

## UNIT 4 – VOCABULARY AND GRAMMAR- TEACHER'S HANDOUT - ĐIỆN TỬ 4

### Exercise 1: Fill in the blanks with the words from the table

Blank	refund	contact	complain	scratched
Faulty	apologize for	stuck	resolve	inconvenience

- 1) We faithfully apologize for our .....computer. We'll immediately collect it and give you a refund.
- 2) I'm calling to .....about the quality of the Iphone's screen protector I replace in your store.
- 3) Sorry for the .....which the faulty printer may cause to you.
- 4) If you have any comments of our products or service, please .....me on 358899 or at hightechdevice@gmail.com.
- 5) The DVD is....., so it can't move smoothly.
- 6) I'm very disappointed about your product, so I demand a full .....
- 7) I honestly.....our mistakes. We promise to give 5% discount on your next purchase.
- 8) My Dell laptop powers up, but the screen is..... I can hear the fan running and the charger light is on, so why isn't it turning on correctly?
- 9) Sir, calm down! We'll .....the problem as soon as possible. If not, we'll give you a new printer.
- 10) I can't open the door because the lock is..... Can you help me?

### Exercise 2: Fill ONE word in each gap to complete sentences. Use the first letter as a suggestion.

1. I'm calling you to make a c \_\_\_\_\_ about the Iphone 6 I purchased last week. It quickly runs out of battery.
2. This software may not be c \_\_\_\_\_ with older operating systems.
3. The bulb was suddenly f \_\_\_\_\_ and then burnt out.
4. Two weeks have gone without receiving any r \_\_\_\_\_. I am very upset with your poor service.
5. If you sign an a \_\_\_\_\_ of employment with the company, you legally become a member of that company.

6. We're p \_\_\_\_\_ to tell you that we'll collect the faulty cooker and give you a replacement.
7. This drawer is j \_\_\_\_\_. I can't move it.
8. The price of this washing machine is quite r \_\_\_\_\_. It's not too expensive.
9. When I r \_\_\_\_\_ the iron to the store, the cashier said that the store was unable to replace it.
10. I am writing to you to ask for a full r \_\_\_\_\_ of the faulty product.

**Exercise 3: Identify the error (A, B, C or D) in each sentence and write the correct words/ phrases. Write the full form of the auxiliary.**

- 1) I wish (A) complain (B) about the new charger I bought (C) from (D) you yesterday.
- 2) I call (A) to complain (B) about the screen protector I purchased (C) from you last week (D).
- 3) I'm sorry (A) hear (B) that. We will solve (C) this problem (D) right away.
- 4) It (A) must is (B) our fault. We will give (C) you a 5% discount (D) off the next purchase.
- 5) Look (A) at my (B) case. The surface is burn (C) . And the lock is jammed (D).
- 6) Look! The handle is crushed (A) and twisted (B). Moreover, the top is dent (C) and scratched (D).
- 7) You've just delivered a desk to (A) our showroom. However it's badly damaged (B). The front right (C) hand leg bend (D).
- 8) We've got a problem (A) with the hired car which you returned (B) this morning. One (C) of the front sidelights breaks (D).
- 9) The windscreen cracks (A) at (B) the bottom corner on (C) the passenger's (D) side.
- 10) The surface (A) of my fridge is scratch (B) by (C) the delivery guy. I knew he couldn't move (D) it safely.