

20. Read each conversation and decide whether the situation is formal or informal. Then choose the best words in *italics*.

- 1 A: Good morning. This is Brinley Insurance. *Could / Can* I speak to Mrs Canford?
B: This is Mrs Canford.
A: Hello, Mrs Canford. *May I / Am I allowed* to ask you some questions about your house insurance?
B: I'm sorry. I'm rather busy at the moment.
A: Well, *can / might* I call you back later?
- 2 A: Now that everyone has given their opinion I think it's time to take a vote.
B: Mr Chairman. *Might / Can* I ask a question about these sales figures before we vote?
A: No, I'm afraid you *might not / can't*. We've already spent too long on this item.
- 3 A: What's going to happen after the new anti-smoking law starts next month?
B: Well, people *can't / won't be allowed* to smoke in restaurants.
A: *Will they be allowed to / Can they smoke* in offices?
B: No, I don't think so.
- 4 A: This old photo of you at school is so funny. Did you always wear old jeans to school?
B: No, we usually wore school uniform but we *could / were allowed* to wear jeans on that day because it was the last day of term.
A: Really? At my old school you *could / might* wear anything you liked!

31. Complete these posts to an online board. Choose the correct words from the box to complete the questions. Give short answers.

ask them to stop / buy one online / check the spelling / forward the e-mail / post right away / try to repair it

- 1 Q: I want to join a new online discussion group. _____?
A: _____, It's always a good idea to "lurk" before you post.
- 2 Q: My friends e-mail me a lot of jokes. A few of them are funny, but I really don't like receiving them.
A: _____, These jokes can waste a lot of time!
- 3 Q: My computer is seven years old and has problems.
A: _____, That's very old for a computer! Buy a new one!
- 4 Q: I just received a warning about a computer virus. The e-mail says to tell everyone I know about it.
A: _____, These warnings are almost always false.
- 5 Q: I hate to go shopping, but I really need a jacket.
A: _____, It's safe. Just buy from a company you know.
- 6 Q: I type fast and make spelling mistakes. Is that bad?
A: _____, Use a spell checker! Mistakes are bad netiquette!

33. Write the sentences using *didn't need to* or *needn't have*.

- 1 The previous owners had already decorated the flat, so we _____ (we / decorate / it / ourselves).
- 2 Luckily we were able to sell our old flat before we bought the new one, so _____ (we / borrow / any money).
- 3 It was very hot yesterday, so I watered all the flowers. And now it's pouring with rain.
A: _____ (I / bother).
- 4 We've done the journey much more quickly than I expected. _____ (we / leave / so early).
- 5 A friend had already given me a free ticket to the exhibition, so _____ (I / pay / to go in).
- 6 Service was included in the bill, so _____ (you / tip / the waiter). It was a waste of money.
- 7 Mark had plenty of time. _____ (he / hurry).
- 8 I discovered that the kitchen was equipped with a dishwasher the next day.
A: _____ (I / do the washing up).
- 9 We had plenty of food so _____ (we / go to the supermarket)
- 10 It turned out that the weather was quite warm during our stay. _____ (we / take warm clothes)
- 11 The exam was not as difficult as I had anticipated. _____ (I / worry so much).

36. Underline the most suitable phrase in each sentence.

- 1 We should have turned left. *We've missed the turning / We followed the instructions.*
- 2 We didn't have to wear uniform at school. *But I never did / That's why I liked it.*
- 3 The butler must have stolen the jewels. *He was ordered to / There is no other explanation.*
- 4 You could have phoned from the station. *I'm sure you did / Why didn't you?*
- 5 You needn't have bought any dog food. *There isn't any / There is plenty.*
- 6 Ann might not have understood the message. *I suppose it's possible / She wasn't supposed to.*
- 7 You can't have spent all the money already! *You weren't able to / I'm sure you haven't.*
- 8 I shouldn't have used this kind of paint. *It's the right kind / It's the wrong kind.*
- 9 We didn't need to buy the tickets for the show. *The entrance was free / The show was sold out.*