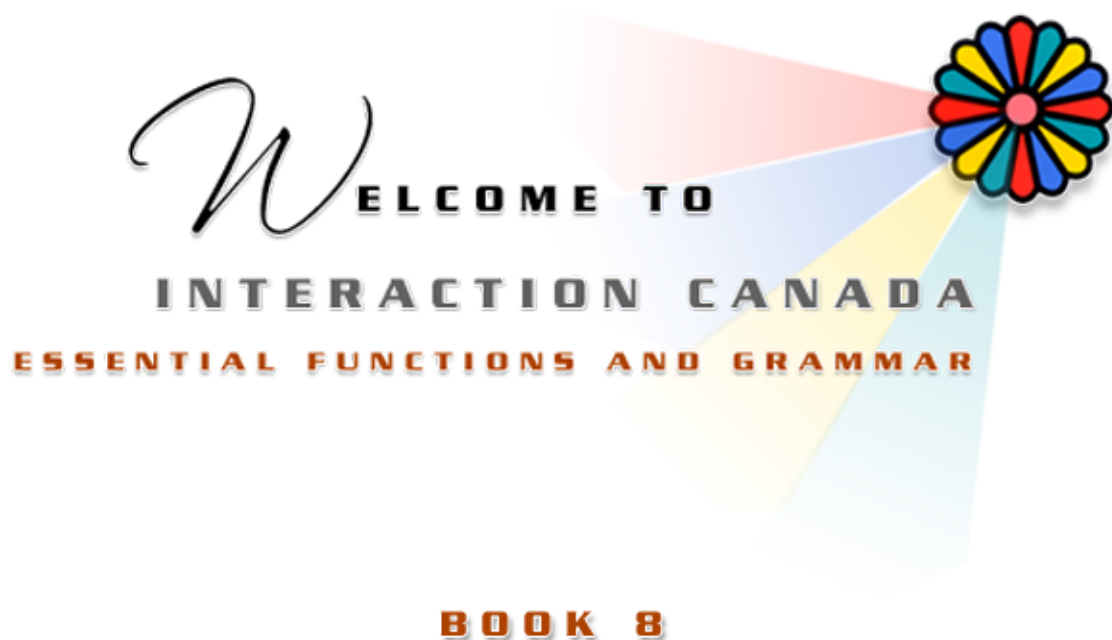




École de la fonction  
publique du Canada

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ÉCOLE DE LA FONCTION  
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## BOOK 8

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## **CREDITS**

Development and Learning Technologies Directorate  
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## Unit 69

### MAKING SUGGESTIONS

#### STUDY

#### Making Suggestions

**Why not** start a newsletter?

**Why don't we** start a newsletter?

**What if we** share responsibilities more?

**I suggest we** have regular staff meetings.

**Let's** hire more people.

**It might be a good idea to** get some better office equipment.

**Should** is sometimes used to make suggestions or recommendations.

**We should** ask for clearer directives from management.

**I say we should** look into incentive awards.

Suggestions with **could** are less strong.

**Maybe we could** work in teams.

**Could we** get a consulting firm in to study the problem?

## Expressing Disagreement

Before we make an alternative suggestion, we sometimes express disagreement with the original suggestion and give a reason.

**I don't think that would work.**  
Meetings are often a waste of time.

**I'm not sure I agree with you.** Our production costs aren't that high.

**I don't know.** I think it might be too expensive.

**I'm not sure that's a good idea.**  
Awards aren't very popular.

## Making Alternative Suggestions

**Wouldn't it be better if we** set up a committee?

**It might make more sense for us** to improve our marketing.  
**It would make more sense for us** to improve our marketing.

**Either that or we could** hire part-time people.

We often use gerunds when we make alternative suggestions.

**What about** trying to do it ourselves?

Offering incentive bonuses **might work better.**  
**Getting an outside expert to study the problem**  
**might be a better idea.**

**Instead** is often used in making alternative suggestions.

e.g. **Why don't we** call him **instead?**

## Unit 70

### INTERESTS AND PREFERENCES

#### STUDY

#### Saying What You Like

**What I really enjoy is** a good mystery novel.

**He's especially interested in** children's literature.

Gerunds are often used when saying what you like doing.

**I've always liked** visiting old churches.

**I've always enjoyed** visiting old churches.

**There's nothing we enjoy more than** walking in the woods.

**She's crazy about** sailing.

**She's really into** sailing.

**I never miss a chance to** go to the races. **I love** watching the horses run.

**I've become quite keen on** studying the occult.

**They do a lot of** bird-watching.

**He just loves** watching old movies on T.V.

## Saying What You Don't Like

**I don't (particularly) like** noisy parties.

Modern jazz **doesn't appeal to me**.

Modern jazz **doesn't turn me on**.

Gerunds are also used when saying what you don't like doing.

**I don't enjoy** playing tennis.

**I'm not crazy about** jogging...

**I'm not really interested**

**in** discussing politics.

**I'm not really keen on** discussing politics.

**He lost interest in** collecting coins.

**She hates** cooking.

**She can't stand** cooking.

**There's nothing I hate more than** playing Scrabble.

## Expressing Preferences

When we say what we don't like, we sometimes express preferences.

**I (much) prefer** a quiet dinner with friends.

**Give me** classical music **anytime**.

**I'll take** classical music **anytime**.

**I like** running **better**.

... **but I love** swimming.

**I'd rather** talk about anything else.

**She'd sooner** eat out **than** prepare a meal herself.

**I love** playing Monopoly **(the) most**.

## Unit 71

### OFFERING ENCOURAGEMENT

#### STUDY

#### Expressing Indecision

**I don't know what to do.**  
**I can't decide what to do.**

**Yet** is used in negatives and questions to talk about things that are expected to happen.

**I haven't made up my mind yet.**  
**I haven't come to any decision yet.**  
**I haven't decided yet.**

**Still** is used to say that a situation or an action is continuing.

**I'm still thinking it over.**

**I still have to think about it.**

**I still haven't decided.**

#### Expressing Your Concerns

**I'm afraid that I** don't have enough experience.  
**I don't think I** have enough experience.

**I'm worried about** the demands of the job.

**I'm concerned about** job security.

**What if I** can't handle the workload?

**"What"** or **"the thing that"** are often used at the beginning of a sentence to express concerns.

**What worries me** is all the responsibility.

**What scares me** is the added pressure.

**The thing that makes me nervous** is that we don't have enough time.



### Offering Encouragement

**You shouldn't let that stop you.**

**That shouldn't bother you.**

**Why should that worry you?**

**What have you got to lose?**

When offering encouragement, we often refer to the person's ability or experience, and possible rewards.

**Come on. Don't let that worry you.** You know the work much better than anyone else.

**Nothing ventured, nothing gained.** If the product does well, you could make a lot of money.

## Unit 72

### GIVING FEEDBACK

#### STUDY

#### Giving Positive Feedback

**I like the job you did on** the Ortega case.

**I appreciate the work you did on** the new hiring policy.

**That was a fine job you did** organizing the open house.

**You did a really great job on** the presentation to the joint committee.

**That was good, the way you** handled the questions at the meeting.

**I really like the way you** handled the questions at the meeting.

**I was impressed by** your suggestions.

**I was pleased with** your suggestions.

**You really handled** the Benson account **well**.

## Giving Negative Feedback

**I would have preferred it if you'd** informed me sooner.  
**It might have been better if you'd** informed me sooner.

**I was surprised that you** accepted the assignment without checking with me first.

**I didn't expect you to** go over your budget by so much.

**should/shouldn't/could + have + past participle**

These modal perfects are used to give negative feedback.

**You probably should have** mentioned that to Audrey.  
**I don't think you should have** sent out those brochures.  
**Maybe you shouldn't have** used Elliot's laptop.

**You could have** been a little more precise in your directions.

Sometimes we give negative feedback by asking a question.

**Why did you** leave without telling anyone?  
**You didn't** check with Ellen before ordering the supplies?

Sometimes when giving negative feedback we begin by giving some positive feedback.

I really liked your presentation **but I felt** there were too many handouts.

Your report was generally quite good, **except for** the conclusion. **I found it** a little weak.

I was impressed by the content. **Maybe just** the format **could stand some work**.

## Unit 73

### EXPRESSING WISHES

#### STUDY

#### Expressing Wishes Not Likely to Be Fulfilled

When we express wishes, we often give reasons.

**I'd give anything to** have a job like that.

Just think of the travelling you get to do.

**I'd love to be able to** water-ski.

It looks like so much fun.

**wish + hypothetical subjunctive\***

**I wish we lived\*** closer,

so we could see each other more often.

**I wish we had\*** a place in the country

to go to on weekends.

**I wish I were\*/was\*** taller,

so I could reach the top shelf.

**I wish I could\*** read faster.

I could get a lot more work done.

**I wish it would\*** stop raining,

then at least we could go outside.

Conditional sentences are also used to express wishes.

**If I could** take a year off,

**I'd be able to** finish my degree.

**If I were** his age,

**I would** retire.

**If only I** knew where he was,

then **I could** help him.

## Expressing Wishes More Likely to Be Fulfilled

**I'd like to** get to know Nigel better.

**Hopefully**, I'll finish the work before the end of the day.

<p><b>hope +</b> simple present <b>hope +</b> future (used less often) <b>hope + to +</b> infinitive</p>
--

**I hope (that) they get** here in time for the opening speech.

**I hope we'll have** time to finish the job.

**I hope they don't get** a bad impression.

**I hope to visit** the Montréal office soon.

---

\* The hypothetical subjunctive after **wish** has the same form as the simple past for all verbs except **to be**. In formal situations and in writing subjunctive **were** should be used instead of the simple past **was** for the first (**I**) and third person singular (**she/he/it**). Although you will hear **was** and sometimes see it written, some people consider using the simple past **was** after **wish** to be substandard English.

## Unit 74

### MAKING COMPLAINTS

#### STUDY

#### Making Complaints

When making a complaint, we usually:

- give details to explain the problem
- say how we want the situation corrected

**There seems to be something wrong** with my phone.

**I've got a problem** with my phone.

**I have a complaint** about the service.

**I'd like to complain** about the service.

We often open a complaint with an apology.

**I don't like to complain,**

**I hate to bring this up again,  
I hate to mention this again,**

**I feel bad about complaining,**

**I'm sorry to bother you,  
I'm sorry to trouble you,**

I can't make any outside calls.

It 's far too slow.

**but** our machines aren't adequate for the job.

**but** I'm still not getting my messages.

**but** I really think the deadline isn't realistic. I would need at least another week.

**but** your T.V. is very loud. Could you possibly turn it down?

## HANDLING COMPLAINTS

When handling complaints, we often begin by:			
<ul style="list-style-type: none"> <li>● apologizing</li> <li>● acknowledging the problem</li> </ul>			
Apologizing	Acknowledging the Problem	Promising Action	Saying Nothing Can Be Done
<p><b>I'm awfully sorry.</b>  <b>I'm sorry. I didn't realize it was such a problem.</b>  <b>Sorry about that.</b></p>	<p><b>I'm aware of the problem.</b>  <b>I know it's a problem.</b>  <b>You're right. It's a real problem.</b>  <b>Yes, I know what you mean.</b></p>	<p><b>Will</b> is used to promise action or give assurance.</p> <p><b>I'll see what I can do.</b>  <b>I'll look into it right away.</b></p> <p><b>I'll have</b> Brenda call you this afternoon.  <b>We'll take care of it</b> first thing in the morning.  <b>We'll look after it</b> first thing in the morning.</p>	<p>When we don't promise action, we often give reasons.</p> <p><b>I wish I could help you but</b> it's against company policy.</p> <p><b>I'm afraid I can't do much to help you for the moment.</b> It's a busy time of year.</p> <p>We sometimes ask the person to be patient.</p> <p>It's only a temporary situation. <b>Just do the best you can</b> for the time being.</p> <p><b>I'd really appreciate it if you could put up with it</b> just a little longer.</p> <p><b>There's not much I can do. You'll just have to wait.</b></p>

## Expressing Frustration

We often express frustration when an unsatisfactory situation has persisted for some time.

e.g. you've complained several times about something with no results.

**I really don't see why** it should take over a month to process an application.

**I really don't understand why** it should take over a month to process an application.

**I've already wasted a lot of time** just waiting to speak to you.

**It's very inconvenient to have to** walk up six flights of stairs.

**It's really very annoying to have to** keep calling back to ask about the same problem.

**I've had it.**

**This is so frustrating.**

**I'm (getting) quite fed up with** this situation.

**The problem is getting out of hand.**

**(Why) can't you do something about** the printer?

**If** the order isn't ready by tomorrow, **you can** cancel it.

**I don't know what kind of** a business **you're running.**



## Unit 75

### EXPRESSING REGRETS

#### STUDY

#### Expressing Regret About Past Decisions

**I'm sorry (that) I didn't** go on that trip.  
**I really regret not** buying that boat.

**It's too bad I didn't** contact you earlier.  
**It's a pity I didn't** contact you earlier.

**What a shame I didn't** tell him in the first place.

**I'm really mad at myself for having** left my old job.  
**I'm really kicking myself for having** left my old job.

**wish + had + past participle**

**I wish I'd** taken my holidays in July.  
**I wish I hadn't** taken my holidays in July.

**should/shouldn't + have + past participle**

**I should have** accepted that job offer.

**I shouldn't have** trusted him.  
**I should never've** trusted him.

## CONDITIONAL SENTENCES

Conditional sentences are also used to express regret about past decisions.

Condition	Result
<b>had + past participle</b> <b>If I'd invested</b> in real estate, <b>Had I invested</b> in real estate,	<b>would have + past participle</b> <b>I would have made</b> a fortune.
<b>If I hadn't taken</b> the wrong road, <b>If I had taken</b> night courses,	With some verbs (e.g. <b>be</b> and <b>have</b> ), we use:  <b>would + infinitive</b> <b>we'd be</b> there by now. <b>I'd have</b> my degree by now.
In informal spoken English, some speakers use:  contracted <b>would have + past participle</b> <b>If I'd've rehearsed</b> my speech,	   <b>I wouldn't have been</b> so nervous.

### Expressing Satisfaction About Past Decisions

**I'm glad** I didn't move to Williamsville.  
**I'm pleased** I didn't move to Williamsville.  
**I'm happy** I didn't move to Williamsville.

**I don't regret** saying what I did.  
**I have no regrets about** saying what I did.

**It's a good thing** we bought our house when we did.  
**It's just as well** we bought our house when we did.

## Unit 76

### COMPLETING TASKS

#### STUDY

#### Asking About the Completion of Tasks

**How's** the work **coming along**?

**How's** the work **going**?

**How're you doing with** the corrections?

**Do you have much left to do?**

**How much do you have left to do?**

When talking about completing tasks, a gerund is often used to name the task.

**How far along are you with** the planning?

**Have you (just about) finished** the photocopying?

**Are you almost finished** painting?

**Are you nearly finished** painting?

**Saying Something's Finished**

**It's all finished.**  
**It's all done.**  
**It's all ready.**

**I've finished.**  
**I'm all finished.**

**Saying Something's Not Finished**

When saying something's not finished, we often say:

- what's done
- what's left to do
- when it will be finished

**I'm not quite done yet.**  
**It's not finished.** There's still more typing to do.

**I've done** the preliminary draft. It'll be ready tomorrow afternoon.  
**I've finished** the preliminary draft. It'll be ready tomorrow afternoon.

**I'm almost finished.** I just have three pages left to do.

**I'm still working on it.** I should be finished by three o'clock.

Adverbs Used to Describe Degrees of Completion		
not quite	almost nearly just about	all