

**VOCABULARY - PHRASEOLOGY - GRAMMAR**

**1** Replace the words in bold with a phrasal verb from the box which has a similar meaning.

point out • pass on • sort out • look into • turn down • pick up

- 1 They **didn't accept** our offer of compensation. \_\_\_\_\_
- 2 He promised to **investigate** the matter further. \_\_\_\_\_
- 3 I'd like to **show you** all the features of this new model. \_\_\_\_\_
- 4 Could you **give** this message to the accounts department, please? \_\_\_\_\_
- 5 This situation is a real mess. It will take ages to **resolve**. \_\_\_\_\_
- 6 Could you let me know when you can **come and collect** the goods? \_\_\_\_\_

**2** Complete the letter.

Dear Mr Gandle,

With reference to your email of 7th May regarding the inferior quality of the leather gloves you received, we have looked (1) \_\_\_\_\_ the matter and found (2) \_\_\_\_\_ that a consignment of factory seconds (3) \_\_\_\_\_ dispatched to you (4) \_\_\_\_\_ mistake. The correct merchandise was (5) \_\_\_\_\_ to you yesterday and you should receive it within 2 days. We would like to (6) \_\_\_\_\_ for any inconvenience and assure you that we will (7) \_\_\_\_\_ out all further orders with the utmost (8) \_\_\_\_\_.

Yours sincerely,

*Tom Chu*

**3** Transform these sentences into indirect speech.

The technician said to the production manager:

- 1 'The machinery was used improperly.' \_\_\_\_\_
- 2 'It is not our fault.' \_\_\_\_\_
- 3 'We can't replace it free of charge.' \_\_\_\_\_
- 4 'It will take two days to repair.' \_\_\_\_\_
- 5 'You should call customer services if you aren't satisfied.' \_\_\_\_\_
- 6 'What do you want me to do?' \_\_\_\_\_

**4** Choose the correct option.

- 1 The customer services department told \_\_\_\_\_ they couldn't help.  
A to me      B me      C -
- 2 The restaurant manager apologised \_\_\_\_\_ the slow service.  
A for      B because      C of
- 3 The shop \_\_\_\_\_ I bought this product has gone bankrupt.  
A which      B that      C where
- 4 The manufacturer denied \_\_\_\_\_ inferior quality materials.  
A of using      B to use      C using
- 5 The people \_\_\_\_\_ were demonstrating outside parliament were part of an anti-globalisation campaign.  
A which      B who      C -
- 6 The goods passed our quality inspection so they \_\_\_\_\_ have been faulty.  
A can't      B might      C must