Speaking strategy: complaints and solutions.

Name: _____ **Goal: I can describe a problem and suggest a solution.**

Vocabulary.

1. **Look at the pictures. Match the household problems with the pictures. Drag and drop the correct expression.**

the ceiling is leaking	The mailbox is broken	The toilet is clogged
The washing machine isn't working	The faucet is leaking	The stove isn't working
The lock is broken	There's no hot water	The window is stuck
There's no heat	The door is stuck	The sink is clogged

1

2

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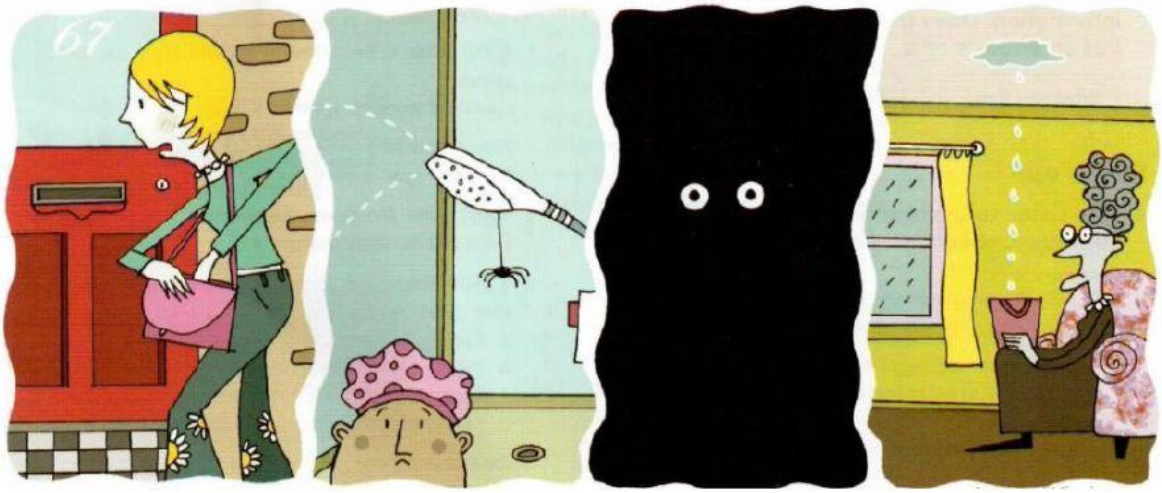
12

LIVEWORKSHEETS

2. **Match the problems 1 – 4 to the solutions a – d. Write the letter in the space.**



1 I've lost my key and I can't get inside. ...b...
2 The shower's broken so I can't wash. .....
3 The lights aren't working so I can't see. .....
4 There's a hole in the roof and the rain's coming in. .....

a send a plumber
b get a new one made
c send a builder
d send an electrician

Listening: a problem in the house.

A few weeks later Susan has a problem in her flat. She phones her landlord.

1 (19) Listen to the conversation. What is the problem?

.....

2 (19) Listen again and answer the questions below.

a When did the problem start?

.....

b Has Susan tried to fix the problem?

.....

c What will the landlord try to do?

.....

d When will the landlord visit Susan's flat?

.....

LIVEWORKSHEETS

Speaking:

Listen to Susan leaving an answerphone message to her landlord about another problem.

Hello, it's Susan from your flat in Arawa Street. I'm phoning to let you know there's a broken window. We can't close it and it's really cold! Could you please send someone around to fix it? Thanks. Bye.

When something goes wrong you explain the problem and suggest a solution. Look at the other example on the right.

Problem

Susan says:
We've got a bit of a problem in the flat. The oven isn't working.

Other expressions:
I'm phoning to let you know / tell you that the oven is broken.

Solution

Susan says:
I was wondering if you could get someone to come and have a look at it for us.

Other expressions:
Would it be possible to get someone to fix it?
Could you please get an electrician to come round?

SPEAKING INTERACTION.

Choose one of the problems in the vocabulary section. Work with a partner and roleplay a conversation between the landlord and the tenant.

LIVEWORKSHEETS