

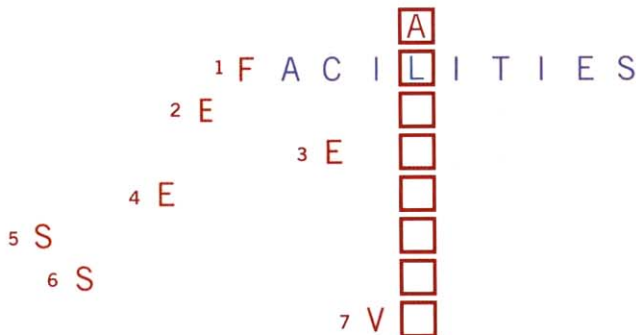
Working with words

- 1 Complete this review of a hotel. Use the answers to complete the puzzle and find the European city where the hotel is located.

HOTEL REVIEWS

This first-class hotel and conference centre welcomes guests from all over the world. Its ¹ *facilities* are second to none. There are 300 ensuite rooms and five apartment suites. For business guests, they have ten meeting rooms, two of which are big enough to be used as ² _____ halls.

They also organize events for the guests – a guided ³ _____ around the town centre provides popular evening ⁴ _____ for those who enjoy a bit of ⁵ _____. For a quieter time, they serve regional ⁶ _____ every evening in their four-star restaurant. All in all, this is a top-class ⁷ _____ for business or for pleasure.



- 2 Replace the words in *italics* with one of the verb phrases from the list. Add a pronoun if you need to.

go out freshen up eat out
 pick someone up meet up with check in
 drop someone off show someone around

Pedro It's difficult to park here. Can I *stop and leave you* ¹ *drop you off* in front of the hotel?

Sabrina Sure, I'll *register* ² _____ and then I'd like to *have a wash, and change my clothes* ³ _____.

Pedro If you like, tonight I can *give you a tour of* ⁴ _____ the old city. We could *eat in a restaurant* ⁵ _____ by the port.

Sabrina That sounds great! I'd rather *leave the hotel* ⁶ _____ than stay in my room.

Pedro I'll *collect you* ⁷ _____ at 8.30 p.m. We'll *see* ⁸ _____ Alberto and Maite in the main square.

Business communication skills

- 1 Raymond Roberts has an appointment with Janet Rose. He has just arrived at HBG premises. Complete their conversation with words and phrases from the list.

did you have any trouble let me take your bag
 can I get you a drink how was your journey
 It's nice to finally meet you Likewise
 let me run through Welcome to HBG publishing
 sounds great get a chance

Raymond Good morning, I'm here to see Janet Rose.

Janet Hello, I'm Janet. ¹ *Welcome to HBG publishing.*

Raymond ² _____ in person.

Janet ³ _____. So, ⁴ _____?

Raymond Well, there were traffic jams on the motorway.

Janet Ah, that must be because of the roadworks. And ⁵ _____ finding us?

Raymond I must admit, I got a little bit lost in the industrial park.

Janet Don't worry. That happens to everyone. Anyway, ⁶ _____ – I'll store it in my office.

Raymond I'll hang on to it if you don't mind. It's got all my stuff in it.

Janet Well, if you change your mind just tell me. And ⁷ _____?

Raymond A drink ⁸ _____. I'll have a cup of tea, please.

Janet So, ⁹ _____ the schedule. Your first meeting is with Karen Rankin.

Raymond OK. And will I see Malcolm Briscoe?

Janet Yes, you'll ¹⁰ _____ to see him this afternoon.

- 2 Choose the correct answer from the words in *italics*.

'Good morning everybody. I'm Sandra Wildman. On ¹ *behalf / part* of Greenblo energy, it gives me great pleasure ² *to / for* welcome you ³ *to / in* our plant. We are going to begin ⁴ *with / by* a guided tour of the plant. Afterwards, you will have the ⁵ *opportunity / availability* to discuss Greenblo's work over a cup of coffee. I'd now like to hand you ⁶ *through / over* to Kim Akeson, who is going to look after you today. Kim will go ⁷ *for / over* the schedule and then show you around the factory. For your ⁸ *self / own* safety, can I ⁹ *remember / remind* you to stay with Kim at all times. May I ¹⁰ *hope / wish* you all an interesting visit.'

Language at work | Obligation, necessity, and prohibition

Obligation, necessity, and prohibition

Use

- 1 To talk about actions which are / aren't necessary, use *need to* / *don't need to* or *have to* / *don't have to*.
We need to / have to watch the share price carefully.
Back office staff don't need to / don't have to wear suits or ties.
- 2 To give an instruction that you think is important, use *must*.
You must save your files before closing your computer down.
- 3 To talk about an absence of obligation, use *don't* / *doesn't have to* / *need to*.
You don't have to / need to wear an ID badge.
- 4 To prohibit somebody from doing something, use *must not*.
You must not / mustn't leave the designated area.
- 5 To say / ask if something is / isn't prohibited, use *be allowed to* / *not be allowed to*.
Are we allowed to make personal calls from our workstations?
You aren't allowed to bring mobile phones into the lab.
- 6 To remind people about rules, or to talk about rules which aren't always observed, use *be supposed to* / *not be supposed to*.
I'm sorry, but you're not supposed to bring drinks in here.
We're supposed to park at the back of the building (but I often park at the front).

Form

- 1 *Must* has no past or future form. For the past and the future use *have to*.
He had to show his passport at the security desk.
You will have to switch all the computers off before leaving the office.
- 2 *Must* is rarely used in questions – use *have to*.
Does he have to lock up every day?
- 3 It is possible to use *need* as a modal auxiliary, especially in the negative.
You needn't go to the meeting this afternoon.

Language tip

Be careful with *must*, particularly when speaking with native speakers, as this can appear rude and even aggressive. *Have to* is more commonly used.

You have to work at least 35 hours each week.

1 Rewrite these sentences starting with the words given. Use *must*, *have to*, *need*, etc.

- 1 My job is to welcome guests and answer the phone.
I have to welcome guests and answer the phone.
- 2 It isn't necessary to bring your laptop – we have one you can use.
You don't _____.
- 3 This is a no-smoking area.
We aren't _____.
- 4 It is absolutely forbidden to take these documents out of the building.
You _____.
- 5 In theory we're not allowed to talk in the library, but everyone does.
We're not _____.

2 Samantha is giving a presentation about rules and duties to some temporary members of staff at a department store in London. Read her notes and complete the presentation.

'Hi everyone, I'm Samantha and I'm going to tell you some of the dos and don'ts of working here.

You don't need to ¹ call other staff Sir, Madam, Mr, or Mrs
– first names are OK.

You have to ² _____ and _____.

You're supposed to ³ _____
and _____.

You mustn't ⁴ _____ or _____.

duties

- be polite and helpful to the customers
- wear an ID badge at all times

not necessary

- call other staff Sir, Madam, Mr, Mrs – first names are OK

absolutely prohibited

- smoking in warehouse
- wearing jeans

rules which lots of people ignore

- leave bicycles at the back of the shop
- enter the shop through the main entrance

