

THIRD PERIOD – PARTIAL READING TEST
HIGH SCHOOL – MAHATMA GANDHI CLASS

STUDENT'S NAME: _____

1 Read the texts and match headings a–f with paragraphs 1–6.

a Late delivery

d Failure to deliver

b Faulty washing machine

e Faulty vacuum cleaner

c Poor quality

f Poor service

1 b

We've only had it for two months, but the last time we used it there was a terrible noise and water spilled all over the floor. I called an emergency engineer and when he looked at it he said it was a problem with the motor. As it is still under guarantee, I would like you to inform me what I should do now. I would also like to know if you will pay the plumber's bill and the cost of having our carpets cleaned. *Peter Andrews*

2

I waited in the queue to pay for the vacuum cleaner for around 15 minutes, but then when it was my turn to be served, the shop assistant said he was going for lunch and told me to pay at the desk at the other end of the store. So I joined the end of the queue and waited another five minutes for someone to serve me. However, the assistant said there was a problem with the card machine and they could only take cash. This meant I had to leave the shop and go and find a bank in a neighbourhood I didn't know. By this time, I was furious. *Anna Roberts*

3

When I got the machine out of the box, I noticed that the on/off button was missing. I was extremely disappointed as it meant I was unable to use it to clean our carpets in time for our visitors who were coming that evening. I called the company and the very helpful person at the end of the line said that this wasn't the first time someone had reported the same problem. She arranged for someone to deliver another machine the next day. However, this meant that I had to take the morning off work and I lost four hours' pay. *John Seaton*

4

I waited in all day but no one turned up. When I rang your store, the assistant told me that the driver was off sick and she would have to arrange a new delivery date. The problem is we are going on holiday for two weeks from next Monday and I would like to have the washing machine delivered before we leave, as there will be loads of clothes to wash when we come back from Spain. The assistant said all the delivery times are booked for this week, but could you make an exception in my case? *George Sandison*

5

The advertisement said that the towels were thick, soft and made of 100% cotton. However, when I opened the packet, I was very disappointed. The towels were so thin that I could see through them. I am giving you the opportunity to give me a full refund. Otherwise I will have no option but to write a bad review about the product online. *Jess Adams*

6

When the van finally turned up, the driver apologised and said they had been delayed for two hours because of an accident on the motorway. As a delivery driver myself, I understand that traffic problems are unavoidable. However, what I don't understand is why the driver didn't call me to say they'd been delayed when he had my mobile number. That way I could have made good use of my time, rather than expecting the washing machine to arrive at any minute. *Daniel Spencer*

15

13 Read the texts again and write true (T) or false (F).

1 Peter Andrews is complaining about a plumber. F

2 He has to buy new carpets.

3 Anna Roberts had to pay for the vacuum cleaner in cash.

4 She lives near the shop she is complaining about.

5 John Seaton wasn't the first person to report a problem with the product.

6 He is unemployed.

7 George Sandison is going on a business trip to Spain.

8 Jess Adams wants the manager to give her a refund.

9 She thinks the towels are too small.

10 The driver of Daniel Spencer's delivery van was in an accident.

11 He is angry that no one told him the delivery would be late.

10