## SERIE

Archipelago

## Grammar

## Marianne van Vlierden

Second Edition

C. Wolters-Noordhoff

Grammar

# Archipelago 

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## About the author

Marianne van Vlierden studied English at the University of Nijmegen. Wishing to experience business life from within, she started her professional career working for a management consultancy. Fairly soon she found herself teaching business communication to managers who needed to brush up on their English. The decision to switch to full-time teaching came later, when she realised she wanted more personal contact with students. When the opportunity to develop a business English curriculum came her way, she took it.

Through the years Marianne has taught professional English at both the secondary and post-secondary levels. Over the last few years she has been employed by the School of Business \& Economics of Hogeschool Windesheim, where international business and languages as well as marketing and management take up most of her time. Apart from teaching business English, she is actively involved in the department's international programme.

Together with two other English lecturers, Marianne wrote Team up for Business, which caters for the English needs of business students in higher education. She also contributed to the business English modules available through the Vespucci distance learning project. This grammar book - part of the Archipelago series - has offered Marianne the opportunity to focus on some of the vital elements of English grammar.

## Preface

The Archipelago series of English textbooks is in the first place intended for students studying business skills in Dutch universities of applied sciences. The skills taught, however, are skills students of other types of higher education (for example, schools of agriculture and schools of technology) should also be competent in. After graduation, all these students will find jobs in companies, businesses and institutions. Wherever they go, they will have to be skilled in writing letters, reports and e-mail messages and they will have to be able to participate in meetings, deliver presentations and communicate effectively. Very many of these graduates will find that English is the medium of communication.

Second editions have now been produced for three of the Archipelago books: Grammar, Correspondence and Presentations. Each of the new books comes with a website of its own, containing additional material. The four other books, with websites, will continue to be available for some time, until second editions for them have been produced. The series consists of the following titles and authors:
Grammar, second edition, by Marianne van Vlierden
Correspondence, second edition, by Tobi Ringeling
Reports, by Corné Stuij
Presentations, second edition, by Arnoud Thüss
Dialogues, by Peter Frambach
Reading and Writing, by Maarten Schrevel
Meetings, also by Maarten Schrevel.
This collaboration has resulted in books that all take a similar approach. Each chapter of each book starts with a case study. This case study may demonstrate a certain practice or provide examples of a particular phenomenon. Occasionally it may be a cartoon intended to make the reader think about the chapter's subject. The rest of the chapter deals with theory, provides examples and has assignment work. All of the chapters offer a lot of vocabulary and expressions relating to the particular skill taught. Each communicative skill is thus approached from various angles. Once students have studied a book completely, they should be highly competent in that particular skill.

The Archipelago series can be used in various educational settings. In the traditional lecturer-classroom situation, the books can be used as standard textbooks. In project work and problem-based learning, groups of students can work with the books and learn all necessary skills together, supported by their lecturers. In situations where students have to study independently and without the help of lecturers, they will find that the series is suitable for their needs as well. The easy-to-understand English and numerous assignments (with suggested answers provided on the websites) make the series suitable for any student who is working on his own.

The websites contain a wealth of material. Not only will the users find suggested answers to the assignments there, they will also find more assignments, also with suggested answers. All of the vocabulary listed in the books also appears on the websites, together with Dutch translations. Depending on the particular communicative skill, the various websites contain additional material as well. For example, on the websites dealing with oral skills, there are modules on pronunciation, contracted forms, weak forms and graded speech.

The male form of the third person singular is used everywhere in the series, but this should always be read as including the female form.

The authors of the Archipelago series would like to thank a number of people for their patience, co-operation and help.

Firstly, as one of the authors, I would like to thank all of the other authors of the Archipelago series: we have worked together as a team and in the friendly and co-operative spirit necessary for the job. Although each book is attributed to a single author, some of the other teams members also contributed to them. Tobi Ringeling provided the authors of Presentations, Dialogues and Meetings with a module on contracted forms, weak forms and graded speech, and Arnoud Thüss provided the pronunciation module for these three books. Arnoud Thüss wrote the short "Searching on the Internet" course for Presentations, Reports and Reading and Writing. Peter Frambach kindly allowed his very extensive business vocabulary lists to appear elsewhere, too. Tobi's, Arnoud's and Peter's help is much appreciated, for it has certainly contributed to making the Archipelago series better and more complete. I myself contributed the module on communication theory. Thanks are also due to Arnoud's colleague, Wander Lowie, for his valuable comments on the drafts of the pronunciation course.

We would also like to give our heart-felt thanks to our partners and families for their constant support.

Finally, many thanks to all the Archipelago-users who sent us their remarks in recent years. Their comment has certainly contributed to making the second editions better than the first. We kindly invite all users of the books to send any further comments to us should they feel like doing so.

February 2008
Maarten Schrevel
Editor

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## How to work with this book

'Why do I need to study grammar? Every foreigner I speak to compliments me on my English.

Lecturers of business English in The Netherlands often hear this comment at the beginning of the academic year. The answer is straightforward. No, you do not need to study the grammar of English if all you want to do is chat with the people you meet on your holidays or on the Internet. On the other hand, you need to study English grammar if you want to do business with speakers of English and to be taken seriously. For example, you need to study how the tenses are used if you want to avoid the types of misunderstandings and miscommunication which could cost your company large sums of money, or at least a client.

This book sums up the main problem areas in English grammar for Dutch speakers. It offers you English grammar in a nutshell. If you study and practise these basic ingredients of English grammar and subsequently apply them when speaking and writing English, your English language performance will greatly improve.

The book is divided into five chapters. Chapter 1 begins with verb tenses, followed by the passive voice, the gerund and the infinitive in Chapter 2; questions and auxiliaries in Chapter 3; nouns, adjectives and adverbs in Chapter 4 and articles and pronouns in the final chapter, Chapter 5. You can work your way through this English grammar at your own pace since all of the suggested answers to the assignments are on the website.

Each chapter offers you a few rules (and exceptions to them), forms and uses of the grammatical subject to be studied, together with examples of every item. Each subject in the chapters is immediately followed by at least one assignment. At the end of each chapter you find assignments to practise the grammar discussed in it. The website contains suggested answers to all the assignments in the book. This website also contains extra material for you, such as word lists, spelling rules, the irregular verbs and a shortlist of the most useful grammar web sites on the Internet. On these sites you will find exercises for every type of learner.

This book offers you theory, practice, examples, translations, explanations and much more. With the help of this book your English will improve and your speaking and writing skills will be more effective in business situations. When people compliment you on your English they will now really mean what they say!

This symbol means that you will find additional material on the website.

## Chapter 1

## Tenses

1.1 What is the difference between simple and continuous tenses?1.2 When to use the present1.3 When to use the past1.4 When to use the present perfect1.5 When to use the past perfect1.6 When to use the future1.7 When to use a condition in the future
1.8 Final assignments
Summary

In the opening chapter of this grammar book, there is a straightforward interpretation of the most important subjects of English grammar, with a particular focus on the differences with Dutch grammar. When Dutch people speak English, it is often their use of the tenses that can be improved. This chapter will start with one of the foundations of English grammar: the most frequently used tenses. You will find answers to questions such as 'Should I say "I had sent the file this morning" or "I sent the file this morning" or maybe even "I have sent the file this morning"?' (when a client asks you when you will finally send the file). Explanations for how these tenses are used are followed by exercises for you to practise your newly acquired knowledge. If you manage to put this knowledge into practice you will be one step closer to achieving effective communication in English.

## Case Study

Receptionist: The Emperor's Clothes Company. Good morning.

Client:
Receptionist:
Harald Peters:
Sophie:
Harald:
Sophie:

Harald: Yes, indeed. I hope this year's Christmas collection will sell as well as last year's.
Sophie: That's the reason I'm calling you. We've still not received all of the Christmas collection. It should have arrived two weeks ago and some of our clients have been waiting for this year's special items.
Harald: I'm sorry to hear that. Perhaps you could fax or e-mail me a list of the missing items. I understand how inconvenient this must be for you right now.
Sophie: Yes, I'll fax you the list right now and hope you can contact me before the end of the day, hopefully with some good news.
Harald: I'll check things around here and will get back to you on this before 4 this afternoon. Thanks very much for calling. Sophie: Thanks. Bye.

### 1.1 What is the difference between simple and continuous tenses?

Tenses in English can be simple or continuous.

## Table 1.1 Simple and continuous tenses

## Simple

I hope this year's collection is better.
I am very busy.
She phoned the shop with a complaint.

## Continuous

The reason I'm calling you...
He has been looking at your website.
They were phoning customer service when the line went down.

## What is a continuous tense?

A continuous tense is used to indicate action. This means that something is going on at a certain time. An action is almost never permanent.

The manager was writing a report when the computer crashed.

We have been waiting for the bus for more than an hour.
That's the reason I'm calling you right now.

## Form

The continuous is formed by a form of to be + the -ing form of a verb.

## Assignment 1.1

Explain whether you think the following sentences are correct or not.
1 He was installing a new computer program when the hard disk crashed.
2 She is never checking her cell phone every hour.

## Uses

The continuous form (-ing form) indicates a short action. The action (or event) is happening at a certain moment and the duration is limited.

He is talking to his girlfriend on the phone.
Our company was developing a new product this time last year.
They have been working late to finish the project in time.

## "While it's downloading, I'll <br> just go grab a sandwich and maybe a quick round of golf."

In Dutch there is no -ing form. To indicate that something is happening that does not last very long, we use expressions such as:

She is applying for a job $-\mathrm{Zij}_{\mathrm{i}}$ is aan het solliciteren.
He was writing a report - Hij was bezig een rapport te schrijven.
They have been watching television for one hour already - Ziij zitten al een uur tv te kijken.

Some verbs are not normally used in the continuous form, however. They are the following

1 Verbs of the senses: see, hear, smell, notice, taste, recognise and so on.
I smell something burning.
She tasted the sauce he had prepared for dinner.
2 Verbs of emotion: desire, wish, forgive, adore, like, dislike and so on.

She disliked the last assignment.
I wish you all the best.
3 Verbs of thinking: know, believe, expect, remember, forget, think (opinion), realise, understand, mind and so on.

I understand this is very inconvenient for you.
Do you remember the last movie we saw?
We know who infected the computer with the virus.
4 Verbs of possession: have, own, owe, belong, possess etc.

They have owned a house in France for two years. I have more than 100 DVDs.

There are some exceptions to the rule. Compare the following:
to -ing or not to -ing

What are you thinking about?

Here, the speaker wants to know what is going on in somebody's mind at this moment.

> What do you think?

In this sentence, the speaker wants to know what somebody's opinion is.

## Assignment 1.2

Error analysis - choose the correct form in the sentences below and give your reasons.

1 They are spending / spend a lot of money on their house at the moment.
2 Just a moment.../ am hearing / hear my cell ringing.
3 We worked / were working on the project when he said he had found another job.
4 Our manager is often complaining / often complains about the heating system.
5 They have / are having dinner in the canteen right now.

## Assignment 1.3

Put the verb in brackets in the correct tense.

1 They (present) the new car model at the trade fair when a fire broke out.
2 Besides an oil company, the large retailer (own) several other famous brands.
3 A search engine (collect) and (store) information on the server.
4 That company currently (look) for a new boss now that the old one has retired.
5 The helpdesk advisor (help) me patiently for the last hour.

### 1.2 When to use the present

## It's good to talk.... buthow well are you communicating?

Table 1.2 Form of present: simple and continuous

| Simple |  | Continuous |  |
| :--- | :--- | :--- | :--- |
| I | work | I | am working |
| he / she / it | works | he / she /it | is working |
| you / we / they | work | you / we / they | are working |

Figure 1.1 Present tense


## Uses simple present

3 To indicate something that has been scheduled to take place in the future

The meeting starts at 9.30 tomorrow morning.
We leave at 9 a.m. next Wednesday and arrive in Moscow at 2 p.m.
4 With verbs that are not usually used in the continuous (-ing form) See 1.1. (uses)

I know my presentation was good.
He remembers the day he first earned his own money.

## Assignment 1.4

Fill in the correct form of the verb in brackets.
1 The stock market usually (open) at 8.00 a.m.
2 The conference (start) at 2.00 p.m. tomorrow afternoon.

3 Can you call me back later? I (have) lunch now.
4 The sales department often (choose) the business gifts for our clients.
5 For the record I (let) you know that our company is in trouble.

## Assignment 1.5

The next assignment is about your weekly activities. Write 2 sentences for each question using the verb describing what you regularly do in a week and indicate when or how often this happens.

1 To watch
2 To play football
3 To participate
4 To prepare
5 To celebrate

### 1.3 When to use the past

Table 1.3 Form of past: simple and continuous

| Simple |  | Continuous |  |
| :---: | :---: | :---: | :---: |
| I | worked | I | was working |
| he / she / it | worked | he / she / it | was working |
| you / we / they | worked | you / we / they | were working |

Figure 1.2 Simple past


## Use simple past

The simple past is used to describe actions or situations in the past.
There is no link with the present.

I met him at the station yesterday.
Last week we went to Paris by TGV.

Figure 1.3 Past continuous

|  |  |
| :---: | :---: |
|  |  |

## Use past continuous

action was going on

The past continuous is used to describe an action which was going on at certain point in the past.

I was looking for you at the seminar yesterday. Where were you sitting?
We were having dinner when the phone rang.

## Assignment 1.6

Choose the correct form of the verb and explain your choice.
1 We have been advertising / were advertising in the local newspapers for 3 weeks today.
2 They told / were telling me about the revolutionary new system last week.
3 Four days ago the company announced / has announced the annual profits.
4 So far our new assistant worked / has worked quite hard and did / has done a great job.
5 As I was saying / said a few minutes ago, last month was / has been a very profitable month.

## Assignment 1.7

## Translate into English.

1 Weet je dat dat bedrijf twee jaar geleden failliet is gegaan?
2 ledere klant heeft enige tijd geleden een enquêteformulier ingevuld.
3 De vliegtuigmaatschappij is vergeten de bijkomende kosten te vermelden toen ik die reis boekte.
4 Vandaag de dag heeft die multinational meer dan 10.000 mensen in dienst.
5 Op de cursus hebben wij uitleg gekregen over de invoering van het nieuwe evaluatiesysteem.

### 1.4 When to use the present perfect

Table 1.4 Form of present perfect: simple and continuous

| Simple |  | Continuous |  |
| :--- | :--- | :--- | :--- |
| I | have worked | he / she / it | have been working |
| he / it | has worked | heen working |  |
| you / we / they | have worked | you / we / they | have been working |

Figure 1.4 Present perfect


## Use of the present perfect

from past to present
action from
past to present

The present perfect is used instead of the simple past when there is some connection with the present. Either the action or event started in the past and is still continuing or it is an action or event that can happen again.

So far he has passed every test.
She has never been to Greece
I have lived in the Netherlands all my life.
We have been in Amsterdam since the beginning of June.

Figure 1.5 Present perfect continuous


## Use of the present perfect continuous

The present perfect continuous is used to describe an action which began in the past and has either just stopped or is still going on.

You're talking nonsense. Have you been drinking?
How long have you been waiting?

## Take care!

The difference between the simple past and the present perfect is very difficult for Dutch speakers.

## Compare

a Hij heeft me gisteren gebeld.
b Hij heeft me tot nu toe al drie keer gebeld.
a He called me yesterday. When you use a time expression such as in 1998, two years ago, last week, the day before yesterday, one hour ago you use the past tense.
b He has called me three times so far. You use the present perfect because so far indicates that it is not clearly in the past.

## Compare

a Zij is vorige week teruggekomen uit lerland.
b Zij is net aangekomen.
a She came back / returned from Ireland last week. Past tense: last week places the action in the past.
b She has just arrived. Present perfect: there is no time expression placing the action in the past.

## Note

There are no verbs that have a form of 'to be' in the present perfect, for example:

Wij zijn vertrokken. We have left.
lk ben het vergeten. I have forgotten.
Is hij ontsnapt? Has he escaped?

## Assignment 1.8

Choose the correct form of the verb and explain your choice.
1 It became clear that up to now all customer complaints received / have received / were receiving an answer from our customer service.
2 The product requirements have changed / changed / were changing a lot since the new law was passed.
3 The company has had / has / has been having a long experience in doing business with India.
4 The board has been reviewing / reviewed / was reviewing the safety procedures since the accident in the factory.
5 They have been living / were living / lived quite close to the airport in 2005, which has been / was / is very convenient.

## Assignment 1.9

Translate into English.
1 De laatste jaren is onze export naar Duitsland met 5\% gegroeid.
2 Je collega probeert je al sinds vanmorgen te bereiken maar is daar nog steeds niet in geslaagd.
3 De oprichter van het bedrijf is al 25 jaar actief als sponsor van tennistoernooien.
4 Toen de twee banken vorig jaar zijn gefuseerd, is de organisatiestructuur ook veranderd.
5 De directie plant vergaande veranderingen voor onze financiële afdeling sinds het hoofd van de afdeling met pensioen is gegaan vorige maand.

### 1.5 When to use the past perfect

Table 1.5 Form of past perfect: simple and continuous

| Simple | Continuous |  |  |
| :--- | :--- | :--- | :--- |
| I | had worked | l | had been working |
| he / it |  |  |  |
| you / we / they |  |  |  | | had worked |
| :--- | :--- | :--- |
| had worked |$\quad$| he / she |
| :--- | :--- |
| you / we / they |$\quad$| had been working |
| :--- |
| had been working |

Figure 1.6 Past perfect


## Use past perfect

past in the past The past perfect is used to describe an event in the past which had already happened before something else happened in the past.

He had lived in Amsterdam for two years when he moved to London in 2002. When I arrived at work yesterday, I realised I had forgotten to turn off the lights the day before.

Figure 1.7 Past perfect continuous


## Use past perfect continuous

action in the past before something else

The past perfect continuous is used if you want to suggest that an event that took place before another event in the past took up a certain amount of time.

When I saw him, he was out of breath. He had been running.
She had already been working for 5 hours when he showed up.

## Assignment 1.10

Choose the correct form of the verb

1 She had finished / finished / has finished her studies even before she went to Japan.
2 When he called me he was exhausted. He had been working / had worked / worked on his speech.

3 Before she went on holidays the manager had prepared / has prepared / prepared a new report.
4 Had she remembered / Had she been remembering / Has she remembered to call the dentist before she left for work?
5 The company had been developing / has been developing / developed new products until last year.

## Assignment 1.11

Translate into English.
1 Zodra hij afgestudeerd was, ging hij voor dat farmaceutisch bedrijf werken.
2 Vorig jaar rond deze tijd verhuisde ons hoofdkantoor van Wenen naar Praag.
3 Wat was je aan het doen voordat ze je de nieuwe functie aangeboden hebben?
4 Toen ik in Londen woonde, betaalde ik drie keer zoveel huur vergeleken met nu.
5 Zij kennen elkaar sinds ze elkaar tegenkwamen bij een topoverleg.

### 1.6 When to use the future

### 1.6.1 will for the future

Table 1.6 Form of will

| Simple |  |  |  |
| :--- | :--- | :--- | :--- |
| I Continuous |  |  |  |
| he / she / it | will work | will work | he / she / it | | will be working be working |
| :--- |
| you / we / they | will work $\quad$ you / we / they | will be working |
| :--- |

Other forms to use when talking about the future
1 The present continuous


2 Going to

## Use will

The present future is used when we are talking about anything that will happen in the future.

You will finish your studies in two years' time, won't you?
Unless something goes wrong, he will call me tomorrow. Just a moment, I'/l close the door. There's a draught.
-ing form

## Use present continuous

The present continuous is used when you are talking about things you have arranged to do at some time in the future.

We are leaving next Saturday.
I am graduating in two weeks.

## Use going to

'Going to' is used to say what we intend to do at some time in the future:

I am going to demonstrate a new application this afternoon.
He is going to hand in the report tomorrow.

## Assignment 1.12

Answer the following questions.
1 What subjects do you think you will be working on next month?
2 When are you going to call him with the good news?
3 Who will you choose to be in your project team?
4 When does your class start tomorrow?
5 When can you finish your next report?

## Assignment 1.13

Error Analysis. Find the mistakes and correct them.
1 The Accounts Department has the financial statement ready next Monday.
2 Our Customer Department shall inform you about the warranty.
3 We hope our new ideas will be accepted by the project manager.
4 Sales are going to be much higher next year when we are changing our marketing strategy next month.
5 Any company knows that recruitment and selection will always take up a lot of time and money.

### 1.6.2 When to use will have and will have been (the present future perfect)

Table 1.7 Form of present future perfect: simple and continuous

|  |  |  |  |
| :--- | :--- | :--- | :--- |
| Simple | Continuous |  |  |
| I | will have worked | l | will have been working |
| he / she it | will have worked | he / she / it | will have been working |
| you / we / they | will have worked | you / we / they | will have been working |

## Uses will have and will have been

Will have and will have been are used to describe something that still has to happen but which will be in the past at a given time.

Next year he will have been working for this company for 10 years.
If he passes this test, he will have taken it five times.

## Assignment 1.14

Choose the correct form and explain your choice.
1 The meeting starts at 8 and will take about an hour. Since the early train does not get in before 8.30, it will have finished / will finish / is going to finish by the time you arrive.
2 I'll pick you up as soon as the plane gets in. What time will you arrive / will you have arrived / shall you arrive at Schiphol?
3 We have decided that we are going to spend / will have spent / spend our summer holidays in Greece.
4 He says the meeting will last at least three hours. They are going to be discussing / will have been discussing / will discuss our progress report for two and a half hours by the time you get there.
5 Will they have finished / Will they finish / do they finish their assessment tomorrow?

## Assignment 1.15

Translate into English.
1 India zal over een paar jaar de grootste opkomende markt worden.
2 Veel bedrijven gaan hun nieuwste producten presenteren op de vakbeurs volgende maand.
3 Onze werknemers hebben aan het eind van het jaar allemaal een beoordelingsgesprek gehad.
4 De telecommunicatie industrie is binnen 10 jaar de grootste werkgever.
5 Tijdens mijn zakenreis naar China volgende maand, heb ik monsters van onze producten nodig om te laten zien.

### 1.7 When to use a condition in the future

### 1.7.1 Would and would be in a condition (the past future)

Table 1.8 Form of past future: simple and continuous

| Simple | Continuous |  |  |
| :--- | :--- | :--- | :--- |
| I | would work | she / it | would work |

would, would be

## Use would and would be in a condition

In a sentence with a condition would and would be describe things that could happen but before they can happen something has to change.

If he earned more money, he would work harder.
You would be working hard if you were really serious.

## Assignment 1.16

Fill in the correct tense of the verb.
1 The new tax law (come) into effect later this year if the opposition not (protest).
2 For small business enterprises this (mean) more support from the government.
3 What you (do) if you were faced with these allegations?
4 If you (save) some of your salary, you (go) to the Bahamas as well in two week's time.
5 They promised they (send) their latest offer when they (receive) news from their supplier.

## Assignment 1.17

The following list indicates possible events and their consequences. Write a sentence for each (unlikely) event starting with 'if'.

1 Event: win a million euros. Consequence: never work
2 Event: play in the world cup. Consequence: one of a kind experience
3 Event: born in 1800. Consequence: not know the Internet
4 Event: speak 15 languages. Consequence: work everywhere
5 Event: cleverer than Einstein. Consequence: solve environmental problems.

### 1.7.2 Would have and would have been in a condition (the past future perfect)

would, would have been

## Uses would have and would have been in a condition

In sentences with would have and would have been, you can just wish that something had happened. The condition or change can no longer happen.

If they had offered me that job, I would have accepted.
We would have been working night and day if we had been in that position.

## Assignment 1.18

Error Analysis. Find the mistakes and correct them.
1 If demand overseas grew as expected, we relocate our production to Thailand.
2 Online retailing will become even more important when payment methods will be secure.
3 Return policies of internet companies would not change if customers had not complained.
4 Spending on internet shopping will triple if more people had access to broadband.
5 The hot weather is going to be in our favour, if we had had our new ice creams ready for sale.

## Assignment 1.19

Translate into English.
1 Jouw baan zou niet bestaan als mensen alles zelf regelen.
2 Hij had mij de waarheid verteld, als hij dit geweten had.
3 Wat zou je gedaan hebben als jou dat was overkomen?
4 lk zou gesolliciteerd hebben naar die baan als ik afgestudeerd was.
5 Zou je overwegen van baan te veranderen als je betere arbeidsvoorwaarden werd aangeboden?

### 1.8 Final assignments

## Assignment 1.20

intermediate level

Complete the following dialogue by putting the verbs in brackets in the correct tense.

Brian: Hi Anna. Good to see you. How ......(be) you? I ..... (see) you for a long time.

Anna: Hi Brian. Good to see you too. I...... (be) fine. And you? I ..... (be) very busy setting up our new branch in France. And what about you?

Brian: Well, I ....... (move) to the other side of the country when I ....... (find) an interesting job there. I ..... (have) no idea I ....... (like) it so much.

Anna: Great to hear. What kind of job ...... (find) and what company you (work for) at the moment?

Brian: The job ... (be) challenging. I...... (set up) a new logistics system for distribution. The company I ..... (work) for now ........... (produce) printed Tshirts, so logistics is a key item.

Anna: You...... (be) always very good at that, I remember. It ........ (sound) as if you........(find) the perfect job for you. Perhaps we........ (talk) about it over dinner.................. ............(like) you that? I.................(be) interested to hear all about it, since we............also (look) for a new system.

Brian: Fine. I....... (call) you tomorrow to arrange a date. I..........(look) forward to it.

Anna: It $\qquad$ (be) nice talking to you. Bye, speak to you soon.

## Complex sentences

1 Zij had het rapport goedgekeurd voordat wij het gelezen hadden.
2 lk heb onze vertegenwoordiger al een tijd niet gezien. Is hij ziek?
3 Als jij het hem gevraagd had, had hij zeker geholpen.
4 Zij hadden veel marktonderzoek gedaan voordat ze het bedrijf oprichtten.
5 Ons bedrijf gaat uitbreiden als de nieuwe schoenen goed verkopen.
6 Sinds ze van baan veranderd is, is ze veel vrolijker.
7 Volgende week bestaat ons bedrijf tien jaar. We vieren dit met alle werknemers.
8 Stil! Hij bereidt zich voor op de onderhandelingen.
9 Als kind was zij al erg geïnteresseerd in mode. Dat is ze nog steeds.
10 Wij hebben volgende week precies drie maanden intensief samengewerkt.

## Assignment 1.21

Error analysis
Choose the correct tense and explain your choice.
1 They hope the board will appoint / will have appointed a new brand manager by the end of this week.
2 While we were visiting / visited the factory, we saw / have seen the whole production process.
3 We were investigating / haven't investigated the cause of the problem yet.
4 The company lost a lot of money after the machines broke / were breaking down.
5 Our director is always / has always been fair, straightforward and very decisive up to now.
6 By 2012, they will have been / would have been the country's top supplier of dairy products for ten years.
7 Our engineers have promised that the machines will be / will have been in operation next week.
8 You would have called / will be calling the police too if you had seen the mess.
9 The board will have discussed / will be discussing the matter for hours once they hear the latest news.
10 By now our marketing department is changing / has changed the image of our product completely.

## Assignment 1.22

Fill in the tenses.

## Tricks of the trade that boost sales

Simon Wood ..I.. (learn) many sales tricks since he ..2.. (open) a chain of restaurants in London five years ago. Like many company owners starting out, he ..3.. (have) a credibility problem because Yo! Sushi was small and unknown.

Wood's first act as a salesman was to win everybody's confidence by getting sponsorship from a better-known brand. 'I approached Honda for money', he says. 'They ..4.. (be) not give me any but they did lend me a motorbike. So I ..5.. (send) them a letter back saying that I was so grateful that I ..6.. (go) to make them my official sponsor unless they ..7.. (write) back to me saying they did not want this'.

Wood ..8.. (copy) the techniques of large businesses such as Sainsbury's. He ..9.. (apply) the same rules to Yo! Sushi. 'If someone ..Io.. (wait) for a seat,' he says, 'we teach our staff to interrupt what they ..II.. (do) and say they ..I2.. (be) with them in a minute. The customer ..I3.. (feel) good and doesn't mind waiting'.
'I also return every phone call', says Wood. 'Even if it is a waste of time, you can get off the phone inside a minute and leave them feeling good. Of the six or seven people I ring back one of them ..I4.. (come) and eat here at some stage'.

Assignment 1.23
Check whether the tenses used in this news clipping are correct. If not, write down the correct tense.

## Texaco opens (I) parcel sites

Tomorrow Texaco unveils (2) Relay Star, the first pick-up and drop-off package service to use petrol stations as depots.

The Chevron Texaco subsidiary piloted (3) the service in north London with engineers from IBM since April. Phillippe Brasseur, the general manager of Relay Star, has come up (4) with the idea for the service in 2000 and it has been running (5) successfully in the Benelux countries since last year. He said "The "last mile" delivery of parcels would be (6) a major challenge for logistics departments, carriers, e-tailers and catalogue sales companies'.

Allowing products to be delivered to local Texaco stations had been proving (7) to be convenient because of
their extended opening hours, on-site parking and secure storage areas, he said.

IBM said it looked (8) at ways to improve the efficiency of its customer engineers by reducing their travel time, and increasing the number of site visits each day.

The new service will focus (9) on the business-to-business service deliveries for the time being, but expansion into the consumer market is planned.

In the Benelux countries, consumers can order products online and are picking them up (io) from a Texaco station. Brasseur said 75,000 items had been delivered (II) and not one package would be lost (I2).
(The Sunday Times)

## Summary

This first chapter provides information about the tenses used most frequently in the English language. The continuous (ing form), a form that does not occur in Dutch, is used to indicate a short action. This action is never permanent, contrary to one in the simple present tense (tegenwoordige tijd), which does have a permanent character.
The past tense (verleden tijd) is used for an action or state which took place in the past. The action is clearly finished and there is no link with the present. The present perfect tense (voltooid tegenwoordige tijd), however, always has a clear link with the present. This tense is used to indicate that something happened in the past and it is still going on at the time of speaking. This tense is particularly difficult for Dutch speakers since the word 'voltooid' usually means that something has finished. In English this is clearly not the case.

Correct usage of the past perfect tense (voltooid verleden tijd) is important, too. This tense is used when the speaker needs to indicate that two things happened at different moments in the past. The situation which is closer to the present is indicated with the past tense (verleden tijd) and the situation further back with the past perfect tense (voltooid verleden tijd).

Finally, the future tense (toekomende tijd) deserves attention. Everything that will still happen is described by means of a future tense. Depending on whether something will be finished or not, the future tense can be adapted to future perfect tense. For the future tense several forms are available, such as continuous, present tense, going to and will.

