UNIT 7: Troubleshooting Problems

Warm-up

- Review the alphabet (with dictation) for spelling practice.

- Review numbers to 100,000 (with dictation).

12,345	98,765	10,001	24,999

Listening for information

- *Laura has some problems in the hotel. Listen to the dialogue with a front desk clerk and try to understand it without looking at the words. Listen again, filling in the missing words in the script.*

1. Heating

Reception: Hello. Reception.
Laura: Hello. Could you help me? The _____ in my room is not working, and it's very cold here. I'm in room _____.
Reception: I'll send someone immediately to fix it. Anything else?

2. Noise

Laura: Yes, could you tell the people in the room next to me to be quiet at night? They were screaming all night, and I couldn't _____.
Reception: Absolutely. I'll ask them to keep the noise down. Anything else?

3. Copies

Laura: Yes. Could you tell me where I could make a photocopy of a document?
Reception: No problem, sir. There's a copy machine in our computer lab.
Laura: Very good! Is there a _____?
Reception: It's 5 pence a copy.
Laura: That sounds reasonable. I'll be down there immediately.
Reception: I don't think there will be any long _____. Anything else?

4. Illness

Laura: Yes. Is there a _____ near here? I'm not feeling well. I would like to see a doctor.
Reception: Yes, there is a good hospital in the vicinity, called 'St. Mary's Hospital'.
Laura: Good. Could you please reserve a taxi for me at _____?
Reception: Certainly. Where would you like the taxi to take you?
Laura: My destination is St. Mary's Hospital.
Reception: Certainly. I'll have a taxi _____ for you at three thirty. Anything else?
Laura: No, I think that's about it. Thank you very much.

LIVEWORKSHEETS

- *Listen to the dialogue between Jack and a doctor without reading the transcript, and then answer the questions. Listen again, filling in the missing words in the script.*

Transcript: At the Doctor

Doctor: So, what seems to be the problem?

Patient: Well, I haven't been feeling very well. I was _____ a lot over the weekend. And I've got this terrible pain in my _____ and a pretty bad headache. I think I've got some find of tummy bug.

Doctor: Does your body feel sore?

Patient: Yes, it does.

Doctor: OK. I just need to take your _____. Mmm... _____ you've got a bit of a temperature. You need to drink plenty of fluids and stay _____ for the next 48 hours. You also need to take this _____. *[She hands him a prescription.]* You can get it in the chemist's. Just take one pill every six hours.

Patient: OK. Thanks a lot. Is there a chemist's near here?

Doctor: Yes, there's one right next to the _____.

Patient: Great. Thanks a lot. Bye.

Doctor: Bye.

- *Translate the following sentences into Spanish. Use the images to guide you.*

Useful expressions

LIVEWORKSHEETS

Usage: causative verbs

Causative verbs indicate that a subject causes someone else to do something, rather than doing it themselves.

Grammar Reference

Causative verbs

'Get' can be used to express the idea that "X" causes "Y" to do something. 'Ask', 'tell', 'have' can also be used as causative verbs.

FORM:

X gets/ asks/ tells/ wants Y to do something. ←→ X **has** Y **do** something

E.g. I'll **get** the waiter **to bring** you the menu.

I'll **have** the waiter **bring** you the menu.

Note that 'have' is much more common in American English; 'get' is common in spoken British English.

- **Exercise 1. Use the words in parentheses to complete the sentences.**

1. Naomi asked the waiter ..... her some tea. (bring)
2. I had my brother ..... my suitcase. (carry)
3. The receptionist will get a porter ..... my luggage. (carry)
4. Naomi told the housekeeper ..... her room. (clean)
5. Naomi had the housekeeper .....her room. (clean)
6. His parents want him..... abroad. (go)

LIVEWORKSHEETS

Key Words

- **heating:** machinery used to keep buildings warm, such as furnaces or radiators :: calefacción
- **work:** do what is supposed to do :: funcionar
- **immediately:** without delay :: inmediatamente
- **fix:** repair :: reparar
- **scream:** make a loud high noise with your voice; shriek :: gritar
- **absolutely:** used to say that you completely agree :: totalmente, absolutamente
- **reasonable:** not too expensive :: razonable (referiendo al precio)
- **in the vicinity:** nearby; not far away :: cerca
- **temperature**: the measured amount of heat in a place or in the body :: temperatura
- **thermometer:** a device used to measure temperature :: termómetro
- **fever:** temporary increase in body temperature, usually above :: fiebre
- **pills / tablets:** a small, solid, rounded mass of medicine :: pastilla
- **medicine:** a medication, drug, or remedy used to treat illnesses :: medicina
- **vomit / throw up:** the involuntary or forceful ejection of stomach contents through the mouth :: vomitar
- **tummy bug:** a common, often short-lived infection of the digestive system :: virus estomacal
- **headache:** a common, often treatable pain felt in the head, face, or neck, typically manifesting as throbbing, dull, or sharp sensations:: dolor de cabeza
- **sore:** physical pain, tenderness, or discomfort in a body part :: dolorido
- **fluids:** (re medicine) liquids like water, juice, soup :: liquidos
- **prescription:** an official, written, or electronic order from a qualified health professional (like a doctor or dentist) to a pharmacist for medication or a medical device :: receta medica
- **chemist's / pharmacy:** a retail shop or hospital department where medicines are compounded, dispensed, and sold :: farmacia
- **clinic:** a healthcare facility focused on outpatient care, providing diagnosis, treatment, and preventative medicine to patients who do not require overnight stays :: clinica
- **diarhrea:** a common gastrointestinal symptom defined as passing loose, watery stools :: diarrea
- **constipation:** a common digestive issue characterized by infrequent bowel movements, hard or lumpy stools, and difficulty or pain when passing stool :: constipación
- **cold:** a common digestive issue characterized by infrequent bowel movements (typically fewer than three per week), hard or lumpy stools, and difficulty or pain when passing stool :: frio o resfrio
- **cough:** a protective reflex that suddenly expels air from the lungs to clear the throat and airways of mucus, irritants, or foreign particles :: tos
- **queasy / nauseous:** feeling sick in the stomach with an urge to vomit :: con nauseas
- **dizzy:** a sensation of spinning, woozy, or lightheadedness, often with a feeling of instability or a tendency to fall :: mareado
- **flu:** short for influenza, is a contagious respiratory illness caused by influenza viruses that infect the nose, throat, and lungs :: gripe
- **blood pressure:** the force of blood pushing against artery walls as the heart pumps it through the body :: presión arterial
- **pain killer:** a medication designed to reduce or eliminate physical pain :: calmante
- **pulse:** the rhythmic, palpable throbbing of arteries produced by the regular contraction of the heart :: pulso
- **infected:** having an infection : contaminated with an infective agent :: infectado

LIVEWORKSHEETS

Homework

- **Exercise 1.** What's wrong with each person. Choose the correct word.

1 She's got a(n) **earache / headache.**

2 He's got a **stomach ache / cough.**

3 She's got a **toothache / temperature.**

4 He's got a **cough / sore throat.**

5 He's got a **cold / sore throat.**

6 She's got a **cough / stomach ache.**

7 She's got a(n) **headache / earache.**

8 He's got a **cold / toothache.**

- **Exercise 2.** Fill in the gaps with the correct word from the box.

painkillers	swallow	a nasty cough	temperature

1 A: Are you OK?
B: Yeah, I've just got ..... and I can't .....
A: Do you feel hot? Have you got a .....?
B: No, thanks. I'm sure it'll clear up in a couple of days. I'll just take some ..... for my headache.

medication	a chest infection	flu	allergy

2 A: I didn't sleep at all last night. My little boy has .....
B: Poor thing. Has he got .....?
A: No, he has an ..... to dogs. He must have been playing with my neighbour's puppy.
B: That must be a worry.
A: Don't worry. He'll be fine if he takes his ..... for a couple of days.

X-ray	dizzy	stitches	sprained

3 A: Sorry, Bill, I won't make it into work today. I've had an accident.
B: Oh, no. What happened?
A: Well, I felt ....., and I fell and ..... my ankle.
B: Oh dear. Is your foot in plaster?
A: No, they did an ..... and it isn't broken. But I also ended up with five ..... – I cut my head when I fell.
B: Poor you. Just stay at home until you feel better.

LIVEWORKSHEETS