

# Should Always, Must Never, Always Have To

This language is often used to introduce important policies, rules, or procedures at a workplace:

## Should always

*...is used when an action is strongly recommended to be done 100% of the time.*

*You should always report suspicious emails.*

## Must never

*...is used to show that an action is completely prohibited all of the time.*

*You must never order office supplies without a manager's approval.*

## Always have to

*...is used when the action is obligatory 100% of the time.*

*We always have to check to make sure all customers have left the store before we close.*

*Use "make sure" to give advice or as a gentle reminder.*

**Make sure** + subject + verb

*Make sure you bring a jacket! My office is always cold.*

*You can also use this language to highlight a rule that is often forgotten or not followed.*

## Practice assignment:

- Share some important office rules in your workplace. Use should always, must never, and always have to.
- If someone is coming to your office, what should they 'make sure' they do?
- Create a new rule for your office using the target language.

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