1 Complete the sentences with an appropriate form of the word in brackets.

1 The child was punished for her ..... *(obey)*
2 We were promised a(n) ..... holiday and we did have a wonderful time. *(forget)*
3 Employment opportunities in this part of the country are practically ..... *(exist)*
4 Your desk looks so ..... – can't you tidy it up? *(organise)*
5 ..... love for another person is perhaps something only parents feel. *(condition)*
6 The barrister's arguments were too ..... to sway the opinion of the jury. *(convince)*
7 I'd love to own a sports car, but it would be ..... with a large family. *(practical)*
8 Many people in the world are forced to live in conditions others would find ..... *(tolerate)*

2 Underline the correct form.

1 I'd *advice / advise* you to be careful about who you confide in.
2 Millions of people lost their *lives / lifes* in the Second World War.
3 I'm concerned about the current situation *of / regarding* our work efficiency.
4 We were presented with a list of *complains / complaints* about the product.
5 Our three day *stay / staying* in Paris was just the break we needed.
6 We'd have enjoyed the performance more if we'd had better *sits / seats*.
7 *About / Regarding* diet and accommodation, do you have any special requirements?
8 I think the *paying / payment* for my work should be increased.

4 Read the notes and, using the information given, complete the letter of complaint. Write the missing words in the space provided. Use only one word in each space.

Bus too small - nowhere to sit
Bus made stops not on schedule
Rooms dirty and not comfortable
Waiters not polite or organised
Wouldn't accept payment by cheque
Location not convenient - 4 miles from town centre

I am writing on behalf of my firm to make a (1) ..... regarding the service your hotel provided at our annual convention. Firstly, the bus which transported us from the train station to the hotel did not have enough (2) ..... and as a result many delegates were forced to stand. Moreover, the driver made two (3) ..... stops. When we finally arrived at the hotel, we found our rooms dirty and (4) ..... Later, we had dinner in your restaurant. The food was tasty but the waiter was (5) ..... and (6) ..... In fact, when the bill was presented he wouldn't accept a cheque and insisted we should (7) ..... by cash or credit card. Finally, you described the location of your hotel as 'central' when, in fact, it was located four miles from the centre, which was most (8) ..... I look forward to receiving a letter of apology and an offer of compensation.

5 Fill in the gaps with a form of the words in the box.

comfort	**conscious**	**depend**	**lead**
patient	**success**	**understand**	**verbal**

Body Language

Understanding body language can teach us a great deal about human behaviour.

Much research has been done into whether (1) ..... signals are inborn or learnt, and experiments have shown that the smiling expressions of children born deaf and blind occur (2) ..... of learning. Do you cross your arms left over right or right over left? Most people will find that where one way feels good, the other feels very (3) ..... It seems that basic communication gestures are the same worldwide. However, cultural differences in body language, gesture in particular, can cause (4) ....., and these can be highly embarrassing.

Much of what we communicate through body language is done (5) ..... That is to say, we are unaware of the message we are conveying. Is it possible, then, to fake body language so as to deliberately (6) ..... others? Skilled communicators, like actors or politicians may do so for short periods of time, but your average person would be (7) ..... even at this. If you want to learn to read body language, go to an airport – here you can observe a spectrum of gestures as people openly express anger, sorrow, (8) ..... and many other emoti

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