Language study

When guests complain about the service or the guestroom, they may speak about things that have not been done:

We use the present perfect passive in these sentences. It shows that the

action is completed by the present time and its results are obvious: as the

bath hasn’t been cleaned, it’s dirty. The passive shows that the action is more

important than the person who has (hasn’t) done something, or we do not

know who performed the action.

The form is usually negative:

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hasn’t been + Past Participle

1. Match the nouns and verbs and make a sentence expressing a complaint.

Model: The bath *hasn’t been cleaned.*

a) bed b) dust

carpet make

floor clean / tidy up / polish

bin vacuum

shelves empty

wash basin sweep

grass cut

door repair

1. The housekeeper in a large hotel inspected rooms at 10.00 a.m. and made a list of jobs that needed to be done. It is now 01.00 p.m. Write sentences about *what has been done* and *what hasn’t been* *done.*

Room 201 | fix lock on balcony door (No) Room 208 | mend plug (No)

Room 213 | clean up red wine stain on the carpet (Yes) Room 218 | change bedcovers (No)

Room 321 | repair leaking tap (No) Room 327 | replace kettle (No)

Room 328 | bring an extra blanket (Yes)

Room 330 | replace a light bulb in the table lamp (No) Third floor | empty bins in the corridor (Yes)

* Should have done

When guests complain about the service, they may *express regrets* about the past (past action):

*They should have cleaned it.*

*You should have complained earlier.*

Infinitiv perfekta posle glagola \should" označava radnju ili šta je koje je trebalo da se desi, ali se nije desilo:

*Trebalo je da to očiste.* (ali nisu očistili)

*Trebalo je da se žalite.* (ali niste se žalili)

1. Use the same verbs as in Exercise 1 (Present Perfect Passive) to make *should have done* sentence.
   * Example: The bed hasn’t been made. They *should have made* it.
2. Develop each of the statements with a *should have done* sentence.
   * Example: This room is filthy. You *should have cleaned* it.

1 Why didn’t you tell us?

2 Why did that old lady carry her heavy suitcase herself?

3 You are going to be late for work.

4 I didn’t know it was going to rain.

5 The hotel turned out to be worse than the one we stayed in last year.

6 I missed the last bus and had to walk home.

7 We’ve been robbed!

8 There isn’t a single free table now.