

11. A customer service manager is talking about the situation in his department. Complete the text with the present perfect form of the verbs in brackets.

This month ¹ hasn't been (be) a very good one for me. Three more members of my team ² _____ (tell) me that they are leaving the company. Two of them ³ _____ (not / find) another job yet, but they say that the pressure of work ⁴ _____ (become) too much for them. It's true that there ⁵ _____ (be) a big increase in their work this year because two other customer service assistants ⁶ _____ (already / leave) the department and we ⁷ _____ (not / recruit) anybody to replace them. I ⁸ _____ (ask) my boss several times if we can employ some new people for the team, but each time he ⁹ _____ (say) that we need to reduce our salary costs. But I know we ¹⁰ _____ (lose) some business because we ¹¹ _____ (not / have) enough people to deal with customer calls. The situation can't continue like this. I ¹² _____ (not / made) a final decision on this yet, but I'm thinking of leaving the company myself.