

WARM-UP

1. Who has the right? Identify the person or group whose rights are involved: employee, employer, consumer or more than one group.

1. A mechanic needs protective gloves to do a job safely.	
2. A garage owner expects workers to arrive on time.	
3. A customer wants a clear explanation of a repair bill.	
4. An electrician must follow workshop safety rules.	
5. A garage must receive payment for an agreed repair.	
6. A customer wants to know whether a replacement part has a warranty.	

2. Show thumbs up for a Right and thumbs down for a Responsibility.

• Workers should receive agreed wages.	👍	👎
• Workers must follow safety instructions.	👍	👎
• Customers should receive clear information about repair costs.	👍	👎
• Employers should provide a safe working environment.	👍	👎
• Customers must pay for agreed services according to the terms.	👍	👎
• Employees should report dangerous equipment.	👍	👎

VOCABULARY

3. Match the words (1–6) with the definitions (A–F).



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|---------------------------|--|
| 1. Warranty /'wɒrənti/ | A. Money returned to a customer. |
| 2. Wages /'weɪdʒɪz/ | B. An agreement describing employment conditions. |
| 3. Complaint /kəm'pleɪnt/ | C. Money paid to a worker. |
| 4. Employment contract | D. A statement that something is wrong. |
| 5. Protective equipment | E. Items such as gloves and safety glasses that reduce risks. |
| 6. Refund /'riː.fʌnd/ | F. A promise covering certain repairs or replacements under stated conditions. |

4. Complete the sentences. Use the words in the box.

receipt	safety	consumer	responsibilities	estimate
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- A mechanic must follow workplace _____ rules.
- A _____ buys goods or services.
- A customer should keep the payment _____.
- A repair _____ shows the expected cost of a job.
- Employees and employers both have rights and _____.

READING

5. Read the text. Identify Employees, Employers and Consumers' Rights and Responsibilities in the Automotive Workplace.

Rights and Responsibilities in an Automotive Business

Every automotive business has three important groups of people: employees, employers and consumers. Each group has rights and responsibilities. Understanding them helps people work safely, communicate clearly and solve problems fairly.

Employees work for a company or business. They should know their employment conditions, including working hours, wages, duties and leave arrangements. These conditions are often described in an employment contract. Employees also need a safe workplace. For example, an automechanic should have suitable tools and protective equipment when working with engines, chemicals or heavy parts. An auto electrician must follow electrical safety procedures, while an autobody repair specialist needs protection when sanding, painting or repairing vehicle bodies. Employees are responsible for following safety instructions, using equipment correctly, respecting colleagues and reporting dangerous situations.

Employers organise work and manage the business. Their responsibilities generally include explaining job duties, respecting employment agreements, providing appropriate safety measures and treating workers fairly. They should give employees clear information about workplace rules and expected performance. Employers also have rights: they can expect workers to complete agreed tasks, respect reasonable workplace rules and take care of company equipment. However, an employer should not ask a worker to ignore safety procedures just to finish a job more quickly.

Consumers have rights when they buy products or services. A customer who takes a car to a garage should receive understandable information about the problem, the expected repair cost and the work to be completed. The customer should be informed about important changes to the repair estimate before additional work is agreed upon. Customers should receive accurate information and keep receipts, invoices and warranty documents. Depending on the law and the agreement, they may have rights to repairs, replacement, refunds or other remedies when a service or product does not meet the applicable requirements.

Consumers also have responsibilities. They should explain the vehicle's problems honestly, ask questions when information is unclear and pay for agreed services according to the terms. If a disagreement occurs, the customer should first contact the business politely and explain the problem. The business should investigate the complaint and explain its response.

Respecting rights does not mean avoiding responsibilities. When employees, employers and consumers communicate honestly, follow applicable rules and treat one another with respect, they help create a safer workplace and build trust.



6. True or False? Correct orally the false statements using information from the text.

1. Employees should know their working conditions.
2. An auto electrician does not need to follow electrical safety procedures.
3. Employers can expect employees to respect reasonable workplace rules.
4. A garage should always perform additional repairs without informing the customer.
5. Consumers should keep invoices and warranty documents.
6. Good communication can help solve disagreements.



7. Complete the sentences. Use words from the text.

1. Employees should report _____ situations.
2. A customer should receive understandable information about the repair _____.
3. Customers should keep receipts, invoices and _____ documents.
4. Employers should treat workers _____.
5. People should communicate honestly and treat one another with _____.

8. Find evidence in the text. Answer in a sentence.

- Why does a mechanic need protective equipment?

- What should happen before additional repair work is agreed upon?

- What can a customer do if a disagreement occurs?

LISTENING

9. Listen to the Podcast “A Fair Deal at the Garage”. Choose the correct answer.

1. Why does Mr Brown visit the garage?
A. His car makes a strange noise.
B. He wants to buy a new car.
C. He needs a job.
2. What does Alex prepare before the agreed repair?
A. A job application.
B. A repair estimate.
C. A holiday plan.
3. What does Alex do when he discovers another problem?
A. Repairs it without telling the customer.
B. Explains the problem and asks for a decision.
C. Refuses to finish the first repair.
4. What does the workshop manager emphasise?
A. Fast work at any cost.
B. Customer discounts only.
C. Workplace safety.

10. Complete the notes. Write one or two words from the podcast in each gap.

1. Alex wears _____ to protect his eyes.
2. The customer receives an itemised _____.
3. Alex explains the warranty _____.
4. Employees should report _____ tools.



SPEAKING

11. What is fair? Read a case, identify the rights and responsibilities involved, suggest a fair solution.

Case A — The unsafe tool

An automechanic finds a damaged electrical tool. The manager says, "Use it today. We are very busy." The mechanic is worried about safety.

Case B — The extra repair

An autobody repair specialist finds additional damage after removing a vehicle panel. The repair will cost more than the original estimate. The customer has not agreed to the extra cost.

Case C — The disputed invoice

A bodywork specialist has used paint materials and other workshop waste. A colleague suggests putting everything into an ordinary bin. What is the responsible solution?

12. Briefly list the Rules for a Fair Automotive Workplace.

- One employee right and one employee responsibility.
- One employer right or responsibility.
- One consumer right and one consumer responsibility.
- One practical recommendation for preventing disagreements.

WRITING

13. Fill in the Request for an Explanation of Repair Invoice.

Subject: Request for an Explanation of My Repair Invoice

Dear Customer Support Team,

I am _____ about the _____ for my car _____. I agreed to the original repair _____, but the final invoice includes an additional _____. I do not remember agreeing to this extra _____.

Could you please check the repair _____ and explain why this service was _____? I would appreciate a clear _____ of the additional cost. If there has been a _____, please correct the invoice.

Thank you for your _____. I look forward to your _____.

Kind regards,
A Customer