

Objectives

- Talk about customer service
- Talk about schedules and future arrangements
- Say 'sorry' in different ways
- Make and change arrangements



First published in 2024 by mYngle

© mYngle BV, 2024

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, without the prior written permission of mYngle, or as expressly permitted by applicable Dutch law.

You may not distribute, share, or circulate this content without explicit authorization from mYngle. Any unauthorized distribution or reproduction is strictly prohibited and may result in legal action.

This digital edition is published exclusively by mYngle.

1. Discuss with your teacher / partner.

1. Think of the best customer service experience you've had. What made it special?
2. Read about Chris Daffy's *WOW* formulas. Which do you like? Which can be used in your company?



Chris Daffy, an established author, speaker and expert in management of **customer loyalty** and **customer experience**, proposed to go beyond **customer expectations** and wow them.

OK + 1 = WOW!

+1 more smile
+1 additional item
+1 more personal contact
+1 more minute of your time
+1 more sign of thoughtfulness
+1 check to make sure that everything is ok
+1 follow-up call to ensure the product is working

1+1+1 = WOW!

- cost little or nothing
- easy to do
- noticed and valued

Here's how Gulliver's the theme park used the ***1+1+1 = WOW!*** formula to wow children on Christmas:



2. Read the stories about exceptional customer service. Which formula did the companies use in your opinion, 'OK + 1 = WOW!' or '1+1+1 = WOW!'?



Southwest Airlines

@Southwe...

· 3m

Alright, let's do it!

Taylor Kenney

@taylorkenney7

@SouthwestAir help!! My friend is in a wedding on Saturday in Costa Rica but she left her bridesmaid dress here in Houston! Can we get her dress on flight #1734 tomorrow???



Southwest Airlines

@SouthwestAir

· Follow

The dress is officially en route to Costa Rica! Track the status: swa.is/dresstracker



9:13 PM · Mar 1, 2019



Southwest Airlines

@SouthwestAir

· Mar 1, 2019

Replying to @SouthwestAir

Touching down soon... Our Dispatchers added a special tag to this flight in their system. #RescueTheDress



57

151

2,071



Southwest Airlines showed excellent **customer care** when a passenger forgot her bridesmaid dress at home. The airline didn't want to **lose a customer** over this, so they flew the dress to her destination separately. This went beyond **customer expectations** and led to positive feedback.

Online shoes and clothing store Zappos has a dedicated **customer support** channel that is famous for prioritizing and improving **customer experience**.



Joshgloer

@joshgloer

· Mar 12, 2018

@Zappos customer service is incredible. I asked for a replacement shoe lace and they sent me new shoes!!

1

1



Zappos.com

@Zappos

· Mar 12, 2018

You're too kind. I'm glad we can help! *AU

1

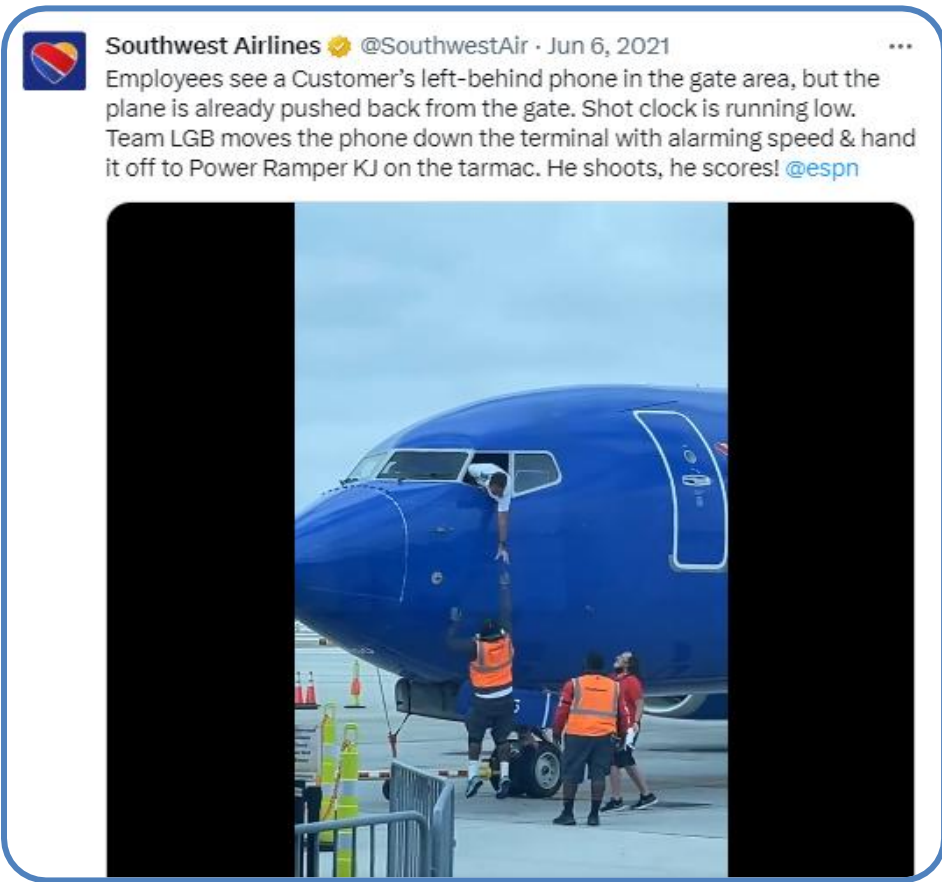


The Ritz-Carlton hotel boosted **customer loyalty** by returning a stuffed giraffe named Joshie. After a child left it at the hotel, **customer service team** created a photo album of Joshie's "extended vacation". This heartwarming story showed true **customer care**.

3. Match definitions (1-7) to the collocations with the word ‘customer’.

- 1. What a customer thinks a product or service should be like.
- 2. A team that helps customers solve problems.
- 3. How a company helps its customers with their questions or problems.
- 4. When customers keep buying from a company.
- 5. Looking after customers.
- 6. How buying and using feels.
- 7. Customers are happy with what they got.

4. Choose one of the stories below and describe it using the collocations from exercise 3.



X The Pizza Hut store I regularly get delivery from just rang me and asked me if I was okay because I hadn't ordered from them for over 2 weeks and they were 'concerned'. They are on their way now with a free complimentary welcome back pizza!

5. Read the information below and decide what to do.

Your company has been losing important customers to your competitors. You need to find out why this has been happening and decide how to get these customers back. Use your ideas or answer the questions below.

- How will you find out why customers are leaving the company?
- How will you ensure customer loyalty in the future?
- How are you going to exceed customer expectations?
- How are you going to deal with customer complaints?
- How are you going to train your customer service team?

extra writing

You're searching for a customer helpline operator for your company. Decide what skills and qualities they need to have and write a job posting **(50-80 words)**.

extra vocabulary

- provide
 - expand
 - personalize
 - improve
 - offer
 - request
 - get
 - receive
- + service**

E.g. It seems like you never get good service in restaurants these days.

1. Answer the questions.

1. What's your favourite supermarket? Why do you like it?
2. What's your favourite brand? Why do you like it?
3. Do you think it's possible to influence customers' decisions when it comes to buying items? If yes, how?

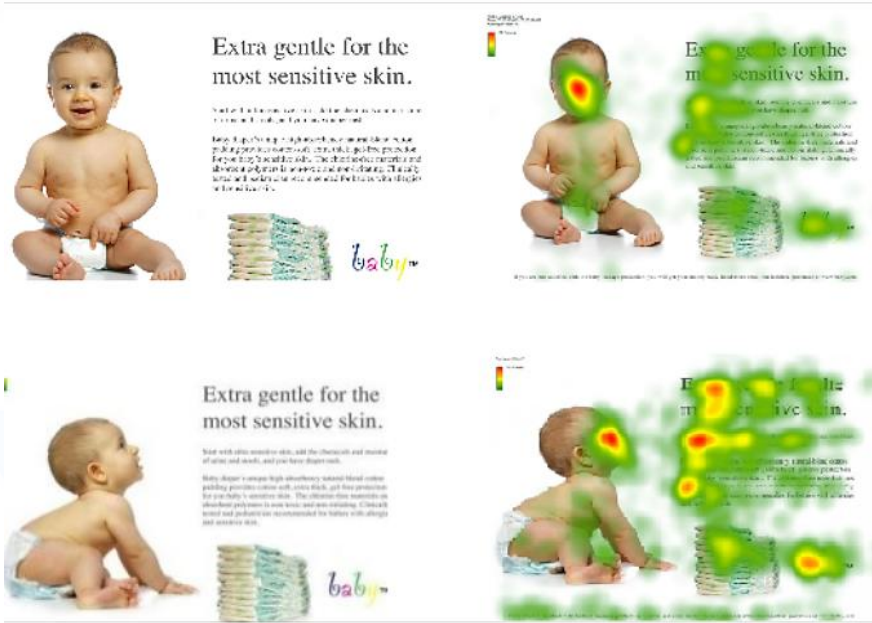
2. Try to recognize the brands. Was it easy or difficult for you to guess? Why?





3. Listen to the podcast about neuromarketing and answer the questions.

- 1. Why do marketers care about sound and color?
- 2. What role do models in photos play in guiding the viewer's attention?
- 3. Why did Heinz change their ketchup bottle color?
- 4. How do different fonts influence customers?



4. Match definitions (1-9) with the words in the table. Write the correct number in each box. If your answers are correct, the columns and rows will all add up to 15.

☐ stimulus	☐ service	☐ highlight	=15
☐ catch someone's eye	☐ beyond expectations	☐ loyalty	=15
☐ care	☐ satisfy	☐ be in demand	=15
=15	=15	=15	

- 1. the act of helping or doing work for someone
- 2. people really want it
- 3. grab attention
- 4. look after
- 5. better than you thought
- 6. emphasize
- 7. devotion
- 8. something that causes a response
- 9. make someone happy

5. Work with a partner. Decide on a product you would like to sell (choose from the list below (a-e) or use your own ideas). Answer the questions.

1. What words would you use to describe your product?
2. Where would you like it positioned in a store?
3. What kind of packaging would you use?
4. Where would you advertise it?
5. What font would you use? Simple or fancy?



a) ice cream



b) smartphone



c) shampoo



d) coffee



e) cookies

6. Answer questions (1-5) in exercise 5 about your company.

extra vocabulary

To wow - to make someone feel great excitement or admiration.

E.g. The movie wowed audiences with its amazing special effects.

extra vocabulary

Wow factor - a quality or feature of something that makes people feel great excitement or admiration.

E.g. The wow factor of this house is the amazing kitchen.

1. Do the quiz and discuss the results with your partner / teacher.



1. Acquiring a new customer can cost _____ times more than retaining an existing customer.

A. 2

C. 10

B. 5

D. 20

2. It takes _____ positive customer experiences to make up for one negative experience.

A. 6

C. 12

B. 8

D. 18

3. _____ of customers would leave for a competitor after just one negative experience.

A. 12 %

C. 61 %

B. 35 %

D. 83 %

4. An unhappy customer tells _____ people about their bad experience.

A. 2-3

C. 9-15

B. 5-7

D. 20-30

Present tenses for future reference

2. Read the conversation and complete the notes below:

1. Destination: _____
2. Train arrives at: _____
3. Plans: _____

Hey! Just a heads up, my train **arrives** in Zurich at 3 p.m. on Friday. So excited!

Awesome! I'm **taking** you on a city tour, remember? 😊

Absolutely, I **hope** to see as much as possible!

Are you available on Saturday morning as well? The Swiss National Museum has a special exhibit.

Yes, I'm **free** on Saturday! Can't wait to see you! 😊

3. Complete the Language point with the examples from exercise 2.

Language point

1. We use verbs in the **present simple** such as *arrive, go, start* to talk about a scheduled or timetabled event in the future: *E.g.* _____
2. We use verbs in the **present continuous** to talk about definite arrangements for the future (plans we have made at a fixed time or place): *E.g.* _____
3. We use the present tense of verbs such as *plan, hope, intend, expect* + *to* + infinitive to talk about future plans, hopes and expectations: *E.g.* _____
4. We use the present tense of *be* + adjectives such as *free, available* to talk about future availability: *E.g.* _____, _____



Audio 5.2

4. Mike is going on a tour of Paris. Listen to his conversation with Sarah and complete the notes.

Tuesday, Nov 13th • 03:00 p.m. _____ • evening _____	Thursday, Nov 15th • evening _____
Wednesday, Nov 14th • 10:00 a.m. _____ • evening _____	

5. Choose the right verb form.

1. The quarterly meeting **is starting / starts** at 9:00 a.m. tomorrow.
2. I **am visiting / visit** the supplier's factory next week for an inspection.
3. We **will hope / hope** to expand to the Asian market next year.
4. The finance team **is having / will be having** a budget review on Friday.
5. The first flight **leaves / is leaving** at 6:15 a.m. on Saturday.
6. She **will plan / plans** to present her findings at the conference.
7. I can't remember what time I **visit / am visiting** the client tomorrow.
8. The new software **is being / is** available for training sessions next month.
9. The HR department **interviews / is interviewing** new candidates next week.

Present tenses for future reference

6. Think about your future plans and decide which tense to use. Make note about:

- Something you plan to do at the weekend. *E.g. Some friends are coming to stay at the weekend (I've already arranged this)*
- Your plans after this lesson
- Future events that have been arranged
- People/places you plan to visit
- Your hopes and expectations
- A plan or ambition you have, related to your work
- Something you plan to do for your next holiday
- Events that start and end

extra writing

Write an email to a friend about a real or imaginary trip **(100-120 words)**.

- Say when and where you are going and how you are travelling there.
- Say where you are staying.
- Talk about intentions and arrangements for the visit.

extra vocabulary

Look into (something) = to investigate something

E.g. I'm not sure why that happened, but I will look into it and find a solution for you.

1. Read about the KFC chicken crisis. How do you think the company dealt with this situation?

In 2018 KFC temporarily closed more than 550 of almost 900 restaurants across the UK due to chicken shortages caused by delivery problems. The store closures were a result of problems with new delivery partner DHL that couldn't bring the chicken to the KFC restaurants fast enough.

**Tower Hamlets MPS** 
@MPSTowerHam

Please do not contact us about the [#KFCcrisis](#) - it is not a police matter if your favourite eatery is not serving the menu that you desire.

1:10 AM - Feb 21, 2018

10.2K 7,052 people are talking about this

**EVL**
@EVLDData

My local KFC is closed because it's ran out of chicken! McDonalds next door were loving it!

[#kfc](#) [#McDonalds](#) [#puns](#) [#chicken](#)

5:17 AM · Feb 19, 2018 from Doncaster, England

**JC**
(@jalacap)

Popped out for a KFC, it's closed so I have ended up in TGI Fridays n I can't say I am dissapointed in this development x

February 18, 2018

X So I went all the way to KFC to then realise its closed due to running out of chicken ... @KFC I need answers, this is unacceptable.



2. Read how KFC solved the problem and discuss it with your partner / teacher.

Instead of hiding or making excuses, KFC took out a full-page ad in the Sun and Metro newspapers to apologize in a hilarious way. This ad reached the audience of over 796.7 million and showed that even in the face of a PR crisis, a brand can use humour and creativity to regain customer loyalty.



Toni
@t0nit0ne · 7h

78 307

For background, KFC's all over the the UK had to shut because they ran out of chicken (supplier issues). Check out this brilliant apology ad. I think rewording the KFC to "FCK" (f*ck) is genius.



Andrew Bloch ✓
@AndrewBloch · Follow

X

KFC apologises with a full page ad in today's Metro. A masterclass in PR crisis management.



Suellen Peskett
@suellen_design

Follow

Quite a clever and amusing ad from KFC apologising for the fact they have no chicken!
#kfc 🗿 #advertising #metro



Nola Marianna Ojumu ✓
@NolaMarianna · 7h

24 290

It's been a tough week for us KFC lovers. This apology advert is so good 😂😄



Ringo Moss 🗿👉
@ringomoss

Follow

Spotted in the @metro this morning. Bravo @KFC_UKI ...Bravo. #Advertising #Press #Chickengate



Sean Hamilton ✓ @hamiltonsean
KFC back on the front foot this morning with print ad campaign. A bit of humour goes a long way. @KFC_UKI #kfc 🗿 #fck



WE'RE SORRY

A chicken restaurant without any chicken. It's not ideal.
Huge apologies to our customers, especially those who travelled out of their way to find we were closed. And endless thanks to our KFC team members and our franchise partners for working tirelessly to improve the situation.
It's been a hell of a week, but we're making progress, and every day more and more fresh chicken is being delivered to our restaurants.
Thank you for bearing with us.

3. When did you last apologize? To whom? Why?



4. Listen to 4 conversations and complete the table.

Audio 5.3

	The reason for the apology	Formal / informal	Phrases used
Conversation 1			
Conversation 2			
Conversation 3			
Conversation 4			

5. Complete the sentences with the words below.

- clock
 - mean
 - blame
- say
 - inconvenience
 - bad
- mad
 - fault
 - careless

1. I regret any _____ I may have caused.
2. Please don't be _____.
3. I didn't _____ to do it.
4. It was all my _____.
5. I take all the _____
6. If I could turn back the _____, I would.
7. How _____ of me!
8. My _____!
9. I cannot _____ how sorry I am.

6. Role-play. Read situations (a-f) and use the expressions below to apologize. Follow steps (1-4).

1. Initial apology
2. Accept responsibility
3. Give explanation
4. Promise action

- a. A client received an incomplete order (formal).
- b. An email intended for internal review is sent to an external stakeholder (formal).
- c. You accidentally missed a scheduled conference call (informal).
- d. You arrived late for a business meeting with a potential investor (formal).
- e. You sent an incorrect report to a colleague (informal).
- f. Your team missed a project deadline (formal).

Formal:

- Please accept my (sincere/sincerest) apologies for...
- Please forgive me for...
- I'd like to apologize for...
- I owe you an apology for...
- My apologies for any trouble.
- I deeply apologize for the situation.
- I accept full responsibility.
- I regret (any inconvenience I may have caused.)
- There is (absolutely) no excuse for (my behaviour/mistake)
- I cannot say how sorry I am.
- I must offer my most sincere apologies.
- I wish to extend my formal apologies.

Informal:

- Excuse me for...
- I'm (so/very/terribly) sorry about it
- I'm so embarrassed. I didn't mean to...
- How careless/thoughtless of me
- Sorry. It was all my fault.
- Please don't be mad / angry at me.
- I don't know what to say.
- I take (all) the blame. / You are right to blame me.
- I know it was wrong (of me) (to...).
- If I could turn back the clock,...
- My bad!
- I messed up. Sorry!
- My apologies!
- I feel terrible about it, sorry.

7. Practise to say sorry (*optional*).

1. Delayed shipment

Your customer ordered a product online two weeks ago and were promised delivery within five days. They still haven't received it.

2. Wrong item delivered

Your customer received a product, but it's not what they ordered. There was a mix-up in the packing department.

3. Overcharge on bill

Your customer's credit card was charged more than what was shown on the invoice. There was a system error when processing some of the transactions.

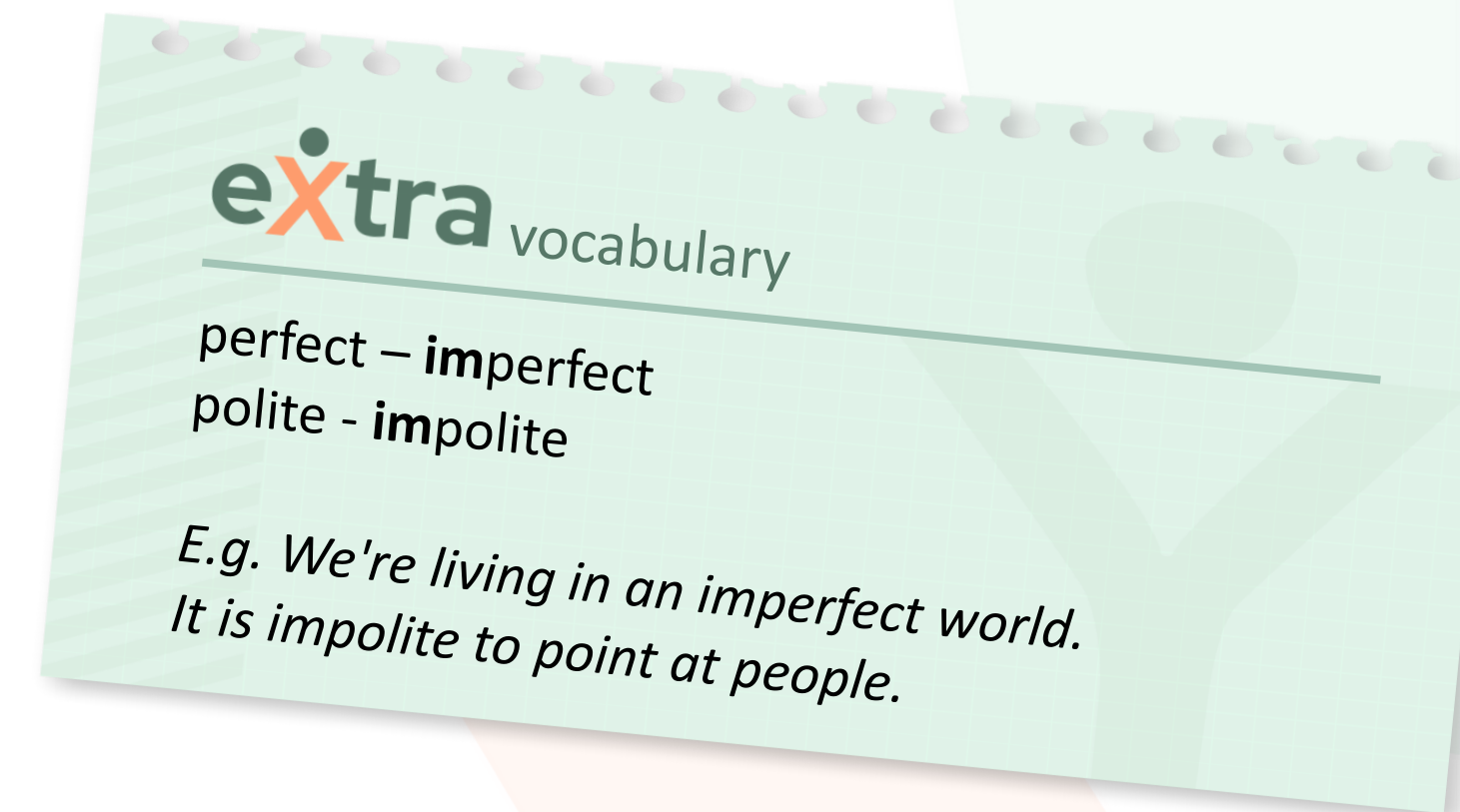
4. Broken product

Your customer's product arrived damaged. It occurred during shipping.

5. Reservation mistake

Your customer made a reservation for a conference room, but when they arrived, it was already occupied. There was a double-booking error in the system.

8. Make a list of 3 things that can go wrong in your industry. How would you apologize for that?



1. Answer the questions.

1. What's the best way to make an arrangement with a person outside your company? (E.g. by phone, by email, etc.)
2. How would you contact someone if you want:
 - to reschedule an appointment at the last minute
 - to schedule a meeting with a client



Audio 5.4

2. Listen to the conversation between Jamie and his client, Mr. Johnson, and complete the notes.

1. Reason for calling: _____
2. Day of the meeting: _____
3. Time of the meeting: _____



Audio 5.5

3. A few days later, Mr. Johnson calls Jamie. Listen to their conversation and chose the best option to complete the sentences.

1. Mr. Johnson is calling Jamie about their meeting on **Wednesday / Thursday** at 2 p.m.
2. There's an unexpected **board meeting / business trip**.
3. They decide to move the meeting to **Tuesday / Friday**.
4. Friday mornings are hectic for **Jamie / Mr. Johnson**.
5. Friday afternoon is **convenient / not convenient** for **Jamie / Mr. Johnson**.
6. They decide to meet on Friday at **two / three**.

4. Match (1-7) with (a-g) to make expressions from the phone calls.

- | | |
|--------------------------------|-----------------------|
| 1. Can we _____ | a. suits me. |
| 2. Can we fix _____ | b. I can't make it |
| 3. How about _____ | c. a date to meet? |
| 4. Is Thursday afternoon _____ | d. arrange a meeting? |
| 5. That _____ | e. to Friday? |
| 6. Can we move it _____ | f. next Monday? |
| 7. I'm sorry but _____ | g. convenient? |

5. Find phrases in exercise 4 that have the same meaning as sentences (a-g) below.

- a. I'm not free.
- b. Can we make it later?
- c. Is next Monday OK?
- d. Can we schedule a meeting?
- e. Is Thursday afternoon any good?
- f. I'm calling to arrange a meeting.
- g. That's convenient for me.

6. Read the Key Expressions and clarify the meaning of the phrases you do not understand.

Calling to make an arrangement

- The reason I'm calling is ...
- I'm calling to arrange ...
- It's about our meeting next ...

Suggesting times/dates

- Can we arrange a meeting?
- Can we fix a date to meet?
- What / How about ... ?
- Is ... convenient / OK?
- Is ... any good?
- Does ... suit you?

Accepting / Declining

- Yes, of course. That suits me.
- That's good / convenient for me.
- I'm afraid I can't come on ...
- I'm sorry but I can't make it.
- I'm not free on ...

Changing arrangements

- Can we make it later?
- Can we move it back to Friday?
- Can we bring it forward to Wednesday?
- The afternoon is free/convenient.

Confirming

- So that's Tuesday at three.
- We've confirmed Monday at 10 a.m.

7. Role-play. Use the Key Expressions to arrange a meeting with your partner / teacher.

Student A

You need to call Student B to schedule a meeting with him/her. Look at your schedule and make an arrangement

Monday	<i>Update meeting at 09:00</i>
Tuesday	<i>Visit to a subsidiary (all day)</i>
Wednesday	<i>Training 12:00-15:00</i>
Thursday	<i>Lunch with a client at 13:00</i>
Friday	

Student B

Student A will call you to schedule a meeting. Look at your schedule and make an arrangement.

Monday	<i>Business trip (all day)</i>
Tuesday	<i>Sales meeting at 12:00</i>
Wednesday	<i>Audit 09:00-16:00</i>
Thursday	
Friday	<i>Trade fair in Rome (all day)</i>

Calling to make an arrangement

- The reason I'm calling is ...
- I'm calling to arrange ...
- It's about our meeting next ...

Suggesting times/dates

- Can we arrange a meeting?
- Can we fix a date to meet?
- What / How about ... ?
- Is ... convenient / OK?
- Is ... any good?
- Does ... suit you?

Accepting/Declining

- Yes, of course. That suits me.
- That's good / convenient for me.
- I'm afraid I can't come on ...
- I'm sorry but I can't make it.
- I'm not free on ...

Changing arrangements

- Can we make it later?
- Can we move it back to Friday?
- Can we bring it forward to Wednesday?
- The afternoon is free/convenient.

Confirming

- So that's Tuesday at three.
- We've confirmed Monday at 10 a.m.

Making and changing arrangements

8. Have a conversation with your partner / teacher.

Student A

You are a marketing manager from France attending an international fair in Madrid. You expect to see a Polish colleague there and would like to have a chat with him/her after the event. Make an arrangement.

Student B

You are a marketing manager from Poland attending an international fair in Madrid. You run into a colleague from France, he/she would like to meet for a chat after the event. Make an arrangement.

extra vocabulary

Sort (something) out = to resolve a problem.

E.g. I'm sorry to hear that. I'll sort it out for you immediately.

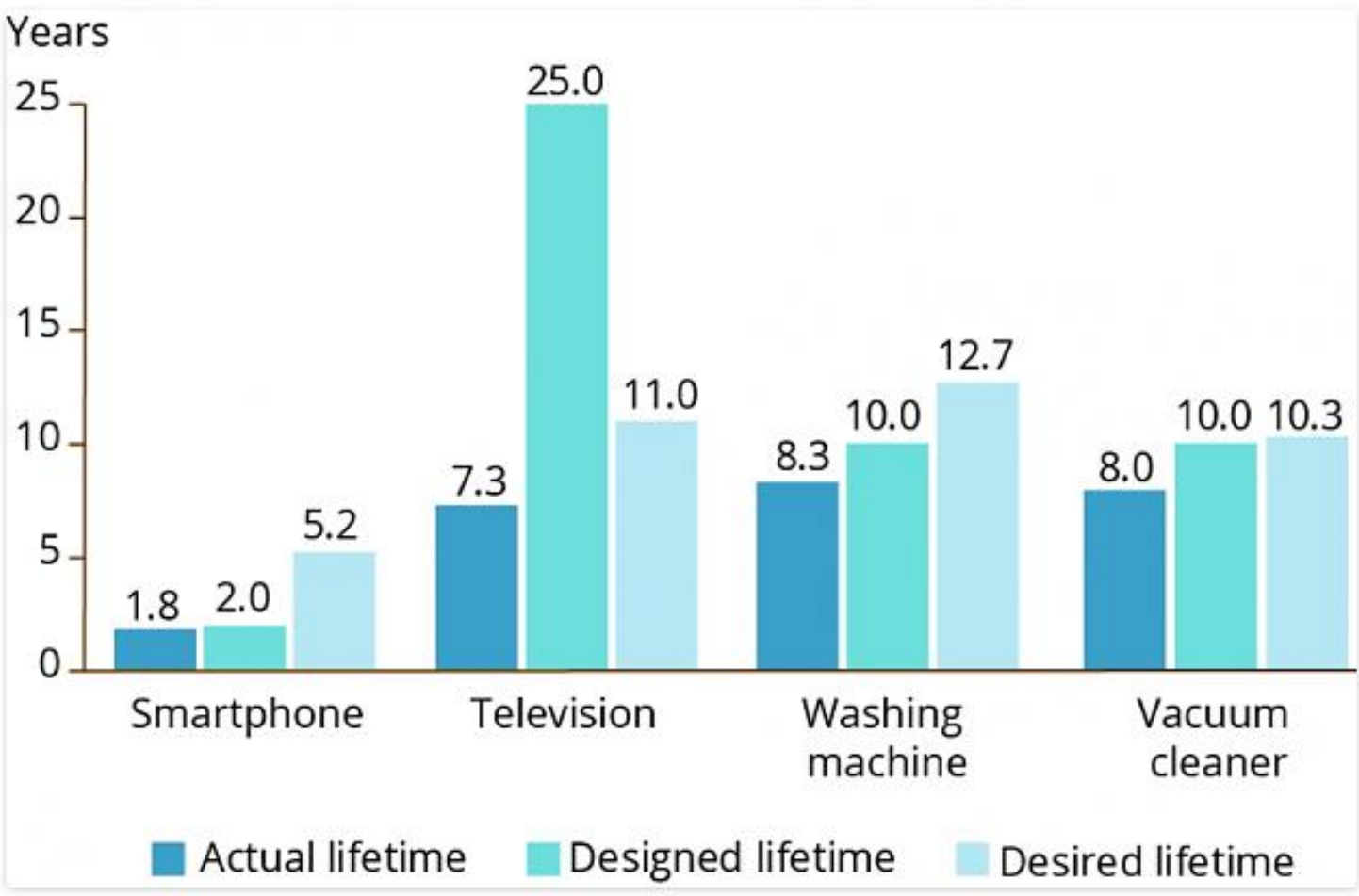
extra writing

You arranged to meet your supplier on Thursday 14th December at 10:00 a.m. to negotiate prices. Unfortunately, you need to reschedule this meeting because of a business trip.

Write an email to your supplier and change the arrangement **(50-80 words)**.

1. Answer the questions

- 1. How often do you change your smartphone? Why?
- 2. What device have you used the longest? How long?

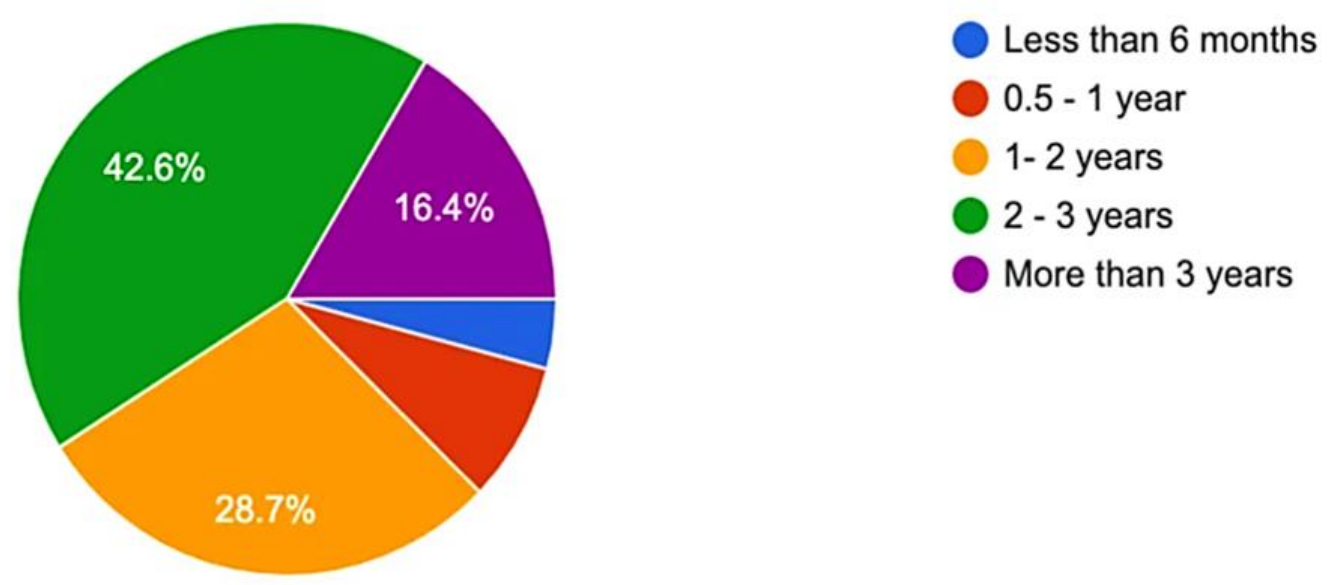


2. Read the information below and discuss it with your teacher / partner.

The average **real** lifetime of products is at least 2.3 years shorter than the designers of the products estimate them to be.

How long did you use your previous smartphone?

122 responses



3. Read the text about planned obsolescence. Are these statements true (*T*) or false (*F*)?

1. Planned obsolescence means products break quickly.
2. Alfred P. Sloan Jr. made a new car model every month.
3. Old light bulbs lasted more than 1,000 hours.
4. Planned obsolescence pushes companies to create lower-quality products.

PLANNED OBsolescence

Have you ever wondered why some things stop working after a short time? This might be because of a thing called planned obsolescence. It means that companies make things to break or seem old quickly. Why? So that people will buy new ones.

A long time ago, a car company executive named Alfred P. Sloan Jr. had an idea. He thought about making a new car model every year. So, people would want the new one and buy it. Another example is light bulbs. In the past, some light bulbs were made to last more than 1,000 hours. Now, many bulbs last only a few hundred hours. So, people need to buy light bulbs more often.

Today, many things are made this way. Think about phones. Sometimes, it feels like your phone is slow or old in just a year or two. And companies like Apple even offer plans where you can get a new phone every year.

But it's not just phones. TVs, washing machines, and even clothes can be made this way. This is not good for the environment. When we throw away things and buy new ones, it creates waste.

However, planned obsolescence is not always bad. It can push companies to create better and more advanced products. But, it's essential for consumers to know about it. This way, they can make informed choices when buying products.

So, what can we do? We can learn about what we buy and try to choose things that last longer. We can also ask companies to make things that don't break so quickly.



4. You are going to watch a video about planned obsolescence. Before you watch, match phrases (1-8) from the video to definitions (a-h).

- | | |
|-------------------|---------------------------------------|
| 1. create a hype | a. main part of a computer |
| 2. ensure | b. feel bad about something |
| 3. feel ashamed | c. make sure |
| 4. ingenious | d. additionally |
| 5. condenser | e. grow well |
| 6. motherboard | f. very smart or clever |
| 7. flourish | g. make something popular |
| 8. on top of that | h. a device that cools air or liquid. |



5. Watch the video and answer the questions.

https://www.youtube.com/watch?v=voyLPXG-EJc&ab_channel=JeansavesEurope%2FJeanredtEuropa%2FJeansauvel%27Europe

1. What two kinds of obsolescence are there?
2. What makes people want the latest product?
3. Why do some flat screens break faster?
4. How does planned obsolescence benefit companies?

6. Discuss with your teacher / partner.

1. What are the advantages / disadvantages of planned obsolescence
 - for companies
 - for consumers
2. How can we avoid planned obsolescence and make our technology last longer in your opinion?
3. Do you think there's such a thing as psychological obsolescence of services?

7. If you work for a production company, think about your company's most popular product and answer the questions (optional):

1. What's its designed lifetime?
2. What's its actual lifetime?
3. What's its desired lifetime?
4. Does it have psychological obsolescence?



1. Match sentences (1-6) with the phrases (a-f) that best illustrate their meaning.

- | | |
|--|--------------------------|
| 1. Maria always buys her shoes from the same store because she likes them best. | a. lose a customer |
| 2. John thinks the new video game will be fun and exciting because he read good things about it. | b. customer service |
| 3. When Sam's phone broke, the store fixed it for free quickly and with a smile. | c. customer loyalty |
| 4. Amy had a great time shopping online because the website was easy to use and her package came fast. | d. customer expectations |
| 5. Sue was very happy because her new headphones sounded great and arrived on time. | e. customer experience |
| 6. After the mechanic was rude to her, Tina decided to take her car to a different garage next time. | f. customer satisfaction |

2. Complete the text with expressions (a-f) from exercise 1.

Zappos has a special way of treating its customers. When you shop there, their _____¹ team quickly answers questions, like helping find the right shoe size. This makes the whole shopping trip a nice _____². They even sometimes deliver orders faster than promised, going beyond _____³. Because of these actions, people love shopping at Zappos again and again, showing strong _____⁴. But Zappos knows that because of one bad experience they can _____⁵, so they always listen to feedback. Their main goal? To make sure everyone leaves with _____⁶.



3. Choose the best option.

1. When a product _____, it means many customers want it.
a) is in demand b) catches someone's eye c) cares
2. _____ is the feeling of trust and support towards a particular brand or product.
a) Stimulus b) Loyalty c) Highlight
3. To draw attention to a particular feature is to _____ it.
a) satisfy b) care about c) highlight
4. We always try to _____ our customers.
a) satisfy b) highlight c) stimulus
5. The colorful design will definitely _____.
a) catch your eye b) highlight c) care
6. Our service often goes beyond _____.
a) expectations b) care c) stimulus
7. Our company values customer _____.
a) satisfy b) stimulus c) loyalty
8. We always _____ about our customers' needs.
a) care b) satisfy c) highlight

4. Replace the underlined words in the sentences (1-5) with their antonyms below.

- beyond expectations
- satisfies
- catch someone's eye
- loyalty
- be in demand

1. This mobile phone brand seems to be unpopular.
2. The promotional flyer in the mail was ignored by many residents.
3. Our customer feedback indicates that the new helpdesk service is average.
4. Our new return policy disappoints some customers.
5. The staff showed disloyalty during the company crisis.

5. Choose the correct verb form.

1. My flight **is going to arrive / arrives** at 06:00.
2. The school concert **starts / is starting** at 8 p.m. on Friday.
3. They **will being visiting / are visiting** the museum tomorrow morning.
4. She **is attending / attends** the conference next week.
5. I **hope / will hope** to finish the project by next month
6. The tickets for the concert **are / are being** available next week.
7. My train **leaves / will leave** at 22:00.

6. Put the verbs in brackets in the correct tense.

A: When ____ you **(fly)** to Lisbon?

B: My plane **(leave)** tomorrow at 13:00.

A: ____ Francesca **(meet)** you at the airport?

B: Yes, she is. I **(hope)** my plane won't be delayed because we **(visit)** the factory in the afternoon. Then I **(be)** free.

A: How long ____ you **(stay)** in Lisbon?

B: I **(stay)** for three days. I have some more meetings and then a bit of free time to explore the city.

7. Choose the correct verb form.

- afraid
- confirmed
- that's
- suit
- arrange
- about

1. It's _____ our meeting next Monday.
2. Can we _____ a meeting?
3. Does Wednesday _____ you?
4. I'm _____ I can't come on Friday.
5. So _____ Tuesday at three.
6. We've _____ Monday at 10 a.m.

8. Complete the exchanges with (a-e).

- a. I accept full responsibility for the delay. I'll send it today.
- b. Please don't be mad! I'll finish it up immediately.
- c. If I could turn back the clock, I would have verified those numbers before sending.
- d. I know! I'm really sorry about it, I forgot to set a reminder.
- e. I don't know what to say... I underestimated the time it would take.

1. **Person A:** You missed an important meeting yesterday!
Person B: _____
2. **Person A:** Our client was expecting those documents last week.
Person B: _____
3. **Person A:** You promised the team that the project would be done by now.
Person B: _____
4. **Person A:** The report is incomplete. The last section is missing!
Person B: _____
5. **Person A:** You gave the wrong estimates to the client!
Person B: _____