

Spot the Error and Modals: Workplace Chats

Grade 11 | Handling Guests | 20 multiple-answer questions (7-8 options each) | 5 points each (total 100)

Instruction: Read each chat. Select ALL correct answers. The note under each question tells you how many answers to choose.

Part 1 - Spot the Error (Questions 1-10)

1. Read the chat. Which mistakes are in Dina's message?

M Mr. Andi (Supervisor)
online

Dina, I have the visitor list for Friday.
10:02

Great, sir. Could you to sending me the list, please?
10:03

Note: Choose 2 answers.

- Please is out of place
- To after could is wrong
- Sir is not polite here
- The list must be plural
- Great is the wrong word
- Sending should be send
- Me must be changed to I

2. Read the chat. Which mistakes are in Dina's message?

G Guest at Reception
online

It is very hot outside. I am thirsty.
11:15

Would you likes some water? I will brings it now.
11:16

Note: Choose 2 answers.

- Water needs an article here
- Now is in the wrong place
- Some is the wrong word
- Likes after would is wrong
- I must be changed to we
- It is the wrong pronoun
- Brings after will is wrong

3. Read the chat. Which mistakes are in Dina's message?

M

Mr. Budi (Client)
online

Hello. Can I see Mr. Andi now?
09:40

Sorry, he cans not see you now. Would you to leaves a message?
09:41

Note: Choose 3 answers.

- Can must not take an -s
- Sorry is in the wrong place
- Message must be plural
- To after would you is wrong
- Now is the wrong word
- He should be written she
- Leaves after to is wrong
- Not must come after see

4. Read the chat. Which revisions are correct?

O

Office Team (group)
online

Mr. Andi

Reminder: staff might clean the desk after work.
17:30

Intended meaning: this is a compulsory rule.

Note: Choose 2 answers.

- Staff may clean the desk after work.
- Staff might to clean the desk after work.
- Staff must clean the desk after work.
- Staff would like clean the desk after work.
- Staff shall to clean the desk after work.
- Staff have to clean the desk after work.
- Staff should clean the desk after work.

5. Read the chat. Which revisions are correct?

L

Lab Team (group)
online

Mr. Andi

Visitors can take photos in the lab.

08:45

Intended meaning: taking photos is forbidden.

Note: Choose 2 answers.

- Visitors must not take photos in the lab.
- Visitors might take photos in the lab.
- Visitors shall to take photos in the lab.
- Visitors should take photos in the lab.
- Visitors may not take photos in the lab.
- Visitors could take photos in the lab.
- Visitors will take photos in the lab.

6. Read the chat. Which revisions of Dina's message are correct?

G

Guest at Reception
online

Excuse me, my bag is very heavy.

12:10

Must I carry your bag, madam?

12:11

Intended meaning: Dina offers help.

Note: Choose 3 answers.

- Would I carry your bag, madam?
- Shall I carry your bag, madam?
- Will you carry my bag, madam?
- Would you carry my bag, madam?
- May I carry your bag, madam?
- Do I carry your bag, madam?
- Might you carry your bag, madam?
- Can I carry your bag, madam?

7. Read the chat. Which revisions of Dina's message are polite?

M

Ms. Rina (Client)
online

Please send the invoice to me.
13:20

Give me your address.
13:21

Intended meaning: Dina asks for the address politely.

Note: Choose 2 answers.

- You must tell me your address.
- Give me your address, please now.
- Would give me your address, please?
- Could I have your address, please?
- Can have your address, please?
- May I have your address, please?
- Shall you have your address, please?

8. Read the chat. Which revisions of Dina's message are polite?

M

Mr. Andi (Supervisor)
online

Dina, is there anything else?
16:30

I want a day off tomorrow.
16:31

Note: Choose 3 answers.

- I must take a day off tomorrow.
- I would like take a day off tomorrow.
- Could I take a day off tomorrow?
- Would I take a day off tomorrow?
- Could I to take a day off tomorrow?
- May I take a day off tomorrow?
- Can I take a day off tomorrow, sir?
- You must give me a day off tomorrow.

9. Read the chat. Which rewrites of Dina's message are the best?

G

Guest at Reception
online

Is the manager free now?
14:50

No. Come later.
14:51

Note: Choose 2 answers.

- Sorry, he is busy. You must come back later.
- Sorry, he is busy. Could you come back later?
- Sorry, he is busy. You might to wait here.
- Sorry, he is busy. Shall you come back later?
- Sorry, he is busy. Must you come back later?
- Sorry, he is busy. Would you like wait here?
- Sorry, he is busy. Would you like to wait here?

10. Read the chat. Which rewrites of Dina's message are the best?

M

Mr. Andi (Supervisor)
online

Dina, are you coming at eight tomorrow?
18:00

I late tomorrow. You must understand.
18:02

Intended meaning: Dina will be late and asks politely.

Note: Choose 2 answers.

- Sir, I might be late tomorrow. May I come at nine?
- Sir, I must be late tomorrow. You must allow me.
- Sir, I would be late tomorrow. Allow me at nine.
- Sir, I will be late tomorrow. May I come at nine?
- Sir, I can late tomorrow. May I come at nine?
- Sir, I might late tomorrow. May I come at nine?
- Sir, I will be late tomorrow. Must I come at nine?

Part 2 - Focus on Modals (Questions 11-20)

11. Read the chat. Which replies make a polite offer of help?

G

Guest at Reception
online

I have a problem with my booking.
10:30

Note: Choose 3 answers.

- You must call the manager now.
- Shall I call the manager now?
- May I call the manager for you?
- You might called the manager.
- Shall you call the manager now?
- Would you like me to help?
- May you call the manager for me?
- Would you help me, please?

12. Read the chat. Which modals express permission?

L

Lab Team (group)
online

Mr. Andi

You can use the printer. You must not enter the manager's room.
09:05

Mr. Andi

Interns may borrow a laptop. You should return it today. We might close early.
09:06

Note: Choose 2 answers.

- must not
- should
- can
- might
- may
- will
- would like

13. Read the chat. Which modals are used for polite requests or offers?

 **Guest at Reception**
online

Good morning. May I help you?
08:05

Could you wait a moment, please?
08:06

I will call Mr. Andi. Would you like some coffee?
08:06

You must sign in here.
08:07

Note: Choose 3 answers.

May
will
must
should
Could
might
must not
Would like

14. Read the chat. Which sentences state a rule?

 **Office Team (group)**
online

Mr. Andi
Visitors must wear a badge. Staff have to sign in daily.
07:50

Mr. Andi
You can park near the gate. We might finish early. You may leave your bag here.
07:51

Mr. Andi
Interns should bring a notebook. Guests could ask for water.
07:52

Note: Choose 2 answers.

You can park near the gate.
We might finish early.
You may leave your bag here.
Visitors must wear a badge.
Interns should bring a notebook.
Guests could ask for water.
Staff have to sign in daily.

15. Read the chat. Which modals fit the blank?

M

Ms. Rina (Client)
online

Is Mr. Andi coming this morning?
08:40

I'm not sure. He ____ arrive after ten.
08:41

Intended meaning: Dina is not sure.

Note: Choose 2 answers.

must not
might
shall
would like
may
will
would

16. Read the chat. Which modals fit the blank?

M

Mr. Budi (Client)
online

Can I pay by card?
15:20

Yes, you ____ pay by card or cash.
15:21

Intended meaning: it is allowed.

Note: Choose 2 answers.

can
must
shall
would like
will
may
should

17. Read the chat. Which modals fit the blank?

G

Guest at Reception
online

It is my first visit. Any advice?
09:10

You ____ arrive ten minutes early.
09:11

Intended meaning: friendly advice.

Note: Choose 2 answers.

- must
- shall
- should
- would like
- will
- must not
- could

18. Read the chat. Which sentences use modals correctly?

M

Mr. Andi (Supervisor)
online

Dina, choose the correct sentences for the guest guide.
11:00

Note: Choose 3 answers.

- He may arrive at ten.
- She can speak English well.
- I will to call you back.
- We should sign in first.
- She can speaks English well.
- We should to sign in first.
- Could you repeat that, please?
- They must goes home now.

19. Read the chat. Which replies are polite and helpful?

M

Ms. Rina (Client)
online

Your delivery is late again!
12:40

Note: Choose 2 answers.

- I'm sorry. I will check it now.
- Not my problem. You must wait.
- I'm sorry. You might to wait.
- Sorry. I would like check it.
- I'm sorry. We will send it today.
- I'm sorry. We can't help you now.
- Sorry. I might to send it today.

20. Read the chat. Which sentences are correct negatives?

M

Mr. Andi (Supervisor)
online

Dina, choose the correct negatives for the sign.

14:00

Note: Choose 3 answers.

- He may not come today.
- I do not can help you.
- You must not park here.
- You not must park here.
- She does not can join us.
- She cannot join us today.
- They shall not to enter.
- We should not be late.