

**Tactics
checklist**

- Choose the correct verb form.
- If there are no clues in the sentence, look to the rest of the text.

3 Tactic practice

Read the sentences for questions 1–3, decide which tense is needed and think of a word that would fit. Compare your ideas with a partner. Then quickly choose the correct answer.

Questions 1–3 refer to the following letter.

Re: Diesel generator – Order No. B90008

Dear Mr. Johnson,

I am writing to complain about the large diesel generator that we from you.

1. (A) receive
(B) received
(C) are receiving
(D) to receive

Upon unpacking the equipment, we found the width of the mounting brackets to be almost 8 inches longer than we had in our design specifications.

2. (A) noted
(B) informed
(C) talked
(D) spoken

These will have to be replaced immediately as the generator must be installed by the end of the week.

Furthermore, the unit was sent without an instruction manual for the main control unit. Please send this out in the same shipment as the correct mounting bracket.

It is vital that we receive these parts by Tuesday. Late delivery our own installation schedule.

3. (A) affects
(B) affected
(C) will affect
(D) has affected

Yours sincerely,

Thomas Hardings

Thomas Hardings
Director

B**Mini-test**

Now apply the *Test tactics* at the actual test speed with questions 1–12.



Recommended Time: 9 minutes (or less)

Try using the 2-pass method to help you make the most of the time available. Try to spend no more than about 30–45 seconds on each item. If you don't know the answer, guess and move on.

Questions 1–3 refer to the following letter.

Mr. Robert Cheung
Sea Dragon Shipping
372 Clementi Ave 2#03–149A
SINGAPORE
120356

March 23

Dear Mr. Cheung,

We have been by one of our clients, Mikra Electronics, Jakarta, of a

1. (A) written
(B) reported
(C) informed
(D) said

possible shipping problem.

Specifically, the SS *Liberty Star*, due to arrive in Jakarta on March 22,

2. (A) failed
(B) fails
(C) failing
(D) fail

to arrive as scheduled.

This vessel was carrying a consignment (B/L 8974) for our client; we would like to know why the vessel has been and when it is expected to arrive.

3. (A) delayed
(B) replaced
(C) done
(D) repaired

A prompt reply would be appreciated in this matter.

Yours sincerely,

Emerson Filho

Emerson Filho

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Questions 4–6 refer to the following memo.

Memorandum

To: Alvin Kurosawa, Vancouver Branch Manager

From: Melville Bromwich, Accounting Section

Alvin,

I am just to confirm that my colleague Tom Brooks and I will be

4. (A) write
(B) writing
(C) written
(D) to write

in Vancouver at the end of next week for the annual expenses audit. Could you please ask one of your employees to arrange our accommodation? We are planning to arrive on the 14th and on the 19th.

5. (A) left
(B) leaving
(C) had left
(D) leave

With the changes in deadlines, we are likely to be extremely busy.

So I don't think we will be able to find time to take in a hockey game

6. (A) whereas
(B) therefore
(C) however
(D) moreover

as you had previously suggested.

Thanks in advance for any assistance with the hotels. We are looking forward to seeing you next week.

Yours truly,

Mel

Questions 7–9 refer to the following letter.

Mr. Niels Kirstein
Olaf and Bohr Furnishings
Kristianiagade 19
2100 Copenhagen
Denmark

Dear Mr. Kirstein,

Your delivery of 150 hardwood table and chair sets (order# DH4589)

7. (A) arrives
(B) arrived
(C) will arrive
(D) arrive

this morning, but unfortunately, when we opened them we discovered that there is one leg missing from table.

8. (A) each
(B) all
(C) some
(D) any

Obviously we will need this problem corrected as soon as possible. We would appreciate it if you could the missing 150 legs to our warehouse by this

9. (A) to send
(B) sending
(C) send
(D) have been

Friday, August 16, at the latest.

I look forward to hearing from you in the next day or so.

Yours sincerely,

Alfred Axely

Alfred Axely
Purchasing Director

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Questions 10–12 refer to the following letter.

Dr. Barbara Nguyen
Family Medical Group
2825 Quebec St., Ste. 41
Denver, CO 80207

RE: Repair order #2089—P29 micro-video camera

Dear Ms Nguyen,

I am writing to you regarding the micro-video camera you with us

10. (A) left
(B) were leaving
(C) leave
(D) will leave

for repairs.

After thoroughly inspecting it, I must inform you that it will take approximately one week longer to repair than we originally thought. When we the inner

11. (A) cleaning
(B) were cleaning
(C) clean
(D) have cleaned

workings as part of the maintenance procedure, we found that the shutter was slightly bent and the lens was damaged. We do have the lens stock, but

12. (A) in
(B) for
(C) on
(D) at

the shutter will need to be ordered from the manufacturer in Germany.

I would appreciate if you could call me to confirm that you wish us to proceed with the repairs.

Yours sincerely,

Colin Bowie

Colin Bowie



Grammar practice

Read three short texts and put the verbs in the correct tense.

1. Business letter

Dear Mr. Jones,

I am writing in connection with the article you (1) (write) that appeared in this month's American Engineer. Our company (2) (make) parts for the aerospace industry and we think that your invention meets our specifications. Would you be able to meet with one of our design engineers next month? Currently we (3)(work) on a project related to your research and we might be interested in licensing your design.

unit
6

2. Complaint letter

Last month your company (1) (put) in new automatic doors on our warehouse. Since then we have twice had problems with the motors. In the first case, they didn't (2) (open) when the operator (3) (press) the button and we had to call in a mechanic to fix them. In the second case, the doors suddenly closed when a truck (4) (come) into the garage. This (5) (delay) the delivery of an important consignment of goods.

3. E-mail

Sally,

Have you been told that Jack Benson (1) now (work) on the Dorfin Project? As you know, he previously (2)..... (manage) our Texas outfit, but he (3) just (arrive) this morning from Dallas and (4) (need) accommodation near the office.

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