

1 Circle the best words to complete the sentences.

- You're always *jumping / running / walking* to the wrong conclusion, Tim.
- Come on, Susie. You've got to make your mind *up / out / in* about what you want to do. We can't do it for you.
- I think he should *do / weigh / balance* up the pros and cons before he makes any decision about whether or not to take the job.
- Split-second *deciding / decision / decisions* can result in consequences that no would ever have predicted.
- Karl never thinks things through. He tends to makes *snip / snap / snapped* judgements that he later regrets.
- Please stop dithering *in / over / at* your decision and decide what to do!
- Why don't you mull things *off / down / over* this weekend and make a decision on Monday?
- I'd like to inform everyone that the company has *come / travelled / arrived* to a decision.

2 Match six of the phrases in Exercise 1 with the following definitions.

- to come to an incorrect understanding of something quickly without thought or evidence
jump to the wrong conclusion
- to think something through carefully
- to take too much time in making a decision
- to consider the advantages and disadvantages
- to make a decision quickly, often on instinct
- a decision made instantaneously

3 Complete the letter with the correct formal phrase from the box.

dismayed have no objection to wish
would like to point out it is my opinion
discovered am not prepared to
express my annoyance

Dear Miss Allen,

I am writing to you to ¹ *express my annoyance* at the service I recently received in your store. I ² to draw your attention to the rude behaviour of two members of your staff. Last Saturday, I went to your store to purchase an MP3 player for my son's birthday. I was ³ to learn that the members of staff I spoke to knew absolutely nothing about the items that were on sale in your store. Although I had politely asked for their advice, the two teenagers who dealt with me looked at me as if I were speaking to them in a foreign language.

⁴ that people serving members of the public ought to be considerate and understanding at all times. However, much to my surprise, I ⁵ that this is not a viewpoint that is shared by some members of your staff. These teenagers were rude, uninterested, and even laughed at my questions. One of them said: 'you can find the answers to your questions on the internet.'

I ⁶ tolerate this sort of behaviour. I ⁷ the unusual clothes, haircuts and ideas of young people nowadays, but I ⁸ that at the age of 75, I am entitled to some respect.

I look forward to hearing from you.

Yours sincerely,

Mr Reginald Blythe