**The Passive – exercises**

I. Complete the description of a complaints procedure using the verbs in brackets in the **present simple passive**.

 As soon as a complaint \_\_\_\_\_\_\_\_\_\_\_\_ (receive), it \_\_\_\_\_\_\_\_\_\_\_\_ (log) on the system and an acknowledgement \_\_\_\_\_\_\_\_\_\_\_\_ (mail) out to the customer. Complaints \_\_\_\_\_\_\_\_\_\_\_\_ (send) to the Complaints department. Here they \_\_\_\_\_\_\_\_\_\_\_\_ (read) by a supervisor and they \_\_\_\_\_\_\_\_\_\_\_\_ (categorise). Complaints \_\_\_\_\_\_\_\_\_\_\_\_ (pass on) to the relevant department. For example, if the complaint is about a technical fault, it \_\_\_\_\_\_\_\_\_\_\_\_ (forward) to the Production department. If it concerns a delivery, it \_\_\_\_\_\_\_\_\_\_\_\_ (answer) by the Customer Service Team. Invoicing problems \_\_\_\_\_\_\_\_\_\_\_\_ (sort out) by Sales. Our company \_\_\_\_\_\_\_\_\_\_\_\_ (know) in the industry for our good customer relations and we try to make sure that complaints \_\_\_\_\_\_\_\_\_\_\_\_ (not leave) unanswered longer than six weeks.

II. Complete these sentences using the verbs in the box in the **present continuous or past continuous passive**.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| ask | audit | bully | criticise | pay | promote | not replace | sack | upgrade |

1. I'm \_\_\_\_\_\_\_\_\_\_\_\_ next year – I'm going to be a director at last.

2. A colleague of mine \_\_\_\_\_\_\_\_\_\_\_\_ for selling confidential data. She leaves on Friday.

3. Our computers \_\_\_\_\_\_\_\_\_\_\_\_ after all, but the software \_\_\_\_\_\_\_\_\_\_\_\_ to the latest version.

4. Some manual workers \_\_\_\_\_\_\_\_\_\_\_\_ weekly until last year. Now they get a monthly pay

 cheque.

5. I left my last job because I \_\_\_\_\_\_\_\_\_\_\_\_. My boss used to shout at me.

6. The accounts \_\_\_\_\_\_\_\_\_\_\_\_ next week. There'll be a team of five or six people doing it.

7. We \_\_\_\_\_\_\_\_\_\_\_\_ to work longer hours to finish a contract by the end of next month.

8. The directors of a major bank \_\_\_\_\_\_\_\_\_\_\_\_ in the press at the moment for receiving large

 bonuses.

III. Underline the correct form of the verbs in italics in this letter to a business advice website.

 Last month I *sacked/was sacked* from my job as an accountant. I *had been working/had been worked* for the company for a year, and *was doing/was done* well. Company policy *states/is stated* that we have to use our own email accounts for private communication, so I *applied/was applied* online for another job using a webmail account. I *invited/was invited* for an interview and so I *asked/was asked* for some time off. Naturally I had to lie about why. The day before the interview, I *told/was told* to go to the MD's office. He *showed/was shown* me copies of the emails I had sent on my webmail account, and he *sacked/was sacked* me there and then for gross misconduct. As I *escorted/was escorted* out of the building by another manager, I *informed/was informed* that spyware *had installed/had been installed* on all computers to monitor activity. We *had not told/had not been told* about this and I feel that this is an invasion of privacy.