

1 Hand Tools 1

long-nose
pliers

Fix it!

claw hammer

flathead
screwdriver

Phillips
screwdriver

slip-joint pliers

Great Advice When You Need It

Today's Column

Question: I recently bought a house, and something breaks every month. I want to fix things myself. What do I need?

— Frank G.

Fix it!

Answers:

Sometimes things break in houses. Calling a repair man is expensive. As a homeowner, you need tools. Go to the local hardware store. Most sell **tool kits** with the basic **hand tools**. They usually include a couple of **Phillips screwdrivers**, **flathead screwdrivers**, and an **adjustable wrench**. Some tool kits also have **slip-joint pliers** and **long-nose pliers**. Then buy a tape measure, a **claw hammer**, and a **utility knife** separately. Utility knives have **retractable blades**, so they last a long time. And these separate items can be found for less than ten dollars. Read about how to use these tools, and home improvement projects are easy.

Get ready!

1 Before you read the passage, talk about these questions.

1. What are some common hand tools?
2. What repairs and tasks do you use hand tools for?

Reading

2 Read the advice column. Then, choose the correct answers.

- 1 What is the column mostly about?
 - A an expensive repair man
 - B a recommendation for tools
 - C a local hardware store
 - D a description of how long tools last
- 2 What are NOT included in tool kits?
 - A tape measures
 - B adjustable wrenches
 - C Phillips screwdrivers
 - D flathead screwdrivers
- 3 According to the columnist, what is true about utility knives?
 - A The blades break frequently.
 - B They are included in tool kits.
 - C The blades are not always out.
 - D They cost less than hammers.

adjustable wrench

Vocabulary

3 Match the words (1-5) with the definitions (A-E).

- | | |
|-----------------|-------------------|
| 1 _ wrench | 4 _ utility knife |
| 2 _ retractable | 5 _ hand tool |
| 3 _ adjustable | |

- A a manual device used for home improvement projects
- B being able to pull back in
- C a small cutting device
- D a hand tool that tightens and loosens nuts and bolts
- E being able to change sizes

4 Read the sentence pair. Choose where the words best fit the blanks.

1 Phillips screwdriver / flathead screwdriver

A A screw with a flat slot needs a _____.

B A screw with a cross-shape on the head needs a _____.

2 slip-joint pliers / long-nose pliers

A _____ are adjustable.

B _____ have needle-like pincers.

3 claw hammer / tool kit

A A _____ can drive in or remove nails.

B Many tools are included in a _____.

5 Listen and read the advice column. What kind of measuring device does it recommend homeowners' buy?

Listening

6 Listen to a conversation between a sales associate and a customer. Mark the following statements as true (T) or false (F).

1 ___ The customer needs Phillips and flathead screwdrivers.

2 ___ They do not sell hand tools individually.

3 ___ Buying tools in a set is less expensive than buying them one at a time.

7 Listen again and complete the conversation.

Sales Associate: 1 _____, welcome to Bob's Hardware.

Customer: Hi. Can you tell me where the hand tools are?

Sales Associate: Sure. They're right 2 _____.
What are you looking for?

Customer: Well, I need some 3 _____
screwdrivers.

Sales Associate: Okay. 4 _____ full sets or
individual screwdrivers.

Customer: Oh, okay. But I only need a few sizes. What do
you recommend?

Sales Associate: I 5 _____ a full set.

Customer: Really? Why is that?

Sales Associate: It's cheaper than buying them separately. Plus,
6 _____ the sizes some day.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

Can you tell me ...?

What do you ...?

I recommend ...

Student A: You are a sales associate. Talk to Student B about:

- location of hand tools
- full sets and individual tools
- costs of purchasing tools

Student B: You are a customer. Talk to Student A about purchasing hand tools.

Writing

9 Use the conversation from Task 8 to fill out the customer feedback form.

Bob's Hardware

Customer Feedback Form

Customer name: _____

Date of purchase: _____

Items purchased: _____

What did our employee help you with?

Was our employee helpful? Y / N