

LESSON 8- READING – TUTOR’S HANDOUT – ĐIỆN TỬ 3

EXERCISE 1: Read the following text and answer questions using no more than FOUR words

It would be probably 1 year or so when I bought a cell phone and went through a horrible experience. I bought Nokia C5 cell phone from a Nokia shop of the city shopping mall

I used the cell phone for about a month and I was very happy of its performance. It was a touch phone and mostly operated with fingertip. All of a sudden one day when I was playing games on the phone, I noticed that the touch functionality was not working and hence I was unable to use it or do anything. I restarted the phone and I found it okay again. But that problem kept reappearing over and over again and I took the phone to the service center. After a week I took it back home and used smoothly for 2 weeks or so and sadly the problem reappeared. That was a very frustrating experience and I explained my daunting experience to the customer care officer and he assured that they would fix it. But to my surprise I found the problem again. That day I decided to throw it in the dustbin and bought a new cell phone by a different brand and manufacturer. Though I have not thrown it away to the dustbin, I placed it in a box with old and unused materials. I later bought a Sony phone and found it really cool.

- 1.What type of phone did the writer have a problem with?**
- 2.How long did he use the phone before the problem occurred?**
- 3.Which part of the phone was out of order?**
- 4.What was he doing when the problem occurred?**
- 5.What did he do finally?**

EXERCISE 2: Read the following letter and answer questions using NO MORE THAN TWO WORDS/A NUMBER

Computer plus

34 West View Plaza

Tel: 9475-7609

October 25th

Dear Mr White,

Thank you for your letter. I am sorry that you have had problems with your new Tondai Series-S computer. We have had similar complaints from three other customers. We have looked at your computer and tested it carefully. However, we cannot find the cause of the trouble. We would like to exchange your computer for another. You may have either the same series again or a new computer from the T series.

Please contact me at the above telephone number, and let us know what you would like. I am very sorry for this inconvenience.

Sincerely,

Eric Winters

Questions

- 1. When was the letter written?**
- 2. What device was out of order?**
- 3. How many customers had the same trouble?**
- 4. What is Eric's solution?**
- 5. Which phone number should Mr White call?**

EXERCISE 3: Read the following letter and answer the question using NO MORE THAN TWO WORDS/A NUMBER.

Jane Brown
123 street
jane@brown.com.au

1 January 2013

RE: COMPLAINT ABOUT FAULTY TELEVISION
PURCHASED CABINET AT CABINET WORLD ON 15
DECEMBER 2012

Dear Manager

I am unhappy with the quality of a television cabinet I bought at 5 Street on 15 December and I am writing to seek a replacement.

The cabinet doors do not open and shut properly and the stain on the cabinet is uneven, with one half darker than the other. The cabinet was delivered on 28 August and I noticed this problem two days later when I was cleaning it.

The cabinet is not of acceptable quality and does not match the sample cabinet I was shown in your store. I would like you to replace it with one of the same quality and finish as the sample and arrange for return of the faulty cabinet at no cost.

I have attached a photocopy of my receipt as proof of purchase.

I would like to have this problem fixed quickly please. If I do not hear from you within 10 days, I will lodge a formal complaint with Consumer Affairs in my state.

You can contact me on 1234 5678 from 8 a.m to 5p.m or after 5p.m on 123 456 789 to discuss this matter further.

Jane Brown

Administrator

PV company

Questions

- 1.What product does the writer write about?**
- 2.When did he notice the problems?**
- 3.What does he want the store to do with the product?**
- 4.What phone number should the manager call him at 2 p.m?**
- 5.Who is the administrator of PV company?**