

Exercises A B C D **E** F G H



Complete the telephone conversation using phrases from the list below.

can you send can I call you can you hear can I help you can't see  
~~could I speak to~~ could you hold could you repeat could you speak could you tell me  
 I'll need I'll put one I'll be on I'll just go I'll wait I'll put you through I'll get back to you

JON: Good morning, the Tech Store, this is Jon speaking.  
 SARA: (1) Could I speak to someone in Customer Services, please?  
 JON: Er. Yes, of course, (2) .....  
 ...  
 MARK: Customer Services, Mark speaking, how (3) ..... ?  
 SARA: I'm calling about your new Samsung DVD players. (4) ..... if you have any in stock?  
 MARK: (5) ..... and see. (6) ..... the line please?  
 SARA: Yes, no problem, (7) .....  
 ...  
 MARK: Hello? I (8) ..... any on the shelves. (9) ..... to check the order status on the computer. (10) ..... back?  
 SARA: Certainly. My name is Sara Hall and my telephone number is 0582 1067.  
 MARK: Sorry, (11) ..... up? It's a terrible line.  
 SARA: Is that better? (12) ..... me now?  
 MARK: Yes, that's much better. (13) ..... the number please?  
 SARA: Of course. It's 0582 1067. (14) ..... this number all morning.  
 MARK: Sorry, I can't tell you if we've got any DVDs in stock right now, but (15) ..... as soon as I have the information. Was there anything else?  
 SARA: Er, yes, (16) ..... me a copy of your latest catalogue?  
 MARK: Of course, (17) ..... in the post to you today. What's your address?  
 SARA: It's 25 Ridley Lane, Lower ...

Exercises A B C D **E** F G H

This exercise introduces many of the modal verbs covered in the following units. Match each sentence 1-14 with a meaning a)-n).

- |                          |                                     |                                 |
|--------------------------|-------------------------------------|---------------------------------|
| 1 I should do it.        | <input checked="" type="checkbox"/> | a) It's necessary to do it.     |
| 2 I shouldn't do it.     | <input type="checkbox"/>            | b) It's not necessary to do it. |
| 3 I can do it.           | <input type="checkbox"/>            | c) Sorry, it's impossible.      |
| 4 I can't do it.         | <input type="checkbox"/>            | d) It's forbidden.              |
| 5 I mustn't do it.       | <input type="checkbox"/>            | e) I have the ability to do it. |
| 6 I don't have to do it. | <input type="checkbox"/>            | f) I'm offering to do it.       |
| 7 I have to do it.       | <input type="checkbox"/>            | g) It's a good idea.            |
| 8 I'll do it.            | <input type="checkbox"/>            | h) It's a bad idea.             |
- 
- |                             |                          |                                   |
|-----------------------------|--------------------------|-----------------------------------|
| 9 I'll do it.               | <input type="checkbox"/> | i) I'm inviting you.              |
| 10 I might do it.           | <input type="checkbox"/> | j) I'm asking permission.         |
| 11 Would you like to do it? | <input type="checkbox"/> | k) I'm requesting that you do it. |
| 12 Could you do it, please? | <input type="checkbox"/> | l) I promise.                     |
| 13 May I do it?             | <input type="checkbox"/> | m) Perhaps I will do it.          |
| 14 Shall I do it?           | <input type="checkbox"/> | n) I'm making a suggestion.       |

## 12 Practice

### Exercise 1 A B C D E

Match each sentence 1–12 with one of the formal sentences a)–l).

1 I can do it.	<input checked="" type="checkbox"/>	c	a) It's necessary.
2 I mustn't do it.	<input type="checkbox"/>		b) It's not necessary.
3 I don't have to do it.	<input type="checkbox"/>		c) It's allowed.
4 I have to do it.	<input type="checkbox"/>		d) It's not allowed.
5 I couldn't do it.	<input type="checkbox"/>		e) It was necessary.
6 I didn't have to do it.	<input type="checkbox"/>		f) It wasn't necessary.
7 I had to do it.	<input type="checkbox"/>		g) It was allowed.
8 I could do it.	<input type="checkbox"/>		h) It wasn't allowed.
9 I should have done it.	<input type="checkbox"/>		i) Doing it would be a good idea.
10 I shouldn't have done it.	<input type="checkbox"/>		j) Doing it would be a bad idea.
11 I shouldn't do it.	<input type="checkbox"/>		k) Doing it was a bad idea.
12 I should do it.	<input type="checkbox"/>		l) Not doing it was a bad idea.

### Exercise 2 A

Complete the sentences with *must* or *have to*. Both are possible each time, but one is more natural in a spoken context.

- I ..... remember to email Steve and thank him for all his help.
- Sorry, I ..... go now, the meeting begins in five minutes.
- You ..... your tax form by 31 January.
- You ..... try to be more diplomatic when you're speaking to Tim.
- I ..... go the dentist next Friday morning, so I'll be a little late.
- I really ..... go the dentist. I've had this awful pain for two days.

### Exercise 3 A B C D

Decide whether each pair of sentences has the same meaning. Write I for identical or nearly identical, S for similar or D for completely different. At the end there will be nine of I, two of S and three of D.

A	B	
1 You'd better go now.	You should go now.	...I..
2 We don't have to cut the budget.	We mustn't cut the budget.	.....
3 You should have a rest.	You ought to have a rest.	.....
4 You can't smoke here.	You're not allowed to smoke here.	.....
5 We must sign the contract.	We should sign the contract.	.....
6 You must be here before 8.30.	You have to be here before 8.30.	.....
7 You mustn't touch that key!	You don't have to touch that key.	.....
8 You didn't have to give a tip.	You didn't need to give a tip.	.....
9 We have to work harder on this.	We must work harder on this.	.....
10 I ought to leave now.	I have to leave now.	.....
11 You shouldn't worry so much.	You ought not to worry so much.	.....
12 I must write these letters now.	I'd better write these letters now.	.....
13 I couldn't use the email.	I didn't need to use the email.	.....
14 We don't have to decide yet	We don't need to decide yet.	.....

## Exercise 4



19 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 their first day at work. Choose from *have to*, *don't have to*, *can*, *can't*, *should* or *shouldn't*.

Necessary:	sign letter about working hours, leave building during fire drill
Not necessary:	send holiday form to personnel immediately
Permitted:	volunteer to work extra hours, take 3 weeks holiday, smoke outside building
Prohibited:	make staff work long hours, take all holiday time together
Good idea:	speak to head of department about excessive hours, give notice to head of dept. about holidays, read fire notices
Bad idea:	block fire exit

'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...'

## Exercise 5



20 A businessman is describing his trip to Lagos. Complete the text with *had to*, *didn't have to*, *couldn't*, *should have* or *shouldn't have*. Each phrase is used twice.

'I (1) ... should have ... travelled on the 10 am flight, but when I got to the airport they told me that the flight was overbooked and I (2) ..... catch a later flight. Then at the check-in desk they told me that I (3) ..... take both my bags as hand luggage, so I (4) ..... let one of them go in the hold, which was very annoying as I had my diary in it, and it delayed me by nearly an hour at baggage reclaim at the other end. When I got on the plane I wanted to use my laptop, but of course I (5) ..... until after take off. The flight attendant told me to turn it off and said that I (6) ..... known not to use it. To be honest I'd just forgotten, and he (7) ..... been so rude. Er, it was quite late when I finally left Lagos airport, so it was lucky I (8) ..... go to any meetings that afternoon. And, looking back at what happened, I (9) ..... travelled with that airline – they have a lot of problems with overbooking. And my company was paying for the flight so I (10) ..... choose the cheapest option.'

### 13 Practice

#### Exercise 1 A B C D

Underline the correct words.

- 1 Look at those clouds. I think it can/might/must rain.
- 2 That's impossible. It can't be/mustn't be/may not be true.
- 3 Well done! You may be/must be/might be very pleased.
- 4 Next Thursday is a possibility. I might be/can't be/must be free in the afternoon.
- 5 I'm not sure. I must not be/may not be/won't be able to get there in time.
- 6 That can't be/mustn't be/may not be David. He's away at a conference.
- 7 Lisa isn't at her office. She can be/must be/mustn't be on her way here.
- 8 Lisa hasn't arrived yet. She should be/can be/can't be here soon.
- 9 There's someone in reception. It can be/could be/mustn't be the engineer.
- 10 Sorry, I can't/may not/might come to your presentation. I'm busy that afternoon.
- 11 I'm not sure where Sue is. She could be/must be/can be at lunch.
- 12 I've looked everywhere for Sue. She could be/must be/can be at lunch.

#### Exercise 2 A B C D

Match each sentence 1–7 with a similar sentence a)–g).

1 They're likely to do it.	<input checked="" type="checkbox"/>	a) I'm sure that they'll do it.
2 They might/could do it.	<input type="checkbox"/>	b) I'm nearly sure that they'll do it.
3 They're almost certain to do it.	<input type="checkbox"/>	c) They'll probably do it.
4 They'll definitely do it.	<input type="checkbox"/>	d) Maybe they'll do it.
5 They're unlikely to do it.	<input type="checkbox"/>	e) I'm sure they won't do it.
6 They're very unlikely do it.	<input type="checkbox"/>	f) They probably won't do it.
7 They definitely won't do it.	<input type="checkbox"/>	g) They almost certainly won't do it.

#### Exercise 3 A B C D E

Complete the second sentence so it has a similar meaning to the first sentence using *must*, *might*, *can* or *can't*.

- 1 Deliver by the end of the month? Yes, I think it's possible to do that.  
Deliver by the end of the month? Yes, I think we can do that.
- 2 It's possible that we will lose this client.  
We ..... lose this client.
- 3 I'm sure this isn't the right road.  
This ..... be the right road.
- 4 I'm sure you work late most nights.  
You ..... work late most nights.
- 5 It's possible that I'll see you tomorrow, but I'm not sure.  
I ..... see you tomorrow.
- 6 It's possible for the new printer to print 20 sheets per minute.  
The new printer ..... print 20 sheets per minute.
- 7 I'm afraid that I'm unable to go to the Trade Fair this year.  
I'm afraid that I ..... go to the Trade Fair this year.
- 8 I suppose you are Kate Perry. How do you do?  
You ..... be Kate Perry. How do you do?

Exercise 4

Match each sentence 1–8 with its meaning a)–d).

- |                                  |                                       |  |
|----------------------------------|---------------------------------------|--|
| 1 He won't have arrived yet.     | <input checked="" type="checkbox"/> d | a) 95–100% probability of his arrival. |
| 2 He'll have arrived by now.     | <input type="checkbox"/>              | b) 80% probability of his arrival.     |
| 3 He can't have arrived yet.     | <input type="checkbox"/>              | c) 40–60% probability of his arrival.  |
| 4 He might have arrived by now.  | <input type="checkbox"/>              | d) 0% probability of his arrival.      |
| 5 He could have arrived by now.  | <input type="checkbox"/>              |  |
| 6 He should have arrived by now. | <input type="checkbox"/>              |  |
| 7 He must have arrived by now.   | <input type="checkbox"/>              |  |
| 8 He couldn't have arrived yet.  | <input type="checkbox"/>              |  |

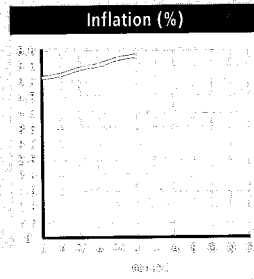
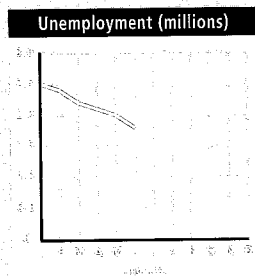
Exercise 5



Complete the article with the words and phrases from the list below. The graphs and ideas in the text will help you.

definitely won't    is almost certain to    ~~is likely to~~    is unlikely to    might    will definitely

Since the beginning of this year unemployment has fallen from 2.5 million to 1.8 million, and (1) is likely to drop below 1.5 million by the end of the year. This (2) ..... be good news for the government as unemployment is a very important issue in the country at the moment. By the time of the next election unemployment (3) ..... even fall below 1 million – it all depends on the world



economy and is impossible to predict with any certainty. Unfortunately inflation is going up steadily. It (4) ..... reach 6% by the end of the year. However, the government (5) ..... take panic measures as inflation is similar to that of its trading partners and (6) ..... return to levels of the 1980s when rates of 30% or 40% a year were quite common.

Exercise 6



Martin and Anne have arrived at check-in at Heathrow Airport. Complete their dialogue with *must*, *might*, *can't*, *must have*, *might have* or *can't have*. Use each word once only.

- MARTIN: Oh no, I can't find my passport.  
 ANNE: You're joking.  
 MARTIN: No, really, it's not in my briefcase.  
 ANNE: Well, it (1) must be in your other bag. Quick have a look.  
 MARTIN: It's not there. Where on earth is it?  
 ANNE: Well, I don't know. Do you think you (2) ..... left it at home?  
 MARTIN: That's impossible. I (3) ..... done. I checked I had it with me four times before I left the house.  
 ANNE: OK, calm down. What about checking your coat pockets? You never know, it (4) ..... be there.  
 MARTIN: No, it isn't. This is ridiculous. We're going to miss our flight.  
 ANNE: Look, you (5) ..... be looking in the right place.  
 CHECK-IN ATTENDANT: Excuse me, sir. Is that your passport there on the ground?  
 MARTIN: Oh, yes, so it is. Ah, I (6) ..... dropped it when I was looking for the tickets.

## 14 Practice

Exercise 1 **A B C D E F**

Underline the correct words.

- 1 I'm very busy. Would you mind to give/giving me a hand?
- 2 Would you/Should you help me carry these boxes, please?
- 3 Do you like/Would you like some more soup?
- 4 May I/Would I ask you a personal question?
- 5 How about we talk/talking to another supplier?
- 6 Are you having problems? Will I/Shall I help you?
- 7 Are you having problems? Let me/I shall help you.
- 8 Would I/Could I borrow your copy of the FT?
- 9 I think you should/you can spend less time playing golf.
- 10 Excuse me, could you/may you tell me which street this is?
- 11 Do you think could I/I could open the window?
- 12 Do you mind if I open/opened the window?
- 13 Would you mind if I open/opened the window?
- 14 Would you sign/Please to sign your name here?

Exercise 2 **A**

Match the forms 1–3 with the uses a)–c).

- |                             |                          |                                      |
|-----------------------------|--------------------------|--------------------------------------|
| 1 Would you like a/some ... | <input type="checkbox"/> | a) offering help                     |
| 2 Would you like to ...     | <input type="checkbox"/> | b) offering something                |
| 3 Would you like me to ...  | <input type="checkbox"/> | c) inviting somebody to do something |

Exercise 3 **A B C D E F**

Match situations 1–6 with questions a)–f).

- |                         |                                     |   |   |
|-------------------------|-------------------------------------|---|---|
| 1 Making a request      | <input checked="" type="checkbox"/> | d | a) Would you like a coffee?                           |
| 2 Asking for permission | <input type="checkbox"/>            |   | b) Would you like me to carry your coffee for you?    |
| 3 Offering help         | <input type="checkbox"/>            |   | c) Would you like to come with us for a coffee?       |
| 4 Offering something    | <input type="checkbox"/>            |   | d) Could you get me a cup of coffee from the canteen? |
| 5 Inviting somebody     | <input type="checkbox"/>            |   | e) Shall we break for coffee now?                     |
| 6 Making a suggestion   | <input type="checkbox"/>            |   | f) Is it all right if I help myself to coffee?        |

Now match situations 7–13 with replies g)–m). You can look back at the questions in the previous part to help you.

- |                               |                          |  |   |
|-------------------------------|--------------------------|--|---|
| 7 Agreeing to a request       | <input type="checkbox"/> |  | g) Actually, I think I'd rather have water if you don't mind. |
| 8 Refusing a request          | <input type="checkbox"/> |  | h) Of course, no problem.                                     |
| 9 Expressing a preference     | <input type="checkbox"/> |  | i) Actually, I'm really busy at the moment.                   |
| 10 Accepting an offer of help | <input type="checkbox"/> |  | j) I'm not sure that's a good idea.                           |
| 11 Accepting a suggestion     | <input type="checkbox"/> |  | k) OK, let's do that.   |
| 12 Rejecting an offer of help | <input type="checkbox"/> |  | l) Thanks, I'd really appreciate that.                        |
| 13 Rejecting a suggestion     | <input type="checkbox"/> |  | m) Thanks, but I can manage.                                  |



**Practice 1**

George is visiting Fernando in São Paulo. Complete the dialogue with the phrases from the list below.

~~Let me~~ shall we I should would you like would you like to would you like me to do you mind  
would you mind I don't mind of course of course not I'd appreciate that

FERNANDO: Please, come in. (1) ..... Let me ..... take your coat. It's good to see you!  
 GEORGE: It's very nice to be here in São Paulo. Thank you so much for your invitation to come and see your company. It was very kind.  
 FERNANDO: Not at all. It's my pleasure. (2) ..... some coffee? Or mineral water perhaps?  
 GEORGE: I'd prefer mineral water, please.  
 FERNANDO: Still or sparkling?  
 GEORGE: Oh, (3) ..... , either would be fine. (4) ..... if I just make a quick call – I didn't get a chance earlier.  
 FERNANDO: (5) ..... . Go right ahead.  
 GEORGE: Oh, there's no signal. Never mind. Um, you have a wonderful building here. It looks really impressive from the outside.  
 FERNANDO: It's very new – we only moved in last year. It's designed by one of our most famous architects, Cesar Pelli. (6) ..... show you around later?  
 GEORGE: Thanks. (7) .....  
 FERNANDO: Now then, (8) ..... get down to business? (9) ..... telling me a little about your interest in our market? What exactly are your long-term objectives here in Brazil?  
 GEORGE: Er, perhaps (10) ..... begin by explaining a little about the history of our company. I have a short presentation on my laptop. (11) ..... see it?  
 FERNANDO: (12) .....

**Practice 2**

Read the following impolite dialogue between a hotel receptionist and a guest.

Receptionist		Guest
1 Give me your name.	↗	2 It's Jessop.
3 Spell it.	↘	4 It's J-E-S-S-O-P.
5 Leave your passport.	↗	6 OK. I want an early morning call.
7 Of course.	↘	8 When is breakfast?
9 It's from seven thirty until ten.	↗	10 Also, I must leave a message for a colleague.
11 Do you want a pen?	↘	12 Thank you.

Now rewrite the following lines from the dialogue. The words in brackets will help you.

Line 1 (May/have/name please) ..... May I have your name, please? .....

Line 3 (Could/spell/that/me please) .....

Line 5 (Would/mind/your passport) .....

Line 6 (Do/think/book me/early morning) .....

Line 8 (I wonder/you/tell me when) .....

Line 10 (Would/mind if I/message/colleague) .....

Line 11 (Would/like me/lend/a pen) .....