

## 2 Match issues 1–6 with possible solutions a)–f).

- 1 The information on your company website is outdated.
  - 2 The fish in the supermarket is overpriced.
  - 3 A builder is using substandard cement for the wall he's building.
  - 4 Your water supply has been disconnected.
  - 5 The information in a holiday brochure is misleading.
  - 6 The way an employee dresses is unacceptable.
- a) Ask them to change their clothes.
  - b) Go to a different store.
  - c) Pay your bill immediately.
  - d) Redo it with the latest details.
  - e) Complain to the tourist office.
  - f) Talk to the architect in charge.

## FUNCTION

### RESOLVING CONFLICT

#### 3 A 3.4 Listen and match conversations 1–5 with situations a)–e).

- a) two colleagues discussing decorating the office
- b) a boss and a worker discussing some work
- c) a shop assistant and customer discussing a purchase
- d) a husband and wife talking about their weekend plans
- e) two neighbours in the street talking about a problem

#### B Listen again and complete the sentences from the conversations.

- 1 a) Good morning. \_\_\_\_\_ return this hairdryer I bought last month.  
b) \_\_\_\_\_ speak to the manager about this?
- 2 a) I'm sorry to bother you, but \_\_\_\_\_ move your car.  
b) If possible, \_\_\_\_\_ to park a little further down the street?
- 3 a) Well, we do need to paint it. \_\_\_\_\_ another colour?  
b) \_\_\_\_\_ choose blue?
- 4 a) Well, I \_\_\_\_\_ to get the facts right.  
b) \_\_\_\_\_ go through the points together and I will explain?
- 5 a) Look, there's something \_\_\_\_\_ about.  
b) Well, \_\_\_\_\_ you drive me there, say hello and then go to play golf while we chat?

## LEARN TO

### SOUND TACTFUL

#### 4 Complete the sentences with the phrases in the box.

I thought maybe    I wonder if    perhaps you could  
there's something    the thing is    would you be able

- 1 \_\_\_\_\_ to give me the information this week?
- 2 \_\_\_\_\_ call him today?
- 3 \_\_\_\_\_ I'm rather busy.
- 4 \_\_\_\_\_ you had finished the work.
- 5 \_\_\_\_\_ you would mind moving your bag?
- 6 \_\_\_\_\_ I have to tell you