

## Empower 6 - Worksheet #3

### Unit 10: Values

1. Choose the best reply for the following statements or questions.

| Statement / Question                           | Replies   |
|--|---|
| I've been here for a very long time.           | - I'm terribly sorry.<br>- I'll give you a full refund.                               |
| It doesn't work.                               | - I'll ask someone to look at that for you now.<br>- I want like to make a complaint. |
| Is there anything wrong with it?               | - Don't worry about it.<br>- It's a bit dirty.  |
| I'll replace it immediately                    | - Oh dear, really?<br>- That's really kind.   |
| Do you have a receipt?                         | - Yes, here you are.<br>- How can I help you?   |
| Is everything OK with your meal?               | - This salad isn't what I ordered.<br>- I've changed my mind.                         |
| Your sales assistant hasn't been very helpful. | - I'm really sorry to hear that.<br>- Don't worry about it.                           |
| I'd like to exchange these jeans, please.      | - Do you have a receipt?<br>- What do you think I should do?                          |

2. Complete the following sentences.

1. You really spoiled my **e** \_\_\_\_\_ of the party; you were rude to everyone
2. I'm not happy - I waited nearly one hour for my pizza **d** \_\_\_\_\_ this evening.
3. What was his **e** \_\_\_\_\_ for the problem with the service?
4. When I'm not happy with a product, I always make a **c** \_\_\_\_\_.
5. Do you think it's OK to pay someone to **q** \_\_\_\_\_ for concert tickets for you?
6. That **d** \_\_\_\_\_ of the book was so interesting that I'm going to read it right now.
7. We need to make a **d** \_\_\_\_\_ about where to stay - in the city or in the countryside.
8. Did you **e** \_\_\_\_\_ the problem to the manager?

3. Complete the information:

1. We need a **lot of / much / any** flour, sugar and, of course, carrots to make this cake. And also, a **little/ many/ a few** orange juice.
2. There's **any/no/many** flour in the cupboard, so I'll have to go and buy some.
3. How **much/many/few** butter have we got in the fridge?

4. How **many/much/any** eggs are there?

5. There aren't **many/much/ any** eggs, just four!

4. Choose the correct answer.

- If you have a **complain/ complaint**, you should write a letter to the travel company.
- Nearly a metre of the snow fell during the night, so in the morning they **decided / decision** to close the airport.
- My new cellphone cost me \$600, but also I had to pay \$30 for them to **deliver/delivery** it.
- They didn't **enjoy/enjoyment** the film because the girl behind me kept talking loudly to her friend.
- When the train arrive 45 minutes late, I asked for an **explanation/explain** but nobody at the station knew the reason for the delay.

5. For each question, complete the second sentence so that it means the same as the first. Use no more than three words. Use the grammar learnt on the unit.

0. I don't think it's safe to park there.

If I were you, I \_\_\_\_\_ **wouldn't** \_\_\_\_\_ park there: it's not safe.

1. There's nowhere to sit in this restaurant.

There aren't ..... free tables in this restaurant.

2. The menu doesn't usually have many choices.

There are usually only ..... choices on the menu.

3. We could eat in that restaurant, but it's very noisy.

If we ..... in that restaurant, it would be very noisy.

4. This soup has a lot of salt in it and I don't like it.

There is ..... salt in this soup.

5. It wouldn't be right to complain in a restaurant unless the service was bad.

I ..... in a restaurant if the service was good.

6. Sometimes people in libraries speak more loudly than they should.

Sometimes people in libraries speak ..... loudly.

6. Choose the correct answer.

- You can't **put off / look after** making a decision about which university to go to – you need to decide now.
- It's terrible to text your girlfriend to tell her you want to **break up / down**.
- I'm trying to eat healthily but I really **feel like / carry on** a pizza tonight.
- I'm really sorry, I forgot to **pass on / join in** that message about the meeting.
- I don't think you should **turn down / carry on** that interesting job.
- It's wrong to carry **on/over** speaking when someone asks you to be quiet.