

SOLUTIONS PRE-INTERMEDIATE 5

UNIT 9: SCIENCE

9H

PEGAH BAHOJB GHASEMI

9G

Speaking

Making a complaint

I can complain about faulty goods in a shop.

Revision: Student's Book page 104



1 Label the gadgets with the words below.

digital camera digital radio DVD player
e-book reader games console headphones
mobile MP3 player tablet



1 _____



2 _____



3 _____



4 _____



5 _____



6 _____



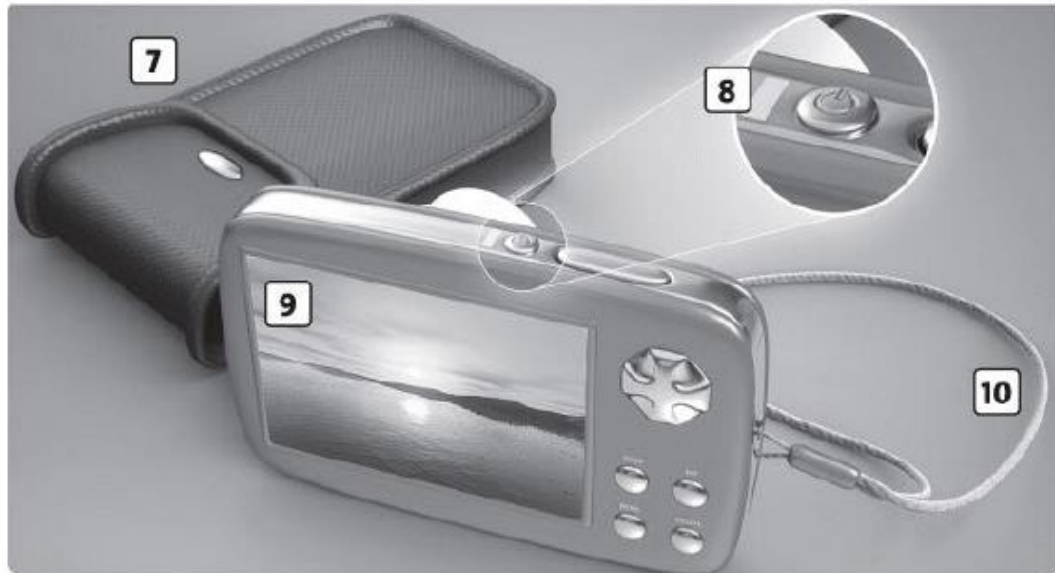
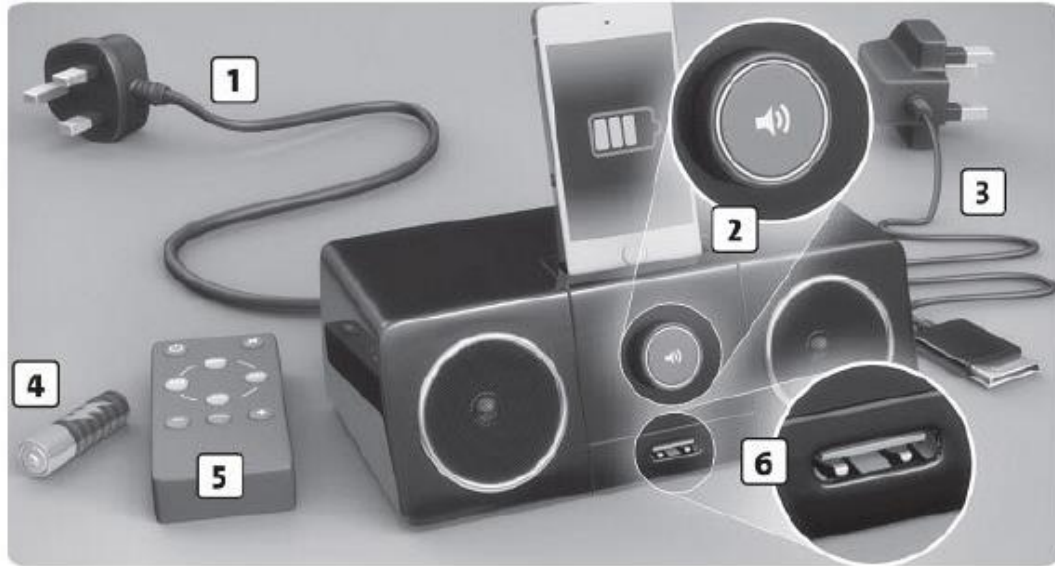
7 _____



8 _____


9 _____

2 Match the parts of the gadgets (1–10) with the words below (a–j).



- a battery
- b remote control
- c case
- d screen
- e on/off button

- f USB port
- g power lead
- h volume control
- i strap
- j charger

3  2.16 Listen to a customer complaining in a shop. Then answer the questions.


1 Which gadget from exercise 1 is faulty?

2 Which three parts of the gadget are mentioned? (Choose from the parts in exercise 2.)

1 _____

2 _____

3 _____

- 4  2.16 Listen again and complete the sentences with the words below. Circle the correct speaker (C – customer or SA – shop assistant) for each sentence.

credit happy money receipt refunds
something wrong

- 1 What's _____ with it? **C / SA**
- 2 There's _____ wrong with the volume control. **C / SA**
- 3 Can I have my _____ back? **C / SA**
- 4 We don't give _____, I'm afraid. **C / SA**
- 5 I'm not _____ about that. **C / SA**
- 6 I can give you a _____ note. **C / SA**
- 7 Have you got the _____ with you? **C / SA**

Speaking Strategy

When you are doing a speaking task, make sure you refer to all of the points in the task. It is also important that you react and respond properly to what is said during the conversation.

5 Read the Speaking Strategy. Then read the speaking task and write answers to all the questions below.

You are returning a gadget to a shop because one part of it is faulty. Discuss these four issues during your conversation with the shop assistant:

- What the gadget is and how much you paid for it.
- Which part of the gadget has a problem.
- When the problem started.
- What you want the shop to do.

1 What type of gadget did you buy?

2 How much did you pay for it?

3 Which part of the gadget has stopped working?

4 When did the problem start?

5 Do you want to exchange it or do you want a refund?

6 Now do the task using your notes from exercise 5.



**ENVIRONMENTALLY
FRIENDLY
VEHICLES**











- 1 **SPEAKING** Work in pairs. Put these methods of transport in order from the most environmentally friendly to the least. Then compare ideas with another pair.

bicycle bus car (diesel or petrol)
electric car motorbike tram





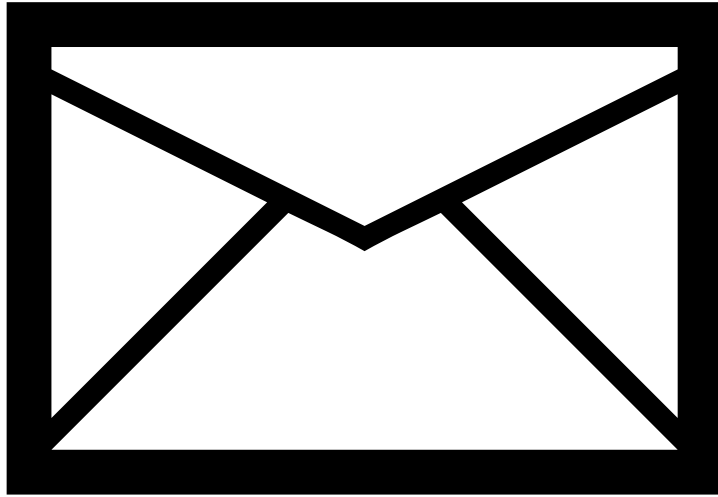
BIKE LANE



Your local council has issued a new town planning policy and decided not to include any cycle lanes in the town centre. What will you do?



Your local council has issued a new town planning policy and decided not to include any cycle lanes in the town centre. What will you do?



2 Read the task and the letter. Do you agree or disagree with the writer's opinions? Give reasons.

Your local council has issued a new town planning policy and decided not to include any cycle lanes in the town centre. Write a letter of complaint about this decision.



Dear Sir or Madam,

- 1** I am writing to express my disappointment at the council's recent decision not to include any cycle lanes in town. **Since** I do not have a car, I cycle everywhere, **so** this is a very important issue for me.
- 2** My main reason for objecting to the decision is that cycle lanes improve the safety of cyclists. Without cycle lanes, more cyclists are injured in accidents, **as** it is far more difficult for drivers to see them.
- 3** I realise that it is expensive to build cycle lanes. However, I believe it is a good use of public money. Pollution is a problem and we should be encouraging people to cycle **rather than** going by car because it is better for the environment.
- 4** All in all, I believe this is a very bad decision. **Unless** the council reconsiders, there will be a negative effect on road safety and on the environment.

Yours faithfully,

M Stafford

Martin Stafford



**I BOUGHT A BIKE
LAST YEAR.**

**NOW THAT I HAVE
SAVED UP, I CAN
BUY A BIKE.**

SENTENCE STRUCTURE:

I bought a bike last year.

Simple sentence

Independent clause

Now that I have saved up, I can buy a bike.

Complex sentence

Dependent clause

Writing Strategy

Make sure you use a variety of different structures when writing formal letters. You can form complex sentences by joining two clauses together with a conjunction (*and, but, because, if, or, etc.*). Use different conjunctions depending on the meaning of the clauses they introduce.

3 Read the **Writing Strategy**. Match the bold conjunctions in the letter with the meanings below.

1 because (×2) _____ , _____

2 instead of _____

3 except if / if it was not true that _____

4 for that reason _____

4 Match the paragraphs of the letter (1–4) with four of the headings below (A–F).

A Give the main argument for your opinion. ____


B Strongly re-state your overall opinion. ____

C Describe a personal experience. ____

D Explain the reason for writing. ____

E Make suggestions for the future. ____

F Mention one argument from the opposing view and say why you do not accept it. ____



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Yours faithfully,

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- 5 **KEY PHRASES** Read the useful phrases for summing up. Then find one more in the letter in exercise 2. Which paragraph does it begin?

Summing up

On balance, I think ...

Overall, ... in my opinion.

In conclusion, ...

For these reasons, I strongly believe that ...

6 In pairs, read the task below. Plan your essay by following the instructions (1–3).

Your local council has decided to stop giving under-18s cheap travel on buses. Write a letter of complaint about this decision, explaining why it is bad for teenagers and for the environment.

- 1** In pairs, brainstorm ideas for the pros and cons of offering young people cheap travel on buses.
- 2** Choose a main reason for complaining about the decision. Then choose one argument in favour of the council's decision and say why you do not accept it.
- 3** Make a paragraph plan for your letter. Use your answers in exercise 4 to help you.

7 Write your letter following your plan from exercise 6. Use a phrase from exercise 5 to begin the final paragraph.

CHECK YOUR WORK



Have you ...

- used conjunctions correctly?
- checked the spelling and grammar?

9

Functional Language Practice: Making a complaint

1 Complete the dialogue with the words and phrases below.

broken give refunds going to write have my money
not happy receipt there's a problem what's wrong

Sales Assistant Hello, can I help you?

Customer Yes, I bought this games console yesterday and
1 _____ with it.

Sales Assistant Oh dear, 2 _____ with it?

Customer The on/off button is 3 _____.

Sales Assistant Ah yes, I can see that.

Customer Can I 4 _____ back, please?

Sales Assistant Have you got the 5 _____ ?

Customer No, I haven't. I threw it away.

Sales Assistant Well, I'm afraid we don't 6 _____ without
a receipt.

Customer I'm 7 _____ about that. This console cost me
£250 and now it doesn't work.

Sales Assistant I'm sorry, but that's our policy.

Customer I'm 8 _____ to your head office. I think this
is terrible!

3 SPEAKING Work in pairs. Practise a dialogue in a shop and then perform it to the class.

Student A You are the customer. Choose one of the problems below or use your own ideas and complain to the sales assistant.

- A smartphone – the charger doesn't work
- A laptop – the USB drive is broken
- A pair of jeans – they shrank (got smaller) after the first wash
- A camera – the lens is scratched
- A bag – the zip is broken
- An e-book reader – the screen is broken

Student B You are the sales assistant. Find out when the item was bought. Ask if the customer has got a receipt. Offer to refund / exchange / repair the item.

ASSIGNMENT:

WORKBOOK 9H

VOCABULARY BUILDER

P.121

WRITING(PAMPHLET)

VRTC