Find the 13 mistakes in this letter and correct them.

Dear Jane,

As you can already know, we must start looking for a new receptionist in our office last month. Mr Brown our boss, can have chosen someone who already worked in another department but he didn't able to find anyone suitable so he got to advertise in the local paper. There ought have been a lot of applicants but surprisingly only a couple of replies came in and only one of those was suitable.

I told Mr Brown that he had better to get in touch with her at once. He decided we needn't to phone her as there was no hurry, and we must as well send her a card. Unfortunately we heard no more from her, so we've had to start advertising again — in vain so far.

For the moment, the job's being done by Mr Brown's son who hasn't to be working really because he's unhelpful and sometimes he should be quite rude to visitors. I haven't to tell you that we're all pretty fed up with the situation. Well, as I don't have to say any more, I'll stop there.

Use the modal verbs that have been revised in this section as you discuss what kinds of things are forbidden, allowed, obligatory and advisable in the following situations:

in an office in a cinema in a restaurant in a classroom at a wedding on a plane driving in a built-up area driving on a motorway riding a bike walking

You have to dress smartly. You don't have to . . . You shouldn't. . .

Synonyms and opposites — 2 Word study

When describing someone we usually talk about their personality and behaviour. Some characteristics are more attractive or endearing than others . . .

- Which of these characteristics do you and your partner consider to be more attractive and less attractive?
- Which unattractive characteristics can you tolerate in your friends and relations?

ambitious	enthusiastic	outspoken	self-confident
artistic	frivolous	passionate	sensitive
cautious	gregarious	reserved	serious
earnest	introverted	resourceful	shy
easy-going	out-going	ruthless	spontaneous

The adjectives in blue on the left are the OPPOSITES of the ones in red on the right. Match them up.

clever	prejudiced	conceited	open-minded
generous	relaxed	cruel	self-confident
kind	sensible	mean/stingy	silly/foolish
modest	shy	naive	stupid
narrow-minded	sophisticated	nervous	tolerant

Decide which of the adjectives on the left have a SIMILAR MEANING to the ones on the right.

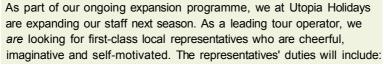
clever	jolly	absent-minded	insincere
cunning	level-headed	bright	kind
excitable	reliable	cheerful	miserable
fair	self-confident	crafty	self-assured
forgetful	snobbish	direct	sensible
frank	surly	even-handed	stuck-up
glum	two-faced	grumpy	trustworthy
good-natured		highly-strung	

Use a suitable prefix or suffix to form the OPPOSITE of each of the adjectives below. Here are some examples:

un- unhappy	unpleasant	in-	insincere incredible	
dis- dishonest	dissatisfied	im-	impolite impossible	
-less careless	harmless	il-	illegible illegal	
agreeable approachable articulate biased competent considerate contented decisive dependable	discreet efficient enthusiastic flexible friendly helpful hospitable imaginative intelligent		kind likeable logical loyal mature obedient organised patient practical	predictable reasonable reliable respectful sensitive sociable tactful thoughtful tolerant

1 Imagine that a good friend of yours has applied for this job and has asked you to write a character reference. What would you say about him or her in your letter, using the adjectives from A-D?

Local resort representatives





meeting clients at the airport and escorting them to their hotels organising and escorting coach excursions to local places of interest answering clients' questions and dealing with their problems liaising with our head office

assisting clients who cannot speak the local language holding welcome parties for each group on the day after their arrival escorting clients from their hotels to the airport at the end of their holiday

being on call 24 hours a day to deal with emergencies

Please apply in writing, enclosing your CV and a character reference to Alice Watson, Utopia Holidays, Utopia House, Skyway Drive, Crawley, RH12 4PJ

² Write a letter of reference for your friend (about 250 words), recommending him or her as suitable. If you mention one fault (but turn it into a virtue) this will make your reference seem more credible.