1 **Match the indirect questions (a–e) from audio 19▷ to the equivalent direct questions (1–5).**

a Can you tell me when you sent it to us?
b Could you explain exactly what the problem is?
c Do you know why it's doing this?
d Can you tell me if you've got an order number?
e Could you let me know how long it will take?

1 Why is it doing this? ___
2 How long will it take? ___
3 Have you got an order number? ___
4 When did you send it to us? ___
5 What exactly is the problem? ___

For more information and exercises, go to Practice file 5 on page 111.

3 **Work with a partner. Think of two direct and two indirect questions to ask for each of these situations.**

Example: You want to see the store manager to make a complaint, but he is out.
When will the manager be back? / Do you know when the manager will be back?

1 A customer is calling about an ongoing complaint. You need to know which of your colleagues the customer spoke to last time.
2 You are arranging a delivery for an important client. You want to know whether morning, afternoon or evening would be the most convenient time for delivery.
3 A customer is very agitated and upset. You can see that something is wrong, but it is difficult to understand what she is trying to say.
4 You are waiting at a station for a train that is over an hour late. You think it may have been cancelled and go to the information desk to find out.
5 A customer is calling about a faulty product. It may still be under guarantee, so you need to find out how long the customer has had it.

LIVEWORKSHEETS

1 **Tick (✓) the sentences that are right. Correct the sentences that are wrong.**

1 Can you tell me what he said? ✓

2 Do you know what is the time? ✗

Do you know what the time is?

3 Do you know why did he leave the company?

4 Could you let me know is Sam working today?

5 Do you know what her phone number is?

6 Could you tell me who did you speak to?

7 Do you know if has the meeting started?

8 Could you tell me how much it will cost?

9 Do you know whether can we leave early today?

10 Could you tell me where is the information office?

2 **Rewrite these direct questions as indirect questions starting with the words given.**

1 Will he take the job?
Do you think _____ ?

2 When did Amanda send them the catalogue?
Could you find out _____ ?

3 Is this the train for Munich?
Do you know _____ ?

4 Where does the bus for Place de la Concorde go from?
Do you know _____ ?

5 Have you had anything from the minibar?
Could you tell me _____ ?

6 Who left this package here?
Do you know _____ ?

7 What time will you be arriving?
I'd be grateful if you could tell me _____ .

8 Do you have any special dietary requirements?
Please let us know _____ .



LIVEWORKSHEETS

Case 1 . Read the case of Uber driver. Imagine you're one of the prosecutors. Ask him 3 indirect and 3 direct question about his employment.

Uber Workers Uber, the taxi app, lost an employment case in the UK in 2018. Uber insisted that its drivers were self-employed. They owned their own cars and had total freedom about when they worked. This is the same as people who run their own business. Because the drivers were self-employed, Uber did not need to pay them holiday or sick pay. The Uber drivers argued that Uber controlled when they worked and made them keep their car in a specified condition and follow lots of rules, like employees. The drivers took Uber to court claiming that they were 'workers'. This group do not have permanent work in a company but work like employees. They must be paid holiday pay and sick pay. The court found that the Uber drivers were 'workers' because they did not have control over how and when they worked. Uber was ordered to pay the drivers holiday pay and sick pay

LIVEWORKSHEETS

LIVEWORKSHEETS