use of the metric system (kilometres, metres, litres, etc.) in the United States. Put the verbs in brackets into the -ing form or the infinitive.

Drive down Spencer Road in St Peters, Missouri, and you will get a shock. Suddenly the speed limit changes from 35 mph to 60. But take it easy! If you look closer, you will see a k in place of an m. These are kilometres, you are dealing with.

Without warning the St Peters City Street Department decided in May to change (change) its road signs to metric units. Officials said that the Federal Highway Administration had announced that all road signs must become metric by September 1996.

There was a public outcry, so the FHA decided to ask the public how they would react to (use) the metric system. Of those asked, 88% objected to changing road signs to metric by 1996.

Certainly, they were supported by over 170 members of Congress, who said they would prefer to (spend) the estimated $200 million on urgent repairs to roads and bridges.

Under this pressure, the FHA postponed introducing the change, indefinitely, giving victory to the opponents of metrication. The vast majority of Americans would not like to (convert) to the metric system.

They are used to (drink) Coke from 2-litre bottles but they would not look forward to (have) kilograms, kilometres, or degrees Celsius. As one person put it: "We Americans have put 12 men on the moon. The metric system is a French idea, and therefore something to learn from a country that made the numbers go up from twelves and thirteen..."

[The Economist, July 30 1994]
Task 1
Complete these sentences with a verb in the -ing form or the infinitive.

1. I know for sure that we placed an order with them. I remember ... 
   sending them the form myself.

2. The meeting had gone on for two hours already, so we stopped ...

3. I'll never forget ...

4. I'm a very organized person. I like ...

5. I have quite a lot of responsibilities at work. In addition to ...

6. I am really looking forward to ...

7. A lot of business people in this country object to ...

Task 2
A Say which of the following you like or prefer doing, and why.

1. having holidays abroad/in your own country
   I prefer having holidays abroad because the weather is much better.

2. starting work early/staying late

3. working alone/working with other people

4. eating out/eating at home

B Say which of the following you would prefer or would like, and why.

1. be rich or be famous
   I would prefer to be rich because if I was famous, I wouldn't be free.

2. have a larger house or a bigger car

3. work for a man or a woman

4. have a more demanding job or more time for yourself
**A  Ing of purpose**

The infinitive (e.g., to work, to stay) can be used to explain why we do something:

*I have written to IBM to get their latest price list.*

**COMMON MISTAKES:** We do not use for + infinitive to explain why we do something.

**WRONG:** I went to the warehouse for to get some more stock.

**RIGHT:** I went to the warehouse to get some more stock.

**B  Ing after question words**

We use the infinitive after question words (except why). We often use the infinitive in this way after verbs of thinking and knowing to talk about things we can do or should do:

*I don’t know how to operate this machine.* (I can’t operate this machine.)

*I’m not sure what to do.* (I’m not sure what I should do.)

**C  Ing form as the subject of a sentence**

We can use the -ing form of the verb (the gerund) as the subject of a sentence:

*Developing a high technology product like a compact disc requires a great deal of investment.*

**D  Ing form after prepositions**

We use the -ing form (the gerund) after a preposition (in, on, at, to, by, from, over, etc.). We do not use the infinitive. Here are some examples of how we can use the following prepositions:

We can use before and after to talk about when something happened:

*Before opening the Body Shop, Anita Roddick ran a hotel.*

*She borrowed the money from a friend after being refused a bank loan.*

We can use without to talk about something that didn’t happen:

*She developed a range of cosmetics without testing them on animals.*

We can use by to explain how something happened:

*She became successful by providing the right product at the right price.*

We can use instead of to talk about something we did in the place of another action:

*Instead of opening up new shops herself, she set up a franchise.*

(For adjective + preposition combinations, noun + preposition combinations, and verb + preposition combinations, see Units 42, 43, and 44.)
Exercise 1
Expressing purpose
Complete the sentences, using the words in the box.

<table>
<thead>
<tr>
<th>attract</th>
<th>demand</th>
<th>go</th>
<th>increase</th>
<th>inform</th>
<th>miss</th>
<th>prevent</th>
<th>reduce</th>
</tr>
</thead>
</table>
1. I need a day off next week to go to an interview.
2. He decided to take a later train go over the morning rush hour.
3. I am writing inform you of our change of address.
4. It is likely that the union will go on strike increase a pay rise.
5. The company had to move to cheaper offices reduce its overheads.
6. We will have to employ more factory workers increase production.
7. We have cut the price of our products by 10% go more customers.
8. The government may soon raise interest rates increase inflation growing.

Exercise 2
Culture Quiz – visiting Britain
Complete the questions using an appropriate question word and the infinitive. Then choose a suitable answer. Check your answers on page 209.

**Culture Quiz**

1. I am going to visit Britain shortly on a training course, and I may go out to the pub with my British counterparts. I am not sure (what/what) do about buying drinks. Which option is correct?
   A. I should only pay for the drinks I have.
   B. I should let other people buy me drinks.
   C. Each member of the group should take turns in buying everyone a drink.

2. I have been invited to an informal dinner at the house of a British business colleague in London. The invitation is for 8 p.m., but I am not sure (when/what) arrive at the house. Which of the following is more polite?
   A. I should arrive a few minutes early, and certainly no later than 8 p.m.
   B. I should arrive ten to fifteen minutes late.
   C. I should arrive about 45 minutes late.

3. In Japan we often give business contacts small gifts to show our appreciation of their hospitality. If I go to a British colleague’s house for a meal, I don’t know (whether/take) to give a gift or not. Should I:
   A. not take anything?
   B. take a bottle of wine or some flowers?
   C. offer to pay for the cost of the meal?

4. I am about to attend a conference in London. I have read about ‘body language’, and I am not sure (how close/stand) to people. Should I stand:
   A. about 30 cm away?
   B. about 90 cm away?
   C. about 2 metres away?

5. I find taxi drivers in London rather aggressive. If the fare is £5, I am not sure (how much/give) to the driver. Should I pay:
   A. £5.00?
   B. £5.50?
   C. £6.00?

6. When leaving a group of colleagues after an informal evening out, we normally shake hands with everyone. I am not sure (how/behave) in England. Should I:
   A. shake everyone by the hand?
   B. shake the men by the hand and kiss the women on the cheek?
   C. do nothing?
Exercise 3
-ing form as subject

Match the beginnings of the sentences in column A with the right endings in column B.

A
1. Giving employees shares
2. Flying Business Class
3. Taking over other businesses
4. Becoming a fully-qualified doctor
5. Breaking into the Japanese market
6. Getting unemployment down

B
A. is difficult without local contacts.
B. can make overseas trips less stressful.
C. can help to increase motivation.
D. is one of the government’s priorities.
E. takes about seven years.
F. is one way of increasing market share.

Exercise 4
Prepositions + -ing form

Rewrite the following sentences, using the -ing form of the verb in italics and the preposition in brackets.

1. He left the office. He did not speak to his boss. (without)
   He left the office without speaking to his boss.

2. She left university. Then she got a job with Conoco. (after)

3. We will not offer them a discount. We will give them better credit terms.
   (instead of)

4. We managed to expand. We didn’t increase our debts. (without)

5. He worked in industry for many years. Then he joined the government.
   (before)

6. The company made 700 workers redundant. That is how it became more profitable. (by)

Exercise 5
Review

Read the passage about the career history of one of the richest people in England. Choose the correct option from each set of words in italics.

After "to leave/leaving" school at the age of 17, Peter Rigby went into the computer business. He trained as a program analyst, but moved into sales "to make/making" more money. At 21, he moved to Honeywell "to join/joining" the mainframe sales force, and became their top salesman. After "to work/working" there for seven years, he left "to set up.setting up" his own business, Specialist Computer Holdings. After "to see/seeing" Microsoft’s Windows system, Rigby realized that computers would change into a mass-market industry. He set up a chain of large out-of-town superstores where people could see the products instead of "to buy/buying" them from magazines. He has plans "to expand/expanding" into Europe.
Task 1

Continue the following sentences. Say why people did these things.

1. I have written to the bank ...
   to ask them for some more information about their charges.

2. The managers changed the layout of the department store ...

3. Our Sales Director has gone to New York ...

4. Next month I need a few days off ...

5. I'll phone up the travel agent this afternoon ...

Task 2

Brian Pelczinski is the agent for a number of people in the entertainment industry. Read his answers to the mini-interview.

1. Which part of your job do you find the most difficult?
   Dealing with financial forecasts. It's a nightmare because I hate figures.

2. Which part of your job would most other people find the most difficult?
   Dealing with the emotional problems of my clients. They can be very unreasonable.

3. Which part of your job gives you the most satisfaction?
   Finding a new talent and seeing him or her become a star.

4. Which part of your job is the most glamorous and exciting?
   Being invited to film premieres and concerts, and knowing so many people.

5. Which part of your job are you not very good at?
   Remembering appointments. But that's why I have a PA to do it for me.

Answer the same questions about the activities you do at work. Begin each answer with the -ing form of a verb as in the example above.

1. 
2. 
3. 
4. 
5. 

Task 3

Write sentences about your career history. Begin each sentence with after + -ing form or before + -ing form.
Reported speech (1): statements, thoughts, commands, requests

A Introduction
When we report what someone else said, we can do it in three ways:

1. We can repeat the exact words using inverted commas (‘’):
   The agent said: ‘Sales are going well’.

2. We can use a reporting verb in the present tense:
   The agent says that sales are going well.

3. We can use a reporting verb in the past and change the tense:
   The agent said that sales were going well.

B Tense changes
The table shows how tenses change in reported speech when we use a reporting verb in the past tense (i.e., said in example 3 above):

<table>
<thead>
<tr>
<th>Actual Words</th>
<th>Reported Speech</th>
</tr>
</thead>
<tbody>
<tr>
<td>I work for ICL.</td>
<td>He said that he worked for ICL.</td>
</tr>
<tr>
<td>I am working for ICL.</td>
<td>He said that he was working for ICL.</td>
</tr>
<tr>
<td>I worked for ICL.</td>
<td>He said that he had worked for ICL.</td>
</tr>
<tr>
<td>I was working for ICL.</td>
<td>He said that he had been working for ICL.</td>
</tr>
<tr>
<td>I have worked for ICL.</td>
<td>He said that he had worked for ICL.</td>
</tr>
<tr>
<td>I will work for ICL.</td>
<td>He said he would work for ICL.</td>
</tr>
<tr>
<td>I may/can work for ICL.</td>
<td>He said he might/could work for ICL.</td>
</tr>
</tbody>
</table>

We do not change the past perfect, or might/could/should/would.

C Reporting thought
We use the same tense changes when we are reporting what people think or know (e.g., after I didn’t realize, I knew, I thought, I had no idea, etc.):

A. ‘I’m from Belgium.’
B. ‘Are you? I didn’t realize you were Belgian. I thought you were French.’

D Reporting commands and requests
We report commands and requests using tell or ask and the infinitive:

- ‘Sit down.’ He told me to sit down.
- ‘Don’t pay the invoice.’ He told me not to pay the invoice.
- ‘Please wait.’ He asked me to wait.
- ‘Please don’t smoke.’ He asked me not to smoke.

E Other changes
It is sometimes necessary to change other words:

- ‘I saw him yesterday.’ She said she had seen him the day before.
- ‘I met him here.’ She told me that she had met him there.
- ‘I’ll send them this report.’ She said she would send him the report.
- ‘I’ll do it tomorrow.’ She said she would do it the next day.
- ‘I did it a few days ago.’ She said she had done it a few days earlier.
Exercise 1
Tense changes
A customer came to a Mercedes showroom in a very old Fiat. There was an old lady in the back of the car. Look at some of the things the customer and the salesman said. Then rewrite the sentences in reported speech. (This is based on a true story.)
1 The customer said, 'I'm thinking about buying a new car'.
2 The salesman said, 'The new S500 is very good value'.
3 The customer said, 'I bought a Mercedes in 1985 and I liked it a lot'.
4 The salesman said, 'You can take it for a test drive'.
5 The customer said, 'I don't have any identification ... ... but the woman in the car is my grandmother'.
6 The salesman said, 'That will be fine'.
7 Two hours later, the salesman said, 'Your grandson is taking a long time'.
8 The woman said, 'He isn't my grandson ... ... He offered to drive me to the shops. I have never seen him before'.
1 The customer said that he was thinking about buying a new car.
2 The salesman said that
3 The customer said that
4 The salesman said that
5 The customer said that
but that
6 The salesman said that
7 Later on, the salesman said to the woman that
8 The woman said that
and that

Exercise 2
Tense changes
Read the report about what a candidate said at an interview. Change the words in italics into direct speech.
Miss Briggs said that 'she was very interested in working for us, and she explained that 'she had been working in the City for three years. When I asked her about her reasons for leaving, she said that 'she liked what she did, but she wanted more responsibility. She seems well-qualified for the post, as she said that 'she had a degree in Economics and an MBA. As far as her terms of notice are concerned, she made it clear that 'she couldn't leave her job for another month. I decided to offer her the job, and she said 'she would consider our offer, and would let us have her decision soon.
1 She said, 'I am very interested in working for you'.
2 She said, '
3 She said, '
4 She said, '
5 She said, '
6 She said, 

Exercise 3
Match the comments in column A with those in column B.

Reporting thought

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 I'm just off to play golf.</td>
<td>A I thought you spoke Japanese.</td>
</tr>
<tr>
<td>2 Anna is working in London today.</td>
<td>B I thought he'd already been on holiday.</td>
</tr>
<tr>
<td>3 These PCs are made in Taiwan.</td>
<td>C I thought they were free.</td>
</tr>
<tr>
<td>4 John is moving to his new job next week.</td>
<td>D I thought I saw her here this morning.</td>
</tr>
<tr>
<td>5 I will need an interpreter.</td>
<td>E I didn't realize you played.</td>
</tr>
<tr>
<td>6 Peter is away on leave.</td>
<td>F I had no idea he was leaving.</td>
</tr>
<tr>
<td>7 My boss needs more time to do the report.</td>
<td>G I thought they were American.</td>
</tr>
<tr>
<td>8 We had to pay extra for phone calls.</td>
<td>H I thought she had finished it.</td>
</tr>
</tbody>
</table>

Exercise 4
Report the requests or commands using He asked me ... or He told me ...

| 1 'Please come to dinner at 8.00.' | He asked me to come to dinner at 8.00. |
| 2 'Send the letter immediately.' |  |
| 3 'Please don't mention the plans to anyone.' |  |
| 4 'Please return the form as soon as possible.' |  |
| 5 'Don't put any calls through to my office.' |  |

Exercise 5
Other changes

| 1 At 10.00 this morning, Julia says to you, 'Dr Bangermann is arriving this afternoon.' At 10.30 the same morning you say to your boss, 'Julia said that Dr Bangermann was arriving this afternoon/that afternoon.' |  |
| 2 The sales manager says to you, 'I'll show the visitors round the factory tomorrow.' Three weeks later, you say to your boss, 'He said he would show the visitors round the factory the following day/tomorrow.' |  |
| 3 A client calls from his office and says, 'I'd like to hold the meeting here.' Later you speak to your boss in your own office and say, 'He said he'd like to hold the meeting here/there.' |  |
| 4 A customer rings to say, 'We sent the cheque yesterday.' The same day you say to your boss, 'When I spoke to him, he said that he had sent the cheque yesterday/the previous day.' |  |
| 5 A client rings you at your office and says, 'I'll meet you there tomorrow.' The same day at your office you say to your boss, 'He said he would meet me here/there tomorrow.' |  |
Production 31

Task 1
A headhunter took you out to dinner last night. Now a colleague is asking you about what you said. Answer his questions using reported speech.

1. What personal details did you give him about yourself?
   *I told him I was married and that I lived in London.*

2. What did you tell him about the company?

3. What did you say your responsibilities were?

4. What did you tell him about the salary you would need?

5. What did he tell you about the new company?

6. What did he tell you about the new job?

7. So in the end what did you say to him?

Task 2
Respond with surprise to the following comments.

1. A They are discontinuing this model at the end of the year.
   B Really? I thought *it was selling well.*

2. A It's my fortieth birthday next week.
   B Really? I had no idea

3. A You will have to wait about three months for delivery.
   B Really? I didn't realize

4. A I've just seen Mr Takashi in Reception.
   B Really? I thought

5. A The bill for dinner came to £145 each.
   B Really? I had no idea

Task 3
Complete the sentences using ask or tell + infinitive.

1. They were late paying the bill, so I phoned and *told them to pay at once.*

2. I was too busy to see Jane, so I

3. I could see that he had had too much to drink, so I

4. Peter said he was going to the bank, so I

5. The machine they sold us was faulty, so I

6. I wanted the mechanic to tell me how much the repairs would cost, so I
A Wh-questions

Some questions begin with a question word (i.e., Who, Where, Which, Why, When, What, How, How much, etc.). Look at the way we report these questions:

‘When will you let us know your decision?’ they asked me.
They asked me when I would let them know my decision.

COMMON MISTAKES: When we report a question, the word order changes from verb - subject (will, you) to subject - verb (I, would).
‘Where is he?’ she asked me.
WRONG: She asked me where was he.
RIGHT: She asked me where he was.

B Yes/no questions

When we report yes/no questions, we use if or whether and the tense changes given in Unit 30:

DIRECT QUESTION: ‘Are you feeling all right?’
REPORTED QUESTION: She asked me if I was feeling all right.

DIRECT QUESTION: ‘Do you know Lars Hansen?’
REPORTED QUESTION: He asked me if I knew Lars Hansen.

C Embedded questions

When we begin a sentence with one of the following phrases, we need to use the same word order as for reporting questions. We do not need to change the tense if the introductory phrase is in the present tense:

‘I wonder where that file is.’ (NOT: ...where is that file.)
‘I’m not sure if it is a good idea.’ (NOT: ...is it a good idea.)
‘Could you tell me what the time is?’ (NOT: ...what is the time?)
‘Do you know when the train leaves?’ (NOT: ...when does the train leave?)

D Reporting verbs

We often use other verbs instead of say, tell, etc. to report what someone says.

The verbs warn, order, advise, encourage, remind, persuade are followed by an object + infinitive:

‘I think you ought to see a lawyer.’ He advised me to see a lawyer.

The verbs offer, refuse, promise are followed by an infinitive:

‘We will not pay any more.’ They refused to pay any more.

The verbs admit, deny, apologize for are followed by the -ing form:

‘I am sorry I have kept you waiting.’ He apologized for keeping me waiting.
Exercise 1
Reporting **wh-** questions

A speaker was asked these questions after a presentation. Report the questions.

1. "When will the new product be ready?"
2. "How much are you planning to spend on advertising?"
3. "Where do you intend to advertise?"
4. "What discount will you give to your distributors?"
5. "Why has it taken so long to develop?"
6. "How much market interest has there been in the new product?"
7. "Who is the product aimed at?"
8. "What sort of problems have you had in developing the product?"

1. They asked me **when the new product would be ready**.
2. They asked me **how much we were planning to spend on advertising**.
3. They asked me ____________________________
4. They asked me ____________________________
5. They asked me ____________________________
6. They asked me ____________________________
7. They asked me ____________________________
8. They asked me ____________________________

Exercise 2
Reporting **yes/no** questions

A colleague of yours came back from a business trip, and you asked her the following questions. Rewrite the questions using reported speech.

1. "Did you have a good trip?"
   *I asked her if she had had a good trip.*
2. "Have they signed the contract?"
3. "Will you need to go back again?"
4. "Was the hotel OK?"
5. "Did you have any time off?"
6. "Are you feeling tired?"
7. "Did you have any problems?"
8. "Do you feel confident about the project?"
9. "Did they like the idea of a joint venture?"
Exercise 3
Embedded questions
Rewrite the following sentences. Use the introductory phrases and either a question word or if.

1. Does the bank have a branch in Geneva, I wonder?
   I wonder if the bank has a branch in Geneva.

2. When will the plane get in? Do you know?
   Do you know when the plane will get in?

3. How are the negotiations going, I wonder?
   I wonder

4. Is Peter coming to the meeting? Do you know?
   Do you know

5. When is the talk going to start? Could you tell me?
   Could you tell me

6. Should I take the job? I'm not sure.
   I'm not sure

7. Where is their head office? I don't know.
   I don't know

8. Will they accept our offer, I wonder?
   I wonder

9. Have they sent us an order form? Could you tell me?
   Could you tell me

10. How did they get this information, I wonder?
    I wonder

Exercise 4
Match the sentences in column A with the reported statements in column B.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. 'Don't forget to sign the contract.'</td>
<td>A. He apologized for signing the contract.</td>
</tr>
<tr>
<td>2. 'I didn't sign the contract.'</td>
<td>B. He warned me not to sign the contract.</td>
</tr>
<tr>
<td>3. 'Go on, sign the contract. It's a really good idea.'</td>
<td>C. He encouraged me to sign the contract.</td>
</tr>
<tr>
<td>4. 'If I were you, I would sign the contract.'</td>
<td>D. He ordered me to sign the contract.</td>
</tr>
<tr>
<td>5. 'No, I will not sign this contract under any circumstances.'</td>
<td>E. He refused to sign the contract.</td>
</tr>
<tr>
<td>6. 'I am so sorry I signed the contract.'</td>
<td>F. He admitted signing the contract.</td>
</tr>
<tr>
<td>7. 'Yes, I am afraid to say that it was me who signed the contract.'</td>
<td>G. He reminded me to sign the contract.</td>
</tr>
<tr>
<td>8. 'I'll sign the contract if you like.'</td>
<td>H. He offered to sign the contract.</td>
</tr>
<tr>
<td>9. 'Sign the contract NOW!'</td>
<td>I. He advised me to sign the contract.</td>
</tr>
<tr>
<td>10. 'I really wouldn't sign the contract. You haven't read it. It could be a disaster.'</td>
<td>J. He denied signing the contract.</td>
</tr>
</tbody>
</table>
Task 1

A colleague has overheard you say the following things on the phone. Explain who you were talking to and what they asked you.

1. 'Yes, the 15th would be fine.'
   That was Mr. Jackson. He asked me if he could change the date of our next meeting to the 15th, and I said it would be fine.

2. 'No, I am afraid that 15% is the maximum.'

3. 'It will be there first thing on Wednesday.'

4. 'Yes, I am sure we have paid it. I remember writing the cheque myself.'

5. '£16,000.'

Task 2

Complete the sentence with a suitable embedded question.

1. The office is very different without Janet. I wonder...
   how she is getting on in her new job.

2. No, I'm afraid I don't know...
   I am a stranger here myself.

3. I'll just have a look at the new price list. I'm not sure...

4. I need to go to New York next Wednesday. Could you tell me...
   ?

5. I can't understand this letter. Do you know...
   ?

Task 3

Complete the sentences using the verbs in brackets.

1. She was offered a very good job, so...
   (advise) Advised her to accept it.

2. He said that the guarantee was out of date, and...
   (refuse) ________________

3. They said that they couldn't bring the price down any more, but...
   (offer) ________________

4. The bank realized that they were in the wrong, and they...
   (apologize) ________________
A People and things

We can use a relative clause beginning with who, that, or which to describe and define a person or thing. To refer to people, we use who or that. To refer to things, we use which or that:

**PEOPLE:** The accountants who/that advised me were very good.  
(The clause who advised me helps to identify the accountants.)

**THINGS:** The computers which/that they bought were expensive.  
(The clause which they bought identifies the computers.)

B Subject and object relative clauses

Sometimes it is necessary to keep the relative pronoun in the sentence, and sometimes it is possible to leave it out.

If the relative who, which, or that is followed by a verb, we must keep it:

*We've got a machine that prints in colour.* (NOT: a machine prints in colour)  
(In this sentence, that prints in colour is a subject relative clause.)

If the relative who, which, or that is followed by a noun or pronoun + verb, we can leave it out. So we can say:

*The computers that you ordered have arrived.* OR *The computers you ordered have arrived.*  
(In this sentence, that you ordered is an object relative clause.)

In object relative clauses, it is possible to use whom to refer to people. However, this is only found in formal language, and rarely used in speech:

*The candidate whom they selected had extensive experience of industry.*  
(In conversation, we would say: The candidate [that] they selected ...)

C Whose

The relative pronoun whose is used to show possession:

*Yesterday I met someone. His brother works in your department.*  
*Yesterday I met someone whose brother works in your department.*

D To whom, from which, etc.

It is possible, particularly in formal or written language, to put words like to, from, about, on, etc. in front of whom, which, and whose (but not who or that):

*The woman to whom I spoke was extremely helpful.*

However, it is much more common to put words like to, from, about, on, etc. at the end of the relative clause:

*The woman (that) I spoke to was extremely helpful.*
Exercise 1
People and things

Complete the sentences in this job advertisement with who or which.

**SALES MANAGER**
£29,500 plus OTE

Our client manufactures leisure clothing, which is distributed to major high-street retailers. We have a vacancy for a Sales Manager, who will be responsible for the overall control of a Sales Department, which consists of 15 representatives.

We are looking for someone who has a proven track record of success in sales and who will be able to motivate the existing sales team. This is a key role, which will involve a great deal of dedication, flair, and enthusiasm; and priority will be given to applicants who have experience in the retail clothing sector. We are offering a salary, which is highly competitive, and benefits include a company car, free health insurance, and generous pension contributions.

If you would like to work for an organization which is expanding fast, and who can offer you the chance to fulfill your potential, send us your CV to:

Peter Hodgson & Co, 28 Barton Road,
Hinckley, Leicestershire LE10 2HE

Peter Hodgson & Co. Human Resource Consultants

Exercise 2
Subject and object relative clauses

Look at the sales brief describing a desktop business accessory, the CTRX 501. Write sentences about the CTRX 501, describing what each feature does and its benefits for the customer.

<table>
<thead>
<tr>
<th>Features</th>
<th>Selling points</th>
</tr>
</thead>
<tbody>
<tr>
<td>phone</td>
<td>has a 60 number memory</td>
</tr>
<tr>
<td></td>
<td>you can use it without picking up the handset</td>
</tr>
<tr>
<td>answering machine</td>
<td>can store up to 100 messages</td>
</tr>
<tr>
<td></td>
<td>you can call it from another phone</td>
</tr>
<tr>
<td>photocopier</td>
<td>prints at different resolutions</td>
</tr>
<tr>
<td></td>
<td>you can use it to copy A4 documents</td>
</tr>
<tr>
<td>fax</td>
<td>has an automatic sheet feeder</td>
</tr>
<tr>
<td></td>
<td>you can program it</td>
</tr>
</tbody>
</table>

1. It's got a phone that has a 60 number memory.
2. It's got a phone that you can use without picking up the handset.
3. It's got an answering machine.
4. It's got an answering machine.
5. It's got a photocopier.
6. It's got a photocopier.
7. It's got a fax.
8. It's got a fax.

In which of the above sentences can you leave out the word that?
Exercise 3
Whose

Finish each sentence using one of the pieces of information in the box. Join the two parts with whose.

Her department was doing well. Their car had broken down. Its key competitors are Sony and Sanyo. Their CVs were very good. Her mother tongue must be English. Its headquarters are in Helsinki.

1. We drew up a shortlist of candidates whose CVs were very good.
2. We are looking for a secretary.
3. Nokia is a large Finnish company.
4. I gave a lift to a couple of colleagues.
5. Casio is a Japanese electronics company.
6. They promoted one of the managers.

Exercise 4
To whom, from which, etc.

Complete the sentences with who, whom, or which.

1. The salesperson to whom you spoke was correct in saying that goods must be returned to the store from which they were purchased.
2. I was ordering some supplies on the phone, and then the person I was talking to suddenly hung up.
3. The profit we make from the sales depends on the country in which we are operating.
4. I can give you the name of an accountant with whom I deal with.
5. The client from which we have received this complaint wishes us to take action immediately.
6. The hotel has a large conference hall in which presentations and exhibitions can be held.

Exercise 5
Prepositions in relative clauses

Rewrite the sentences without relative pronouns, putting the prepositions at the end of the relative clause.

1. I was talking to a man. He is the head of AT&T. (The man I was talking to is the head of AT&T.)
2. You were looking for an invoice. Peter has found it. (Peter has found the invoice.)
3. I deal with customers. Most of them are very pleasant. (Most of the customers I deal with are very pleasant.)
4. We wanted to stay in a hotel. It was fully booked. (The hotel was fully booked.)
5. She works for a company. It has a very good reputation. (The company for which she works has a very good reputation.)
6. We went to a restaurant. It wasn't very good. (The restaurant we went to wasn't very good.)
Task 1

The word in the box is the name of a large industrial corporation. Find this name by answering the clues below. Some of the answers are provided.

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  

INVOICE

S A L A R Y

S U B S T I D I A R Y

C A T A L O G U E

C O L L E A G U E

Clues
2  A legal document that gives details of an agreement between two or more people.
4  A building or company in which people keep their money.
6  A person whose job it is to give legal advice.
8  A list of things that are discussed at a meeting.
10  A machine that allows you to talk to people who are in a different place.

Now write clues for the words that you were given, using relative clauses.
1  An invoice is ____________________________________________
3  A salary is ____________________________________________
5  A subsidiary is ____________________________________________
7  A catalogue is ____________________________________________
9  A colleague is ____________________________________________

Task 2

Complete the following sentences about yourself and your work, using relative clauses.

1  I work for a company that manufactures components for aircraft.
2  I have a boss ____________________________________________
3  I am in a department ____________________________________________
4  In my work, I deal with people ____________________________________________
5  I sometimes have to do things ____________________________________________
6  I prefer to work with people ____________________________________________
7  I dislike working with people ____________________________________________
8  In my spare time, I like to do things ____________________________________________
Relative clauses (2): where, with, what, and non-defining clauses

A Where

The relative pronoun where is used to refer to places.

The hotel where we stayed was very expensive.

Where is not used if there is a preposition at the end of the clause:

WRONG: The hotel where we stayed in was very expensive.
RIGHT: The hotel we stayed in was very expensive.

B Use of with

When we want to describe what someone or something has, we can use a relative clause or with + a noun. So we can say:

I’m thinking about buying a computer that has a faster chip.
OR I’d like to buy a computer with a faster chip.

C Use of what

We can use the relative pronoun what to replace the thing(s) that .... So we can say:

I went to buy some some parts, but they didn’t have the things that we needed.
OR I went to buy some some parts, but they didn’t have what we needed.

D Non-defining relative clauses

In some relative clauses we must use a relative pronoun, and cannot use the word that:

WRONG: Benetton’s latest advertisement, I saw yesterday, is very powerful.
WRONG: Benetton’s latest advertisement, that I saw yesterday, is very powerful.
RIGHT: Benetton’s latest advertisement, which I saw yesterday, is very powerful.

Relative clauses like this simply give extra information. They are called non-defining relative clauses, and they begin and end with commas. Look at the difference between the two types:

DEFINING RELATIVE CLAUSE:
The office that we work in is very comfortable.
(This indicates which office we are talking about.)

NON-DEFINING RELATIVE CLAUSE:
My father, who will be 65 next year, has asked me to take over the family business.
(The speaker does not need to define my father, and his age is just an extra piece of information.)
Exercise 1

Rewrite the following sentences using where.

1. I've got the details of the hotel that you'll be staying in.
   \textit{I've got the details of the hotel where you'll be staying.}

2. Would you like to visit the factory that we make the cars in?

3. I recently went back to the town I used to work in.

4. Ivrea is the town in which Olivetti has its headquarters.

5. Is this the building that they filmed the Coke advertisement in?

Exercise 2

Complete the sentences using with or that and the phrases in the box.

\begin{tabular}{lll}
has a better view & a colour monitor & a bit more experience \\
has a lot of mistakes & a matching tie & has all the latest information \\
\text{a £2000 credit limit} & a sense of humour & \\
\end{tabular}

1. I've got a new credit card \textit{with a £2000 credit limit}.

2. I'll send you a brochure \textit{that has all the latest information}.

3. Have you got a computer \underline{__________}?

4. We're looking for someone \underline{__________}.

5. I'd prefer a room \underline{__________}.

6. We've received an invoice \underline{__________}.

7. He's bought a Gucci shirt \underline{__________}.

8. I wish I had a boss \underline{__________}.

Exercise 3

Rewrite these sentences using what.

1. He was selling something. I wasn't interested in it.
   \textit{I wasn't interested in what he was selling.}

2. You asked me to do something. I have done it.
   I have done \underline{__________}.

3. You want a computer to do some things. This computer can do them.
   This computer \underline{__________}.

4. You need something. We can deliver it tomorrow.
   We can \underline{__________}.

5. I'm sorry, you said something. I didn't hear it.
   I'm sorry, I didn't \underline{__________}.
Exercise 4  
Non-defining relative clauses  
Join the following sentences together using relative clauses and the relative pronoun in brackets.

1. The new accounts program is working very well.  
   It cost a great deal of money. (which)  
   *The new accounts program, which cost a great deal of money, is working very well.*

2. The Oriental Hotel is said to be the best in the world.  
   Many famous people have stayed in it. (where)

3. Richard Branson runs the airline Virgin Atlantic.  
   He has now sold his record company to Sony. (who)

4. Glaxo is the biggest drug producer in Europe.  
   Its products include Zantac. (whose)

5. Their new range of cosmetics will be launched next month.  
   They have spent £10 million on it. (on which)

6. I am writing with reference to my client Mr Warburg.  
   I have discussed your proposal with him. (with whom)

Exercise 5  
Correct the mistakes in the following sentences.

1. Yesterday I spoke to your director, that seemed to be very pleasant.
2. The room where we held the meeting was a little too small.
3. Brazil which is the world’s largest exporter of coffee has high inflation.
4. The negotiators finally reached a formula on what everyone could agree.
5. I found it difficult to hear that the speaker was talking about.
6. Tim Lang only joined the company six months ago is going to be promoted.
7. The Rover group, its name has been changed several times is now part of BMW.
8. I suggest we have a meeting in Romsey Street, which we rent a few offices.
A Read the following text about the history of the trading company Dalgleish & Mackay.

Dalgleish & Mackay, which is one of Hong Kong's largest trading companies, was founded in 1832 by Scotsmen Allen Dalgleish and Charles Mackay. They started the business in the Chinese city of Canton. The trading company exported tea and imported opium.

In 1839 the Chinese authorities seized 7,000 chests of Dalgleish's opium. The British traders persuaded the British government to go to war to protect 'free trade'. They sent ships to Canton and began the First Opium War.

The Chinese lost, and signed the Treaty of Nanking.

The company moved to Hong Kong and began trading in opium again. In 1860, after the Second Opium War, the company flourished and expanded. It later left the opium business and expanded into land, brewing, textiles, and many other fields of business.

The company has interests in general trade, insurance, and merchant banking. It announced a strategy of reducing its interests in Hong Kong because of the Chinese takeover in 1997, and now has a 33% share in an international holding company.

B Look through the extra information below. Add this to the text in the spaces provided, using relative clauses.

1 Dalgleish & Mackay is one of Hong Kong's largest trading companies.
2 Canton was an important commercial centre.
3 There was a growing demand for opium.
4 They wanted to stop the opium trade.
5 They had powerful allies in London.
6 The war ended in 1842.
7 Under the treaty, they agreed to give Hong Kong to the British.
8 It opened up new headquarters there.
9 The Second Opium War led to the legalization of opium.
10 The opium business was politically dangerous.
11 The company's legal headquarters are now in Bermuda.
12 The company owns two airlines and a major hotel chain.
Countable and uncountable nouns

A Countable nouns

Countable nouns are things like people, animals, plants (a boss, a dog), concrete objects (a desk, a fax machine), or units of measurement (a metre, a Deutschmark).

B Uncountable nouns

Uncountable nouns include things like substances, materials, and commodities (e.g., water, oil, money, information), abstract ideas (profitability, progress), and languages (English, Arabic). We do not usually talk about 'three informations,' 'six monies,' 'two waters,' etc.

Some other uncountable nouns which sometimes cause difficulty are:

<table>
<thead>
<tr>
<th>advice</th>
<th>accommodation</th>
<th>baggage</th>
<th>cash</th>
</tr>
</thead>
<tbody>
<tr>
<td>equipment</td>
<td>furniture</td>
<td>information</td>
<td>luggage</td>
</tr>
<tr>
<td>machinery</td>
<td>money</td>
<td>news</td>
<td>permission</td>
</tr>
<tr>
<td>progress</td>
<td>room (=space)</td>
<td>traffic</td>
<td>travel</td>
</tr>
<tr>
<td>trouble</td>
<td>weather</td>
<td>work</td>
<td></td>
</tr>
</tbody>
</table>

C Singular or plural?

Countable nouns can be singular or plural. Uncountable nouns are singular:

*The new brochures have arrived.* (COUNTABLE)

*The new furniture has arrived.* (UNCOUNTABLE)

D A, an, or some?

With uncountable nouns we can often use some instead of a or an:

WRONG: *He gave me an advice.*

RIGHT: *He gave me some advice.*

E Parts of a mass

We can refer to parts of an uncountable mass by using words of measurement, e.g., a cup of coffee, a glass of water, a tonne of coal, a kilo of sugar, a barrel of oil.

We often use these measurements when talking about the price of something:

*Mineral water is 75p a bottle.*

*The price of oil is $17 a barrel.*

When we use a or an with a noun that is usually uncountable (e.g., wine, water, beer), we often refer to a part of a mass:

'Would you like a coffee?' (one cup of coffee)

'I'll have a beer, please.' (a glass of beer)
Exercise 1

In the following pairs of words, one is countable and the other is uncountable. Write some or a before each word.

1. a book / some literature
2. a report / some news
3. a desk / some furniture
4. a hotel / some accommodation
5. a chance / some luck
6. a litre / some water
7. a machine / some equipment
8. some money / a dollar
9. some cash / a cheque
10. some correspondence / a letter

Exercise 2

Fill in the blanks with is or are.

1. The equipment that we ordered ______ here.
2. What ______ the weather like at this time of year?
3. There ______ a lot of cars in the car park this morning.
4. The agenda for tomorrow’s meeting ______ on your desk.
5. The reports that I have just received from Tokyo ______ not very good.
6. Your Japanese visitors have gone to the hotel, but their luggage ______ still at the office.
7. On the foreign exchanges this morning, the dollar ______ up 0.5 cents against the yen.

Exercise 3

A, an, or some?

In the dialogue, choose the correct option from the words in italics.

HARRY: I’ve got (a) a problem/some problem with Petersens. They owe us (a) a money/some money for (a) a work/some work we did for them, but they won’t pay.

JANET: We’ve had (a) a trouble/some trouble with them before, haven’t we? HARRY: Yes, that’s right. Last year they sent us (a) a cheque/some cheque for (a) an equipment/some equipment we had supplied and the bank returned it. So they haven’t got (a) a good record/some good record.

JANET: May I make (a) a suggestion/some suggestion? Send them (a) a final demand/some final demand, saying we want to be paid immediately.

HARRY: And if they still don’t pay?

JANET: Go and see (a) a lawyer/some lawyer and get (a) an advice/some advice about what to do next.

HARRY: All right, I’ll send them (a) a letter/some letter today.

JANET: Yes, OK. And by the way, there’s (a) an information/some information about the company and who runs it in the Accounts Department. Have a word with Kerry, because she’s got (a) a correspondence/some correspondence from them that might be useful.
Exercise 4
Parts of a mass

Use a word from box A and a word from box B to describe the items below.

\[
\begin{array}{cccc}
\text{A} & \text{B} \\
\text{a litre} & \text{paper} \\
\text{a pint} & \text{oil} \\
\text{a kilo} & \text{wine} \\
\text{a tonne} & \text{coal} \\
\text{a barrel} & \text{beer} \\
\text{a glass} & \text{sugar} \\
\text{a sheet} & \text{water} \\
\end{array}
\]

1.  
2.  
3.  
4.  
5.  
6.  
7.  

Exercise 5
Prices and quantities

Complete the following items of news with the words from the box.

\[
\begin{array}{cccc}
\text{packet} & \text{ounce} & \text{barrel} & \text{pint} \\
\text{litre} & \text{bottle} & \\
\end{array}
\]

---

Petrol and gold rise in Middle East fears

Shell and Texaco have announced that they intend to raise the price of petrol to just over 65 pence a litre. They blame the political situation in the Middle East, where shortages of crude have pushed the price of oil up to over $20 a barrel. The political worries have also affected the price of gold, which has risen to over $700 in the last few weeks.

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Budget misery for smokers and drinkers

In his Budget statement, the Chancellor raised taxes on most alcohol and tobacco. The effect of the changes will mean that the pub price of beer will rise by about ten pence a bottle. Supermarket prices for wine will go up by about twenty pence a litre, and cigarettes will increase by over thirty pence a packet.
Task 1

Fill in the blanks with an uncountable noun. Use one word only.

1. A: Would you like to try the salmon? The trout is good as well.
   B: No thanks, I don't really like fish.

2. A: Would you like wine, or a beer, or a gin and tonic, or something?
   B: No thank you. I'll just have mineral water. I don't drink ________.

3. A: Could I have a talk with you about the arrangements for next week?
   B: I'm sorry, could we talk later? I haven't got ________ at the moment.

4. A: It's been raining here for two weeks.
   B: Oh dear. When we were on holiday we had marvellous ________.

5. A: So your wife handles the accounts, does she?
   B: Yes, it's because I'm no good with ________.

6. A: Signomi, pou einai o xenodochio Divani Acropolis?
   B: I'm sorry, I don't speak ________.

7. A: What will you have – chicken, a steak, a hamburger?
   B: Actually, I'm a vegetarian. I don't eat ________.

8. A: We're going to a couple of department stores to try and buy some clothes.
   B: I think I'll stay here. I hate ________.

Task 2

Fortune cookies are biscuits that contain a little piece of paper with a short philosophical message. You have been asked to write some of these messages. Remember that the (ancient Chinese) messages can say anything.

Problems are caterpillars and solutions are butterflies.
Advice is something we like to give but do not like to receive.

Money ...

Time ...

Meetings ...

Work ...

Men ...

Women ...

Experience ...

Productivity ...
Articles: a/an, the, or Ø (no article)?

A  a vs an

We use a before consonant sounds, and an before vowel sounds:

VOWEL SOUNDS: an appraisal, an hour, an interview, an office, an MBA
CONSONANT SOUNDS: a director, a code, a unit, a question

B  Uses of a, an

We use a or an before unspecified singular countable nouns:

'Could you let me have an envelope?'

We use a or an to talk about jobs, (but not areas of business):

Janet's a Personnel Manager, and her husband is in Ø marketing.

We use a or an to talk about frequency:

We have to submit VAT returns four times a year.

C  Uses of the

We use the with a specific noun we have mentioned before:

We have bought a Mac and a PC. The Mac cost $2500 and the PC cost $2100.

We use the when we add information that defines something:

Where is the file that I gave you this morning?

We use the when it is clear what we are referring to because there is only one:

Would you like to come in? The chairman will see you now.

We use the with superlatives:

Coca Cola is the most famous soft drink in the world.

We use the with adjectives to refer to a group:

The rich do not do enough to help the poor.

We use the to refer to rivers, mountains, seas, and names of countries that include a noun like republic, kingdom, union, etc.:

The Aral Sea in the former Soviet Union is very polluted.

D  No article (Ø)

We use no article (Ø) to generalize about uncountable or plural nouns:

Ø Money is the root of all evil. (i.e., money in general, or all money)

We do not use an article (Ø) to refer to companies, cities, roads, single islands, or lakes:

I work for Ø Goldman Sachs in Ø London, and I have a house in Ø Western Road. I also have a holiday home in Ø Crete and another near Ø Lake Garda.
Exercise 1

A vs an

Complete the dialogue. Fill in the blanks with a or an.

A: I had ___ appraisal with the Personnel Manager the other day, and ...
B: Oh really? How did it go?
A: Fine. We were talking about qualifications and career development, and she said to me that I should consider doing ___ course in Business Administration.
B: That's not ___ bad idea. You've already got ___ university degree, haven't you?
A: Yes, and I'm doing ___ evening course in accounting, but that takes up about ___ hour a week.
B: That sounds like ___ waste of time to me. What you need to do is ___ MBA at ___ institution like Insead, so that you end up with ___ decent qualification.

Exercise 2

Uses of a, an

Fill in the blanks with a, an, or Ø (no article).

1. I like to go abroad about three times ___ year.
2. Have you met my brother? He's ___ engineer too.
3. I'm thinking about buying ___ new car. What would you recommend?
4. The Lloyds Bank Review is published four times ___ year.
5. ___ computer software is not as expensive as you may think.
6. The government has urged businesses not to give ___ pay rises above inflation.
7. How long have you been in ___ engineering?
8. I go to meetings in London twice ___ month.

Exercise 3

Uses of the

Read the following newspaper extract. Fill in the blanks with a or the.

Coca-Cola has launched ___ £4 million TV advertising campaign – one of ___ biggest ever seen in Britain – in what will be seen as ___ direct attack on supermarkets' own-brand colas. ___ six-week campaign, which opened last night, is part of an attempt to boost ___ size of the £6 billion ___ year soft drinks market. The advertisements will be aimed mainly at ___ young, but middle-aged drinkers will also be targeted.

___ drinks giant denied that ___ new advertisements are ___ response to ___ 'cola wars' that raged in supermarkets in ___ summer, but admitted that there was room for improving sales.
Exercise 4  Uses of the

In each pair of sentences, fill in one blank with the, and the other blank with Ø (no article).

1  A I am not motivated by Ø money.
   B When are you going to pay back the money I lent you?

2  A Carbon-dating helps scientists to work out ______ age of fossils.
   B We never refuse to give someone a job on the basis of ______ age.

3  A ______ mistakes you have made cost us a great deal of money.
   B Don't worry. Everybody makes ______ mistakes.

4  A ______ crime in the cities is now at record levels.
   B The police have no idea who committed ______ crime.

5  A This book will give you ______ information you need.
   B CD-ROMs can store large quantities of ______ information.

6  A ______ visitors must be accompanied at all times.
   B ______ visitors are on a fact-finding mission from Japan.

7  A Should ______ unemployed people do more to help themselves?
   B Should the government do more to help ______ unemployed?

8  A ______ Japanese imports are currently at very high levels.
   B It is very difficult to sell to ______ Japanese.

Exercise 5  Complete the following passages. In each space, put the or Ø (no article).

The vs no article (Ø)

---

A

Hi, my name's Todd Sawyer. I'm a financial analyst, and I work for a company called ______ Pacific Investments which is based in ______ Channel Islands. Our offices are in ______ St. Helier, ______ capital. ______ Jersey is very popular with financial institutions from ______ England because it is not part of ______ UK for tax purposes, and it is also popular with investors from ______ Europe.

---

B

I work for a tour operator called ______ Lakeland Travel, and we specialize in bringing people to ______ Lake District, which is in ______ north of ______ England. We run a de luxe hotel in ______, Morrison Road, which is in ______ Ambleside, a small town on the shores of ______ Lake Windermere. Many of our visitors come from Scotland, which is very close, but others come from as far away as ______ New York or ______ Far East.

---

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Task 1
Look at the map. Fill in the blanks with a, an, the, or Ø (no article).

USA
- richest man
- USA's Bill Gates
- Chairman of
- Microsoft
- The billionaire, who is known to have a hoarding streak, gives his employees 'theme parties' for his employees' One theme
- African Art
- was used to fill in names of African countries on the map
- and played as a complete quiz game called 'Jump'

NIGERIA
- Five ships full of industrial waste were shipped from Italy to Koko in Nigeria, where
- Farmer was paid US$8,750 to store waste on his land. This
- was a bargain for the Europeans, and a fortune for
- Farmers
- A 22-pound cat found abandoned in the forest
- and the children played in the waste and took the containers home, and
- the government tried to put an end to the practice and
- the farmers have been resettled

JAPAN
- Sanwa Bank, one of the world's largest banks, is offering its clients savings accounts for their pets. Clients' pets can hold accounts where they can save for special treats, holidays, or visits to the vet. A funeral for a cat can cost up to $400, and a gravestone can cost another $3,400.

Task 2
Choose two other countries. Write two short reports about them (as in the examples above) for the Benetton Report.

1

2
Some and any

A a/an, some, any
We use a or an with singular countable nouns. We use some and any with plural countable nouns and with uncountable nouns:

SINGLE COUNTABLE: I've got an invoice for you.
PLURAL COUNTABLE: I've got some invoices for you.
UNCOUNTABLE: I've got some information for you.

B Some or any
We normally use any in questions and negative statements; we use some in positive statements:

A Have you got any information about marketing policy?
B There are some notes in the file on my desk.

However, we often use some in questions if the question is an offer or request, or if we expect the answer to be 'yes':

Would you like me to send you some more information?
Could I take some samples with me?

C Something, anything
We can use something/anything, someone/anyone, somewhere/anywhere in a similar way:

Someone has used my files, and now I can't find anything anywhere!

D Free choice
We can give people permission to do things using anything, anywhere, etc.:

A 'Where should I sit?' B 'You can sit anywhere.'
A 'What should I tell them?' B 'Tell them anything you like.'

E How much and how many
We use How many, not ... many, only ... a few with plural countable nouns:

'How many people did you talk to?'
'I didn't talk to many people. I only talked to a few people.'

We use How much, not ... much, only ... a little with uncountable nouns:

'How much money did you make last month?'
'We didn't make much money. We only made a little money.'

In positive answers, we use a lot of with both countable and uncountable nouns:

I met a lot of people at the conference. (This is more common than many people.)
We made a lot of money last year. (This is more common than much money.)
Exercise 1
A/an, some, any

1. I'd like an/some advice about the government's latest tax proposals.
2. I've just received an/some very nice gift from one of my suppliers.
3. Shall we carry on working, or would you like to go out for an/some meal?
4. Do you have an/any information about conference facilities in Monaco?
5. I just have to go to the bank to get an/some money.
6. Bill wants you to phone him. He says he has an/some good news for you.
7. Did you meet an/any interesting people at the trade fair?
8. The engineers are having an/some problems with the new engine.

Exercise 2
Some or any?

A manager is getting the results of some 'upward feedback', and is hearing what his staff think about him. Complete the dialogue with some or any.

MANAGER: So what did they say? Were there (1) _____ serious problems?
CONSULTANT: Well, we interviewed all the people who work for you, and there are (2) _____ aspects of your management style that are very good.
MANAGER: Did they make (3) _____ complaints? I'd like to start with them first.
CONSULTANT: As you like. There are some people who work for you who feel that you don't listen very much. They say that you don't spend (4) _____ time talking to them and that you seem very busy.
MANAGER: I am. Were there (5) _____ other criticisms?
CONSULTANT: Yes, but I would like to suggest (6) _____ ways of dealing with this particular point before we carry on. I think there should be (7) _____ fixed times when staff can come and see you. If they don't have (8) _____ opportunities to discuss their problems, they will feel nervous about coming to talk to you. The other thing that they mentioned is that you don't give them (9) _____ responsibility, and that they don't make (10) _____ decisions themselves. Now, this is a common problem, and I think it's something you should think about.

Exercise 3
Some or any?

Read the following sentences. Put a tick [✓] by the ones that are right, and correct the ones that are wrong.

1. Could you send me some information about your latest range of furniture? [✓]
2. Did you make any progress in the meeting? ______
3. I've got any letters for you to sign. ______
4. Shall I send you some samples of our latest fabrics? ______
5. We haven't had any major orders for several weeks. ______
6. Would you like me to get you some money from the bank? ______
7. I'm having any problems with this new software. ______
8. Are there any seats left on the BA flight to Tokyo next Tuesday? ______
Exercise 4
Something, anything

Fill in the blanks with the words from the box.

<table>
<thead>
<tr>
<th>someone</th>
<th>anyone</th>
<th>something</th>
<th>anything</th>
<th>somewhere</th>
<th>anywhere</th>
</tr>
</thead>
</table>

1. Did **anyone** ring when I was out?
2. We've got to find that letter! It must be here **anywhere**!
3. We returned the machines because there was **anyone** wrong with them.
4. By the way, **anyone** called in to see you when you were away last week.
5. These plans are secret. You mustn't discuss them with **anyone**.
6. We are trying to cut down on hotel bills, so now our executives can't stay **anywhere** that costs more than $100 a night.
7. Yes, a meeting next Thursday would be fine. I'm not doing **anyone**.

Exercise 5
Free choice

Fill in the blanks with **anyone**, **anywhere**, or **anything**.

1. This is not confidential. You can discuss it with **anyone** you like.
2. If you hire a car, you will be able to go **anywhere** you want.
3. I am now responsible for recruitment, so I can hire **anything** I like.
4. George Soros' Quantum Fund has so much money that the company can buy almost **anything** it wants.
5. You have to attend the course from 8:00 a.m. to 5:00 p.m., but in the evening you can do **anyone** you like.
6. Most of the hotels are empty, so you can stay **anywhere** you like.

Exercise 6
Much, many, etc.

Two colleagues are discussing the opening of a new office in Madrid. Fill in the blanks with the words from the box.

<table>
<thead>
<tr>
<th>much</th>
<th>many</th>
<th>a lot of</th>
<th>a little</th>
<th>a few</th>
</tr>
</thead>
</table>

A: How are things in Madrid?
B: We're nearly ready. We didn't have **much** trouble finding a suitable office. There seem to be **many** empty places at the moment.
A: How **anyone** work will you need to do on the building?
B: Nothing really. We only need to do **a lot of** painting and decorating and it will be fine.
A: How **anyone** people are going to be working there?
B: About twenty. We've filled most of the jobs, so it'll only take **a few** weeks to find the other people we need. We haven't appointed a sales manager yet, but there has been **a little** interest in the job, so we'll get someone soon.
A: How **anyone** time do you think you will spend there?
B: At the beginning, I'll have to spend **a lot of** time over there, so I have rented an apartment. But I'm hoping that it will only go on for **a few** months, and then the office will be able to look after itself.
Task 1
Answer the following questions, using the words in brackets.

1. Why do we need to stop at the garage? (any)
   *We haven't got any petrol left.*

2. Why did you see a lawyer? (some)

3. Are you sure they have moved offices? (somewhere)

4. Did you tell staff about the redundancies we are planning? (anything)

Task 2
Reply to the questions using anyone/anywhere/anything you like.

1. What is the company policy about hotels?
   *You can stay anywhere you like.*

2. Is this information confidential?

3. Are any of these seats reserved?

4. What sort of information can you store on a CD-ROM disk?

Task 3
Write short paragraphs answering the questions. Use the words in the box.

<table>
<thead>
<tr>
<th>not much</th>
<th>a lot of</th>
<th>a little</th>
<th>a few</th>
<th>not many</th>
</tr>
</thead>
</table>

1. Did you lose a lot of stock in the break-in?
   *No. Luckily the burglars didn't have much time, because the alarm went off. They took a lot of cheap pieces of jewellery, and they took a little money as well.*

2. I'm sorry to hear your trip wasn't a success. What went wrong?

3. Tell me about your training course in England. Did it go well?
A Form of adverbs

Most adverbs can be formed by adding -ly, -y, -ally, or -ily, depending on the spelling of the adjective or noun on which they are based:

expensive/expensively
full/fully
dramatic/dramatically
day/daily

Some adverbs and adjectives have the same form. Common examples of these are:
hard
carly
fast
late
daily
weekly
monthly
quarterly

Some words ending in -ly are adjectives and have no corresponding adverbs. Common examples are friendly, elderly, lonely, silly, costly.

B Adjectives vs adverbs

Adjectives describe nouns and adverbs are used to describe most verbs:

ADJECTIVE: There has been a significant improvement in the economy.
(Gives more information about the noun improvement.)

ADVERB: The economy has improved significantly.
(Gives more information about the verb has improved.)

C Adverbs + adjectives, participles, adverbs

Adverbs can also describe adjectives, past participles, and other adverbs:

ADVERB + ADJECTIVE: We have had a relatively good year.
ADVERB + PAST PARTICIPLE: Their products are always attractively packaged.
ADVERB + ADVERB: She does her job extremely well.

D Verbs and adjectives

Some verbs are qualified by adjectives rather than adverbs. Most of these are verbs of appearance or verbs of the senses:

be
look
seem
appear
become
get
smell
taste
sound
feel

"You look tired. Are you all right?" (NOT: look tiredly)
Honda felt angry about the sale of Rover to BMW. (NOT: felt angrily)

E Good and well

Good is an adjective. Well is an irregular adverb:

You ought to go to one of his presentations. He is a very good speaker.
You ought to go to one of his presentations. He speaks very well.

The word well can also be an adjective meaning in good health:

She isn't in the office today because she isn't well.
Exercise 1
Form of adverbs

Fill in the blanks with words from the box. Make any changes to the adjectives necessary to form adverbs.

<table>
<thead>
<tr>
<th>economic</th>
<th>hard</th>
<th>heavy</th>
<th>late</th>
<th>patient</th>
</tr>
</thead>
<tbody>
<tr>
<td>public</td>
<td>punctual</td>
<td>quarter</td>
<td>safe</td>
<td>silent</td>
</tr>
</tbody>
</table>

1. When you get to New York, give me a ring to let me know you've arrived **safely**.
2. The Economic Review is published ______, and comes out in March, June, September, and December.
3. Trains in Japan arrive so ______ that you can set your watch by them.
4. The train to the airport arrived ______, and as a result I very nearly missed the plane.
5. Most stockbrokers will buy and sell shares in ______-quoted companies.
6. Before privatization, many nationalized industries were ______ subsidized by the government.
7. He was not in a hurry, so he waited ______ until the client was ready to see him.
8. The new motor is very quiet, and at most speeds it operates almost ______.

Exercise 2
Adjectives vs adverbs

Look at the graph showing the price of Fisons' shares. Rewrite the sentences using verbs and adverbs.

1. There was a sudden fall in March.
   In March the shares fell **suddenly**.
2. There was a brief recovery in April.
   In April they recovered ______.
3. In June there was a dramatic collapse.
   In June they collapsed ______.
4. There was a considerable fall in July.
   In July they fell ______.
5. There was only a slight fall in August.
   In August they only fell ______.
6. There was a steady improvement in September and October.
   In September and October they improved ______.
7. There was a gradual improvement from mid-November.
   From mid-November, they improved ______.
Exercise 3
Adverbs + participles/ adjectives/adverbs

Choose a word from box A and one from box B to complete the sentences.

A surprisingly badly commercially well totally terribly

B qualified quickly designed viable good illegal

1. She has a PhD and an MBA so she's certainly very well qualified.
2. The results at the end of the year were ________, and certainly much better than we had thought.
3. The bank decided that the project was not ________, so they refused to given them a loan.
4. Insider dealing is ________, if they catch you, you could go to prison.
5. The engine on the XR86 was very ________, and the car soon gained a reputation for unreliability.
6. He spoke ________, so I couldn't really understand what he was saying.

Exercise 4
Adjective or adverb?

Choose either an adjective or an adverb from the words in italics.

1. Their new offices in the city look very impressive/impressively.
2. It's a pity that airline food never tastes as good/well as it looks.
3. He reacted calmly/calmly when I told him the bad news.
4. The new perfume from Dior smells very expensive/expensively.
5. We stopped ordering from them, because a lot of their products were bad/badly designed.
6. They've changed the clocks, so now it gets dark/darkly at about 3.00 in the afternoon.
7. Waiter, could you bring us some more milk - this tastes sour/sourly.
8. Your new secretary seems very competent/competently.
9. Most policy decisions are taken at head office, but day-to-day decisions are taken locally/locally.
10. When I spoke to Jeremy, he didn't sound confident/confidently about meeting this year's targets.

Exercise 5
Good and well

Complete the sentences with either well or good.

1. Did you have a good flight?
2. I've been learning English for three years, so I speak it quite ________.
3. He's on sick leave at the moment, but it won't be long before he's ________ enough to return to work.
4. The magazine gave their latest fridge-freezers a very ________ review.
5. I think it would be a ________ idea to discuss this at next week's meeting.
6. Jane and I are old friends. We know each other very ________.
7. The new computer system seems to be working ________. 
Read this letter from a retailer to a manufacturer of air-conditioners. Choose either the adjective or the adverb in brackets.

Dear Mrs Jones,

I am writing with reference to a (recent/recently) shipment of 16 M-113 air-conditioning units which we received on Tuesday 17 May.

Unfortunately three of the units are not working (proper/properly). One of them may have been broken in transit as the packing case was (bad/badly) dented, and I suggest you take this matter up with your insurers. The two others looked (fine/finely), but when we tested them they sounded very (noisy/noisily), and their cooling systems seemed very (ineffective/ineffectively).

I am therefore arranging for the three units to be returned to you (immediate/immediately). I would be (grateful/gratefully) if you could send us three new units as soon as possible, as the (warm/warmly) weather is approaching and we are expecting a (strong/strongly) demand for air-conditioners in the next few weeks.

I look forward to hearing from you.

Henrietta Watson
Store Manager

------------------------

Improve the following advertisement for a business handbook by adding adjectives or adverbs of your choice.

------------------------

Task 2

------------------------

Write a short extract from a sales letter to a potential customer describing one of the products or services you offer.

I would like to tell you about ...

------------------------
Comparison (1): comparing adjectives

A Short adjectives
To make comparisons, adjectives with one syllable add -er and -est:

<table>
<thead>
<tr>
<th>COMPARATIVE</th>
<th>SUPERLATIVE</th>
</tr>
</thead>
<tbody>
<tr>
<td>old</td>
<td>older</td>
</tr>
<tr>
<td>big</td>
<td>bigger</td>
</tr>
</tbody>
</table>

*BT is large. NTT is larger than BT. AT&T is the largest company in the world.*

Two important exceptions are good and bad:

- good  better  the best
- bad   worse    the worst

Adjectives ending in -y (e.g., friendly, wealthy, easy) and some two-syllable adjectives (e.g., clever, quiet, narrow) follow this pattern:

- friendly/friendlier/friendliest
- clever/cleverer/cleverest

B Longer adjectives
With most other two-syllable adjectives, and other adjectives with three or more syllables, we use more/less and the most/the least:

<table>
<thead>
<tr>
<th>COMPARATIVE</th>
<th>SUPERLATIVE</th>
</tr>
</thead>
<tbody>
<tr>
<td>modern</td>
<td>more/less modern</td>
</tr>
<tr>
<td>profitable</td>
<td>more/less profitable</td>
</tr>
</tbody>
</table>

*Toyota is profitable. BT is more profitable than Toyota. The Royal Dutch Shell Group is the most profitable company in the world.*

C Not as ... as, etc.
We can also make comparisons using not as ... as, as ... as, and just as ... as.
In this case the adjective does not change:

- BT is not as large as AT&T.
- In America, Toyota is as well-known as Ford.
- Pepsi is just as popular as Coca-Cola.

D The present perfect and superlatives
The present perfect ever is often used with superlatives:

- We're having the best year that we have ever had.
- He's one of the most interesting people I have ever met.

E Ranking
The superlative can be used with the second, third, fourth, etc. to talk about the position of something in a list:

- Siemens is the largest electronics company in Europe.
- Philips is the second largest electronics company in Europe.
Exercise 1  
Complete the table showing the adjectives and their comparative and superlative forms.

<table>
<thead>
<tr>
<th>Valuable</th>
<th>More valuable than</th>
<th>The most valuable</th>
</tr>
</thead>
<tbody>
<tr>
<td>good</td>
<td>wealthier than</td>
<td>the biggest</td>
</tr>
<tr>
<td>narrow</td>
<td>cheaper than</td>
<td>the worst</td>
</tr>
<tr>
<td>profitable</td>
<td>longer than</td>
<td>the most interesting</td>
</tr>
</tbody>
</table>

Exercise 2  
Fill in the blanks by putting the adjectives into the correct form.

Comparatives

Two multinational consumer giants, Sony and Philips, are fighting a fierce war to provide a replacement for the standard cassette tape. Sony has produced the Minidisc, and Philips has backed the Digital Compact Cassette (DCC). According to Sony, the Minidisc will appeal to a wider (wide) range of consumers than DCC. The minidiscs themselves are smaller (small) and portable (portable) than DCCs, and the players are easier (easy) to carry around. Sony claims that its sales figures are much better (good) than Philips’s, and that it will win the war. Philips points out that Sony’s sales of Minidisc players refer to units shipped, not actual sales, and that the real sales figure is much lower (low). Philips, which has spent £65m in developing DCCs, says that the sound quality of Minidiscs is not as good as DCCs, and that DCC players, which are larger (large) and more sophisticated (serious) than Sony’s, will sell to serious (serious) customers.

According to Philips, there is room for both products. Its spokesperson said, “The Minidisc will appeal to people who want a tiny, expensive Walkman to show off, and DCC will sell to quality-conscious (quality-conscious) consumers. The minidisc is a much sexier (sexy) idea, but DCC is much more sensible (sensible).
### Exercise 3
**Superlatives**

Read the information about Poland, Mexico, and Norway. Using superlatives, write sentences comparing them. (* = New York City)

<table>
<thead>
<tr>
<th></th>
<th>Poland</th>
<th>Mexico</th>
<th>Norway</th>
</tr>
</thead>
<tbody>
<tr>
<td>Income per capita</td>
<td>$15,000</td>
<td>$12,000</td>
<td>$20,000</td>
</tr>
<tr>
<td>Cost of living as % of NYC</td>
<td>30%</td>
<td>40%</td>
<td>20%</td>
</tr>
<tr>
<td>Corporate tax rate</td>
<td>20%</td>
<td>15%</td>
<td>25%</td>
</tr>
<tr>
<td>Literacy rate</td>
<td>90%</td>
<td>80%</td>
<td>100%</td>
</tr>
</tbody>
</table>

1. **income per capita:** high
2. **income per capita:** low
3. **expensive** to live in
4. **cheap** to live in
5. **corporate tax rate:** high
6. **corporate tax rate:** low
7. **literacy rate:** good
8. **literacy rate:** bad

**Norway has the highest income per capita.**

**Poland has the lowest income per capita.**

### Exercise 4
**Present perfect and superlatives**

Rewrite the sentences using the present perfect and a superlative.

1. I have never been to such a long meeting.
   
   *That was the longest meeting I have ever been to.*

2. I have never heard such a boring presentation.
   
   *That was the most boring presentation I have ever heard.*

3. I have never dealt with such difficult customers.
   
   *They are the most difficult customers I have ever dealt with.*

4. We have never produced a product as good as this.
   
   *This is the best product we have ever produced.*

5. I have never used a program as simple as this.
   
   *This is the simplest program I have ever used.*

### Exercise 5
**Ranking**

Read the information and write sentences using the words in brackets.

   
   *It is (no.2/profitable company/world) the second most profitable company in the world.*

2. Yoshiaki Tsutsumi deals in land, railways, and resorts, and has a personal fortune of $10 billion. He is (no.2/rich/person/world).

   
   *It is (no.3/large/industrial corporation/world).*

4. Eviran Haub from Germany owns supermarkets, and is worth $6.9 billion. He is (no.4/wealthy/person/world).
Task 1
Write sentences comparing the following items.

1. The company I work for/the last company I worked for
   (big) The company I work for is bigger than the last company I worked for.
   (small) It is not as small as the last company I worked for.

2. The job I do now/my last job
   (hard to do) ____________________________
   (easy to do) ____________________________

3. Inflation this year/it was last year
   (high) ____________________________
   (low) ____________________________

4. Our company/our main competitor
   (large) ____________________________
   (small) ____________________________

Task 2
Complete the sentences using the present perfect and a superlative adjective.

1. good meal/have The best meal I have ever had was in France.

2. interesting course/go on ____________________________

3. good computer/use ____________________________

4. nice country/visit ____________________________

5. expensive hotel/stay in ____________________________

6. fast car/drive ____________________________

7. reasonable boss/work for ____________________________

8. bad job/have ____________________________

Task 3
Write a short paragraph comparing one of your products or services with a product or service of one of your competitors. Here is an example.

I work for Darlingsons, a law firm that specializes in commercial property, and our main competitors are Kenworth & Brown. We are not as large as they are, but we have the best taxation department in the City. Because we are smaller, we offer our clients a better service, and our charges are significantly lower.
Comparison (2): comparing adverbs and comparing nouns

A Pattern 1: short adverbs
Most adverbs of one syllable, and the adverb early, add -er and -est. These adverbs are usually the ones that have the same form as the adjective:

\[
\begin{align*}
\text{early} & \quad \text{earlier} & \quad \text{the earliest} \\
\text{fast} & \quad \text{faster} & \quad \text{the fastest}
\end{align*}
\]

He usually arrives earlier than I do.

The most important irregular short adverbs are well and badly:

\[
\begin{align*}
\text{well} & \quad \text{better} & \quad \text{the best} \\
\text{badly} & \quad \text{worse} & \quad \text{the worst}
\end{align*}
\]

The company did slightly worse than the analysts had expected.

B Pattern 2: longer adverbs
Adverbs with two or more syllables are compared using more/less and the most/least:

\[
\begin{align*}
\text{efficiently} & \quad \text{more/less efficiently} & \quad \text{the most/least efficiently} \\
\text{fluently} & \quad \text{more/less fluently} & \quad \text{the most/least fluently}
\end{align*}
\]

All our manufacturing plants are efficient, but at the moment the one in northern France is operating the most efficiently.

C Adverbs and participles
We often need adverbs when we are comparing present participles (e.g., growing) and past participles (e.g., chosen, given):

\[
\begin{align*}
\text{South East Asia has one of the fastest growing economies in the world.} \\
\text{She is one of the best qualified people in the department.} \\
\text{The Engineering Division is much more efficiently run than the Plastics Division.}
\end{align*}
\]

D Comparing nouns
We can compare quantities and amounts by using more, less, fewer, not as much as, not as many as, etc. The correct word depends on whether the noun in question is countable or uncountable (see Unit 35):

**COUNTABLE**

\[
\begin{align*}
\text{The board decided that the company needed more/fewer retail outlets.} \\
\text{Our Paris office doesn't employ as many people as our Munich office.} \\
\text{The R&D Department has the most/fewest people working for it.}
\end{align*}
\]

**UNCOUNTABLE**

\[
\begin{align*}
\text{I spent more/less time on the project than I had expected.} \\
\text{We didn't make as much money on the deal as we had hoped.} \\
\text{Of all our surveys, this produced the most/least information.}
\end{align*}
\]
Exercise 1
Short adverbs

Complete the sentences with the comparative forms of the adverbs in the box.

<table>
<thead>
<tr>
<th>early</th>
<th>fast</th>
<th>late</th>
<th>well</th>
<th>badly</th>
</tr>
</thead>
</table>

1. I arrived in New York a little **later** than I had planned because the plane was delayed by bad weather.
2. PCs with clock speeds of 66 mhz process information much **better** than PCs that run at only 33 mhz.
3. I got to the meeting a few minutes **earlier** than the others, so I had time to look through my papers before we started.
4. The company did **better** than analysts had been expecting, so their shares fell when they announced their losses for the year.
5. I speak Spanish well, but my assistant speaks it even **more** well than I do.

Exercise 2
Longer adverbs

Complete the sentences with the comparative form of adverbs in the box.

<table>
<thead>
<tr>
<th>carefully</th>
<th>frequently</th>
<th>quietly</th>
<th>slowly</th>
<th>efficiently</th>
</tr>
</thead>
</table>

1. I don't think Qantas flies to Paris very often. Air France flies there much **more frequently**.
2. There were a lot of mistakes in that report you gave me last week. I think you need to check your figures a bit **more carefully**.
3. Could you speak a little **more quietly**, please? I don't understand English very well.
4. The new engine uses fuel **more efficiently** than previous models, so it is cheaper to run.
5. We used to have a very noisy dot matrix printer, but the new ink jet prints much **more quietly**.

Exercise 3
Adverbs and participles

Rewrite the sentences using superlatives and present or past participles.

1. In the earthquake, few areas were affected as badly as southern California. In the earthquake, southern California was one of the **worst affected** areas.
2. Few drugs on the market have been tested as extensively as this. This is one of **most thoroughly** tested drugs on the market.
3. None of our products is selling as well as this. This is our **best selling** product.
4. Few departments in the company are managed as efficiently as this one. This is one of **most efficiently** managed departments in the company.
5. Few countries in the world are developing as rapidly as Taiwan. Taiwan is one of **fastest developing** countries in the world.
6. Few buildings in London are protected as heavily as the Bank of England. The Bank of England is one of **most heavily protected** buildings in London.
Exercise 4a
Comparing countable nouns
Compare the fuel consumption of three 4-wheel drive vehicles, measured in miles per gallon (m/gal), using more ... than, the most, fewer ... than, the fewest, not as many ... as.

<table>
<thead>
<tr>
<th></th>
<th>4X</th>
<th>V6</th>
<th>Hobo</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>m/gal</td>
<td>gall/100</td>
<td>m/gal</td>
</tr>
<tr>
<td>Town driving</td>
<td>21.5</td>
<td>4.65</td>
<td>19.0</td>
</tr>
<tr>
<td>Motorway driving</td>
<td>23.0</td>
<td>4.35</td>
<td>21.0</td>
</tr>
<tr>
<td>Touring</td>
<td>29.5</td>
<td>3.39</td>
<td>25.0</td>
</tr>
<tr>
<td>Average</td>
<td>24.0</td>
<td>4.16</td>
<td>21.5</td>
</tr>
</tbody>
</table>

1. In town, the 4X does the most miles to the gallon.
2. In town, the Hobo does ______ miles to the gallon ______ the V6.
3. On the motorway, the Hobo does ______ miles to the gallon ______ the 4X.
4. On the motorway, the V6 does not do ______ miles to the gallon ______ the 4X.
5. Touring, the Hobo does ______ miles to the gallon ______ the 4X.
6. Touring, the V6 does ______ miles to the gallon.
7. On average, the Hobo does ______ miles to the gallon than the V6.
8. On average, the 4X does ______ miles to the gallon than the V6.

Exercise 4b
Comparing uncountable nouns
Read the information again. Now compare how much petrol each car uses per 100 miles (gall/100), using more ... than, less ... than, not as much ... as, the most, the least.

1. In town, the Hobo uses ______ petrol than the 4X.
2. In town, the V6 uses ______ petrol of the three models.
3. On the motorway, the Hobo uses ______ petrol ______ the V6.
4. On the motorway, the 4X uses ______ petrol of the three models.
5. When touring, the Hobo does not use ______ petrol ______ the V6.
6. When touring, the V6 uses ______ petrol ______ the 4X.
7. On average, the V6 uses ______ petrol ______ the Hobo.
8. On average, the Hobo uses ______ petrol of the three models.

Exercise 5
Review: comparing countable and uncountable nouns
Complete the sentences with more, less, much, many, or fewer.

1. Eurotunnel may never make a profit because the tunnel cost substantially ______ money to build than they had expected.
2. Because of ATMs, banks don't have as ______ branches as they used to.
3. They made 2,000 staff redundant, so now they employ ______ people than they did last year.
4. Now that I'm in management, I don't spend as ______ time at home.
Task 1
Write sentences comparing your life now with your life five years ago. Use a comparative adverb (e.g., more easily), or not as ... as.
1. How early do you get up now?
   I get up earlier than I used to, or I don't get up as early as I used to.
2. How regularly do you go abroad now? ________________ I used to.
3. How hard do you work now? ________________ I used to.
4. How late do you stay at work now? ________________ I used to.
5. How well do you speak English now? ________________ I used to.
6. How far from work do you live now? ________________ I used to.

Task 2
Complete the sentences using an adverb of your choice in the superlative.
1. Of the three of us, I would say that I probably drive the fastest.
2. Of all the people in the Sales Department, I think Peter works
   ________________.
3. We all go abroad quite often, but Jane goes ________________.
4. Of all the shares I have, the ones I have in ICI have performed
   ________________.
5. Of all the companies we looked at, DHL deliver mail
   ________________.
6. I did not like any of their reps at all, but I thought Henry behaved
   ________________.

Task 3
Answer the questions comparing the present with five years ago. Use more than, less than, fewer than, not as much as, or not as many as in your answers. You can use these phrases without a noun if the context is clear.
1. Do you do a lot of work at the weekends?
   I don't do as much work as I used to, or I don't do as much as I used to.
2. Do you have a lot of free time?
   ________________
3. Do you go to a lot of parties?
   ________________
4. Do you listen to a lot of music?
   ________________
5. Do you get a lot of sleep?
   ________________
6. Do you buy a lot of books?
   ________________
Degree: too, enough, so, such, such a

A Too

Notice the position of too, too much, and too many in the sentences:

BEFORE ADJECTIVES:  We can’t afford another photocopier.
                      They’re too expensive.
BEFORE ADVERBS:     I can’t understand what he says. He talks too quickly.
BEFORE COUNTABLE NOUNS:  We’ve got too many employees.
BEFORE UNCOUNTABLE NOUNS:  You spent too much time on that project.
AFTER VERBS:        You talk too much.

B Enough

Notice the position of enough in these sentences:

AFTER ADJECTIVES:  I feel I’m experienced enough to apply for promotion.
AFTER ADVERBS:     I’ll need an interpreter. I don’t know English well enough.
BEFORE NOUNS:      Have you ordered enough chairs for the presentation?
AFTER VERBS:       I don’t think we advertise enough.

C Too/enough (+ for) + infinitive

Too and (not) enough can be followed by an infinitive or for someone/something + infinitive. We do not use a pronoun at the end of a sentence:

The manual was too complicated. I couldn’t understand it.
The manual was too complicated (for me) to understand. (NOT: ... to understand it.)

D So and such

So and such can be used to add emphasis. So is used with adjectives and adverbs, and such (a) is used with a noun or adjective + noun:

(so before adjectives and adverbs)  You’re so reliable. You work so hard.
(such a with singular countable nouns)  I’ve got such a good accountant.
(such with plural countable nouns)    He has such good ideas.
(such with uncountable nouns)        He gives me such good advice.
(so much with uncountable nouns)     I have so much work to do.
(so many with plural countable nouns)  There are so many people here!

E So and such (a) + that

So and such with that express result. So is used with adjectives and adverbs:

The manual was so complicated that I couldn’t understand it.
The manual was written so badly that I couldn’t understand it.

Such (a) is used with an adjective + noun:

They were such noisy machines that we couldn’t hear her voice.
It was such a bad manual that I couldn’t understand it.
Exercise 1
Too/Enough + Adjectives and Verbs

1. We need new premises. This building isn’t ______ big enough.
2. We’ve changed our insurers because we felt the premiums we were paying were ______ high ______.
3. He’s not a very good manager – he doesn’t communicate his ideas ______ clearly ______.
4. It’s never ______ early ______ to start contributing to a pension.
5. You’d better fax them the information. If you post it, it will arrive ______ late ______.
6. You needn’t rewrite the report. It’s ______ good ______.

Exercise 2
Too/Enough + Nouns

The Publicity Manager of a book distribution company is commenting on the first draft of this year’s catalogue. Fill in the blanks with too much, too many, too few, or too little.

1. There are ______ sections. They make the catalogue confusing.
2. There are ______ printing errors. These must be corrected.
3. There is ______ space given to new titles. They should have a whole page.
4. There is ______ information about each title. It needs to be shorter.
5. There are ______ different text styles. We have to make it more varied.
6. There are ______ entries in the index. This needs to be much shorter.

Exercise 3
Too/Enough + Infinitive

Combine the following sentences using too and enough.

1. The exhibition was too far away. We couldn’t attend it.
   The exhibition was too far away for us to attend.

2. Your products are too expensive. We can’t stock them.

3. This contract is too complicated. I can’t understand it.

4. My fax wasn’t clear enough. He couldn’t read it.

5. Your quotation wasn’t low enough. We couldn’t accept it.

6. The project was too risky. They couldn’t go ahead with it.
Exercise 4
So and such
Fill in the blanks with so or such. Then match the words to the things they describe.

1. so ___ entertaining/marvellous acting/written ___ well
2. ___ good graphics/ ___ fast/ ___ user-friendly
3. ___ a good idea/ ___ clever/ ___ useful
4. ___ light/decorated ___ beautifully/ ___ modern
5. ___ tasty/presented ___ nicely/ ___ good value
6. ___ nice weather/ ___ friendly people/ ___ lovely beaches
7. ___ illogical/ ___ useful/ ___ easy to learn
8. ___ fair/ ___ a good sense of humour/ ___ supportive

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Exercise 5
So/such + that
Match the sentences in column A with the results in column B. Then rewrite them as one sentence, using so and such.

_The meeting went on for such a long time that I missed the train home._

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The meeting went on for a long time.</td>
<td>A. The factory couldn’t meet the demand for it.</td>
</tr>
<tr>
<td>2. The company was in a very bad financial state.</td>
<td>B. Nobody ever wants to leave.</td>
</tr>
<tr>
<td>3. Frankfurt was very busy during the book fair.</td>
<td>C. We decided to interview him.</td>
</tr>
<tr>
<td>4. They treat their employees very well.</td>
<td>D. They called in the receivers.</td>
</tr>
<tr>
<td>5. My portable computer is very unreliable.</td>
<td>E. I missed the train home.</td>
</tr>
<tr>
<td>6. The new drug was very successful.</td>
<td>F. We couldn’t get a hotel room.</td>
</tr>
<tr>
<td>7. He had a very good CV.</td>
<td>G. I don’t like to use it.</td>
</tr>
</tbody>
</table>
Task 1

Reply to these questions using your own ideas and too and enough.

1 Why are you thinking about moving jobs?
   I've been there too long.

2 Why don't you think we should give him the job?

3 Why can't we use your office for the meeting?

4 Why don't you get on with your boss?

5 Why can't you finish the job by Friday?

6 Why didn't you go on the course?

Task 2

Rewrite the following sentences in two ways, using too and not enough.

1 Emerging markets are too volatile. You shouldn't invest in them.
   A (too/volatile) Emerging markets are too volatile to invest in.
   B (enough/stable) Emerging markets aren't stable enough to invest in.

2 Their forecasts are always very inaccurate. We never use them.
   A (too/inaccurate) ____________________________
   B (enough/accurate) ____________________________

3 Our tax laws are very complicated. Most people can't understand them.
   A (too/complicated) ____________________________
   B (enough/simple) ____________________________

4 Rents in the city are very high. We can't have an office there.
   A (too/high) ____________________________
   B (enough/low) ____________________________

5 The town is very small. We don't have a branch in it.
   A (too/small) ____________________________
   B (enough/big) ____________________________

Task 3

Add extra comments to these sentences, using so or such.

1 I'm surprised he is the Managing Director. He seems so young.

2 I've got to get to bed early tonight.

3 I really thought you were English.

4 I am amazed that she has resigned.

5 How can she complain about her salary?

6 I always go to his talks.
Many adjectives are followed by a particular preposition. Here is a list of common adjectives and the prepositions that normally follow them:

- accustomed to
- attached to
- dependent on
- enthusiastic about
- guilty of
- pleased with
- related to
- serious about
- suspicious of
- afraid of
- aware of
- different to
- excited about
- interested in
- popular with
- rich in
- similar to
- used to (= accustomed to)
- answerable to
- capable of
- doubtful about
- famous for
- opposed to
- proud of
- satisfied with
- suitable for

These adjectives and prepositions may be followed by a noun or noun phrase:

*The engineers were very excited about the results of the tests.*

When followed by a verb, the -ing form must be used:

*Please let me know whether you would be interested in arranging a meeting.*

Some adjectives can be followed by either of two or more prepositions. Look at these common examples and at the differences in meaning:

- annoyed about something
- annoyed with someone
- good/bad at something
- good/bad for something
- good/bad with something
- responsible to someone
- responsible for something
- sorry about something
- sorry for doing something
- (feel) sorry for someone

*He was annoyed about the criticisms in the papers.*

*They were annoyed with us for charging them extra.*

*I'm very bad at mathematics.*

*Another cut in interest rates would be good for industry.*

*She should be in Personnel. She's very good with people.*

*The Export Manager is responsible to the Sales Director.*

*Who is responsible for making conference arrangements?*

*I am sorry about the job. It's a shame you didn't get it.*

*He said he was sorry for keeping me waiting.*

*I feel very sorry for Peter. He has been fired.*
Exercise 1
Adjectives + prepositions

Complete the sentences with a suitable preposition or adjective. Then complete the word comb.

1. The Bordeaux region of France is famous for its fine wines. (3 letters)
2. If you are serious ___ going ahead with this, let's have a meeting. (5)
3. The Mini-TV is very popular ___ our younger customers. (4)
4. The NV8 Camcorder is ___ to the NV7 in many ways, but it has some interesting new features. (7)
5. The salesman did not want to sell me the most expensive model he had because he said it would not really be ___ for me. (8)
6. Wage demands are ___ to inflation in a number of important ways. (7)
7. The Finance Director said he was strongly ___ to awarding everyone a 10% pay rise, and explained that the company could not afford it. (7)
8. South Africa is ___ in natural resources like diamonds and gold. (4)
9. I have to travel by car or boat because I am ___ of flying. (6)
10. He has very little experience. I don't think he would be ___ of running such a large project. (7)
11. He was found ___ of fraud and was sent to prison for three years. (6)
12. I would be very ___ in discussing the idea of a joint venture. (10)

Exercise 2
Form

Fill in the blanks with the verbs from the box, using the -ing form.

buy hire manufacture move run take

1. I am interested in buying a new computer. Could you tell me a little about the different models you have?
2. Some of the staff are not very enthusiastic about moving to our new offices.
3. My boss is not afraid of running risks.
4. Most politicians know nothing about business, and wouldn't be capable of buying a small business.
5. Our Personnel Manager is responsible for hiring new staff.
6. Rolls Royce is famous for making hand-made luxury cars.
Exercise 3
Adjectives + choice of prepositions

Fill in each blank with a word from box A and a word from box B.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>annoyed</td>
<td>about</td>
</tr>
<tr>
<td>bad</td>
<td>at</td>
</tr>
<tr>
<td>good</td>
<td>for</td>
</tr>
<tr>
<td>responsible</td>
<td>to</td>
</tr>
<tr>
<td>sorry</td>
<td>with</td>
</tr>
</tbody>
</table>

1. I heard him shouting at you. What was he so **annoyed about**?
2. I am ______ your holiday; it must-have been disappointing to have to come home early.
3. The activities of the Insurance Division were ______ a large part of the company's profits.
4. She was ______ her secretary for forgetting to send the letter in time.
5. Sales reps are ______ the Area Manager; her boss is the Export Director.
6. He said he was ______ not calling back, but something had come up.
7. He's ______ his job, but unfortunately he's very ______ customers.
8. Falls in the value of the pound are ______ British exporters.

Exercise 4
Review

Complete this letter from a conference centre to a potential customer, using the words in the box.

acustomed aware capable famous good interested
popular proud responsible rich

Dear Miss Herman,

I was delighted to hear that you may choose Warner Park Hotel as the venue for your next conference, and am writing to introduce myself as the person **responsible** for liaising with potential conference organizers.

We are **un** of the very high level of service we offer and are **un** to organizing conferences of up to two thousand delegates. As you will see from the enclosed brochure, we are **un** of organizing anything from an AGM to a major international conference. Past clients have included BT, ICI, and Hanson, and these firms believe that a successful conference can be very **un** for business in the following year.

The hotel has an excellent range of facilities and no doubt you will be **un** of the fact that the local area is **un** in cultural interest. In addition, our restaurant is **un** for its excellent cuisine, and I am enclosing samples of menus that have been **un** with conference delegats in the past.

Please let me know whether you would be **un** in taking the matter further, and I will be happy to meet you to discuss any special requirements you may have.

I look forward to hearing from you.

Yours sincerely,

[Signature]

Lionel Reyston
(Managing Director)
Task 1
Rewrite the sentences, using the words in brackets.

1. A lot of executives like the BMW 500 series. (popular) **The BMW 500 series is popular with executives.**

2. I don’t think she can do the work. (capable)

3. Everyone knows Bordeaux because of its fine wines. (famous)

4. Janet is the person who hires new staff. (responsible)

5. The Industrial Society thinks that higher taxes are a bad idea. (opposed)

6. Would you like to arrange a meeting? (interested)

Task 2
Answer the following questions, using the words in italics.

1. What are you responsible for in your job?
   **In my job, I’m responsible for researching into new allergy drugs.**

2. Who are you answerable to?

3. What are you good at?

4. What other jobs in the company would you be capable of doing?

5. What sort of salary would you be satisfied with?

Task 3
Using a word from box A, and a word from box B, write sentences about yourself.

1. I think I would be capable of doing what my boss does.

2. ________________________

3. ________________________

4. ________________________

5. ________________________

6. ________________________
A Nouns + prepositions

Here is a list of nouns and the prepositions normally used with them:

- advantage of
- application for
- cheque for
- difference between
- fall in, of
- interest in
- need for
- price of
- request for
- tax on

- advice on
- benefit of
- cost of
- example of
- increase/decrease in, of
- lack of
- opinion of
- reason for
- rise in, of
- trouble with

- alternative to
- cause of
- demand for
- experience of, in
- invitation to
- matter with
- order for
- reply to
- solution to

B Nouns followed by a choice of prepositions

Words referring to increases and decreases can be followed by in or of. In refers to something that has risen or fallen; of refers to a quantity or amount:

*There has been a large fall in unemployment over the last few months.*
*There has been a fall of 9.7%.*

C Prepositions + nouns

Here is a list of some common preposition and noun combinations:

- at a good price
- at your convenience
- by hand
- by law
- for sale
- in stock
- in the end
- in bulk
- on application
- on holiday
- on hold
- on the whole
- out of order
- under pressure

- at a profit/loss
- at short notice
- by return
- by car, bus, airmail
- for lunch
- in writing
- in a hurry
- in charge of
- on sale
- on business
- on the phone
- on order
- out of date
- with reference to

- at cost price
- by post
- by cheque
- by mistake
- in advance
- in general
- in my opinion
- in debt
- on loan
- on a trip
- on television
- on time
- to my mind

Look at the following examples:

*This matter is urgent. Please reply by return.*
*Could you please confirm your order in writing.*
*The traffic is so bad I usually get into the centre by taxi. (NOT: by the taxi.)*
**Exercise 1**

Noun + preposition

Complete the sentences using a noun from box A and a preposition from box B.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>difference</td>
<td>solution</td>
</tr>
<tr>
<td>request</td>
<td>invitation</td>
</tr>
<tr>
<td>experience</td>
<td>reply</td>
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<tr>
<td>trouble</td>
<td>advantage</td>
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<td>price</td>
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<td></td>
<td>to</td>
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<tr>
<td></td>
<td>between</td>
</tr>
<tr>
<td></td>
<td>with</td>
</tr>
</tbody>
</table>

1. Thank you very much for your *invitation* to the launch party.
2. At the moment the bank is considering our _____ a larger overdraft, and it will let us have a decision next week.
3. In my opinion, the _____ having a credit card is that you can pay for things over the phone.
4. Have we received a _____ that letter we sent them last week?
5. **Yes, they have paid us. We received a _____ £1800 a few days ago.**
6. I don't think he would be suitable for the job in Tokyo. He has had very little _____ working overseas.
7. In the long term, inflation is linked to the _____ raw materials.
8. **Is there any _____ these two fax machines? They look the same to me.**
9. We had a lot of _____ one of our customers who wouldn't pay us, so we took legal advice.
10. Let me know if you can think of a _____ the problem.

**Exercise 2**

Noun + choice of prepositions

In the newspaper extracts, fill in the blanks with *in* or *of*.

1. There has been an unexpected fall _____ the number of people looking for work. Figures released yesterday showed a fall _____ 28,900 in August, and ministers said that this was a sign that the recovery was going well.

   The Bundesbank announced yesterday an interest rate rise _____ 0.5%, taking the annual figure to 7.5%.

   The rise _____ rates had a negative effect on shares, which fell sharply in Frankfurt and London.

2. The increase _____ inflation seem to be slowing down. Figures released this morning showed an increase _____ only 0.15% last month, compared to a rise _____ 0.4% the previous month.
Exercise 3
Preposition + noun combinations

In the following telephone conversations, fill in the blanks with the missing prepositions.

A: Hello, Finance.
B: Good morning. I'm calling (1) _______ reference to a cheque I've just had from you. I'm afraid you have put the wrong year on it (2) _______ mistake. The bank have just returned it because it is (3) _______ date.
A: I'm so sorry. It must be because it's January. If you send it back we'll issue a new one (4) _______ return.

B: Hello, can you put me through to the Marketing Department, please?
B: Yes, of course ... I'm afraid the line's busy, I'll have to put you (5) _______ hold for a moment.
A: OK ... 
C: Hello, Marketing.
A: Could I speak to the person who is (6) _______ charge of booking advertising space, please?
C: I'm afraid she's away (7) _______ business at the moment. Can I help you?
A: Well, we are currently offering some attractive discounts for next month's issue of Face magazine.
C: Well, (8) _______ the whole we don't book advertising space (9) _______ such short notice, but if you'd like to give us details of your rates (10) _______ writing, we'll look at them and let you know.

Exercise 4
Review

THE MOST IMPORTANT INVESTMENT YOU'LL EVER MAKE

More and more parents are looking to independent schools to provide an alternative (1) _______ state education.

However, the cost (2) _______ sending a child to boarding school from 7 to 18 can be as much as £150,000, and annual increases (3) _______ school fees are often greater than inflation.

So there is a need (4) _______ specialist advice, and we at Knight Willis have many years of experience (5) _______ helping parents plan for their children's education (6) _______ advance. Early planning can help to achieve reductions (7) _______ over 75%, and (8) _______ the whole, the earlier the school fee plan is started, the greater the savings.

If you would like our advice (9) _______ the best way to plan for your child's future, please fill in the reply-paid form below. We will send you examples (10) _______ different school fee plans, and we can discuss these (11) _______ the phone or at a meeting (12) _______ your own convenience.
Task 1

Complete the following sentences using your own ideas.

1. I don't have much experience of dealing with difficult customers.
2. I don't think there is much difference __________________________.
3. I think unemployment is responsible for the rise ____________________
4. It will be difficult to find a solution ____________________________
5. During the winter months, the demand ____________________________

Task 2

Rewrite the following sentences in a different way, using one of the phrases from page 170, section C (prepositions + nouns).

1. This machine doesn't work. This machine is out of order.
   Quick! I can't wait. ________________________________
2. We lost money when we sold the car. __________________________
3. I usually drive to work. ________________________________
4. The train did not arrive late. ________________________________
5. My house is on the market. ________________________________
6. He owes money. ________________________________
7. We expect delivery of the goods soon. ____________________________

Task 3

(ROOMS) at first, second, etc hand (used about information that you have received)
from sb who was directly/indirectly involved; I have only heard about it at second
hand (= not from sb who was actually there).

Look at second hand.
(closed/open) at hand (formal) near in space or time: Help is close at hand.
be on hand (at sb's) > OLD by hand done by a person and not by
machine: I had to do all the sewing by hand.

in your/ab's hands in your/ab's possession, control or care: The document is no longer in
my hands. o The matter is in the hands of a solicitor. o She is in capable hands.
off your hands not your responsibility any more: Once the children are off our hands we
look forward to a well-deserved rest.
on hand available to help or to be used: There
is a teacher on hand to help during your private study periods.
on your hands being your responsibility: 
We have a problem on our hands.
on the one hand... on the other hand... (used for showing opposite points of view)
On the one hand, of course, cars are very useful. But on the other, they cause a huge amount
of pollution.
out of hand not under control: Violence at
football matches is getting out of hand. o Look as in hand.
out of your/ab's hands not in your/ab's control: I can't help you, I'm afraid. The matter is
out of my hands.

Look through the extract from a dictionary, which gives a number of different idioms using the word hand. Then fill in the blanks with the correct expression.

1. I have a problem on my hands, and I'd like your advice about what to do.
2. At first, some of the strikers on the picket line threw stones at the police; 
then more joined in and soon the demonstration got ____________
3. We don't use machines at all; everything is made ____________
4. When you arrive at your holiday villa, one of our representatives will be 
__________ to help you with any problems you may have.
5. I can't stop the court case from going ahead. Everything is now ____________
of my lawyer, and I can't discuss it with you.
6. On the one hand, a job in England would be a good career move for me, 
__________ I would miss the people I know here in Milan.
Verb + preposition combinations

A Verb + preposition

Here is a list of common verbs and the prepositions that normally follow them:

- account for
- apply for
- complain to
- depend on
- look at
- rely on
- think of
- agree on
- belong to
- comply with
- hear about
- look for
- talk to
- wait for
- agree with
- take care of
- consist of
- hear from
- pay for
- think about
- write to

After several hours, the committee agreed on a joint statement. I really like the new design. What do you think of it? The new building will have to comply with tough planning regulations.

B Verb + object + preposition

The following verbs can be followed by an object and a preposition:

- ask someone for
- borrow something from
- divide something into
- invest something in
- provide someone with
- supply someone with
- blame someone for
- congratulate someone on
- insure something against
- protect someone from
- spend something on
- thank someone for

We spent too much on advertising last year. Could you supply us with 200 units a month? Management blamed the union for provoking the strike.

C Verb + no preposition

These verbs are not usually followed by a preposition:

- phone
- meet
- enter
- tell
- discuss

I'll phone the company tomorrow morning. (not: phone to the company)
Do you need a visa to enter the EU? (not: enter into the EU)

NOTE: We can say have a meeting with someone, and in American English it is also possible to say meet with someone.
Exercise 1
Verb + preposition

Complete the following letter with the correct prepositions.

Dear Mr Hall,

Thank you for your letter of 18 May regarding the Kinderbox range of children's paints. The answers to the questions you raised are as follows:

1. All Kinderbox products fully comply with European and British safety standards. The paints are non-toxic and washable. Each pack in the junior range consists of a paintbox with eight colours, a paintbrush, and a leaflet in English.

2. The average delivery time for orders to England over DM5,000 is four days. We do not rely on rail transport, as delivery would not be affected by the current train strikes. We also take care of the insurance and export documentation.

3. The level of discount we offer depends on the size of orders and their regularity. I would be happy to talk to you about this.

4. Goods may be paid for in Deutschmarks or sterling, and we offer flexible credit arrangements, so I am confident we could agree to suitable credit terms.

5. Please do not hesitate to contact me if you have any further questions, and I look forward to hearing from you.

Yours sincerely,

[Signature]

Wolfgang Babiarenting
Sales Manager

Exercise 2
Verb + preposition

Complete the sentences with a word from box A and a word from box B.

A
agree hear look think wait write

B
about at for of to with

1. Mr Langer thinks we should go ahead with this proposal, but I'm afraid that I don't agree with him.
2. Did you ______ what happened in the meeting? George resigned.
3. Please ______ me at the above address or phone me on 082 756 4537.
4. How long do you think we will have to ______ a reply to our proposal?
5. I am not sure about these changes. What do you ______ them?
6. If you ______ the small print at the bottom of the insurance form, you will see that we are not covered for accidental damage.
Complete the sentences with a suitable verb. Then complete the wordcomb with the missing words to find the name of a famous French company. All the verbs are in section B of the grammar notes on page 179.

1. Who do you blame for the current rail strike? Do you think the management or the unions are responsible? (5 letters)
2. I have asked my former employer to ______ me with a reference. (7)
3. We have had a very good year, and in particular, I would like to ______ David Mason on the excellent results he has achieved in R&D. (12)
4. I've just got to phone Bernard and ______ him for all his help. (5)
5. Many companies will not ______ your car against theft if you live in certain areas of London, because the risk is too high. (6)
6. When you write back, I think you ought to check how many units they will be able to ______ us with each month. (6)
7. A property developer bought the building and decided to ______ it into six separate apartments. (7)
8. The government is planning to ______ about £30 billion on social security payments and unemployment benefit. (5)

Complete the following sentences with a preposition if it is necessary. If it is not necessary, leave a blank (Ø).

1. Rich immigrants find it fairly easy to enter Ø the United Kingdom, but people without money do not.
2. When you see the tax inspector, you will have to account ______ all the money you have received over the past six years.
3. If they won't help you, you should complain ______ their Head Office.
4. If you need information about Senegal, phone ______ the embassy.
5. We have offered Helen a job in New York, but she says she needs a few days to think ______ it.
6. I'm looking ______ that letter from Marlino's — have you seen it?
7. Yesterday the Prime Minister met ______ the Head of the European Commission at 10 Downing Street.
8. The next item on the agenda is promotion, and I would like to discuss ______ the plans we have for next year.
Task 1

Answer the following questions, using the words in brackets.

What would you do if...

1. ... you were not satisfied with the service in a restaurant?
   (complain) I would complain to the head waiter.

2. ... you had a serious personal problem?
   (talk) ________________________________

3. ... you wanted a copy of a company's annual report?
   (write) ________________________________

4. ... you were offered a job in a different city?
   (think) ________________________________

5. ... you were asked to sign a contract that you couldn't understand?
   (rely) ________________________________

Task 2

Using the words in the box, report what the following people said.

blame congratulate provide thank ask

1. She said to me, 'You caused the accident! It's all your fault!'

2. He said to me, 'Here is the information you wanted.'

3. She said to me, 'Thanks a lot. You've been very helpful.'

4. He said to me, 'What is your opinion?'

5. They said to us, 'Brilliant! Well done! You solved the problem!'

Task 3

Give the following people advice using the words in brackets.

1. I have a great business idea, but I have no money.
   (borrow ... from) You ought to borrow what you need from the bank.

2. I have inherited £50,000 from my aunt who died last month.
   (invest ... in) You ought to ________________________________

3. What should I do with my £200 clothing allowance?
   (spend ... on) You ought to ________________________________

4. Do you think it is safe to keep this valuable painting in my office?
   (insure ... against) Yes, but you ought to ________________________________
A Meaning changes

Sometimes verbs are followed by a word like in, off, at, etc., and this can change the meaning of the verb. Compare:

1. She looked through the window.
2. I'm looking after my neighbours' dog. (I'm taking care of it.)

In 1, the word through is a normal preposition and does not change the meaning of the verb look. In 2, the word after gives the verb look a different meaning. Verbs like this are called **phrasal verbs**, and they are very common in informal English. Look after is one example.

B Separable phrasal verbs

Sometimes it is possible to separate the two parts of a phrasal verb. If the object is a noun, we can put it in two places:

We had to put the meeting off. (delay the meeting)

We had to put off the meeting.

If the object is a pronoun (i.e., me, you, him, her, it, etc.), it must come after the verb:

We had to put it off. (NOT: put off it)

Here is a list of common separable phrasal verbs:

- back ... up
- clear ... up
- close ... down
- cut ... off
- fill ... in
- give ... up
- hold ... up
- keep ... down
- look ... up
- make ... up
- put ... off
- put ... through
- ring ... up
- take ... over
- throw ... away

C Inseparable phrasal verbs

Some two-part phrasal verbs and all three-part phrasal verbs are inseparable. Many inseparable verbs do not have objects:

We are going to run out of money. (NOT: run money out of)

He'll never get away with it. (NOT: get it away with)

During the call, she got angry and hung up. (put the phone down)

Here is a list of common inseparable phrasal verbs:

- back out of
- break down
- call on
- carry on
- come across
- come down
- cut down on
- do without
- get on with
- get over
- go through
- hold on
- look after
- look into
- run into
- run out of
- take up
- turn up
**Exercise 1**  
**Meaning changes**  
In the following sentences, decide whether the verb keeps its ordinary meaning (OM) or whether it is a phrasal verb (PV).

1. What shall we give Amanda for a leaving present? **OM**
2. His doctor said he was drinking too much and should give it up. **PV**
3. I was talking to her on the phone, but we were suddenly cut off. —
4. The other day I cut my finger with a knife, but it’s not serious. —
5. I’ll take your letter to the Post Office if you like. —
6. Hanson PLC took the company over last year. —
7. Sorry we’re late. We were held up by roadworks on the M25. —
8. He held his hand up because he wanted to ask a question. —

**Exercise 2**  
**Separable phrasal verbs**  
Rewrite each of the following sentences in two ways. In A, change the word order, and in B, use a pronoun.

1. We have got to keep inflation down.  
   A. **We have got to keep down inflation.**  
   B. **We have got to keep it down.**
2. Could you pick up James?  
   A. _____________________________  
   B. _____________________________
3. You must fill the form in.  
   A. _____________________________  
   B. _____________________________
4. They’re going to close the factory down.  
   A. _____________________________  
   B. _____________________________
5. I have thrown the invoices away.  
   A. _____________________________  
   B. _____________________________

**Exercise 3**  
**Common separable phrasal verbs**  
In the following conversation, fill in the blanks with a phrasal verb from the box that means the same as the words in brackets.

| cut ... off | pick ... up | put ... off | put ... through | ring ... up |

A: Could you (connect me) **(1)** _______ to extension 234 again?  
B: Certainly. OK, you’re through now.  
C: Sorry about that. They (disconnected us) **(2)** _______ for some reason.  
A: I know. Anyway, I can’t make the meeting on the 18th, as I’ll still be in Germany, so could we (postpone it) **(3)** _______ until the 24th?  
C: Yes, I can’t see any problem there.  
A: Good, can I have a word with Hugo? He’s coming over and I need to know when he wants me to (collect him) **(4)** _______ from the airport.
Exercise 4
Inseparable phrasal verbs

Complete the following memo, using the phrasal verbs from the box which mean the same as the words in brackets.

<table>
<thead>
<tr>
<th>break down</th>
<th>do without</th>
<th>look into</th>
<th>run out of</th>
<th>take up</th>
</tr>
</thead>
<tbody>
<tr>
<td>call on</td>
<td>check in</td>
<td>hold on</td>
<td>look after</td>
<td>turn up</td>
</tr>
</tbody>
</table>

TO: Amanda
FROM: Brian J.
RE: 1 Service lift 2 Mr. Takashi

1. The service lift in the warehouse has (stopped working) (1) **broken down** again. Could you please get the Otis engineer to (investigate) (2) ________ what has gone wrong and fix it ASAP? This is urgent, because we really can't (manage) (3) ________ it. We're having to move everything upstairs by hand. This is (occupying) (4) ________ a great deal of time and soon everyone is going to (have no more) (5) ________ patience. Thanks for your help.

2. We are expecting Mr. Takashi from Japan some time this afternoon. I have rung the hotel, but he hasn't (registered) (6) ________ at the hotel yet, so he may just (arrive unexpectedly) (7) ________ at the office. If he does, could you (take care of) (8) ________ him and ask him (to wait) (9) ________ until I get back? I have to (visit) (10) ________ a client at about 2.30, but I should be back by 3.15.

Exercise 5
Review

In the following sentences, choose the best option from the words A-D.

1. Power PCs are expensive, but if you wait, prices will ________ down.
   A back       B run       C turn       D come

2. I agree, and if they criticize you at the meeting, I will back you ________.
   A up          B down      C in         D out

3. By the way, I ________ into June in York, and she sends you her regards.
   A looked      B turned    C came       D ran

4. Could you ring British Airways and find ________ if there are any seats on the flight to Rome?
   A up          B in        C over      D out

5. Work is always so much better if you have a boss you ________ on with.
   A get         B carry     C take       D hold
Task 1

Study skills

There are a large number of phrasal verbs in English, and it is helpful to keep a note of the ones that you meet. Here is one suggestion about how you can record them.

Write the verb on the left-hand page, and write sample sentences on the right-hand page, showing the phrasal verbs in context. As you meet more phrasal verbs with the same stem, add them to the left-hand page and put examples on the right-hand page.

Now complete the following sentences using a phrasal verb with look.

1. Could I have the afternoon off? I'd like to look ______ a house that we're thinking of buying.
2. I've forgotten the code for the D100 exhaust pipe. Could you look it ______ in the price list?
3. At the moment the accident investigators are looking ______ the cause of the crash.
4. I am really looking ______ to going away on holiday next week.
5. You'd better look ______ the boss is coming and he is in a bad mood.
6. Could you look ______ this letter quickly and see if there is anything you would like to add to it?

Task 2

Dictionary work

Use your dictionary to make a list of expressions with write.