STUDENT

COMPLAINING

Task One
In the following box find synonymous words/phrases for the vocabulary items listed 1 to 14 below.

start	not changing	having good opinions	torn
useless	product sent	high sound	crash
answer	elimination	move suddenly	
speakerphone	give information	unwanted noise	

	WORDS/PHRASES	SYNONYMS
1.	hands-free kit	
2.	highly rated	
3.	pathetic	
4.	consistent	
5.	announce	
6.	flinch	
7.	wreck	
8.	interference	
9.	whine	
10.	shipment	
11.	ripped	
12.	respond	
13.	initiate	
14.	cancellation	

Task Two
Fill in the table with the complaints about **Motorola Roadster 2 Wireless In-Car Speakerphone** mentioned in the text on the next page and the corresponding justifications/reasons for them.

	COMPLAINT	JUSTIFICATION/REASON
1.		
2.		
3.		
4.		

I recently decided to buy a hands-free kit so that I could make and receive phone calls while driving without taking my hands off the wheel.
After reading some reviews I ordered from Amazon **Motorola Roadster 2 Wireless In-Car Speakerphone** being one of the highly rated units on sale.

Unfortunately, when it arrived, I discovered that the voice quality of the outgoing calls is disappointing. I listened to a recording made by the person hearing me on the other end of the line and what that person was hearing is pathetic. I've been using this speakerphone for a couple of weeks and this problem is consistent. Check for yourself:

Soon, other problems came up.
- After being automatically updated a week later, *the MyMotospeakApp* stopped announcing the caller by their name and instead made a loud ring. The first time this happened, I flinched so bad and almost wrecked my car.
- The speakerphone seems to have occasional interference with my car that makes a high-pitch whine that is irritating for a person on the other end.
- On top of that, on unpacking the shipment I found the box had been ripped, the plastic seals removed and the manual missing.

Motorola Roadster 2 Wireless In-Car Speakerphone

Visit the Motorola Store

★★★★☆ 3,035 ratings | 440 answered questions

Available from these sellers.

Brand	Motorola
Color	Silver
Battery life	5 Hours
Item Weight	87 Grams
Power Source	Battery Powered

About this item

- Download the free My MotospeakApp and listen to incoming texts messages read aloud, then use voice commands to respond or initiate texts. Also receive caller ID and important battery call status voice alerts.
- Roadster 2 automatically turns on and connects with your phone when you enter your car. When you're ready to leave it automatically turns off, saving battery life.
- Listen to calls or stream music on a powerful 2-watt speaker or through car speakers using the FM transmitter
- Have crystal clear calls with CrystalTalk technology on Roadster 2. Your speakerphone's dual microphone noise cancellation and echo control settings block out background noise in the car better than other speakerphones.
- Motorola retail packaging includes: Motorola Roadster 2 Bluetooth In-Car Speakerphone, Car Charger, User Guide. Choose 'ships and sold from Amazon.com' to ensure new, authentic Motorola product.