

REPORTED SPEECH

Choose the correct option to complete the sentences. Sometimes, more than one option is correct.

1- "We're thinking about making a complaint."

He said they _____ about making a complaint.

- a) had been thinking
- b) were thinking

2- "Everything went wrong on the trip."

They said that everything _____ wrong on the trip.

- a) went
- b) had gone

3- "We didn't have a good time."

She said they _____ a good time.

- a) weren't having
- b) didn't have

4- "I never phone customer helplines."

She said she never _____ customer helplines.

- a) phoned
- b) phones

5- "I'll write a letter to Customer Services."

Bob told us he _____ a letter to customer services.

- a) would write
- b) will write

6- "We might request a refund for the full cost of the trip."

He said they _____ a refund for the full cost of the trip.

- a) might request
- b) must request