

2 ▶ 9.2 Listen to the second conversation again and complete the gaps.

A Good morning. How can I help you, madam?

B Well,¹ a complaint.

A Right, OK.² the problem?

B³ the mobile phone I bought here last week. I only got it on Monday and now⁴.

A Oh,⁵. Could you tell me exactly what happened?

B Well,⁶ in the shop and when I got home, but a couple of days later the screen⁷ and now⁸.

A OK. Let's see if we can⁹. Do you have the phone with you now?

B Yes, here you are.

A Hmm, OK, when did you last charge it up?

B Charge what? The battery? It didn't come with a charger, so I¹⁰ that these new smartphones don't need to be charged.

A Ah, I see,¹¹ the problem then. I'm afraid you still need to charge it every few days. They must have forgotten to include the charger – so sorry about that. That's very unusual. Have you got the box there? I'll need to return it to the manufacturers.

B Yes, here you are.

A Thanks. I'm very sorry about that. OK, then, I can either¹² or, if you prefer, a replacement phone.

B OK, that's great. I¹³ the replacement phone if that's all right.

A That's fine. Right, ... here's your new phone then. Let me just check ... yes, the charger's inside. Now¹⁴ the same number?

B Oh, yes.

A So just let me change over the SIM card¹⁵. And you've still got all your contacts there.

B Great, thank you.

A Any problems, then give us a call or come by the shop again.

B Thank you,¹⁶ helpful.

A Pleasure, madam. Is there anything else I can help you with?

B No, that's fine, thank you.

A Bye, now. Have a good day.

4 The words below can all be used to describe problems with products and services. Put each word in the correct column in the table. Some of the words will go in more than one column.

badly done sub-standard inefficient shoddy rude dirty scratched
unsatisfactory cracked bad-mannered pokey slapdash broken shabby
run-down unhelpful incompetent offhand

hotel room	member of staff	car repairs	mobile phone

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