

A. Translate the Polish into English in these sentences

1. "Two for one" is often a (nieuczciwa polityka marketingowa).....
2. We'll do everything to limit (wpływ inflacji)
3. We're satisfied with (wynegocjowana porozumienia)
4. It's our Policy to respect the (godność pracowników)
5. All the accident victims (były rekompensowani) fairly.
6. The company's (kodeks etyczny)is defective in all aspects.
7. Our company (identyfikuje się z polityką rządu)
8. The Faculty of Economics (prezentuje nowy plan) next week.
9. I think the (spotkanie odbędzie się) at Hilton Gardens Hotel.
10. (Kiedy zamierzasz lecieć) to Tokyo for the conference?
11. The importer can't (mieć opóźnienia) payments.

PRACTICE WITH REPORTED SPEECH

TASK: Read the letter of apology to a customer from a hotel manager. You are at the weekly managers' meeting. Using **10 sentences** inform them the main highlights of the letter.

Example:

Mr. Schneider promised he was going to send the staff on a retraining course.

Thank you for your letter of 21 June. I was very disturbed **by** your account of what happened in our hotel last week, and I am writing to apologise. I can understand that you were shocked about the way the employee spoke to you. There can be no excuse for such a behaviour and I fully understand why you felt the need to complain about the situation. I can provide no explanation for the way the receptionist behaved.

Our hotel group has a reputation for being good at looking after our customers, and I am very sorry that your experience with our services did not confirm this. I intend to deal with the staff member appropriately and I will ensure that she does not repeat this behaviour by sending her on a retraining course next week. I would like to assure you that the behaviour you encountered is not typical of our staff.

As the manager, I am responsible for all of our employees so please accept my apologies again and this voucher worth \$50 to spend in any of our hotels.

Gurner Schneider, Hotel Manager

B. Choose the correct form from A, B, C or D to complete the sentences

1. Tell Jim I'll get in touch when I next week.
A). got back B). will get back C). get back D). should get back

2. When she travels to Paris next week she with my aunt.
A) will be staying B) will be stay C) is staying D) would stay
3. I am afraid I to come to the meeting next week.
A). have to B). won't be able C). can D). couldn't
4. He asked me if I knew who the parcel.
A). leaved B). did leave C). had left D). would left
5. Jack..... to get a promotion soon by everybody in his department.
A) expects B) could expect C) is expecting D) is being expected
6. He said he the files immediately, but hasn't.
A). is sending B). will send C). will sent D). would send
7. I think the bossour mistakes a long time ago.
A) must have seen B) could see C) should see D) couldn't have seen
8. The meeting would be cancelled if the Director
A) wasn't attend B) will be attend C) didn't attend D) has been attend
9. This processor is.....faster than the old one.
A) more B) much C) twice as D) much more
10. She..... the petition if we'd given it to her earlier.
A) had signed B) would have signed C) would signed D) cold signed

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