

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- 1 The information on your company website is outdated.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.