nits 5–6 QUIZ	Name: Date: Score:
	4 POINTS)
1. Kurt says he would be happy about leaving friends not be nervous about getting used to a different culture like to ski in Europe	3. Lena tells Doug the waiter's shirt is ugly the table has scratches on it her glass is chipped
2. Kristy's grandfather and grandmother did not talk to each other until they were married met only with a family member in the room had to stay with relatives until they got married	4. One of Wendy's complaints to her landlord is that the dishwasher leaks the ceiling needs to be stained the living room was painted before she moved in

NEED + PASSIVE INFINITIVE / GERUND

Complete the sentences with the correct forms of the verbs . Then check the correct answers.

1.These walls need to PAINT

2.The bedroom carpet needs SHAMPOO

3.The windows in the office need WASH

4.The lamp shade needs to REPLACE

5.Both doors need to REPAIR

6.The waste basket needs EMPTY

Describing Problems 2

Listen:

Select the most appropriate options for each sentence. Then check the correct answers.

- 1. What's wrong with Mario's shirt?
- It went from pink to red.
- It went from red to pink.
- It was washed in cold water.
- 2. What's wrong with Katty's jacket? follow the washing instructions. wash the shirt in hot water. fix the temperature control.



3. What would Mario like to do?

To exchange the shirt.

To get a refund.

He doesn't say.

4. What would Katty like to do?

Tears, loose buttons and a stain.

A stain and some tears.

Some tears and a loose button.

5. What happened to one of the buttons?

It fell down.

It 's torn.

It came off.

6. What would Katty like to do?

To exchange the jacket.

To get a refund.

To get a receipt.

Describing Problems 1

Based on the grammar on the previous page, complete these customer complaints from the "Debacle" restaurant in two different ways. Use the words in blue for this. Then check the correct answers.

1.	*>	"This tablecloth isn't very clean." > STAIN "Look, it has a". "Look, it's".
2.	2	"Let's ask for another water pitcher." LEAK "This one is". "This one has a in it".
3.		"The chairs look pretty worn." SCRATCH "The wood is, too". "The wood has a lot of on it, too".



4.		"The waiter needs a new shirt." > TEAR
		"The one he is wearing is".
	Mark as	"The one he is wearing has a in it".
5.		"Please, bring me another glass." > CHIP
	Latte day	"This one is".
		"This one has a".
6.	No.	"Wow!! Look over there." CRACK
		"Those pots are".
		"There are lots of on those pots."

GOOD LUCK!