I. Complete each sentence with the verb in parentheses. Use a passive gerund or infinitive.

1. I sometimes enjoy…….. by clever ads on TV. (surprise)
2. As a consumer, I simply want……. the facts, not given a hard sell. (give)
3. I dislike……. with repeated requests for donations. (hit)
4. We all know you can't believe everything you hear in ads, but it doesn't hurt…… ……(remind)
5. I like to think I'm too smart…….. by ads aimed at manipulating my emotions. (influence).
6. I get upset at……. pictures of sad children in ads for charities. (show)
7. We were angry…….. that our purchase was "Final sale" and could not be returned. (not / inform).
8. We resented…… in the decision-making. (not / include).

II. Rewrite each sentence, using a passive gerund or infinitive to replace the underlined words. Complete the sentence. Don't use a by phrase.

Example:

I don't mind when advertisers inform me about new products.

➔ I don't mind being informed about new products.

1. I resent it when people pressure me to buy things.
   ➔ ……to buy things.
2. People expect that staff will treat them with respect when they call Customer Service.
   ➔ …… when they call Customer Service.
3. I really get annoyed at companies' sending me a lot of e-mail after I make a purchase.
   ➔ …… a lot of e-mail after I make a purchase.
4. I appreciate salespeople's informing me about the company's return policy.
   ➔ …… the company's return policy.
5. I'm happy when a company asks for feedback after a salesperson has been especially helpful.
   ➔ ……..after a salesperson has been especially helpful.
6. I don't like when people press me to respond to a survey.
   ➔ …… to a survey.
7. I can't stand when the management expects you to sit through twenty minutes of ads at the movie theater.

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➔ ……
…… twenty minutes of ads at the movie theater.

8. Companies naturally prefer people's giving them good product reviews online.
➔ …….. good product reviews online.

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