10.3 THERE'S A PROBLEM

F complaining
P sentence stress
V problems

VOCABULARY

PROBLEMS

1 A Work in pairs. Look at phrases 1–8 below. What do the words in bold mean? Which things can you see in photos A–E?

1 public transport **delays**
2 **litter** on the streets
3 bad **service** in a restaurant or shop
4 **faulty** equipment
5 someone speaking **loudly** on their phone
6 computers **crashing**
7 getting **stuck in a traffic jam**
8 receiving **spam** in your inbox

B Discuss. Which of the things in Exercise 1A annoy you the most? What other things annoy you (at home/at work/in shops, etc.)?

I can't stand people eating in the street.











FUNCTION

COMPLAINING

2 A ▷ 10.5 Listen to three people complaining and answer the questions.

1 Where are they?
2 What problems do they describe?

B Listen again and answer the questions.

Conversation 1
1 What does the receptionist offer to do?
2 Does she sound rude or polite?

Conversation 2
3 How long did the man wait for a table?
4 How long did he wait for his meal?
5 What reason did the manager give?

Conversation 3
6 How long has the woman waited?
7 Why is she surprised?

3 A Complete sentences 1–6 below with a suitable word from the box.

sorry	look	nothing	over	work	problem

1 There's a _____ with the air conditioning. C
2 It doesn't _____.
3 We'll _____ into it right away.
4 I'm really _____ about that.
5 I'm sorry, but there's _____ we can do at the moment.
6 I've been here for _____ an hour.

B Are the sentences complaints (C) or responses (R)?

C Read audio script 10.5 on pages 174–175 to check your answers.

▷ page 146 LANGUAGEBANK

4 Match complaints 1–4 with responses a)–d).

1 I bought this camera here last week, but there's a problem with it.
2 I had an appointment with Doctor Clarke at 3.00p.m., but I've been here for over two hours.
3 Excuse me, the lights in my room don't work.
4 We were told there's a flight delay of over six hours. Is this right?

a) I'm really sorry about that. He's very busy at the moment.
b) I'm sorry, but there's nothing we can do at the moment. There's a problem with the electricity.
c) I'm afraid that's right. The plane has a faulty engine.
d) OK, can you leave it here? I'll look into it right away.

LIVEWORKSHEETS

10.5 LOOKBACK

V DESCRIBING A CITY

1 A Complete the phrases.

1 a lot of tr_____
2 beautiful bu_____
3 friendly, po____ people
4 a good public tr_____ system
5 a lot of cr___
6 clean, safe st_____
7 good ni_____
8 it's ex_____ to live there

B Work in pairs and take turns to describe a place you know. Use the phrases above to describe it.

G USES OF LIKE

2 A There is one extra word in questions 1–6 below. Find the word and cross it out.

1 What's do the weather like today?
2 What food do you to like most?
3 What's your capital city it like?
4 What do you like about where do you live?
5 What's about the food in your country like?
6 What like are the people like where you live?

B Work in pairs. Ask and answer the questions.

V CRIME AND PUNISHMENT

3 Reorder the letters in the underlined words to complete the sentences.

1 He was given a ironps teennecs for committing the crime.
2 The graffiti artist had to do icymountm viceers.
3 The filterposh was caught in a shop.
4 Unfortunately fehtt is very common in my city.
5 Credit card dufar is a modern crime.
6 He received a nife for parking his car in the wrong place.
7 How did they catch the hefit?
8 She was found wingrit raigffti on a wall.

G PRESENT/PAST PASSIVE

4 A Match 1–6 with a)–f) to make sentences.

1 The television was
2 The American Constitution
3 Penicillin was discovered
4 The first aeroplanes
5 Surfing was first
6 The Statue of Liberty and the Eiffel Tower were

a) built by French architects.
b) invented by John Logie Baird.
c) practised by Australian sportsmen.
d) was written in 1787.
e) were built by the Wright brothers and Alberto Santos Dumont.
f) by Ian Fleming.

B Work in pairs. Discuss. Do you think the sentences are true (T) or false (F)?

A: I don't think that penicillin was discovered by Ian Fleming.
B: No, he wrote …

F COMPLAINING

5 A Underline the correct alternative to complete the conversations.

Conversation 1

A: Hello. Could I speak to Mike Jones?
B: Yes, I'll get him.
A: Hi, Mike. I'm [1]*afraid/frightened* there's a problem with the computer. It's crashed.
B: OK, just bring it over and we'll look [2]*up to/into it* right away.

Conversation 2

A: Excuse me. I'm afraid I [3]*have/make* a complaint.
B: Oh really. What's the matter?
A: It's this remote control I bought from you. It [4]*doesn't/isn't* work.
B: Oh yes, this part's faulty. Would you like another one?

B Work in pairs. Practise the conversations.

6 Work in pairs and role-play the situations. Student A: you are a customer. Read the situation and make complaints. Student B: you are the manager. Try to help the customer.

Situation 1

You are in Yumi Yumi, Europe's most expensive noodle bar. You have just found a hair in your noodles.



Situation 2

You are in the reception of the five-star La Plaza Mayor Hotel. An hour ago you saw a mouse in your room. You called reception, but nobody came.



Situation 3

You are in a first class seat on a flight from New York to Paris. Your personal TV doesn't work, there's a strange smell in the cabin and you are cold.



LIVEWORKSHEETS