

GRAMMAIRE - EXERCICES

A. Complétez avec le déterminant approprié (a/an, the, Ø) :

1. When you start _____ presentation, it's _____ standart practice to thank everyone in _____ audience for attending.
2. Sorry everybody, the next slide isn't showing. There must be _____ technical issue.
3. One of _____ perks of flying business class is that you get access to _____ VIP lounge before you fly.
4. _____ iphone has been _____ real cash cow for Apple but _____ smartphone market is becoming dangerously oversaturated.
5. _____ "hard skills" are _____ result of degrees, certificates, specialized knowledge, seminars, continuing education, vocational training, and so on.
6. _____ "soft skills" usually do not come from _____ degree or specialized training, but from _____ life experience, _____ personality, and _____ attitude.
7. For both _____ job-seeker and _____ employer, these are so-called "transferable skills," and are highly sought after.
8. Doing _____ internship can highly increase one's chances to obtain _____ better position.

B. Complétez avec le bon modal (must, can, could, should) - à la forme négative si besoin :

1. My coworker _____ succeed if he worked more, but he is lazy.
2. Yes, you _____ borrow my mobile phone.
3. It _____ be emphasized that how an after-sales service reacts to customer complaints will define the company's reputation.
4. Yet, responding to customer complaints in a professional way _____ be very demanding and exhausting.
5. When answering a customer complaint one _____ start by showing calm and self-control.

6. However, a customer service employee _____ try his best to resolve the issue as quickly as possible.

8. If a national unemployment rate is very low, it means that very few people _____ find a job.

9. Be prepared, the subject of a business phone call _____ be anything from a potential deal to agreement specifics.

10. The CEO is absent today, since it never happens, she _____ be ill for sure!

C. Complétez au prétérit ou au present perfect - à la forme négative si besoin :

1. John _____ (finish) labelling the drinks, now he can clean the floor.

2. No, I won't come, I _____ (visit) this factory three times already.

3. Mark _____ (pay) a visit to the American branch of our firm last month.

4. Someone _____ (steal) our delivery truck three days ago.

5. I _____ (pay) the bill, so there will be no electricity today.

6. Our manager _____ (send) him home because he wasn't feeling well.

7. Wyatt _____ (deal) with the problem this morning, look, he left a note.

8. I can't see my wallet anywhere, so I probably _____ (lose) it here.

9. The delivery was messy, but fortunately the customer _____ (complain).

10. I _____ (have) the opportunity to express my gratitude so far, so :
thank you so much!