



A. Key Expressions

1. 불만 표현하기	2. 상기시키기
A: _____ this restaurant. (나는 이 식당이 마음에 들지 않아.) B: _____ ? (무엇이 문제니?) A: The food is too salty. (음식이 너무 짜.) ☞ 불만을 말할 때: I'm not happy with~. ☞ 무슨 불만인지 물을 때: What's the problem? What's wrong? 로 표현한다.	A: I'm going to go hiking. (난 하이킹 갈 예정이야.) B: _____ take water. (물 가지고 가는 거 잊지만.) ☞ 상대방에게 당부하는 말을 할 때: Don't forget to~. 또는 Be sure to~. 으로 표현한다.

B. Listening Dictation

※ 대화를 듣고 빈칸을 채워 봅시다.

Script 6.1..... Dialog 1

G: I'm not ¹ _____ with Buster.
M: What's wrong?
G: He tore my ² _____ into pieces again.
M: Puppies often do that.
G: This is not the first time. Sometimes I find my ³ _____ in the dog house.
M: Please be kind to him. He's just five months old.
G: You're ⁴ _____ nice to him! He needs some training.
M: Okay. Let's start training in a few weeks.

Q1: Where did the girl sometimes find her socks?
⇒ Sometimes the girl _____.

Script 6.2..... Dialog 2

W: Minsu, I'm going out with your dad for a movie.
B: When will you be back, Mom?
W: Around 8 o'clock.
Don't forget to ⁵ _____ Buster.
B: Okay.
W: Be ⁶ _____ to give him some water, too.
B: No problem.
W: One ⁷ _____ thing. Can you help Minsol with her science homework? Buster ⁸ _____ her homework into pieces.
B: Hmm Okay. I'll do that.

※ Please fill in the blanks

Minsu's mom and dad will go out for _____.
His mom will be back home around _____,
so she asks Minsu to _____ Buster and give him some _____.

Script 6.3..... Listen More

M: Customer Service. ⁹ _____ can I help you?
G: I bought a ¹⁰ _____ at your store last week. I'm not happy with it.
M: What is the problem?
G: It doesn't work well. I mean the ¹¹ _____ isn't hot enough.
M: I'm sorry. Do you want to exchange it?
G: Well, can I get a ¹² _____?
M: Sure. Will you please visit our store with the dryer?
G: Yes, I'll drop by tomorrow afternoon.
M: Don't ¹³ _____ to bring the receipt.
G: Okay. Thanks.

Q1: 대화를 참고하여 고객 상담 카드를 완성하십시오.

Customer Service			
Customer Information	Name	_____	Phone 010-1234-0000
Item	_____		
Problem	The air is not _____.		
Request	☐ Exchange ☐ Refund ☐ Repair ☐ Other		

Q2: What will Sora bring to the store the next day?
⇒ _____.