

5A must / have to / can

a Flavia works in a call centre. Read her office rules. Complete Flavia's description of her work with *have to*, *can* or *can't* and the words in brackets.

Office Rules

- Employees must wear a uniform at all times.
- Employees must not check emails during working hours.
- You must not talk to other employees during working hours.
- You must answer the phone within 5 seconds.
- Employees must always be polite to customers.

I'm telling you, Jo, it's a terrible place to work! The customers can't see you, but we still ¹ have to wear a uniform all the time. You ² _____ (wear) your normal clothes.

I ³ _____ (check) my emails – it's not allowed – and I ⁴ _____ (speak) to my colleagues during the day! Fortunately, we ⁵ _____ (talk) to each other during our breaks!

When the phone rings, we ⁶ _____ (answer) it very quickly – within 5 seconds. And we always ⁷ _____ (be) polite to customers, but they're often incredibly rude to us! I really ⁸ _____ (find) a new job!

b Choose the correct option.

- 1 Visitors *must not* / *don't have to* smoke in the building.
- 2 It's a relaxed office – you *must not* / *don't have to* wear a tie.
- 3 I start at 10 am, so I *mustn't* / *don't have to* get up early.
- 4 Employees *must not* / *don't have to* park in the customer car park. It is for customers only.
- 5 If there is a fire, you *must not* / *don't have to* use the lift. You *must* use the stairs.

Complete the sentences with one of the expressions from the box. Use each expression once.

can can't doesn't have to has to must must not

- 1 In my office, we _____ eat or drink at our desks. We have to go to the canteen.
- 2 My job's really nice. I _____ start work when I want and finish when I want.
- 3 She works from home so she _____ drive to work.
- 4 Warning! Dangerous work area. Visitors _____ enter without permission.
- 5 Important! You _____ keep your visitor card with you at all times.
- 6 He _____ travel a lot in his job. Sometimes he goes to three or four countries in a month.