2 **Match issues 1–6 with possible solutions a)–f).**

1 The information on your company website is outdated.
2 The fish in the supermarket is overpriced.
3 A builder is using substandard cement for the wall he's building.
4 Your water supply has been disconnected.
5 The information in a holiday brochure is misleading.
6 The way an employee dresses is unacceptable.

a) Ask them to change their clothes.
b) Go to a different store.
c) Pay your bill immediately.
d) Redo it with the latest details.
e) Complain to the tourist office.
f) Talk to the architect in charge.

FUNCTION

RESOLVING CONFLICT

3 **A** **3.4 Listen and match conversations 1–5 with situations a)–e).**

a) two colleagues discussing decorating the office ____
b) a boss and a worker discussing some work ____
c) a shop assistant and customer discussing a purchase ____
d) a husband and wife talking about their weekend plans ____
e) two neighbours in the street talking about a problem ____

B **Listen again and complete the sentences from the conversations.**

1 **a)** Good morning. _____ return this hairdryer I bought last month.
b) _____ speak to the manager about this?
2 **a)** I'm sorry to bother you, but _____ move your car.
b) If possible, _____ to park a little further down the street?
3 **a)** Well, we do need to paint it. _____ another colour?
b) _____ choose blue?
4 **a)** Well, I _____ to get the facts right.
b) _____ go through the points together and I will explain?
5 **a)** Look, there's something _____ about.
b) Well, _____ you drive me there, say hello and then go to play golf while we chat?

LEARN TO

SOUND TACTFUL

4 **Complete the sentences with the phrases in the box.**

I thought maybe	I wonder if	perhaps you could
there's something	the thing is	would you be able

1 _____ to give me the information this week?
2 _____ call him today?
3 _____ I'm rather busy.
4 _____ you had finished the work.
5 _____ you would mind moving your bag?
6 _____ I have to tell you.

LIVEWORKSHEETS