

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