

## Working with words

Choose the correct words in *italics*.

- I think there's a *fault* / *failure* with my washing machine.
- The new model of the washing machine had a design fault and as a result the company had to *recall* / *refund* all the machines they had sold from January to April.
- I'm sorry, but there seems to have been some kind of *breakdown* / *misunderstanding*. My appointment is at 2.00 p.m., and your appointment is 2.30 p.m., so I should go first.
- Sorry, you'll have to wait if you want to use the Internet. The server will be *wrong* / *down* for at least three hours.
- Don't forget to unplug your charger as soon as your phone is fully charged. It'll cause *damage* / *injury* to the battery if you don't.
- You won't believe this. My car is *down* / *has broken down* for the third time this month. It's at the garage now.
- I wouldn't use the company again. Yes, they'll fix it for you, but it took them three months to *recall* / *resolve* the problem I had.
- I got half my money back from the hotel because I made a *complaint* / *mistake* about the service.
- I think the problems are due to the *mistake* / *failure* of staff to communicate properly. We need some more staff training.
- It's not always in our interests to achieve zero *defects* / *refunds*, as this can be expensive and push up prices.

## Language at work

Tick (✓) the correct sentences and change the incorrect sentences.

- Fleming is the scientist which discovered penicillin.  
\_\_\_\_\_
- She's the person who won the 'Employee of the Month' award.  
\_\_\_\_\_
- The boy that designed the computer games was only 14 years old.  
\_\_\_\_\_
- The machine who had a defect was the brand new one.  
\_\_\_\_\_
- Do you know a place when I can get my phone fixed?  
\_\_\_\_\_
- It was a time when very few people had electricity in their homes.  
\_\_\_\_\_
- I want to find the person who's mobile phone keeps ringing in the office. It's really annoying.  
\_\_\_\_\_
- The person whose taking over my job is arriving on Tuesday.  
\_\_\_\_\_

## Business communication

Complete the missing words in the three conversations.

- A So what's the <sup>19</sup>m\_\_\_\_\_ exactly?  
B It's this DVD. It <sup>20</sup>k\_\_\_\_\_ on switching off.
- A When you say it switches off, do you <sup>21</sup>m\_\_\_\_\_ it stops, or there's no power at all?  
B No power. It goes dark.
- A Are you using it on battery, or mains?  
B Battery, I think.
- A Have you <sup>22</sup>t\_\_\_\_\_ plugging in the power cable?  
B Is there one?
- A What appears to be the <sup>23</sup>t\_\_\_\_\_?  
B My boss is <sup>24</sup>a\_\_\_\_\_ giving me more projects when we haven't finished the last ones. I just can't keep up.
- A It <sup>25</sup>m\_\_\_\_\_ be useful to talk to her.  
B But she's never here. I just get notes stuck on yet more reports.
- A The <sup>26</sup>b\_\_\_\_\_ thing would be to ring her. Just talking should solve the problem.
- A Hello, how can I <sup>27</sup>h\_\_\_\_\_?  
B Well, I bought this from you last week, but it doesn't work.
- A What's wrong with it <sup>28</sup>e\_\_\_\_\_?  
B It won't come on, and there's a smell when you plug it in.
- A What <sup>29</sup>s\_\_\_\_\_ of smell?  
B A kind of burning.
- A It sounds <sup>30</sup>l\_\_\_\_\_ there's a problem with the electrics. Anyway, I'll give you another one. See how that works.

Result \_\_\_\_\_ / 30 marks

## Unit 13 Speaking test

### Role cards

Copy this page and cut out the role cards for the students. In this test there are two role-play situations and students should do both. Then use the Speaking test results forms to evaluate each student's performance. You can then cut out the results and give them to the students.

### Role-play 1

#### Student A

Call customer services at a computer supplier.

#### Main problem

You bought a faulty computer.

#### Details

You loaded some old software, but it won't work with this computer.

You'd like to send the computer back and get a refund.

#### Student B

You work at the call centre for a computer supplier. Answer a call and:

- find out the main problem
- find out the details
- note that there is nothing wrong with the computer – the customer's software sounds out of date and incompatible
- advise the customer to buy new software
- the company has a no refund policy

### Role-play 2

#### Student A

Your colleague calls you with a problem. Answer the call and:

- find out the main problem
- find out the details
- note that the problem is probably just a simple misunderstanding
- advise your colleague to talk with his/her boss
- confirm that better communication is the solution

#### Student B

Call a colleague.

#### Main problem

Your boss is always giving you work.

#### Details

You have three reports to complete and have now been given another. Your boss is never here.

## Unit 13 Speaking test results

Use these forms to evaluate the students.

Student A Can the student ...?	Didn't do this (0 points)	Yes, but with some mistakes (1 point)	Yes, did this very well (2 points)
ask what the problem is			
ask for more detail			
diagnose the problem			
give advice			
confirm a solution			

Result \_\_\_\_\_ / 10 marks

Student B Can the student ...?	Didn't do this (0 points)	Yes, but with some mistakes (1 point)	Yes, did this very well (2 points)
ask what the problem is			
ask for more detail			
diagnose the problem			
give advice			
confirm a solution			

Result \_\_\_\_\_ / 10 marks