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!

LIVEWORKSHEETS

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.

LIVEWORKSHEETS