



AMOUNT OF x NUMBER OF

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Don't say: Our company employs a large amount of people.

Say: Our company employs a large **number** of people.

Both expressions refer to **quantity** of something/somebody, the difference lies in what is being quantified:

If it is a **countable** noun, we use the construction **number of**. The noun following is plural, e.g. A large number of customers were satisfied.

If it is an **uncountable** noun, the structure **amount of** is used, e.g. The amount of help we received was enormous.

CUSTOMER SATISFACTION



Customer satisfaction is the number one topic in our company - we definitely don't **underestimate** the importance of it. We were pleasantly surprised by the amount of positive feedback we received through social networks. Our employees were considered **courteous**, **responsive**, and **attentive** to our customers' needs. Our aim is to answer an even larger number of **enquiries** next year.

VOCABULARY BUILDING



underestimate - podcenit, podceňovat

courteous - zdvořilý, slušný

responsive - vnímavý, vstřícný

attentive - pozorný

enquiry - dotaz

QUIZ: TEST YOUR KNOWLEDGE

Complete the sentences with either *number* or *amount*:

1. There was a fair _____ of traffic on the roads.

2. You have a certain _____ of freedom to explore the new method.



3. The candidates received an equal _____ of votes.

4. They want to limit the _____ of cash available.

5. There is an infinite _____ of solutions.

KEY: 1. amount, 2. amount, 3. number, 4. amount, 5. number