

4.1

What went wrong?

Lesson outcome

Learners can talk about problems at work in the past.

Open answer: "Las respuestas abiertas, se deben responder luego de obtener 10/10"

1 Read the problems people have at work. Which sentences are true for you?

- 1 I sometimes write the wrong address on an email.
- 2 I often send emails to the wrong person.
- 3 People sometimes give me the wrong contact information.
- 4 We always have problems with the internet.
- 5 I never say that person's name correctly. Is it Grzymiel?
- 6 I sometimes make mistakes on an invoice.
- 7 I often see spelling mistakes in emails.
- 8 I'm always late for meetings.

Vocabulary Past irregular verbs

2A 4.01 Look at the pictures. Complete 1-5 with a-e. Then listen and check.

- | | |
|---|---|
| a I made a mistake on an invoice. | d The headphones stopped working. |
| b I sent the report after the deadline. | e Tom was late, but he said sorry when he arrived. |
| c I went to the wrong office this morning. | |



1 I **saw** the people talking but there was no sound.



2 The project was delayed.



3 We **had** a meeting at 3 p.m. yesterday.



4 I **wrote** the wrong address last week.



5 The client complained and we **gave** him the money back.

B Complete the second sentence in each pair with the pink verbs in Exercise 2A.

- 1 I go to work at 7 a.m. every day. I went to work at 8 a.m. yesterday.
- 2 I usually make two or three phone calls a day. Yesterday, I _____ ten phone calls.
- 3 I often write emails to my clients. I _____ thirty emails to clients last week.
- 4 He says a lot in meetings. He _____ a lot in the meeting yesterday.
- 5 She sends invoices every day. She _____ twenty invoices yesterday.
- 6 We have a meeting every day. We _____ two meetings yesterday.
- 7 You see your manager every day. You _____ your manager last week.
- 8 We give new clients a discount. I _____ two clients a discount yesterday.

T Teacher's resources:
extra activities

Communicative grammar

TALKING ABOUT THE PAST

→ Grammar reference: page 108

Past regular verbs

I/You/He/She/We/They **worked** late last night.

I/You/He/She/We/They **stopped** working on Mondays last week.

I/You/He/She/We/They **studied** finance at university.

It **started** last year.

Past irregular verbs

be → was/were; give → gave; go → went; have → had; make → made; say → said;

see → saw; send → sent; write → wrote

→ page 104 See Irregular verbs list

→ page 99 See Pronunciation bank: The -ed ending

3 Complete the sentences with the past form of the words in brackets. The verbs are regular.

- 1 I _____ (work) in Paris last year.
- 2 I _____ (manage) a big team last month.
- 3 She _____ (miss) the meeting this morning.
- 4 They _____ (provide) our internet last year.
- 5 I _____ (travel) to work by car last week.
- 6 I _____ (stop) working in sales two months ago.
- 7 I _____ (study) finance at university.
- 8 We _____ (press) the button and the photocopier stopped working.

4A Complete the text with the past form of the words in brackets. Some verbs are irregular.

We ¹ _____ (have) an important client presentation but we ² _____ (make) a mistake on the slides. The wrong client's name was on them! We ³ _____ (change) the name and ⁴ _____ (give) a copy of the new slides to everyone at the presentation but we ⁵ _____ (send) the old presentation with the wrong name to the client by email.

B Complete the text with the past form of the words in the box. Some verbs are irregular.

go have miss not be say write

I ¹ _____ a meeting with a client at 100A Piccadilly in London, but I ² _____ 101A. I ³ _____ to the meeting but there ⁴ _____ a 101A! I ⁵ _____ the meeting. I called the client and ⁶ _____ sorry.

T Teacher's resources:
extra activities

VIDEO

5 ▶ 4.1.1 Watch the video of people talking about problems at work. Put the three sentences for each person in the correct order.



Leonora

- a I called the IT specialist. _____
- b I checked the paper. _____
- c I turned it off and on. _____

Rob

- a I telephoned the client. _____
- b I arrived an hour late. _____
- c I went by metro. _____

Ali

- a I sent more and more emails. _____
- b The client sent the documents. _____
- c I called the client. _____

6A Work in pairs. Tell your partner about Leonora's, Rob's or Ali's problem and how they solved it.

B Work in pairs. Choose a problem from the box or use the notes for Student A and B. What was your partner's problem?

Student A: Look at page 114. Student B: Look at page 122.

A train or plane was late. You made a mistake on an invoice or a report. You missed a deadline.
You went to the wrong building. Your computer stopped working. Other.

C Tell your partner's story to a new partner.

▶ TASK

Lesson outcome

Learners can make simple phone calls describing problems and offering solutions.

Lead-in 1 Work in pairs. How often do you have these problems?

- | | |
|---|---|
| 1 An invoice has the wrong information. | 5 A delivery is late. |
| 2 You don't receive an important email. | 6 You forget your phone charger. |
| 3 An order is lost. | 7 The sound doesn't work in a video call. |
| 4 There's no ink for the printer. | 8 You can't find a client's office. |

never → once or twice a month → a few times a week
→ sometimes → every day → all the time

Vocabulary Solutions

2 Look at the solutions (a-h). Which problem in Exercise 1 does each one solve?

- | | |
|---|---|
| a Ask a colleague for a charger. <u>6</u> | e Contact the delivery company about the order. ____ |
| b Ask a colleague to check the address. ____ | f Contact the supplier by email. ____ |
| c Check your spam folder. ____ | g Send the driver a message. ____ |
| d Check that your headphones work. ____ | h Send an order to your supplier. ____ |

3A Choose the correct word.

- 1 A: I can't find the email from Bronson Ltd.
B: Are you sure? Do you need to *check* / *contact* your spam folder?
- 2 A: We don't have any ink left.
B: OK, I can contact our supplier *for* / *about* the order.
- 3 A: I need to finish this report.
B: You can ask Chris *about* / *to* help you.
- 4 A: My order is three days late.
B: Why don't you *send* / *contact* the delivery company?

ask ... to check that
contact ... about

B Complete the text with the past form of the words in the box. The verbs are regular.

I had a video call but there was no sound on the computer. I ¹ _____ the headphones worked but there was still no sound. I ² _____ a colleague _____ help me and the headphones worked on her computer. I ³ _____ IT _____ the problem and they fixed it, but I missed the call.

C Write a solution for each problem.

- 1 I can't find the email from the supplier. (check / spam folder)
_____ *Check your spam folder.*
- 2 I lost my ID card. (ask / your manager / a new one)

- 3 My keyboard doesn't work. (check / it's connected to the computer)

- 4 John never answers his phone. (send / him / a message)

- 5 The order is wrong. (contact / the supplier / phone)

- 6 My computer doesn't work. (ask / IT / help you)

- 7 The invoice is wrong. (contact / the supplier / the invoice)

- 8 The printer doesn't work. (send / the document / a different printer)



Listening On the phone

Sandra Dennison from
1 _____ phoned.
Wrong information on
the 2 _____.
Can you call her on
45 3 _____?

4 ▶ 4.02 Listen to a phone call and complete Maria's notes.

5A Complete the words.

- | | |
|--|--|
| 1 How can I h ___ you? | 6 I'm sorry a ___ that. |
| 2 Could I s ___ to Chris, please? | 7 Could you a ___ Chris to call me? |
| 3 I'm a ___ Chris is in a meeting. | 8 Is that r ___? |
| 4 Can I t ___ a message? | 9 I'll g ___ Chris the message. |
| 5 T ___ is Sandra Dennison from ATQ Global. | 10 C ___ I help you with anything else? |

B ▶ 4.03 Listen and check. Then listen again and repeat.



MAKING OFFERS AND PROMISES WITH WILL

→ Grammar reference: page 108

I/You/He/She/We/They'll call (= I/You/He/She/We/They **will call**) you back.

I'll give (= I **will give**) Chris the message.

I'll send (= I **will send**) you a copy of the invoice.

T Teacher's resources:
extra activities

6 ▶ 4.04 Listen to Chris return Sandra's call. Tick (✓) the solution Chris offers.

to add an item to the order to create a new order to give Sandra her money back

7A Put the bold words in the correct order.

- Hi, Chris. **Sandra is this.**
- Hi, Sandra. **call returning I'm your.**
- So I'm **have we afraid only** a record of the black ink.
- add I can** the colour ink to your order now.
- create I'll a invoice new.**
- you send I'll copy a** of the new invoice today.
- No. **can I the team ask** to add it to your order.
- Can **help I you anything with** else?

This is Sandra.

B ▶ 4.05 Listen and check. Then listen again and repeat.

Lesson outcome

Learners can reply in a simple way to an email of complaint.

Lead-in 1 Tick (✓) the reasons you write emails. Then tell your partner.

apologise to a customer arrange a meeting ask for / give information
complain contact friends and family request action solve problems other

Reading 2 Read the email and answer the questions. **Open answer**

From: M. Taylor
matthew.taylor@PAL.com
Subject: Broken printer

I am writing to complain about the printer/photocopier (Model: 13267B) we received last week. Unfortunately, the machine worked for three days but then the paper ran out. After we put more paper in, the machine turned on, but it **didn't copy** documents and **didn't work** when we needed to print from our computers.

Open answer:

Can you replace the machine, please?

I look forward to hearing from you.

Best regards,

Matthew Taylor

Office Manager, PAL Pet Insurance

Communicative grammar

➤ USING NEGATIVES IN THE PAST

➔ Grammar reference: page 108

I/You/He/She/We/They **didn't finish** (= I/You/He/She/We/They **did not finish**) the report.The printer **didn't print** (= **did not print**).The photocopier **didn't copy** (= **did not copy**).

3 Rewrite the sentences using the past negative form. Remember to check the irregular verbs on page 104.

- The technician came. The technician didn't come.
- My computer worked. _____
- You lost your headphones. _____
- I had a problem. _____
- The delivery arrived. _____
- They complained. _____



Teacher's resources:
extra activities

Reading 4A Read the reply to the email in Exercise 2. What does the company want to do next?



From: F. Franchesa
Federico.Franchesa@Zafusi.com
Subject: Broken printer

Dear Mr Taylor,

We are sorry that your printer/photocopier doesn't work.

To help us solve your problem, can we get some more information?

- **Did** you **check** that there was ink in the printer/photocopier?
- **Did** you **try** turning it off and on?
- **Did** you **try** restarting it from the settings menu?

We would like to send a technician to look at the machine. Could you tell us what time is suitable?

We can talk about a replacement when the technician checks the machine.

We are sorry again for the problems you had.

Best regards,

Federico Franchesa

Customer Service Representative, Zafus

B Read the email again and answer the questions. Open answer

- 1 What three things does Federico ask about?
- 2 When can they talk about replacing the machine?

Communicative grammar**ASKING QUESTIONS ABOUT THE PAST**

→ Grammar reference: page 108

Did you **try** turning it off and on?**Yes**, I/you/he/she/it/we/they **did**.**Did** the technician **check** the machine?**No**, I/you/he/she/it/we/they **didn't**.**Did** it **work** after you put more paper in?When **did** the machine **stop** working?What **did** the technician **do**?Where **did** you **buy** it?**5 Put the words in bold in the correct order.**

- 1 **you did try** restarting it?

- 2 **did the phone when stop** working?

- 4 **did what the technician say**?

- 5 **did where send you** the delivery?

Teacher's resources:
extra activities

→ page 99 See Pronunciation bank: 'th' as /θ/ and /ð/

Writing**6 Complete the sentences with the phrases in the box.**

are sorry again are sorry that can talk about
some more information what time is would like to

- 1 We _____ your tablet didn't work.
- 2 Can we get _____ about the problem?
- 3 We _____ check the phone.
- 4 Could you tell us _____ suitable?
- 5 We _____ a replacement when our technician checks your phone.
- 6 We _____ for the problems you had.

7 Look at page 115 and read the complaint email. Then write a reply like the one in Exercise 4A. Follow these steps.

- Say sorry for the problem.
- Ask for more information and ask for details of the problem.
 - can / we / more information?
 - try / remove tape?
 - try / turn off and on again
- Say you want to send a technician to look at the washing machine.
- Ask for a good time to visit.
- Say when you can talk about a new machine.

**Open answer:****Self-assessment**

I can reply in a simple way to an email of complaint.



4.4

WORK SKILLS Face-to-face complaints

Lesson outcome

Learners can say sorry in work-related contexts.

Lead-in 1 Work in pairs. Look at the pictures. What is each person complaining about?

a broken product a software problem the wrong amount



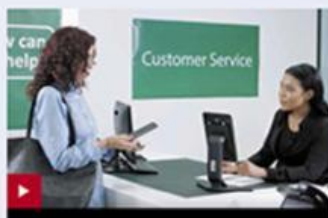
2 4.06 Listen and read the dialogues. Match them with the pictures in Exercise 1.

- 1 **Customer:** Sorry, this is too much. I only bought three. This is the price for four.
Sales Assistant: I'm very sorry about that. I'll just change it and print you a new one.
- 2 **Customer:** When I make a video call, people can't hear me.
Customer Service: Really? Did you check the microphone settings?
- 3 **Customer:** I bought this yesterday but when I took it out of the box, I saw the screen was damaged.
Sales Assistant: I'm very sorry. Can I have a look at it?

VIDEO

3 4.4.1 Watch Part 1 of the video and answer the questions. Open answer

- What is the problem?
- The Sales Assistant asks about two solutions. What are they?
- Did the customer try them?



4A 4.4.2 Watch Part 2 of the video. Tick (✓) the offers the assistant makes.

to contact the phone maker to give the customer a different phone
to give the customer her money back to order a new phone to repair the phone

B Watch Part 2 again and answer the questions. Open answer

- What offer does the customer choose?
- Why does she choose it?

5 Match 1-4 with a-d and 5-8 with e-h.

- | | |
|--------------------------|-----------------------------------|
| 1 Really? What's | a your money back. |
| 2 Did you try | b the problem? |
| 3 So, I can give you | c turning it off and on again? |
| 4 You can choose | d a different phone. |
| 5 Let me just check when | e we can get you a replacement. |
| 6 I'll order | f on Wednesday. |
| 7 You can collect it | g it now. |
| 8 OK, I'll call you | h when it's ready for collection. |