

Distribution and delivery

Grammar

1 The sentences (1–6) below describe some company rules about the use of computers in an office. Circle the best modal verb to complete each sentence.

- 1 Staff must not can / should not access the Internet, but only for work-related reasons. They certainly must must not / don't have to do online shopping during work hours.
- 2 Members of staff should / should not / don't have to tell anyone else their password.
- 3 Staff must / must not / don't have to use the company screensaver. They can choose another one if they prefer.
- 4 Staff should / must not / don't have to bring their own floppy disks to work, in case they infect the system with a virus.
- 5 Staff should / should not / don't have to place drinks near a computer keyboard.
- 6 Managers must / can / can't monitor use of emails and the Internet but they must / should not / don't have to tell staff that they are going to do so. They must / should not / don't have to open employees' emails without a valid reason.

In very formal language (e.g. contracts), we often avoid modal verbs. We express the same ideas using passive verbs or adjectives:

Staff **are required to** give three months' notice. (= Staff have to give three months' notice.)

Guests **are advised to** avoid this area of the city. (= Guests should avoid this area of the city.)

2 In each of the following pairs of sentences, complete the second sentence with a modal verb so that it has the same meaning as the first sentence. Sometimes more than one answer is possible.

- 1 A Employees are required to obtain a sicknote from their doctor.
B Employees must/have to obtain a sicknote from their doctor.
- 2 A Mobile phones are not permitted in the seminar room.
B You take mobile phones into the seminar room.
- 3 A You are advised to discuss holiday plans with your line manager.
B You discuss holiday plans with your line manager.
- 4 A Photos are not required for the application form.
B You include a photo on the application form.
- 5 A The balance is payable within two weeks.
B You pay the balance within two weeks.
- 6 A The competition is not open to employees.
B Employees enter the competition.

Vocabulary

1 In the following sentences (1–8), TWO of the alternatives are possible and one is not. Circle the two alternatives which are possible.

- 1 'Just please, while I transfer your call to my colleague.'
A hold on B hold up C hold the line
- 2 - Did you speak to Mr Kozak?
- No, I left a message asking him to
A call back B ring back C put back
- 3 'I don't know the number but I'm sure it will be in the phone'
A register B book C directory
- 4 'Do you know the for Venezuela? 00, then what?'
A code B score C number
- 5 'If I'm not in the office, you can call me on my'
A mobile B cell phone C handy
- 6 (recorded message) 'Good morning. This is the Union Bank telephone service. For credit card enquiries, please your 16-digit credit card number.'
A enter B compose C key in
- 7 'One moment please, while I to the accounts department.'
A put you through B send your call C transfer your call
- 8 'I couldn't get through to her because the line was always'
A busy B engaged C occupied

2 The language in the following telephone dialogue is correct, but it does not sound polite. Rewrite it so that it sounds more polite.

- A Baron Electronics.
B I want to speak to Mr Rosen.
A He's not here. Give me a message.
B Tell him to phone me as soon as possible.
A Who are you?
B Mr Reinhardt from the Cooperative Bank.
A How do you spell it?
B R-E-I-N-H-A-R-D-T.