

## Language study. Going further...

### Task 9 Apologising

It is sometimes necessary to apologise because someone has not done something that they *should have done*. Study this example.

The consignment was delayed at the customs. (send/more

documentation)

*I'm sorry. We should have sent more documentation.*

Now apologise in a similar way in these situations.

- 1 The hotel rooms weren't clean when the guests arrived. (check/ready)
- 2 Nobody told us there was a problem. (we/warn you/about delay)
- 3 You sent our parcel to the wrong address. (check/your order)
- 4 Two of the three boxes arrived damaged. (pack/properly)
- 5 There was no instruction manual. (put/in the box)
- 6 The contract wasn't included with everything else. (check/envelope/before sending it out)

### Task 10 Getting things done

You will often need to say that you will get another person to perform a service for the person you are talking to. Study this example.

The room you put me in isn't clean.

*I'll have it cleaned for you.*

Now change these sentences in a similar way.

- 1 Are you sure this invoice is correct? (check)
- 2 The photocopier isn't working properly. (fix)
- 3 There may be some letters for me. (forward)
- 4 I'd like some information about the latest model. (send)
- 5 We need the parts as soon as possible. (dispatch at once)
- 6 I've left my luggage in the conference room on the 10th floor. (bring