

LESSON 3

- 12 Read the article *How can I help you?* on page 32 in the Student's Book again. Check true, false, or no information.



1. Customers buy services and products.
2. Most businesses make their customers wait a long time.
3. You should promise customers whatever they want to hear.
4. If your product breaks, offer to fix it.
5. You should pay more attention to praise than to complaints.
6. Find out the answers to a customer's question.

true	false	no information
☐	☐	☐
☐	☐	☐
☐	☐	☐
☐	☐	☐
☐	☐	☐
☐	☐	☐

- 13 Read the article. Then write T for true or F for false for each statement, according to the information in the article. Correct the false statements.

"Dry" cleaning

When you need your delicate garments cleaned, you take them to your local dry cleaning store. You give them your clothes, get a ticket, and after a few hours or a few days, your clothes are as good as new. But do you know what dry cleaning is? Do you know how it first started?

Despite its name, dry cleaning is actually not a dry process. Clothes are washed in liquid chemicals, but without water. (That's why the process became known as *dry cleaning*.) Dry cleaning is often used instead of washing delicate fabrics by hand. It can also remove stains that can't be removed at home.

The invention of dry cleaning was an accident. In 1855, a Frenchman named Jean Baptiste Jolly made a discovery: A lamp filled with kerosene fell on a greasy cloth in his home (kerosene is a type of oil that burns well). When the kerosene dried, the cloth was cleaner where the liquid had been.

Based on this discovery, people began to use chemicals to clean clothes. But most of these chemicals, such as kerosene and gasoline, could easily catch on fire, so dry cleaning was very dangerous.

In the 1930s, people started to use a new chemical, called *perchloroethylene*, or *perc* for short. This chemical cleaned well, was gentle on most fabrics, and most importantly, it didn't catch on fire easily, so it was much safer than the chemicals that were used earlier. It is still used today by most dry cleaners. However, in recent years, some people have been worried about possible health issues related to perc.

While perc does not catch on fire easily, people who work in dry cleaning shops have complained of dizziness, headaches, sleepiness, sore eyes and throat, and other more serious illnesses from the chemical smells. Some new machines have been developed to help keep the fumes from escaping during the cleaning process and to keep the air in the shops cleaner, fresher, and safer.

- _____ 1. No liquid is used in the dry cleaning process.
- _____ 2. Jean Baptiste Jolly was trying to find a new way to clean clothes.
- _____ 3. When kerosene got on the cloth in Jolly's home, the cloth caught on fire.
- _____ 4. Kerosene can clean greasy cloth.
- _____ 5. People stopped using gasoline and kerosene because they were dangerous.
- _____ 6. Perc doesn't burn as easily as kerosene and gasoline.
- _____ 7. Perc isn't used in dry cleaning anymore.

14 Read the article again. Then answer the questions.

1. How is dry cleaning different from the way people normally wash their clothes at home?

2. What chemicals did people use to dry-clean their clothes in the late 1800s?

3. Why did people start using perc for dry cleaning?

15 Look at the completed customer survey. Then answer the questions about the customer's experience. Write yes, no, or no information.

Thank you for choosing **Sew Clean** for your tailoring and dry cleaning needs. We want to know about your experience. Please take a moment to complete this survey and evaluate our quality of service.

	5 excellent	4 good	3 average	2 poor	1 unacceptable
Quality of work	⑤	4	3	2	1
Speed of service	5	④	3	2	1
Price of service	5	4	3	②	1
Knowledge of employees	⑤	4	3	2	1

Do you have any other comments? The tailor knew what she was doing. She shortened my pants perfectly. And they were ready on time. She told me that they would be finished the next day, and they were!

1. Does the customer think that the business is efficient? _____
2. Does the customer think that the business is professional? _____
3. Does the customer think that the prices are reasonable? _____
4. Does the customer think that the employees are helpful? _____
5. Does the customer think that the employees are reliable? _____
6. Does the customer think that the business offers a lot of different services? _____
7. Did the customer use the tailoring services? _____
8. Did the customer use the dry cleaning services? _____

- 16 Read and respond to the instant message. Describe the quality of the service and the workmanship of one business in your area.

Rudy425

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rudy425: I'm new to the area and would really like to know about the local services. Can you recommend any businesses?

you: _____
