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Ex. 1 1. request 2. complaining 3. apologizing 4. opinion 5. agreement Ex. 2 1. Sir, may I use the multi media room next week? 2. I agree. Students should be tested on just what they have studied. 3. Teacher, can you advise me where to continue my higher education? I think you should finish your studies in the United Kingdom. 4. How about going to Spain this summer holiday? 5. Can you lend me your computer to type a short article? 6. I am so sorry. I was rude to you last time. Ex. 3 1. We are really sorry. You can change it. 2. That's a good idea. 3. Wow! That's the best news ever. 4. No worries. It often happens. 5. Yes, sure. Ex. 4 1.a 2.c 3.b 4.d 5.e 6.g 7.f 8.h