TE 2. Unit 7.3. **Surname Name Group**

Task 1: Match the technical terms on the left with their correct definitions on the right.

Term	Definition
1. Non-compliance	**A.** A detailed written record of findings after examining equipment
2. Corrective action	**B.** A part made to replace a broken or worn-out component
3. Inspection report	**C.** The state of not meeting required rules or specifications
4. Operational status	**D.** Steps taken to fix a problem and prevent it from happening again
5. Fault diagnosis	**E.** The process of identifying the cause of a malfunction
6. Verification	**F.** The current working condition of a machine (working/not working)
7. Spare part	**G.** The act of checking or confirming that something is correct or working properly
8. Rectification	**H.** The action of correcting a fault or problem

Task 2: Replace the informal words in bold with a more professional synonym from the box.

rectify **inform** **urgent** **verify** **assistance** **requires** **ceased** **inspection**

1. The system **needs** a new control board. → The system _____ a new control board.
2. We will do a full **check** of the system. → We will do a full _____ of the system.
3. The pump has **stopped** working completely. → The pump has _____ operation.
4. Please **tell** us when the part arrives. → Please _____ us when the part arrives.
5. We need your **help** immediately. → We require your _____ immediately.
6. Please **check** the pressure readings again. → Please _____ the pressure readings again.
7. The matter is **very important and needs quick action**. → The matter is _____.
8. We need to **fix** the wiring problem. → We need to _____ the wiring problem.

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Task 3: The email below contains 10 examples of informal language and emotional statements. For each numbered informal phrase (1-10), select the most appropriate formal alternative from options A-J. Write the correct letter in the answer column.

Subject: Your terrible service!

Hi,

① I can't believe how bad your service was yesterday. ② Your engineer came late, made a mess, and didn't even fix the problem! Now our machine is making weird noises and we can't use it.

③ This is a complete disaster for us! ④ We have orders to finish and now we can't do anything. ⑤ Our manager is really angry about this. ⑥ This is not what we paid for! ⑦ You need to send someone right now to fix this properly. ⑧ If you don't come today, we will find another company.

⑨ We are very disappointed.

⑩ Please do something about this immediately.

Regards,

Mike

Production Manager

Informal Phrase	Formal Alternative (Letter)
1. "I can't believe how bad…"	**a)** As a result, we are currently unable to continue normal operations.
2. "Your engineer came late, made a mess, and didn't even fix the problem!"	**b)** If this matter is not resolved promptly, we will be forced to consider alternative service providers.
3. "This is a complete disaster for us!"	**c)** This situation has had a severe impact on our operations.
4. "We can't do anything."	**d)** I am writing to express serious dissatisfaction with the standard of service provided.
5. "Our manager is really angry about this."	**e)** We request that a qualified engineer be dispatched immediately to resolve the issue.
6. "This is not what we paid for!"	**f)** We request immediate action to address this matter.
7. "You need to send someone right now to fix this properly."	**g)** We are extremely dissatisfied with the outcome of the service visit.
8. "If you don't come today, we will find another company."	**h)** The engineer arrived later than scheduled, left the work area in an unsatisfactory condition, and the fault remains unresolved.
9. "We are very disappointed."	**i)** This matter has been escalated to management due to the seriousness of the issue.
10. "Please do something about this immediately."	**j)** The service provided does not meet the terms of our service agreement.

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Task 4: Complete the sentences using the words from the box below.

formally	**safety**	**resolved**	**specifications**	**delay**
inspection	**urgent**	**performance**	**replaced**	**compliance**

1. The damaged bearing must be _____ immediately to avoid further damage.
2. The motor does not meet the manufacturer's _____ for power output.
3. We are writing to _____ notify you of a recurring issue with the cooling system.
4. The poor _____ of the pump is affecting the entire system.
5. An exposed cable presents a serious _____ hazard to all personnel.
6. The issue was finally _____ after the control software was updated.
7. We require a certificate of _____ to confirm all safety standards are met.
8. The shortage of spare parts has caused a significant _____ in the repair schedule.
9. This is an _____ matter because the production line is completely stopped.
10. A full _____ of the hydraulic system will be carried out tomorrow.

Task 5: Listen to the complaint email and choose the correct answer (A, B, or C) for each question.

1. What happens to the motor after 30 minutes of operation?
A. It makes a grinding noise
B. It overheats and shuts down
C. It slows down gradually

2. What event happened just before the problem started?
A. A power failure
B. A scheduled maintenance visit
C. A new operator started working

3. What risk does the sender mention if the problem is not fixed?
A. Complete motor failure and damage to other components
B. Injury to operators
C. Fire in the control panel

4. What type of report does the sender request?
A. A cost estimate for repairs
B. A report confirming corrective action and test results
C. A daily maintenance log

5. What deadline does the sender give for a response?
A. Within 48 hours
B. Within the next 24 hours
C. By Monday, 15 March

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Task 6: Circle the correct option to complete each sentence professionally.

1. The motor **overheats / is overheated** after 30 minutes of operation.
2. The inspection **will conduct / will be conducted** tomorrow morning.
3. The technician **has repaired / has been repaired** the control board.
4. The client **informed / was informed** about the delay yesterday.
5. The report **confirms / is confirmed** that all tests were successful.
6. The damaged parts must **replace / be replaced** immediately.
7. We **notified / were notified** of the problem last week.
8. The machine **has stopped / has been stopped** due to a power failure.
9. Safety regulations **must follow / must be followed** at all times.
10. The cause of the leak **has not identified / has not been identified** yet.

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