

long-nose pliers

claw hammer

flathead screwdriver

Phillips screwdriver

slip-joint pliers



## Great Advice When You Need It

### Today's Column

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

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.



#### 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  
\_\_\_\_\_