

# Intermediate GrammarPlus

## An Ideal Holiday?

1 Read this letter and identify what problems the writer had with her holiday.

Dear Sir / Madam,

I am writing to complain about a holiday that my husband and I took with your company two months ago in June. We went to Bournemouth for a week but we were very disappointed with our holiday, which was a complete disaster, and would like to make some observations.

In your brochure the hotel rooms are described as being spacious and luxurious. After I had booked the holiday, I phoned your company to ask for some more details. Unfortunately, I do not remember the name of the agent who assured us that we could not have chosen a more suitable place to stay. However, the rooms were small and dirty. The last time they were cleaned must have been months ago! The service at the hotel was also less than impressive. As I am certain that a company like yours must have the best interests of the client at heart, I would like to ask you to think twice before recommending this hotel to other clients.

Another problem was that the lifts in the hotel were not working. My husband, who is 75 years of age, had to climb five flights of stairs to get to our room. You also told us that the hotel was within “easy walking distance” of the beach. I feel that you cannot have visited this hotel yourself because this description is totally false. Five miles is hardly an easy walking distance. We were given some tickets which could be used for a shuttle service to and from the beach, but these buses were few and far between. These false descriptions only serve to cause distrust and frustration. As you will have understood, we feel that we will have to think carefully before booking a holiday with your company again.

Other holidaymakers that I met during the week were also dissatisfied. It is for this reason I would like to ask for a partial refund of the cost of our holiday.

I look forward to receiving your reply.

Yours faithfully,

Barbara Simpson

### DISCOVER

#### Grammar 1 (Modals: *cannot / could not / must / will*)

2 Identify the complete verb forms with modals in these extracts from the letter. Then find them in the text and answer the questions in the Deductions box, using the context to help you.

- 1 *I do not remember the name of the agent who assured us that we could not have chosen a more suitable place to stay.*
- 2 *The last time they were cleaned must have been months ago!*
- 3 *I feel that you cannot have visited this hotel yourself.*
- 4 *As you will have understood, we feel that we will have to think carefully before booking a holiday with your company again.*

### DEDUCTIONS

- a In which sentences does the writer logically deduce that something is certain?
- b In which sentences does the writer logically deduce that something is impossible?
- c Do they refer to past time, present time, or future time?

- 3 Substitute the expressions in bold indicating certainty and impossibility in sentences 1-4 with a different modal for each sentence.
- 1 Don't worry, **I'm positive that** he **has remembered** it is your birthday; he'll phone any minute now.
  - 2 They say **there is no evidence whatsoever that** Robin Hood **existed**, even if people for many centuries have believed in his existence.
  - 3 **I'm pretty sure** the athlete Roger Bannister **was** the first person to run a mile in less than four minutes.
  - 4 I think that exactly how the Egyptian pyramids were built is still a puzzle, but **it is absolutely impossible that** such a feat **was achieved** without the work of thousands of slaves.

## DISCOVER

### Grammar 2 (Relative Clauses)

- 4 Read these extracts from the letter and underline the relative clauses. Then cross out the incorrect options in the Deductions box.

#### defining:

- 1 *I am writing to complain about a holiday that my husband and I took with your company two months ago in June.*
- 2 *Unfortunately, I do not remember the name of the agent who assured us that we could not have chosen a more suitable place to stay.*
- 3 *We were given some tickets which could be used for a shuttle service to and from the beach.*
- 4 *Other holidaymakers that I met during the week were also dissatisfied.*

#### non-defining:

- 5 *We were very disappointed with our holiday, which was a complete disaster, and would like to make some observations.*
- 6 *My husband, who is 75 years of age, had to climb five flights of stairs to get to our room.*

- 5 Decide which of the following sentences have a defining clause (D) and which have a non-defining clause (ND), and insert commas into the sentence where appropriate.

- 1 What's the name of the carpenter who made your coffee table?
- 2 John who lives next door goes jogging every day at 6 am.
- 3 Have you got some music which is suitable for a ten-year-old boy?
- 4 In 1990 which is a long time ago now I moved to Italy.
- 5 Did you receive the email that I sent you last week?
- 6 The taxi driver that took me to the station was very grumpy.

### DEDUCTIONS

- a A relative clause *tells us more about a person or thing / compares a person or thing* that has just been mentioned in the sentence.
- b A defining relative clause contains information that is *essential / not essential*, while a non-defining relative clause contains information that is *essential / not essential*.
- c Commas are used with a *defining / non-defining* relative clause.
- d In defining relative clauses the pronouns *who / that / which* are used for people and the pronouns *who / that / which* are used for things.
- e In non-defining relative clauses the pronoun *who / that* is used for people and the pronoun *which / that* is used for things.

## COMMUNICATE

### Pair Work

- 6 Each think of three things connected with past events you are sure are true and three you are sure are not true, then exchange views. Use modals and expressions below.

### USEFUL EXPRESSIONS

#### (certainty)

I'm positive that ...  
was / were...

It's a known fact  
that ... was / were...

There's no doubt  
that ... was / were...

#### (impossibility)

I'm utterly convinced ...  
wasn't / weren't...

It's absolutely impossible  
that ... was / were...

There's no evidence  
whatsoever that ... was /  
were...