

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 can't. . .

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

As part of our ongoing expansion programme, we at Utopia Holidays are expanding our staff next season. As a leading tour operator, we are looking for first-class local representatives who are cheerful, imaginative and self-motivated. The representatives' duties will include:

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.