

Reading

Look at the case study on pages 28 and 29. In the end Auric Bank chose Resource PLC. A year later, a manager at Auric Bank writes a letter to them.

In most of the lines 1 to 5 there is one extra word that does not fit. One or two of the lines, however, are correct. If a line is correct, put a tick in the space next to that line. If there is an extra word in the line, write that word in the space.

Trevor Samuels
Resource PLC
700 New Church Street
8001 Cape Town
South Africa
27 July 200_

Dear Mr Samuels

I'm writing to congratulate you on the service you have done provided in the last year. 1
Our survey shows that customers are more satisfied than before. 90 percent of them say that 2
your agents answer on the phone promptly and have all the information that they need to deal 3
with of their calls efficiently. 92 percent say that your agents are polite and friendly and easy 4
to understand. Please to see the enclosed report for more of the survey findings – all very positive! 5
Looking forward to continuing cooperation between our two organisations!

Yours sincerely

Leila Lombard

Leila Lombard

Writing

Your company chose one of the other organisations on page 29. A year later, the contract with them is not going well. Write a letter (80 to 100 words) to the organisation, ending the contract and giving the reasons for this.

4 Change

Past simple and present perfect

Complete the text with the past simple or present perfect forms of the verbs in brackets.

This year the Lamda agency ¹ (have) catastrophic results. The past six months especially ² (be) the worst period in its history. The founder, John Lamda, ...³ (open) the agency's first office in 1968 in Madison Avenue with his brother Mark. John ⁴ (deal) with the clients and Mark ⁵ (work) on the creative side. The number of employees ⁶ (increase) to 5,000 ten years ago, working in 25 offices worldwide. John Lamda takes up the story: 'One day Mark and I ⁷ (have) a big argument about a client and he ⁸ (leave) the agency. He ⁹ (take) a lot of clients with him. We ¹⁰ (not speak) to each other since.' The Lamda agency ¹¹ (go) downhill ever since. Employee numbers ¹² (fall) to around 50 today. Over the last ten years, John ¹³ (close) all the offices except the one in New York.

As John Lamda freely admitted when I spoke to him yesterday: 'Mark's new agency ¹⁴ (do) very well over the last ten years. He ¹⁵ (run) some brilliant campaigns. He's doing so well. I ¹⁶ (regret) our argument ever since that terrible day ten years ago!'