

2 Complete the email with words in the box.

action deadline forced introduce manage  
opposition results rush situation standard  
task volunteered

Dear Graham,  
Thank you for sending through your report. I appreciate that you have sent it before the <sup>1</sup> \_\_\_\_\_ of the 30th July. However, in my opinion, you have written the report in a <sup>2</sup> \_\_\_\_\_ . As a result, I think it is not of the required high <sup>3</sup> \_\_\_\_\_ that we were expecting. As you know, this was a very important report and as you <sup>4</sup> \_\_\_\_\_ for the <sup>5</sup> \_\_\_\_\_, I thought that you could <sup>6</sup> \_\_\_\_\_ to do it. I can see now that you couldn't. This now puts me in a very difficult <sup>7</sup> \_\_\_\_\_ as I must present this report in an important meeting on Monday. As you know, the idea in this report has already attracted a lot of <sup>8</sup> \_\_\_\_\_ from various managers, so it is very important that we are clear about how we are going to <sup>9</sup> \_\_\_\_\_ the new plan. I don't think you have explained the process at all well. You also haven't mentioned the <sup>10</sup> \_\_\_\_\_ that we expect to happen. I will have to think about what <sup>11</sup> \_\_\_\_\_ to take about this and I will need to talk to your manager. I am now <sup>12</sup> \_\_\_\_\_ to work on this report myself this weekend.

Keiran

4 Complete the conversations with the correct form of the verbs in the boxes and *should have* or *shouldn't have*.

guess lie tell

A: I'm sorry, I probably <sup>1</sup> *should have told* you earlier that I was applying for a new job.

B: Yes, you really <sup>2</sup> \_\_\_\_\_ and pretended to be sick when you went for the interview. As you looked fine the day before and the day after, I suppose I <sup>3</sup> \_\_\_\_\_ that you hadn't been ill.

ask do ignore realise talk

A: So, the video showed a team leader ignoring a problem between two members of her team. What do you think she <sup>4</sup> \_\_\_\_\_ differently?

B: I think she probably <sup>5</sup> \_\_\_\_\_ them to come into her office to talk about it.

C: I disagree! I think first she <sup>6</sup> \_\_\_\_\_ to them independently, to find out more about the problem.

B: Well, we agree that she <sup>7</sup> \_\_\_\_\_ it.

C: Absolutely! She <sup>8</sup> \_\_\_\_\_ that that was only going to make the problem worse.



3 Find and correct five mistakes in sentences 1–8.

*have*

- 1 We should ~~finished~~ this last week.
- 2 We probably should have extend the deadline.
- 3 We should haven't make William the team leader.
- 4 We should have heard from Helena by now.
- 5 We shouldn't have set such high standards.
- 6 We should have managed the project better.
- 7 She shouldn't have get such a bad grade.
- 8 They shouldn't had forced us to change the design.