# UNIT 7 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.

LIVEWORKSHEETS

## 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.

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