

Vocabulary

Common complaints

1 Match the phrases in the box with situations 1–8.

aggressive salesperson billing dispute
broken promise cold caller false advertising
faulty product lack of communication slow delivery

- Someone tries to sell you new windows over the phone.
- A pair of speakers that you bought don't work.
- Your takeout order takes longer to arrive than expected.
- Someone tries to sell you insurance in a slightly scary way.
- Your new car uses far more fuel than the manufacturer said it would.
- You disagree with an online shop about the amount you paid for some clothes.
- A supermarket fails to give you information about your food shopping delivery.
- Your mobile phone company says they'll replace your broken phone but they don't.

2 Choose the correct option a, b or c.

Avoiding problems when shopping online

Shopping online might be convenient but there are always issues to deal with. Companies are only legally obliged to return payment for ¹ products although many large companies do so for all returns. This is good because while the product may look fantastic in the photo, it can be somewhat disappointing in real life. While this is annoying, it isn't exactly ² advertising so you can't legally ask for your money back. It's important to check for hidden costs to avoid billing ³. Extra delivery costs are a good example. ⁴ delivery might mean the product arrives after you need it so always check delivery times. Call a company to confirm the delivery date before you book the day off work. You may find the date has changed but ⁵ customer service means they've forgotten to tell you. You don't want to waste a day's holiday because of a ⁶ of communication and a ⁷ promise. Hopefully you'll find the customer service department is full of helpful, not rude, ⁸.



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|---------------|--------------|-------------|
| 1 a empty | b broken | c faulty |
| 2 a false | b wrong | c incorrect |
| 3 a arguments | b disputes | c rows |
| 4 a Slow | b Long | c Short |
| 5 a weak | b poor | c ill |
| 6 a reduction | b drop | c lack |
| 7 a damaged | b harmful | c broken |
| 8 a staff | b profession | c labour |

Language focus

-ed and -ing adjectives

3 Correct the mistakes in five of the sentences.

- It's really frustrated when you burn a meal.
- Running makes me so exhausted that I can only do it at the weekends.
- I found that lecture really inspired.
- Am I the only one that's alarming by what Jack just said?
- I'm not convincing that we're going to get this project finished on time.
- That last piece of cake is tempted but I've had enough.

4 Complete the pairs of sentences with the correct endings A or B.

- We never watch the news these days. It's just too ____
you're already ____
A depressing B depressed
- Andy always interrupts me. It's ____
- Someone just pushed into the queue and got the last ticket. I'm ____
A infuriated! B infuriating!
- I'm 49 but have just been given a ticket for over 60s. I feel quite ____
- My boss has asked us to work extra for no more pay. It's ____
A insulting! B insulted!

5 Complete the conversations with the correct form of the adjectives in the box.

astonish confuse entertain exhaust satisfy
tempt

- A: Is it just me or is this information ____?
B: It's not just you. I don't get it either.
- A: I love it when I do everything on my 'to do' list.
B: Oh, I know. It's really ____, isn't it?
- A: I'm ____ that Max and Mel are a couple.
B: I know. I was really surprised, too.
- A: I'm ____ to try that pumpkin ice cream.
B: Really? It sounds disgusting!
- A: This isn't the most intelligent film I've ever seen.
B: No, but it's ____ so that's OK.
- A: It's been a long day. I'm ____.
B: Yes, an early night for both of us, I think.