Business communication

1 Complete the conversation with the words from the list.

do you mean by   should solve the problem   won't
think you should   keeps on   if I were you
sounds as though   can I help   have you tried

Gareth Hi, Blanka. How [1] ___can I help___ ?

Blanka It's my printer. It [2] _____ give me clean print-outs of anything. It just messes them up.

Gareth What exactly [3] _____ 'messes them up'?

Blanka Well, it [4] _____ missing lines and you can hardly read it.

Gareth Don't worry, it [5] _____ it could simply be a printing-head problem. [6] _____ cleaning them?

Blanka No. I didn't know I had to.

Gareth Yes, I [7] _____ clean the heads regularly so that this doesn't happen again. I'll show you. There, that [8] _____.

Blanka Oh, that's much better, Gareth. Thanks!

Gareth You're welcome. Although from now on, I'd clean the heads regularly [9] _____.

2 Underline the correct words in *italics* to complete the sentences.

1 It looks *like* / *though* you'll have to buy a new one.

2 It's extremely annoying – she *always borrows* / *'s always borrowing* my calculator without asking.

3 I'm really annoyed. Ludo keeps on *taking* / *take* biscuits from my desk.

4 What's *matter* / *wrong* with it exactly?

5 There we are, that *should* / *must* fix it.

6 I'd *advise* / *say* you not to use it again – best to call the engineer first.

7 It *smells* / *sounds* like something must be loose – it's so noisy.

8 That *should* / *mean* solve the problem.

9 So what *appears* / *looks like* to be the problem with your computer?

10 Have you tried *put* / *putting* it in a different position?

LIVEWORKSHEETS