

UNIT 12: MODAL VERBS

1 Choose the correct word or phrase in italics to complete each sentence.

- 1 You *must/needn't* save a file before you turn the computer off, or you will lose it.
- 2 I'm afraid this is a non-smoking office, so you *haven't got to/can't* smoke in here.
- 3 Employees are reminded that they *mustn't/needn't* use the office phone to make personal calls.
- 4 You *needn't/mustn't* send that reminder to Eastwood's — they paid the invoice this morning.
- 5 In countries like Iran, you *don't have to/can't* buy or sell alcohol.
- 6 This income tax form *must/needn't* be completed and returned to the Inland Revenue within 30 days.
- 7 You *mustn't/don't have to* come to the meeting if you have more important things to do.
- 8 This information is highly confidential, so you *mustn't/needn't* discuss it with anyone.
- 9 As you are from the European Union, you *mustn't/don't have to* have a visa to go to France.
- 10 Drivers wishing to hire a car *must/aren't allowed to* be over 21 and have a full driving licence.

2 Write down what the following people might say in these situations using *must*, *needn't*, or *mustn't*.

1 A supervisor in a supermarket hears a check-out operator being rude to a customer.

2 A clerk in a store is explaining to a customer that refunds cannot be given without a receipt.

3 A pension salesman is explaining that there is no obligation to pay contributions every month.

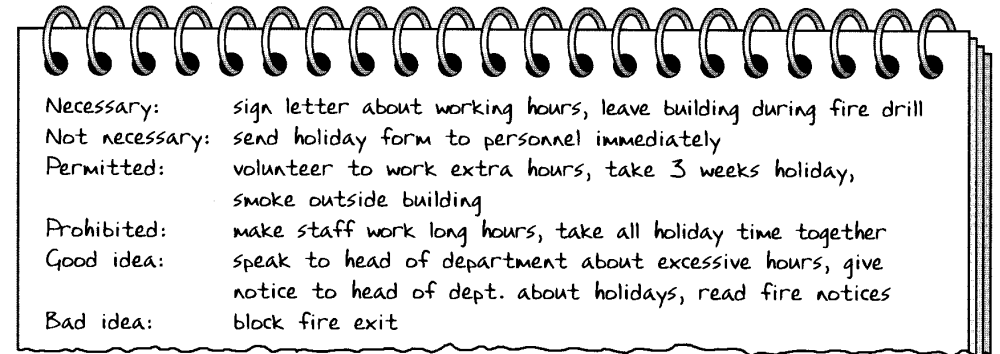
4 You have just heard a colleague give a terrible presentation. Give him some advice.

5 You notice that a colleague uses the 'save' facility on his computer every ten minutes. You know that the computer has an 'auto-save' facility.

6 You overhear a temporary secretary discussing travel insurance with a travel agent. Your company has a policy that covers all the employees.

3 Look at these notes that a Personnel Manager wrote to explain company rules. Then use the notes to complete a briefing he gave to some new employees on the first day at work.

Choose from *have to*, *don't have to*, *can*, *can't*, *should* or *shouldn't*.



'Um. Excuse me. Good morning. Er, good morning. I've called you to this meeting to explain to you all some of the basic health and safety rules that we have here. Um, first of all, working hours: it's not our company policy to make staff work excessive hours – it makes people unproductive and can endanger health. Um, managers (1) *can't* make any of their staff work more than an average of 48 hours per week, although anyone (2) volunteer to work more than these hours, but they (3) sign a letter from the company to say that they want to do this. Any member of staff who is worried that they are working too many hours (4) speak to their head of department about it.

Um, all employees (5) take a minimum of three weeks' paid holiday per year, but you (6) take all this holiday off in one block. Staff (7) give their head of department as much notice as possible about their holidays, although they (8) send their holiday form off to personnel until a few weeks before they go.

Next, er, fire drills. We have a fire drill about once a month – don't ignore it. You (9) leave the building immediately that you hear the bell, and of course you (10) block the fire exits. Fire notices are posted throughout the building. Employees (11) read these notices regularly. In the case of a real fire, don't panic and follow the fire procedures.

And lastly, for you smokers, I'm afraid that smoking is not permitted anywhere inside the building, although you (12) smoke just outside the front door.

I think that covers everything. Does anyone have any questions? No ... Yes...'