

Unit 7

Complete the sentences with the words or expressions given, changing the form where necessary.

reschedule inconvenience matter hereby break down
appointment unintentional purchase inform expiry

1. I'm sorry that I have to change my _____ from Monday to Wednesday.
2. I'd appreciate it if we could _____ our meeting for a later date.
3. If you have a complaint about your holiday, please _____ us in writing.
4. I've taken steps to ensure that this kind of _____ will not happen again.
5. What I did was _____ but I'm in agreement with your request for compensation.
6. We _____ inform you that your last shipment has apparently been lost and we will offer you a full refund.
7. We apologize for any _____ caused during the repairs.
8. Did you check the _____ date on the packet?
9. The machine _____ at the busy hour and we suffered a great loss.
10. We guarantee to refund your money if you're not delighted with your _____.

Keys: 1.appointment 2.reschedule 3.inform 4.matter 5.unintentional
6.hereby 7.inconvenience 8.expiry 9.broke down 10.purchase

Compare each pair of sentences and choose the one with better coherence.

1. a. The problems that you mentioned have been brought to the attention of our management.
b. The problems have been brought to the attention of our management.
2. a. It is absolutely necessary that we do something to change our present condition.
b. It is necessary to change our present condition.
3. a. Carl announced that he would consider our request.
b. Carl made an announcement that he would give consideration to our request.
4. a. We are taking immediate corrective steps to regain your confidence in us.
b. We are committed to you, our valued customers, and are taking immediate corrective steps to regain your confidence in us.
5. a. In actual fact, the main reason why the company canceled the meeting was that the president was on business.
b. In fact, the company canceled the meeting because the president was on business.

Keys: 1.b 2.b 3.a 4.a 5.b