

2 Damage and loss

Start here 1 Do you have any damaged tools or equipment? Describe the damage to your partner.

Vocabulary 2 Do you remember the verbs in the box? Match them with the pictures.

bend break burn crack cut dent scratch tear

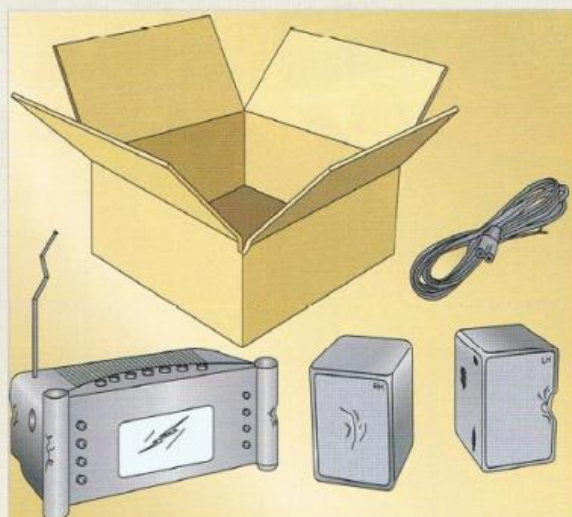


Task 3 Correct the mistakes in this checklist.

Quick Start guide

Check all these items are in the box and in good condition.

If any items are damaged or missing contact Customer Services immediately.



item	in box	condition
radio	✓	<i>damaged</i>
• radio antenna		<i>OK</i>
• body of radio		<i>cracked</i>
• display screen		<i>OK</i>
power cable with plug	<i>no plug</i>	<i>cable OK</i>
4 AA batteries	✓	<i>OK</i>
1 user manual	<i>no manual</i>	–
1 pair headphones	✓	<i>OK</i>
1 LH external speaker	✓	<i>OK</i>
1 RH external speaker	✓	<i>OK</i>
2 cables for speakers	✓	<i>OK</i>

Listening 4 45 Look at the picture in 3. Listen to the telephone conversation and check the list.

Speaking 5 Look at the picture in 3 again. Make sentences about the damage and the things that are missing. Use these sentence patterns.

Ways to report damage	Ways to report something missing
The screen is scratched. There's a scratch on the screen. The speakers are dented. There are some dents on the speakers.	The manual is missing. There's no manual in the box. The cable has no plug. / The cable doesn't have a plug. There's no plug on the cable.

Language

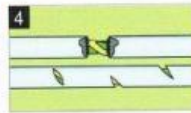
Focus on action			Focus on result of action		
I have	dented	the radio.	The radio	is	dented.
He has	broken	the speakers.	The speakers	are	broken.
	past participle				adjective

6 Rewrite the sentences in the same way as in the table above.

Focus on action	Focus on result of action
1 I've scratched the display screen.	
2 Someone has bent the antenna.	
3 I've burnt the body of the radio.	
4 Someone has dented the top of the speaker.	
5 They've cracked the cover of the plug.	
6 Someone has torn the user manual.	

7 Complete the sentences with the correct form of the words in the box.

bend crack cut dent scratch tear



- The side of the box is _____.
- The lenses of the goggles are _____.
- The surface of the road is _____.
- The insulation of the cable is _____.
- The pipe below the tank is _____.
- The overalls are _____.

8 Rewrite the sentences in 7 to give the same meaning.

There's a ... / There are some ...

Example: I There's a dent in the side of the box.

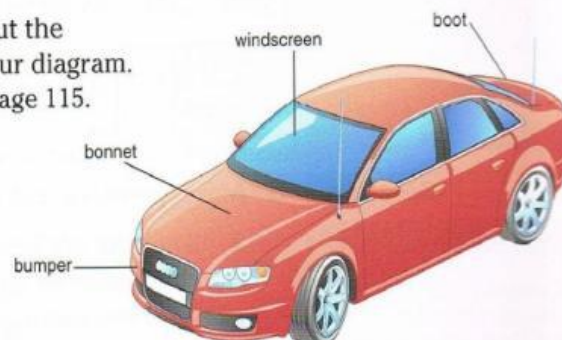
Task 9 Work in pairs. Find out the damage to your partner's car.

Student A:

- Ask Student B questions about the damage to their car. Label your diagram.
- Then change roles. Turn to page 115.

Student B. Turn to page 116.

- What's the problem?
- The door is scratched.
- Which door?
- The back / front nearside one.
- Anything else?



front ≠ rear
The steering wheel is always
offside.