

## UNIT 7: Troubleshooting Problems

### Warm-up

- Review the alphabet (with dictation) for spelling practice.

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- Review numbers to 100,000 (with dictation).

12,345	98,765	10,001	24,999
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### Listening for information

- Laura has some problems in the hotel. Listen to the dialogue with a front desk clerk and try to understand it without looking at the words. Listen again, filling in the missing words in the script.*

#### 1. Heating

**Reception:** Hello. Reception.

**Laura:** Hello. Could you help me? The \_\_\_\_\_ in my room is not **working**, and it's very cold here. I'm in room \_\_\_\_\_.

**Reception:** I'll send someone immediately to fix it. Anything else?

#### 2. Noise

**Laura:** Yes, could you tell the people in the room next to me to be quiet at night? They were **screaming** all night, and I couldn't \_\_\_\_\_.

**Reception:** Absolutely. I'll ask them to keep the **noise** down. Anything else?

#### 3. Copies

**Laura:** Yes. Could you tell me where I could make a photocopy of a document?

**Reception:** No problem, sir. There's a copy machine in our computer lab.

**Laura:** Very good! Is there a \_\_\_\_\_?

**Reception:** It's 5 pence a copy.

**Laura:** That sounds reasonable. I'll be down there immediately.

**Reception:** I don't think there will be any long \_\_\_\_\_. Anything else?

#### 4. Illness

**Laura:** Yes. Is there a \_\_\_\_\_ near here? I'm not feeling well. I would like to see a doctor.

**Reception:** Yes, there is a good hospital **in the vicinity**, called 'St. Mary's Hospital'.

**Laura:** Good. Could you please reserve a taxi for me at \_\_\_\_\_?

**Reception:** Certainly. Where would you like the taxi to take you?

**Laura:** My destination is St. Mary's Hospital.

**Reception:** Certainly. I'll have a taxi \_\_\_\_\_ for you at three thirty. Anything else?

**Laura:** No, I think that's about it. Thank you very much.

- Listen to the dialogue between Jack and a doctor without reading the transcript, and then answer the questions. Listen again, filling in the missing words in the script.

**Transcript: At the Doctor**

**Doctor:** So, what seems to be the problem?

**Patient:** Well, I haven't been feeling very well. I was \_\_\_\_\_ a lot over the weekend. And I've got this terrible pain in my \_\_\_\_\_ and a pretty bad **headache**. I think I've got some kind of **tummy bug**.

**Doctor:** Does your body feel **sore**?

**Patient:** Yes, it does.

**Doctor:** OK. I just need to take your \_\_\_\_\_. Mmm... \_\_\_\_\_ you've got a bit of a temperature. You need to drink plenty of **fluids** and stay \_\_\_\_\_ for the next 48 hours. You also need to take this \_\_\_\_\_. [She hands him a **prescription**.] You can get it in the chemist's. Just take one pill every six hours.

**Patient:** OK. Thanks a lot. Is there a chemist's near here?

**Doctor:** Yes, there's one right next to the \_\_\_\_\_.

**Patient:** Great. Thanks a lot. Bye.

**Doctor:** Bye.

- Translate the following sentences into Spanish. Use the images to guide you.

**Useful expressions**

 I've sprained my ankle.	 I've twisted my wrist.	 I hurt my arm.	 I've got a pain in my left shoulder.
 I'm a bit sunburnt.	 I banged my head.	 I'm having trouble breathing.	 I've got a cut on my finger.
 I've got a bruise on my leg.	 My eye has swollen up.	 I got stung by a bee.	 I've got a rash on my arm.

## Usage: causative verbs

Causative verbs indicate that a subject causes someone else to do something, rather than doing it themselves.

### Grammar Reference

#### Causative verbs

'Get' can be used to express the idea that "X" causes "Y" to do something. 'Ask', 'tell', 'have' can also be used as causative verbs.

FORM:

**X gets/ asks/ tells/ wants Y to do** something. ↔ **X has Y do** something

E.g. I'll **get** the waiter **to bring** you the menu.

I'll **have** the waiter **bring** you the menu.

Note that 'have' is much more common in American English; 'get' is common in spoken British English.

- **Exercise 1. Use the words in parentheses to complete the sentences.**

1. Naomi asked the waiter ..... her some tea. (bring)
2. I had my brother ..... my suitcase. (carry)
3. The receptionist will get a porter ..... my luggage. (carry)
4. Naomi told the housekeeper ..... her room. (clean)
5. Naomi had the housekeeper .....her room. (clean)
6. His parents want him..... abroad. (go)

## Key Words

- **heating:** machinery used to keep buildings warm, such as furnaces or radiators :: calefacción
- **work:** do what is supposed to do :: funcionar
- **immediately:** without delay :: inmediatamente
- **fix:** repair :: reparar
- **scream:** make a loud high noise with your voice; shriek :: gritar
- **absolutely:** used to say that you completely agree :: totalmente, absolutamente
- **reasonable:** not too expensive :: razonable (refiriendo al precio)
- **in the vicinity:** nearby; not far away :: cerca
- **temperature:** the measured amount of heat in a place or in the body :: temperatura
- **thermometer:** a device used to measure temperature :: termómetro
- **fever:** temporary increase in body temperature, usually above :: fiebre
- **pills / tablets:** a small, solid, rounded mass of medicine :: pastilla
- **medicine:** a medication, drug, or remedy used to treat illnesses :: medicina
- **vomit / throw up:** the involuntary or forceful ejection of stomach contents through the mouth :: vomitar
- **tummy bug:** a common, often short-lived infection of the digestive system :: virus estomacal
- **headache:** a common, often treatable pain felt in the head, face, or neck, typically manifesting as throbbing, dull, or sharp sensations:: dolor de cabeza
- **sore:** physical pain, tenderness, or discomfort in a body part :: dolorido
- **fluids:** (re medicine) liquids like water, juice, soup :: líquidos
- **prescription:** an official, written, or electronic order from a qualified health professional (like a doctor or dentist) to a pharmacist for medication or a medical device :: receta medica
- **chemist's / pharmacy:** a retail shop or hospital department where medicines are compounded, dispensed, and sold :: farmacia
- **clinic:** a healthcare facility focused on outpatient care, providing diagnosis, treatment, and preventative medicine to patients who do not require overnight stays :: clinica
- **diarrhea:** a common gastrointestinal symptom defined as passing loose, watery stools :: diarrea
- **constipation:** a common digestive issue characterized by infrequent bowel movements, hard or lumpy stools, and difficulty or pain when passing stool :: constipación
- **cold:** a common digestive issue characterized by infrequent bowel movements (typically fewer than three per week), hard or lumpy stools, and difficulty or pain when passing stool :: frio o resfrio
- **cough:** a protective reflex that suddenly expels air from the lungs to clear the throat and airways of mucus, irritants, or foreign particles :: tos
- **queasy / nauseous:** feeling sick in the stomach with an urge to vomit :: con nauseas
- **dizzy:** a sensation of spinning, woozy, or lightheadedness, often with a feeling of instability or a tendency to fall :: mareado
- **flu:** short for influenza, is a contagious respiratory illness caused by influenza viruses that infect the nose, throat, and lungs :: gripe
- **blood pressure:** the force of blood pushing against artery walls as the heart pumps it through the body :: presión arterial
- **pain killer:** a medication designed to reduce or eliminate physical pain :: calmante
- **pulse:** the rhythmic, palpable throbbing of arteries produced by the regular contraction of the heart :: pulso
- **infected:** having an infection : contaminated with an infective agent :: infectado

## Homework

- **Exercise 1.** What's wrong with each person. Choose the correct word.



1 She's got a(n)  
earache / headache.



2 He's got a stomach  
ache / cough.



3 She's got a toothache /  
temperature.



4 He's got a cough /  
sore throat.



5 He's got a cold / sore  
throat.



6 She's got a cough /  
stomach ache.



7 She's got a(n)  
headache / earache.



8 He's got a cold /  
toothache.

- **Exercise 2.** Fill in the gaps with the correct word from the box.

painkillers    swallow    a nasty cough    temperature

- 1 A: Are you OK?  
B: Yeah, I've just got ..... and I can't .....  
A: Do you feel hot? Have you got a .....?  
B: No, thanks. I'm sure it'll clear up in a couple of days. I'll just  
take some ..... for my headache.

medication    a chest infection    flu    allergy

- 2 A: I didn't sleep at all last night. My little boy has .....  
B: Poor thing. Has he got .....?  
A: No, he has an ..... to dogs. He must have been playing  
with my neighbour's puppy.  
B: That must be a worry.  
A: Don't worry. He'll be fine if he takes his ..... for a  
couple of days.

X-ray    dizzy    stitches    sprained

- 3 A: Sorry, Bill, I won't make it into work today. I've had an accident.  
B: Oh, no. What happened?  
A: Well, I felt ....., and I fell and ..... my ankle.  
B: Oh dear. Is your foot in plaster?  
A: No, they did an ..... and it isn't broken. But I also  
ended up with five ..... – I cut my head when I fell.  
B: Poor you. Just stay at home until you feel better.