

8

Reporting

1 Recent incidents

Start here

1 Work in pairs. Look at the photo and say what's happening. List five common problems you can have with a car.

2  Listen to this phone call and complete the details in the form.



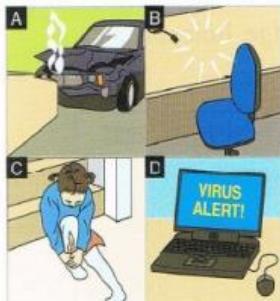
Crash Recovery Co Ltd Online customer call information. Enter details

Customer name	(1)	
Car Registration No	(2)	
Location: Road	(3)	
Between Junction (4)	and Junction (5)	Going (6)
Problem:	(7) The exhaust pipe	

Listening

3  Listen to the phone calls and match them with the pictures.

4 Complete the sentences with the verbs in the box. Put two words in each gap.



broken cut driven fallen had happened have/has lost taken

- 1 Is that Security? Thieves have broken into my office. They _____ my computer.
- 2 Is that the IT hotline? Something _____ to my computer. I _____ all my data.
- 3 I need an ambulance, quickly. My daughter _____ downstairs. She _____ her leg.
- 4 Is that Crash Recovery? I _____ an accident. I _____ my car into a bridge.

Language

You form the *present perfect* with *have/has* + past participle.

- You can use the present perfect to talk about *recent* actions: *My car has broken down. I've changed the tyre.*
- The present perfect does not go with dates, times or time expressions such as *yesterday, a week ago, in 2005*. Use the past simple with these expressions.

5 Check you know the past participle of these verbs. Which ones are *irregular*?

buy check crash fall order put repair
sell send speak steal take write

Speaking **6** Work in pairs. Make short dialogues.

A is the supervisor in a car repair workshop. B is a mechanic in the workshop.

- 1 check the brakes ✓ repair the tyres ✗
- 2 order those new parts ✓ buy those tools ✗
- 3 change the tyres ✓ clean the spark plugs ✗
- 4 phone the customer ✗ speak to our supplier ✓
- 5 write that report ✓ send that email ✗
- 6 put in the new fuses ✗ take out the old lamps ✓

A: *Have you checked the brakes?*

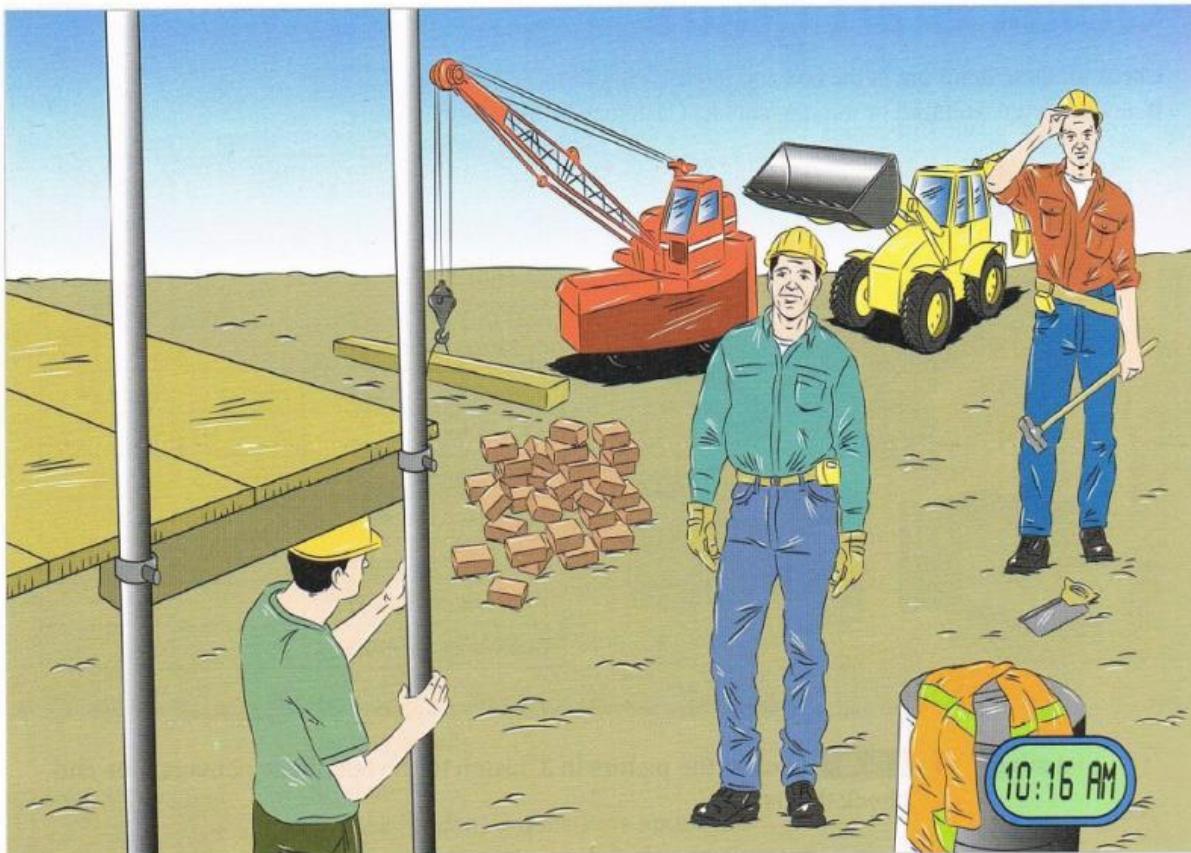
B: *Yes, I have.*

A: *Good. What about the tyres? Have you repaired them?*

B: *No, I haven't. I'll do it now.*

7 Try this memory test.

- Look at the picture on page 117 for one minute.
- Then look at the picture below. How many differences are there? Compare with a partner.

**8** It is now 10.16 am. Explain what has happened in the picture since 10:12 am. Use the words and verbs in the box.

beam bricks bucket builder crane digger
hard hat jacket scaffolding sledgehammer

climb down drive fall over lower move back pick up put put on raise take off

Example: 1 Two builders have taken off their jackets.