PRE-LISTENING

Có một số từ vựng sẽ xuất hiện trong phần bài nghe. Hãy đoán nghĩa của mỗi từ vựng bằng cách nối từ với nghĩa tương ứng.

Sort Elements

- a sum of money that is paid back to you, especially because you paid too much or because you returned goods to a shop
- to go or to make something/somebody go at a slower speed or be less active
- to burst or make something burst loudly and violently, causing damage
- having a fault or faults; not perfect or complete
- a person who tells lies
- to burn yourself or part of your body with very hot liquid or steam

scald (verb)	
explode (verb)	
liar (noun)	
refund (noun):	
slow down (phrasal verb)	
defective (adj)	

LIVEWORKSHEETS

DURING LISTENING

Nghe file nghe sau đây và trả lời các câu hỏi

Product:	rice cooker
Model Number:	1
Price of the Product:	£ 2
Name of the Branch:	3
Problem:	4

LIVEWORKSHEETS

VOCABULARY PRACTICE

Nghe file nghe lại lần hai và hoàn thành các vị trí trống dưới đây

SERVICE REP: Hello, and welcome to "Under Pressure Enterprises", Customer Service Department. This is Kelly. How may I help you?

MR. HEWITT: Yes, I'm calling about one of your rice cookers I just **1** .

CR: What seems to be the problem, sir?

H: Seems? There's no seeming about it! The blasted thing shoots hot steam all over the place, that's what! It nearly **2** my hand when I went to open it. Why it could have killed the cat or something. It could have **3** and killed my wife and me!

CR: Sir, sir, please calm down. As long as the steam escapes the cooker, it won't explode.

H: So you're telling me there's no problem! Are you calling me a **4** ?

CR: Sir, no one is calling you a liar.

H: Yes! So I **5** a full **6** !

CR: Under Pressure will be happy to refund your money, sir. Now I just need some basic information.

H: OK, OK. Sorry. I do tend to get a little hot under the collar. My wife tells me to **7** ... So, what do you need to know?

CR: Sir, don't worry. I just need to ask you the model number of the cooker.

H: Hmmm ... where are my **8** ? Ah, here! Let's see ... ah. It's R242.

CR: R242. OK, and how much did you pay for the product?

H: 89.99 pounds. It was on sale, I guess I should tell you.

CR: Thank you, that's honest of you. Now, where did you buy the cooker? Which store and which branch?

H: At that big Electric Life **9** store downtown.

CR: The City Centre Branch?

H: That's the one.

CR: And you say the problem is that the steam **10** ?

H: Yes, it does!

CR: No problem, sir. If there's steam escaping, clearly the cooker is broken or **11** . So we have an R242 cooker with an escaping steam problem. It was bought from Electric Life's City Centre Branch for 89.99. Is that correct?

H: Yes, that is correct.

CR: Oh, I nearly forget. When did you buy the cooker?

H: Just as soon as my wife got the crazy idea she'll live longer if she stops eating good English food: **12** beef and mash. No, all she says she wants is rice and vegetables and **13** you'd not **14** your feet in!

LIVEWORKSHEETS