

READING

2 Problems and Solutions

An online COMPLAINT

● A Skim the online complaint. What problem did Noah have?

- a He didn't like the meal he had.
- b He thought the people who work there weren't nice.
- c He couldn't get to all parts of the building easily.
- d He discovered the online information about the gallery was wrong.



- 1 Last week, I visited your gallery in El Poblado. While my visit was, overall, a positive experience, I would like to inform you of an issue that I feel you should address.
- 2 I am a wheelchair user. So, I checked your website before going and I was happy to read that there was a ramp at the entrance. In addition, your website said that all of the exhibition rooms and bathrooms were accessible for wheelchair users.
- 3 When I arrived and as I made my way around the gallery, I was pleased to find that the description on your website was accurate. However, there was one problem that I encountered. The café was closed for repairs. So, as a temporary solution, drinks and snacks were being served in an outdoor area. Unfortunately, the only way to get to this area was down some steps, which I couldn't get down without help. In addition, the narrow door meant that the people who helped me found it difficult to get me through the door and down the steps. I felt a little embarrassed by the situation, but in the end, it was all fine as the staff members who helped me were very kind and apologized for the fact that there wasn't a ramp to this area.
- 4 Overall, I enjoyed my visit a lot, and I'd love to come again, but I would be grateful if you could make all areas accessible to wheelchair users.

Noah Sánchez, El Poblado, Medellín

LOST FOR WORDS?

a ramp (n) a thing that connects a higher and lower level. Wheelchair users require ramps to access many buildings.

accessible (adj) easy for everyone to reach or enter

● B Read the message again. Choose the correct option to complete the sentences.

- 1 Noah **expected** / **didn't expect** there to be a problem at the gallery.
- 2 The website said that **all** / **most** of the rooms displaying art were accessible for wheelchair users.
- 3 The usual place to get food and drink was **outside** / **closed**.
- 4 The people who helped Noah made him feel **better** / **uncomfortable**.
- 5 Noah **wants** / **doesn't want** to go to the gallery in the future.

● C Match each function (a–d) to one of the paragraphs (1–4) in Noah's message.

- a background information
- b reason for writing
- c request for action
- d specific details

● D Which words describe the style of Noah's message?

- | | | |
|-------------------------------|-----------------------------------|---------------------------------|
| ☐ calm | ☐ informal | ☐ angry |
| ☐ rude | ☐ formal | ☐ polite |

Problems with PRODUCTS

VOCABULARY

A Choose the correct option to complete the sentences about products.

- 1 If your phone is **dead** / **torn**, you can borrow mine.
- 2 Excuse me, my suitcase is **damaged** / **defective**. It looks as if someone stood on it.
- 3 At first, I thought a piece was **broken** / **missing**, but then I found it at the bottom of the box.
- 4 The vase is **broken** / **cracked**, so now I'm trying to glue all the little pieces back together.
- 5 The freezer is **dead** / **defective** because it won't get cold enough.
- 6 Although the window didn't break when the soccer ball hit it, it is badly **cracked** / **missing**.

B Complete the sentences with words from the box.

broken damaged dead defective frozen missing

- 1 I had nearly finished putting my new bed together when I realized that a part was , so I had to ask the company to send me one.
- 2 Things started going wrong with the bike I got online and now I can't ride it at all. It's completely
- 3 The tablet my parents bought me is It doesn't always turn on and sometimes it won't connect to the Wi-Fi.
- 4 I only bought this phone last week and now the screen doesn't respond when I touch it. It is completely
- 5 I forgot to turn off my laptop and now the battery is
- 6 When the bookcase arrived, it was slightly There was a small hole in the wood at the back.

C Complete the text with the adjectives from Exercises A and B.

I had a terrible experience when I bought my last laptop. First, the power cable was ¹..... After checking carefully that it definitely wasn't in the box, I phoned the company to ask them to send one. It took a long time to arrive, which was annoying because the battery was completely ².....

When I finally got the cable, it was ³.....; it would only work if I held it while it was plugged into the laptop. When I phoned the company again, they asked for the reference number that came with the cable. The only piece of paper that came with it was ⁴..... in half, and it didn't have the reference number on it.

Eventually, I received a cable that worked properly. However, two days later, the screen was ⁵..... and nothing would happen when I tried to use it. I phoned the company yet again and told them that the laptop was ⁶..... and useless, so I wanted my money back. I won't buy anything from that company again!



The definite and zero ARTICLE

A Read the sentences with definite and zero articles. Check (✓) the five sentences that are correct.

- ☐ 1 Can we talk about the problems we're having with this machine?
- ☐ 2 I don't like the people who complain too much.
- ☐ 3 The stress is a terrible thing, especially the work-related stress.
- ☐ 4 I really liked the last song they played in the concert.
- ☐ 5 I'm sure the dogs are more loyal than cats.
- ☐ 6 What's the weather going to be like tomorrow?
- ☐ 7 Please return product if there's a problem with it.
- ☐ 8 Sorry, what was the question again?
- ☐ 9 The exercises like this can really help your English!
- ☐ 10 Painkillers can help for now, but unfortunately the pain will come back.

B Correct the five incorrect sentences from Exercise A. Write the correct sentences.

- 1
- 2
- 3
- 4
- 5

C Choose the correct options to complete the text. The $\emptyset$ symbol represents no article.



Computer problems?

Passwords

If you use ¹ **the** / $\emptyset$ same password for everything then it might not be safe, but having ² **the** / $\emptyset$ many different passwords means that you can easily forget them. One solution is to reset passwords frequently. Most systems offer ³ **the** / $\emptyset$ good options for this. Some systems offer password manager applications that store usernames and passwords in a special vault, which allows you to log in without having to remember this information.

Deleted files

You've been working on an important document, but you accidentally delete ⁴ **the** / $\emptyset$ file. Solution: It's simple—find ⁵ **the** / $\emptyset$ file in the computer recycle bin and drag it back onto your desktop. Your computer should also keep ⁶ **the** / $\emptyset$ copies of everything.

Wi-Fi connection

You are in an important online meeting, and ⁷ **the** / $\emptyset$ Wi-Fi in the room is not working. Possible solutions: Forget ⁸ **the** / $\emptyset$ network or reconnect to it. Or if you can, turn off your router and turn it on again—⁹ **the** / $\emptyset$ advice like this can really help with ¹⁰ **the** / $\emptyset$ Wi-Fi problems.

Product-related PROBLEMS

- **A** 🎧 2.1 Listen to a conversation between friends. Check (✓) the four statements about the conversation that are correct.

- ☐ 1 Joe wants a recommendation about a product.
- ☐ 2 Kath recommends a place where Joe can buy something.
- ☐ 3 Kath wasn't happy about the customer service she received.
- ☐ 4 Kath bought something she wasn't happy with.
- ☐ 5 Kath was satisfied with what she received in the end.
- ☐ 6 Joe has had a problem at the same store.
- ☐ 7 Kath still isn't satisfied with what she bought.

- **B** 🎧 Listen to the conversation again. Choose the correct answer for each question.

- 1 When were Joe and Kath shopping together?
 - a a few days ago
 - b two weeks ago
 - c a few hours ago
- 2 What did Joe buy?
 - a a gaming console
 - b ear buds
 - c a phone
- 3 How much did Kath pay for her ear buds?
 - a \$7
 - b \$20
 - c \$30
- 4 What is Kath's main problem with her new ear buds?
 - a They aren't as good as her old ones.
 - b They won't link up with her phone.
 - c They don't sound good.
- 5 How did Kath let the business know about the problem?
 - a by speaking to them on the phone
 - b by communicating with someone online
 - c by visiting the store to speak to someone
- 6 What did the person Kath spoke to suggest as possible reasons for the problem?
 - a either something Kath had done or an issue with Kath's phone
 - b either an issue with Kath's phone or something wrong with the ear buds
 - c either something Kath had done or something wrong with the ear buds
- 7 What did the person Kath spoke to say she would do for Kath?
 - a return her money
 - b fix the ear buds
 - c replace the ear buds
- 8 What is the only improvement with the ear buds that Kath has now?
 - a They work better with her phone.
 - b The sound is better than her last ones.
 - c They stay charged for longer than the last ones.

LISTENING



LOST FOR WORDS? 🗣️

ear bud (n) a small device that you put in your ear to listen to music, podcasts, etc.

Solutions to problems with PRODUCTS

A Match the verbs with the photos.

alter donate recycle refund repair update



1



2



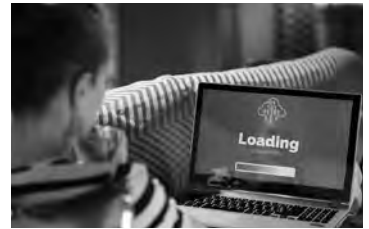
3



4



5



6

B Choose the correct option to complete the sentences.

- 1 It's too soon to **upgrade** / **alter** your smartphone. It's only a year old!
- 2 The coffee machine is broken again and I don't know how to **update** / **repair** it.
- 3 I'd like to **exchange** / **donate** these clothes to charity; they are in great condition and I never wear them!
- 4 Which parts of this packaging can I **recycle** / **refund**?
- 5 These jeans are too big, so I need to **refund** / **exchange** them for a smaller size.
- 6 I bought a new dress, but it's too long, so my friend Jan is going to **repair** / **alter** it for me on her sewing machine.

C Complete the conversation with words from the box.

exchange donate refund update upgrade

Liz: How was your shopping trip?

Tom: Well, I bought some new running shoes, but I'm not sure I like them. I might ¹..... them for a different pair.

Liz: Let's see! Hmm, they are very bright. The store could ²..... your money if they don't have other colors.

Tom: Do you want to come shopping next weekend to help me?

Liz: Sure! I need to go to the phone store. I think I should ³..... my phone—it's getting old and slow!

Tom: But you haven't had it that long! Shouldn't you just ⁴..... your apps and delete the ones you don't use?

Liz: Maybe, but let's look at the new models anyway! We can go to the thrift store, too.

Tom: Yes! I have a bag of clothes to ⁵.....

Indirect QUESTIONS

GRAMMAR 2

A Complete the conversation with the indirect questions.

- a Can you tell me where I catch it from?
- b Do you know if I need to buy a new ticket?
- c I was wondering if you could help me.
- d Do you know what time the next one leaves?

Customer: Hello. ¹.....
Cashier: Of course.
Customer: I missed my train to San Diego. ².....
Cashier: Yes. It departs at seven forty-six precisely.
Customer: ³.....
Cashier: One moment ... Ah, yes. Platform eight.
Customer: Great. Thanks. ⁴.....
Cashier: Don't worry. The one you already have will be valid.



B Choose the correct word to complete each sentence.

- 1 Do you know the reason **if** / **what** / **why** the train was canceled?
- 2 I was wondering **if** / **what** / **when** you have any more information about the delay.
- 3 Can you tell me **how** / **what** / **whether** the problem is?
- 4 Do you know **what** / **whether** / **who** I can catch a train after 8 p.m.?
- 5 Can you tell me **if** / **where** / **why** the bathroom is, please?
- 6 I was wondering **whether** / **where** / **who** I need to speak to in order to make a complaint.

C Choose whether a or b is correct. In one item both are correct.

- 1 **a** Do you know if there are any more seats available on the 6:30 p.m. train to New York?
b Do you know are there any more seats available on the 6:30 p.m. train to New York?
- 2 **a** Can you tell me what is the cause of the delay?
b Can you tell me what the cause of the delay is?
- 3 **a** I was wondering whether I would be able to take my bike on the train.
b I was wondering if I would be able to take my bike on the train.
- 4 **a** Do you know how much a ticket to Miami does cost?
b Do you know how much a ticket to Miami costs?

D Complete the sentences with one word in each blank.

- 1 I'm lost! Can you tell me I can get to the city center?
- 2 I'm looking for the exit. Do you know it is?
- 3 The train was due to arrive at 7:30 p.m., but it's not here. I was wondering it will get here.
- 4 My daughter is 16. Do you know she needs an adult ticket?
- 5 I was wondering platform I catch the 12:15 train to San Francisco from.
- 6 Can you tell me our train hasn't arrived yet?

Discussing options for a VACATION

- **A** Choose the correct option to complete the phrases for disagreeing politely.

- 1 I'm not sure / **agree** about that.
- 2 That's a good time / **point**, but ...
- 3 I **see** / **think** what you're saying, but ...
- 4 I'm sorry, but I don't **think** / **want** ...

- **B** 2.2 Complete the conversations about vacations with the correct phrases from Exercise A. Then listen and check.



1 A: So, where do you think we should go on vacation? I've always wanted to go on a cruise.

B: It's a very expensive option, you know.

A: I know, but it would be the trip of a lifetime. Can you imagine?



2 A: We have to decide what to do this summer. What do you think? A camping trip?

B: that's a good idea! It could rain the whole time!



3 A: So, which hotel are we going to stay at this summer? Have you thought about it?

B: No, I haven't. What about renting an apartment instead?

A: hotels are better, aren't they? We don't have to cook!



4 A: It's vacation time. What are we going to do this summer?

B: I think we should go on vacation in the fall. It'll be cheaper.

A: Yes, I'm not sure. Let me think about it!

- **C** Listen again. In which dialogue (1–4) does the person almost agree?

- **D** Practice the conversations. Record yourself.

PRONUNCIATION

Sounds:

/I/ AND /i:/

- **A** 2.3 Listen and choose the words you hear.

- | | |
|----------------|----------------|
| 1 sit / seat | 5 fill / feel |
| 2 ship / sheep | 6 it / eat |
| 3 his / he's | 7 chip / cheap |
| 4 tin / team | 8 bit / beat |

- **B** 2.4 Listen and repeat the words.

A complaint EMAIL

WRITING

- **A** Choose the correct options to complete the email.

New Message

To: Manager, Seaview Hotel

From: Paula García

Dear Sir/Madam,

Last weekend, my friend and I stayed in your hotel in Provincetown. I'm afraid that it was not a good experience.

We booked a room on the top floor for the views. ¹ **For example / However**, there was a wedding celebration on the terrace. The party was right above our heads and we could not sleep! In addition to this, the front desk gave us the wrong information. They said that the party would go on until 1 a.m., but ² **unfortunately / in addition**, it went on all night! Thankfully, the loud music stopped at about 3 a.m.

When I complained the next morning, I asked the front desk for some compensation, such as a refund. ³ **However / Thankfully**, they said that was not possible.

The rest of our stay was OK, but ⁴ **in addition / unfortunately** that sleepless night ruined our experience. Would it be possible for you to refund that night's accommodation, please?

Best wishes,

Paula

- B** Think about a bad experience that you had recently or a problem with a product. Make notes.

The bad experience:
My expectations:
The problem:
Possible solutions:

- C** Write your own complaint email to the person responsible. Use your notes in Exercise B and contrast words.

[illegible]