

Distribution and delivery

Grammar

1 The sentences (1–6) below describe some company rules about the use of computers in an office. Circle the best modal verb to complete each sentence.

- 1 Staff *must not* can / *should not* access the Internet, but only for work-related reasons. They certainly *must* / must not / *don't have to* do online shopping during work hours.
- 2 Members of staff *should* / *should not* / *don't have to* tell anyone else their password.
- 3 Staff *must* / *must not* / *don't have to* use the company screensaver. They can choose another one if they prefer.
- 4 Staff *should* / *must not* / *don't have to* bring their own floppy disks to work, in case they infect the system with a virus.
- 5 Staff *should* / *should not* / *don't have to* place drinks near a computer keyboard.
- 6 Managers *must* / *can* / *can't* monitor use of emails and the Internet but they *must* / *should not* / *don't have to* tell staff that they are going to do so. They *must* / *should not* / *don't have to* open employees' emails without a valid reason.

In very formal language (e.g. contracts), we often avoid modal verbs. We express the same ideas using passive verbs or adjectives:

Staff **are required to** give three months' notice. (= Staff have to give three months' notice.)

Guests **are advised to** avoid this area of the city. (= Guests should avoid this area of the city.)

2 In each of the following pairs of sentences, complete the second sentence with a modal verb so that it has the same meaning as the first sentence. Sometimes more than one answer is possible.

- 1 A Employees are required to obtain a sicknote from their doctor.
B Employees *must/have to* obtain a sicknote from their doctor.
- 2 A Mobile phones are not permitted in the seminar room.
B You take mobile phones into the seminar room.
- 3 A You are advised to discuss holiday plans with your line manager.
B You discuss holiday plans with your line manager.
- 4 A Photos are not required for the application form.
B You include a photo on the application form.
- 5 A The balance is payable within two weeks.
B You pay the balance within two weeks.
- 6 A The competition is not open to employees.
B Employees enter the competition.

Vocabulary

1 In the following sentences (1–8), TWO of the alternatives are possible and one is not. Circle the two alternatives which are possible.

1 'Just please, while I transfer your call to my colleague.'

A hold on B hold up C hold the line

2 - Did you speak to Mr Kozak?

- No, I left a message asking him to

A call back B ring back C put back

3 'I don't know the number but I'm sure it will be in the phone

A register B book C directory

4 'Do you know the for Venezuela? 00, then what?'

A code B score C number

5 'If I'm not in the office, you can call me on my

A mobile B cell phone C handy

6 (recorded message) 'Good morning. This is the Union Bank telephone service. For credit card enquiries, please your 16-digit credit card number.'

A enter B compose C key in

7 'One moment please, while I to the accounts department.'

A put you through B send your call C transfer your call

8 'I couldn't get through to her because the line was always

A busy B engaged C occupied

2 The language in the following telephone dialogue is correct, but it does not sound polite. Rewrite it so that it sounds more polite.

A Baron Electronics.

B I want to speak to Mr Rosen.

A He's not here. Give me a message.

B Tell him to phone me as soon as possible.

A Who are you?

B Mr Reinhardt from the Cooperative Bank.

A How do you spell it?

B R-E-I-N-H-A-R-D-T.