

10.3) THERE'S A PROBLEM

- F** complaining
- P** sentence stress
- V** problems

VOCABULARY

PROBLEMS

1 A Work in pairs. Look at phrases 1–8 below. What do the words in bold mean? Which things can you see in photos A–E?

- 1 public transport **delays**
- 2 **litter** on the streets
- 3 bad **service** in a restaurant or shop
- 4 **faulty** equipment
- 5 someone speaking **loudly** on their phone
- 6 computers **crashing**
- 7 getting **stuck** in a traffic jam
- 8 receiving **spam** in your inbox

B Discuss. Which of the things in Exercise 1A annoy you the most? What other things annoy you (at home/at work/in shops, etc.)?

I can't stand people eating in the street.



FUNCTION

COMPLAINING

2 A **10.5** Listen to three people complaining and answer the questions.

- 1 Where are they?
- 2 What problems do they describe?

B Listen again and answer the questions.

Conversation 1

- 1 What does the receptionist offer to do?
- 2 Does she sound rude or polite?

Conversation 2

- 3 How long did the man wait for a table?
- 4 How long did he wait for his meal?
- 5 What reason did the manager give?

Conversation 3

- 6 How long has the woman waited?
- 7 Why is she surprised?

3 A Complete sentences 1–6 below with a suitable word from the box.

sorry look nothing over work problem

- 1 There's a _____ with the air conditioning. C
- 2 It doesn't _____.
- 3 We'll _____ into it right away.
- 4 I'm really _____ about that.
- 5 I'm sorry, but there's _____ we can do at the moment.
- 6 I've been here for _____ an hour.

B Are the sentences complaints (C) or responses (R)?

C Read audio script 10.5 on pages 174–175 to check your answers.

▶ page 146 **LANGUAGEBANK**

4 Match complaints 1–4 with responses a)–d).

- 1 I bought this camera here last week, but there's a problem with it.
 - 2 I had an appointment with Doctor Clarke at 3.00p.m., but I've been here for over two hours.
 - 3 Excuse me, the lights in my room don't work.
 - 4 We were told there's a flight delay of over six hours. Is this right?
- a) I'm really sorry about that. He's very busy at the moment.
 - b) I'm sorry, but there's nothing we can do at the moment. There's a problem with the electricity.
 - c) I'm afraid that's right. The plane has a faulty engine.
 - d) OK, can you leave it here? I'll look into it right away.

V DESCRIBING A CITY

1 A Complete the phrases.

- 1 a lot of tr_____
- 2 beautiful bu_____
- 3 friendly, po_____ people
- 4 a good public tr_____ system
- 5 a lot of cr_____
- 6 clean, safe st_____
- 7 good ni_____
- 8 it's ex_____ to live there

B Work in pairs and take turns to describe a place you know. Use the phrases above to describe it.

G USES OF LIKE

2 A There is one extra word in questions 1–6 below. Find the word and cross it out.

- 1 What's do the weather like today?
- 2 What food do you to like most?
- 3 What's your capital city it like?
- 4 What do you like about where do you live?
- 5 What's about the food in your country like?
- 6 What like are the people like where you live?

B Work in pairs. Ask and answer the questions.

V CRIME AND PUNISHMENT

3 Reorder the letters in the underlined words to complete the sentences.

- 1 He was given a ironps teenecs for committing the crime.
- 2 The graffiti artist had to do icymountm viceers.
- 3 The filterposh was caught in a shop.
- 4 Unfortunately fehht is very common in my city.
- 5 Credit card dufar is a modern crime.
- 6 He received a nife for parking his car in the wrong place.
- 7 How did they catch the hefit?
- 8 She was found wingrit raigffti on a wall.

G PRESENT/PAST PASSIVE

4 A Match 1–6 with a)–f) to make sentences.

- 1 The television was
- 2 The American Constitution
- 3 Penicillin was discovered
- 4 The first aeroplanes
- 5 Surfing was first
- 6 The Statue of Liberty and the Eiffel Tower were

- a) built by French architects.
- b) invented by John Logie Baird.
- c) practised by Australian sportsmen.
- d) was written in 1787.
- e) were built by the Wright brothers and Alberto Santos Dumont.
- f) by Ian Fleming.

B Work in pairs. Discuss. Do you think the sentences are true (T) or false (F)?

A: *I don't think that penicillin was discovered by Ian Fleming.*

B: *No, he wrote ...*

F COMPLAINING

5 A Underline the correct alternative to complete the conversations.

Conversation 1

A: Hello. Could I speak to Mike Jones?

B: Yes, I'll get him.

A: Hi, Mike. I'm ¹afraid/frightened there's a problem with the computer. It's crashed.

B: OK, just bring it over and we'll look ²up to/into it right away.

Conversation 2

A: Excuse me, I'm afraid I ³have/ make a complaint.

B: Oh really. What's the matter?

A: It's this remote control I bought from you. It ⁴doesn't/ isn't work.

B: Oh yes, this part's faulty. Would you like another one?

B Work in pairs. Practise the conversations.

6 Work in pairs and role-play the situations. Student A: you are a customer. Read the situation and make complaints. Student B: you are the manager. Try to help the customer.

Situation 1

You are in Yumi Yumi, Europe's most expensive noodle bar. You have just found a hair in your noodles.



Situation 2

You are in the reception of the five-star La Plaza Mayor Hotel. An hour ago you saw a mouse in your room. You called reception, but nobody came.



Situation 3

You are in a first class seat on a flight from New York to Paris. Your personal TV doesn't work, there's a strange smell in the cabin and you are cold.

