

## Attachment: MUST, MAY/CAN OR SHOULD?

Number of methodological Tool	EUPA_LO_104_M_001
Number of attachment	EUPA_LO_104_M_001_Att_1

### What are you going to use?

1. You want to inform a client that her licence will begin on a working day and the last day to do it is the 30<sup>th</sup> of April, otherwise she can't use it
  - a. The licence may begin on a working day, finishing on 30 April.
  - b. The licence must begin on a working day, finishing on 30 April.
  - c. The licence should begin on a working day, finishing on 30 April.
  
2. You need to prepare a memo stating that the participation of employees in events promoted by other organizations will be considered by the board separately in each case
  - a. The company must permit the participation of employees in events promoted by other organizations.
  - b. The company may allow employees to participate in events promoted by other organizations.
  - c. Employees should be allowed to participate in events promoted by other organizations.
  
3. Your manager asked you to send a memo informing your colleagues about lunch breaks. She said that taking the break is not mandatory, but it helps improve performance
  - a. The staff may take a lunch hour everyday.
  - b. The staff must take a lunch hour everyday.
  - c. The staff can take a lunch hour everyday.
  - d. The staff should take a lunch hour everyday.