

**Task 1: Match the technical terms on the left with their correct definitions on the right.**

Term	Definition
1. Non-compliance	A. A detailed written record of findings after examining equipment
2. Corrective action	B. A part made to replace a broken or worn-out component
3. Inspection report	C. The state of not meeting required rules or specifications
4. Operational status	D. Steps taken to fix a problem and prevent it from happening again
5. Fault diagnosis	E. The process of identifying the cause of a malfunction
6. Verification	F. The current working condition of a machine (working/not working)
7. Spare part	G. The act of checking or confirming that something is correct or working properly
8. Rectification	H. The action of correcting a fault or problem

**Task 2: Replace the informal words in bold with a more professional synonym from the box.**

rectify    inform    urgent    verify    assistance    requires    ceased    inspection

1. The system **needs** a new control board. → The system \_\_\_\_\_ a new control board.
2. We will do a full **check** of the system. → We will do a full \_\_\_\_\_ of the system.
3. The pump has **stopped** working completely. → The pump has \_\_\_\_\_ operation.
4. Please **tell** us when the part arrives. → Please \_\_\_\_\_ us when the part arrives.
5. We need your **help** immediately. → We require your \_\_\_\_\_ immediately.
6. Please **check** the pressure readings again. → Please \_\_\_\_\_ the pressure readings again.
7. The matter is **very important and needs quick action**. → The matter is \_\_\_\_\_.
8. We need to **fix** the wiring problem. → We need to \_\_\_\_\_ the wiring problem.

**Task 3: The email below contains 10 examples of informal language and emotional statements. For each numbered informal phrase (1-10), select the most appropriate formal alternative from options A-J. Write the correct letter in the answer column.**

**Subject:** Your terrible service!

Hi,

① I can't believe how bad your service was yesterday. ② Your engineer came late, made a mess, and didn't even fix the problem! Now our machine is making weird noises and we can't use it.

③ This is a complete disaster for us! ④ We have orders to finish and now we can't do anything. ⑤ Our manager is really angry about this. ⑥ This is not what we paid for! ⑦ You need to send someone right now to fix this properly. ⑧ If you don't come today, we will find another company.

⑨ We are very disappointed.

⑩ Please do something about this immediately.

Regards,

Mike

Production Manager

Informal Phrase	Formal Alternative (Letter)
1. "I can't believe how bad..."	<b>a)</b> As a result, we are currently unable to continue normal operations.
2. "Your engineer came late, made a mess, and didn't even fix the problem!"	<b>b)</b> If this matter is not resolved promptly, we will be forced to consider alternative service providers.
3. "This is a complete disaster for us!"	<b>c)</b> This situation has had a severe impact on our operations.
4. "We can't do anything."	<b>d)</b> I am writing to express serious dissatisfaction with the standard of service provided.
5. "Our manager is really angry about this."	<b>e)</b> We request that a qualified engineer be dispatched immediately to resolve the issue.
6. "This is not what we paid for!"	<b>f)</b> We request immediate action to address this matter.
7. "You need to send someone right now to fix this properly."	<b>g)</b> We are extremely dissatisfied with the outcome of the service visit.
8. "If you don't come today, we will find another company."	<b>h)</b> The engineer arrived later than scheduled, left the work area in an unsatisfactory condition, and the fault remains unresolved.
9. "We are very disappointed."	<b>i)</b> This matter has been escalated to management due to the seriousness of the issue.
10. "Please do something about this immediately."	<b>j)</b> The service provided does not meet the terms of our service agreement.

#### Task 4: Complete the sentences using the words from the box below.

formally	safety	resolved	specifications	delay
inspection	urgent	performance	replaced	compliance

1. The damaged bearing must be \_\_\_\_\_ immediately to avoid further damage.
2. The motor does not meet the manufacturer's \_\_\_\_\_ for power output.
3. We are writing to \_\_\_\_\_ notify you of a recurring issue with the cooling system.
4. The poor \_\_\_\_\_ of the pump is affecting the entire system.
5. An exposed cable presents a serious \_\_\_\_\_ hazard to all personnel.
6. The issue was finally \_\_\_\_\_ after the control software was updated.
7. We require a certificate of \_\_\_\_\_ to confirm all safety standards are met.
8. The shortage of spare parts has caused a significant \_\_\_\_\_ in the repair schedule.
9. This is an \_\_\_\_\_ matter because the production line is completely stopped.
10. A full \_\_\_\_\_ of the hydraulic system will be carried out tomorrow.

#### Task 5: Listen to the complaint email and choose the correct answer (A, B, or C) for each question.

1. **What happens to the motor after 30 minutes of operation?**  
A. It makes a grinding noise  
B. It overheats and shuts down  
C. It slows down gradually
2. **What event happened just before the problem started?**  
A. A power failure  
B. A scheduled maintenance visit  
C. A new operator started working
3. **What risk does the sender mention if the problem is not fixed?**  
A. Complete motor failure and damage to other components  
B. Injury to operators  
C. Fire in the control panel
4. **What type of report does the sender request?**  
A. A cost estimate for repairs  
B. A report confirming corrective action and test results  
C. A daily maintenance log
5. **What deadline does the sender give for a response?**  
A. Within 48 hours  
B. Within the next 24 hours  
C. By Monday, 15 March

**Task 6: Circle the correct option to complete each sentence professionally.**

1. The motor **overheats** / **is overheated** after 30 minutes of operation.
2. The inspection **will conduct** / **will be conducted** tomorrow morning.
3. The technician **has repaired** / **has been repaired** the control board.
4. The client **informed** / **was informed** about the delay yesterday.
5. The report **confirms** / **is confirmed** that all tests were successful.
6. The damaged parts must **replace** / **be replaced** immediately.
7. We **notified** / **were notified** of the problem last week.
8. The machine **has stopped** / **has been stopped** due to a power failure.
9. Safety regulations **must follow** / **must be followed** at all times.
10. The cause of the leak **has not identified** / **has not been identified** yet.