

6 That needs fixing.

- Describe problems and make complaints
- Discuss what needs fixing

1 SNAPSHOT

Some common complaints

Banking
The credit card company bills you for something you didn't buy.

Online shopping
The store sends you an incorrect size.

Internet providers
The Internet connection is not reliable, and you hardly ever get the speed you pay for.

Restaurants
The server rushes you to leave as soon as you finish your meal.

Vehicles
Your new car consumes too much gas.

Repair services
Your TV breaks again, a week after it was repaired.

Parking garage
Someone damages your car.



Have you ever had any of these problems? Which ones?
What would you do in each of these situations?
What other complaints have you had?

2 PERSPECTIVES That's not right!

A Listen to people describe complaints. Check (✓) what you think each person should do.

1. "I got a new suitcase, but when I arrived home, I noticed the lining was torn."
   ☐ take it back to the store ☐ ask the store to send you a new one
2. "My father sent me a coffee mug with my favorite team's logo, but when it arrived, it was chipped."
   ☐ tell your father about it ☐ contact the seller yourself
3. "I lent my ski pants to a friend, but when he returned them, there was a big stain on them."
   ☐ clean them yourself ☐ ask him to have them cleaned
4. "My boss borrowed my camera for a company event, and now the lens is scratched."
   ☐ talk to him or her about it ☐ say nothing and repair it yourself
5. "I bought a new washing machine just a month ago, and it's leaking already."
   ☐ ask for a refund ☐ send it back and get a new one

B Have you ever had similar complaints? What happened? What did you do?

LIVEWORKSHEETS

3 GRAMMAR FOCUS

Describing problems 1

With past participles as adjectives	With nouns
The suitcase lining is **torn**.	It has **a tear** in it./There's **a hole** in it.
The car is **damaged**.	There is **some damage** on the bumper.
The coffee mug is **chipped**.	There is **a chip** in it.
My pants are **stained**.	They have **a stain** on them.
The camera lens is **scratched**.	There are **a few scratches** on it.
The washing machine **is leaking**.*	It has **a leak**.

**Exception*: is leaking *is a present continuous form.*

GRAMMAR PLUS *see page 137*

A Read the comments from customers in a restaurant. Write sentences in two different ways using forms of the word in parentheses. Then compare with a partner.

1. Could we have another water pitcher? This one . . . (crack)
2. That valet was so careless. My car . . . (dent)
3. The toilet is dirty. And the sink . . . (leak)
4. This tablecloth isn't very clean. It . . . (stain)
5. Would you bring me another glass? This glass . . . (chip)
6. The table looks pretty dirty. The wood . . . , too. (scratch)
7. The server needs a new shirt. The one he's wearing . . . (tear)
8. The walls really need paint. And the ceiling . . . (damage)

1. *This one is cracked.*
   It has a crack.

B **PAIR WORK** Describe two problems with each thing below. Use forms of the words in the box. You may use the same word more than once.

break **crack** **damage** **dent** **leak** **scratch** **stain** **tear**









A: The vase is broken.
B: Yes. And it has a crack, too.

C **GROUP WORK** Look around your classroom. How many problems can you describe?
"The floor is scratched, and the window is cracked. The desks are . . ."

LIVEWORKSHEETS

4 LISTENING I'd like a refund.



A Listen to three customers return items they purchased. Complete the chart.

	Did the store give a refund?	Why or why not?
1. Evie		
2. Darren		
3. Gisela		

B **GROUP WORK** How is your culture similar or different in terms of refunds and customer service?

5 ROLE PLAY How can I help you?

Student A: You are returning an item to a store. Decide what the item is and explain why you are returning it.

Student B: You are a salesperson. A customer is returning an item to the store. Ask these questions:

What exactly is the problem?
Can you show it to me?
Was it like this when you bought it?
When did you buy it?
Do you have the receipt?
Would you like a refund or a store credit?

Change roles and try the role play again.

6 CONVERSATION It needs to be adjusted.



A Listen and practice.


MR. LEROY Hello?


HEATHER Hello, Mr. Leroy. This is Heather Forman.


MR. LEROY Uh, Ms. Forman . . .


HEATHER In Apartment 12C.


MR. LEROY Oh, yes. What can I do for you? Does your refrigerator need fixing again?


HEATHER No, it's the oven this time.


MR. LEROY Oh. So, what's wrong with it?


HEATHER Well, I think the temperature control needs to be adjusted. The oven keeps burning everything I try to cook.


MR. LEROY Really? OK, I'll have someone look at it right away.


HEATHER Thanks a lot, Mr. Leroy.


MR. LEROY Uh, by the way, Ms. Forman, are you sure it's the oven and not your cooking?

B Listen to another tenant's call with Mr. Leroy. What's the tenant's problem?

LIVEWORKSHEETS

7 GRAMMAR FOCUS

Describing problems 2

Need + gerund	*Need* + passive infinitive	*Keep* + gerund
The oven **needs adjusting**.	It **needs to be adjusted**.	Everything **keeps burning**.
The alarm **needs fixing**.	It **needs to be fixed**.	The alarm **keeps going off**.

GRAMMAR PLUS *see page 137*

A What needs to be done in this apartment? Write sentences about these items using *need* with gerunds or passive infinitives.



1. the cupboards (clean)
2. the fire alarm (adjust)
3. the lights (replace)
4. the plants (water)
5. the oven (fix)
6. the ceiling (paint)
7. the window (wash)
8. the light switch (change)

1. *The cupboards need cleaning.*
   OR
1. *The cupboards need to be cleaned.*

B **PAIR WORK** Think of five improvements you would like to make in your home. Which improvements will you most likely make? Which won't you make?

"First, the bedroom walls need painting. There are some small cracks. . . ."

8 WORD POWER Problems with electronics

A Circle the correct gerund to complete the sentences. Then compare with a partner.

1. My TV screen goes on and off all the time. It keeps **flickering** / **sticking**.
2. The music player app jumps to the next song every 20 seconds. It keeps **crashing** / **skipping**.
3. The battery in my new camera doesn't last long. It keeps **freezing** / **dying**.
4. Something is wrong with my computer! It keeps **crashing** / **jamming**.
5. I can't talk for long on my new phone. It keeps **dying** / **dropping** calls.
6. This printer isn't making all the copies I want. It keeps **jamming** / **flickering**.
7. My computer needs to be replaced. It keeps **dropping** / **freezing**.
8. The buttons on the remote control don't work well. They keep **skipping** / **sticking**.

B **GROUP WORK** Describe a problem with an electronic item you own. Don't identify it! Others will try to guess the item.

"Some keys on my device keep sticking, and some are loose. . . ."

LIVEWORKSHEETS

9 PRONUNCIATION Contrastive stress

A Listen and practice. Notice how a change in stress changes the meaning of each question and elicits a different response.

Is the bedroom window cracked? (No, the kitchen window is cracked.)

Is the bedroom window cracked? (No, the bedroom door is cracked.)

Is the bedroom window cracked? (No, it's stuck.)

B Listen to the questions. Check (✓) the correct response.

1. a. Are my jeans torn?
- ☐ No, they're stained.
- ☐ No, your shirt is torn.

b. Are my jeans torn?
- ☐ No, they're stained.
- ☐ No, your shirt is torn.

2. a. Is the computer screen flickering?
- ☐ No, it's freezing.
- ☐ No, the TV screen is flickering.

b. Is the computer screen flickering?
- ☐ No, it's freezing.
- ☐ No, the TV screen is flickering.

10 LISTENING A throwaway culture



A Listen to a conversation between two friends. Answer the questions.

1. What is wrong with Hayley's phone? _____
2. What is Hayley's solution? _____
3. What is Aaron's solution? _____
4. Why doesn't Hayley like Aaron's solution? _____

B Listen again. What is a "throwaway culture"?

C **GROUP WORK** Do you agree that electronics aren't made as well as they used to be? Give an example to support your opinion.

11 WRITING A critical online review

A Imagine that you ordered a product online, but when you received it, you were unhappy with it. Write a critical online review. Explain all of the problems with the product and why you think others shouldn't buy it.

> **Best 4U promises a lot, delivers nothing.**
>
> I ordered a phone from Best 4U's website for my son's birthday. First, it took six weeks for the company to send it, and it arrived two weeks after his birthday. Now, the battery keeps dying very fast when he's just watching a movie or . . . READ MORE

B **GROUP WORK** Read your classmates' reviews. What would you do if you read this critical online review and worked for the company that sold the product?

12 INTERCHANGE 6 Home makeover

Do you have an eye for detail? Student A, go to Interchange 6A on page 119; Student B, go to Interchange 6B on page 120.

LIVEWORKSHEETS

13 READING

A Skim the advice column. What problem did the reader have? How does the writer suggest solving the problem?

Home | Local | World | Entertainment | Advice column

Ask the Fixer!

Our problem-solver Marci Davis addresses a common problem with ride-sharing services.

After a meeting downtown, I used my phone to book a ride with a private car service in order to get home. As soon as the pick-up was confirmed, a friend came out of the building, spotted me, and offered me a ride home. I immediately canceled the car. But the next day I got an alert on my phone – the car service had charged my credit card $10! I contacted the service, and they said it was for a late cancellation. I didn't realize they were going to charge me for that! Can you fix this? – Lawrence, New York City

The fact is, Lawrence, that you need to read the terms of your ride-sharing app. It states clearly – somewhere in all those thousands of words – that when you cancel your ride less than ten minutes before your car is scheduled to arrive, you have to pay a fee. After all, the driver has already refused other possible passengers and is driving in your direction, so it's a loss when you cancel.

On the other hand, I do think something needs to be fixed. Do you know anyone who reads all the way through the terms of use for any app? There isn't enough time in the day! I talked to a representative at your ride-sharing company and made two suggestions. First, they need to highlight their cancellation policy at the beginning of the terms, where people will see it. Then, when you cancel a ride, a notification needs to be sent that tells you about the cancellation charge. That way, riders won't keep getting this annoying surprise. Let's hope the company pays attention.



What do you think? Post your comments, suggestions, complaints, and anecdotes.

B Read the advice column. Find the words in italics in the article. Then check (✓) the meaning of each word.

1. *confirm*	☐ make something available	☐ state that something will happen
2. *cancellation*	☐ act of stopping something	☐ act of delaying something
3. *representative*	☐ person who speaks for a company	☐ person who owns a company
4. *terms*	☐ rules of an agreement	☐ features of an app
5. *notification*	☐ act of giving information	☐ act of asking a question

C For each statement, check (✓) True, False, or Not given.

	True	False	Not given
1. Lawrence booked a ride by mistake.	☐	☐	☐
2. Lawrence did not expect to be charged for his ride.	☐	☐	☐
3. The cancellation rule is available to read on the app.	☐	☐	☐
4. Marci Davis thinks the cancellation fee is too expensive.	☐	☐	☐
5. The company representative apologized for what happened.	☐	☐	☐
6. Marci says ride-sharing agreements should be more clear.	☐	☐	☐

D Have you ever used a ride-sharing service? What do you think of this type of service?

LIVEWORKSHEETS