

6 What's wrong with it?

1 SNAPSHOT

Some Common Complaints



Restaurants

Your food is undercooked.



Food stores

You buy some milk. When you open it, you discover it has already gone sour.



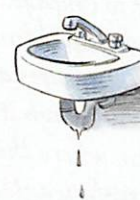
Cleaners

The dry cleaner shrinks your favorite sweater.



Doctors

You have to wait a long time for your doctor's appointment.



Landlords

The sink is leaking, and your landlord won't fix it.



Taxis

The driver tries to charge you too much.

Source: Based on information from *The Great American Gripe Book*

Have you ever had any of these complaints? Which ones?
What would you do in each of these situations?
What other complaints have you had?

2 PERSPECTIVES

A Listen to people describe complaints on a call-in radio show.

Ask Priscilla the Problem Solver!

- "I ordered a jacket from a catalog, but when it arrived I found the lining was torn."
 - ask for a refund
 - ask the company to repair it
- "I bought a new table from a store, but when they delivered it I noticed it was damaged on the top."
 - ask for a discount
 - ask the store to replace it
- "A friend sent me a vase for my birthday, but when it arrived it was chipped."
 - tell her about it
 - say nothing and repair it
- "I took some pants to the cleaners, and when they came back they had a stain on them."
 - wash them by hand
 - ask the cleaners to replace them
- "I lent a friend my sunglasses, and now there are scratches on the lenses."
 - say nothing
 - ask him to replace them
- "I bought a nice aquarium a couple of weeks ago, but now it's leaking."
 - try fixing the leak
 - take it back to the store

B Check (✓) what you think each person should do.

Describing problems 1

With past participles as adjectives

The jacket lining is **torn**.
 The tabletop is **damaged**.
 That vase is **chipped**.
 My pants are **stained**.
 Her sunglasses are a little **scratched**.
 Their new aquarium **is leaking**.*

*Exception: *is leaking is a present continuous form.*

With nouns

It has a **tear** in it. / There's a **hole** in it.
 There is **some damage** on the top.
 There is a **chip** in it.
 They have a **stain** on them.
 There are a **few scratches** on them.
 It has a **leak** in it.

A Read the comments from customers in a restaurant. Write sentences in two different ways using forms of the word in parentheses. Then compare with a partner.

1. This tablecloth isn't very clean. It's . . . (stain)
2. Could we have another water pitcher? This one . . . (leak)
3. The table looks pretty dirty. The wood . . . , too. (scratch)
4. The waiter needs a new shirt. The one he's wearing . . . (tear)
5. Could you bring me another cup of coffee? This cup . . . (chip)
6. The walls really need paint. And the ceiling . . . (damage)

B Pair work Describe two problems with each thing. Use the past participle, verb, or noun forms of the words in the box.

A: The mug is chipped.

B: Yes. And it has a crack on the side.



1. a mug



2. a pen



3. a CD



4. a pair of glasses



5. a pair of jeans



6. a newspaper

break
 burn
 chip
 crack
 dent
 leak
 scratch
 stain
 tear

C Group work Look around your classroom. How many problems can you describe?

"The floor is scratched, and the window is cracked. The desks are . . ."

4 LISTENING Fair exchange?

A Listen to three customers return an item they purchased. What's the problem? Take notes. Then complete the chart.

Item	Problem	Will the store exchange it?	
		Yes	No
1.	<input type="checkbox"/>	<input type="checkbox"/>
2.	<input type="checkbox"/>	<input type="checkbox"/>
3.	<input type="checkbox"/>	<input type="checkbox"/>

B Were the solutions fair? Why or why not?

5 ROLE PLAY What's the problem?

Student A: You are returning an item to a store. Decide what the item is and explain why you are returning it.

Student B: You are a salesperson. A customer is returning an item to the store. Ask these questions:

What exactly is the problem? Can you show it to me? When did you buy the item? Was it like this when you bought it? Do you have the receipt? Would you like a refund or a store credit?

Change roles and try the role play again.



6 CONVERSATION It keeps burning!



A Listen and practice.

Ms. Lock: Hello.

Mr. Burr: Hello, Ms. Lock. This is Jack Burr.

Ms. Lock: Uh, Mr. Burr . . .

Mr. Burr: In Apartment 305.

Ms. Lock: Oh, yes. What can I do for you? Does your refrigerator need fixing again?

Mr. Burr: No, it's the oven this time.

Ms. Lock: Oh, so what's wrong with it?

Mr. Burr: Well, I think the temperature control needs to be adjusted. The oven keeps burning everything I try to cook.

Ms. Lock: Really? OK, I'll have someone look at it right away.

Mr. Burr: Thanks a lot, Ms. Lock.

Ms. Lock: Uh, by the way, Mr. Burr, are you sure it's the oven and not your cooking?

B Listen to another tenant calling Ms. Lock. What's the tenant's problem?

7 GRAMMAR FOCUS

Describing problems 2

Keep + gerund

Everything **keeps burning**.
The alarm **keeps going off**.

Need + gerund

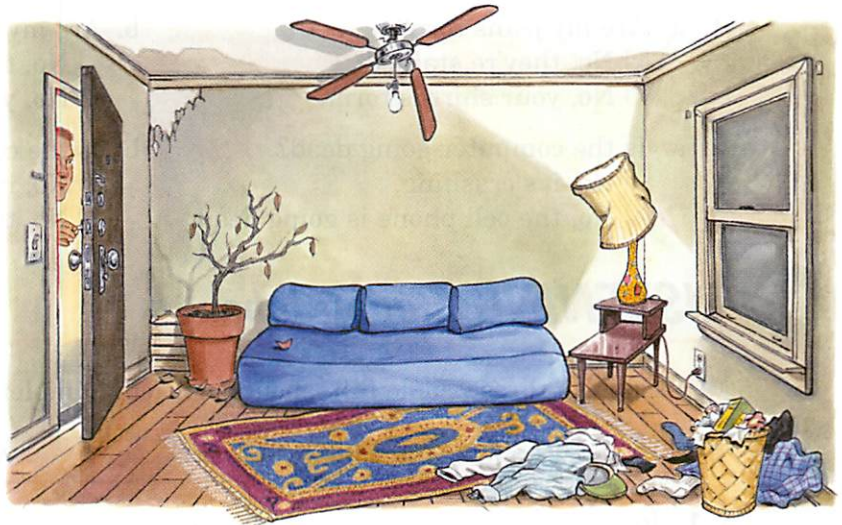
The oven **needs adjusting**.
The alarm **needs fixing**.

Need + passive infinitive

It **needs to be adjusted**.
It **needs to be fixed**.

A What needs to be done in this apartment? Write sentences about these items using *need* with gerunds or passive infinitives.

1. the walls (paint)
2. the rug (clean)
3. the windows (wash)
4. the clothes (pick up)
5. the lamp shade (replace)
6. the wastebasket (empty)
7. the ceiling fan (adjust)
8. the plant (water)



The walls need to be painted.

OR

The walls need painting.

B Pair work Think of five improvements you would like to make in your home. Which improvements will you most likely make? Which won't you make?

“First, the fire alarm in the kitchen needs replacing. It keeps going off. . . .”

8 WORD POWER Electronics

A Complete the sentences using the correct form of *keep* plus the correct form of the words in the box. Then compare with a partner. (More than one answer is possible.)

1. My computer is driving me crazy! It . . .
2. The buttons on the remote control always stick. They . . .
3. That used CD player often jumps to another song. It . . .
4. Our new flat-screen TV has a problem. It . . .
5. Those old cell phones never work right anymore. They . . .
6. Sometimes Ed can't use his solar-powered calculator. It . . .
7. My computer screen needs to be replaced. It . . .
8. The answering machine never picks up any calls. It . . .

break down
crash
flicker
freeze
go dead
jam
overheat
skip

B Group work Describe a problem with an electronic item you own. Don't identify it! Others will try to guess the item.

“Something I own keeps jamming. It happens when I'm driving. . . .”

9 PRONUNCIATION *Contrastive stress*

A Listen and practice. Notice how a change in stress changes the meaning of each question, and elicits a different response.

Is the bedroom window cracked? (No, the kitchen window is cracked.)

Is the bedroom window cracked? (No, the bedroom door is cracked.)

Is the bedroom window cracked? (No, it's broken.)

B Listen to the questions. Check (✓) the correct response.

- | | |
|--|---|
| 1. a. Are my jeans torn?
<input type="checkbox"/> No, they're stained.
<input type="checkbox"/> No, your shirt is torn. | b. Are my jeans torn?
<input type="checkbox"/> No, they're stained.
<input type="checkbox"/> No, your shirt is torn. |
| 2. a. Is the computer going dead?
<input type="checkbox"/> No, it's crashing.
<input type="checkbox"/> No, the cell phone is going dead. | b. Is the computer going dead?
<input type="checkbox"/> No, it's crashing.
<input type="checkbox"/> No, the cell phone is going dead. |

10 LISTENING *Repair jobs*

Listen to three people talk about their job. Complete the chart.

	What does this person repair?	What is the typical problem?
1. Joe
2. Louise
3. Sam

11 WRITING *A letter of complaint*

A Imagine that you bought something that was damaged. You took it back, but the clerk refused to exchange it. Write a letter to the store's manager describing the problem and what needs to be done.

Manager, Smith's Beauty Supply:

A week ago I bought a hair dryer in your store. After using it three times, I discovered it was damaged. It keeps overheating and . . .



B Group work Read your classmates' letters. What would you do if you were the manager? Discuss other solutions to the problem.

12 INTERCHANGE 6 *Fixer-upper*

Do you have an eye for detail? Student A find Interchange 6A; Student B find Interchange 6B.

Trading Spaces

Skim the article. Why do you think the show is called Trading Spaces?

How fast can a home remodeling project be completed? About 48 hours. At least, that's the basis of the popular reality TV show called *Trading Spaces*.

Two sets of neighbors switch homes for two days and redecorate a single room in their neighbors' home. Both "teams" have the help of a designer, a handyman, and a budget of \$1,000. At the end of the second day, the host reveals the rooms to the homeowners, who usually say, "Wow! That's great!" Sometimes, however, they get upset.

Is this reality TV realistic? Up to a point. The designers actually get videotapes of the rooms and plan out every step beforehand. Even the materials are purchased in advance. "It's the same at home," one designer said. "If you don't want a project to last for months, you need a game plan."

"Everybody thinks *Trading Spaces* is totally real, but *Trading Spaces* is totally not real,"



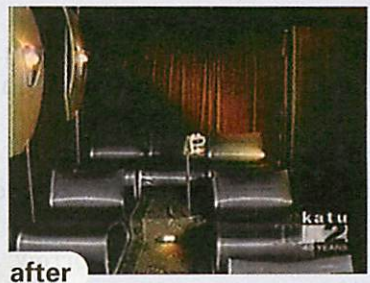
before

said a woman who appeared on the show. "If we didn't do [something on camera] right, we had to do it again. . . .You become an actor."

So, how happy are homeowners after their remodeling? Generally, the participants are thrilled. But one couple in Portland, Oregon, hated their new room. Their comfortable but cramped family room was transformed into a dark movie theater.

But you didn't see that on the show. "You didn't see me crying," said Shannon Pitts. They edited it out of the show.

"It really was a non-functional room," said Scott Pitts. "All you could do was watch TV." So they found themselves remodeling their own space again.



after

But even though Shannon and Scott didn't like the way their family room turned out, they'd still be on the show again. Why? They loved redecorating their neighbors' place.

A Read the article. Then for each statement, check (✓) True, False, or Not given.

	True	False	Not given
1. The participants of the show get assistance from experts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The projects sometimes take months to complete.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Many participants redecorate their homes after the show.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The people who appear on the show are actors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Reality shows aren't always entirely honest.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The Pitts are no longer friends with their neighbors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B Check (✓) the statements the writer would probably agree with.

- 1. *Trading Spaces* needs to be more truthful about what happens behind the scenes.
- 2. *Trading Spaces* is a successful show, so they don't need to change anything.
- 3. *Trading Spaces* isn't always honest, but the participants still enjoy the experience.

C Group work Would you agree to let someone redecorate your home? Why or why not?

Units 5–6 Progress check

SELF-ASSESSMENT

How well can you do these things? Check (✓) the boxes.

I can	Very well	OK	A little
Describe emotions using noun phrases containing relative clauses (Ex. 1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talk about differences in customs and expectations (Ex. 2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listen to and understand problems and complaints (Ex. 3)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Describe problems using nouns and past participles as adjectives (Ex. 4)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Describe problems using gerunds and passive infinitives (Ex. 5)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1 SPEAKING How would you feel?

Pair work Take turns. Choose a situation. Then ask your partner questions using the words in the box.

getting married starting a new job
meeting your hero going to a new school

anxious excited
curious insecure
embarrassed nervous
enthusiastic worried

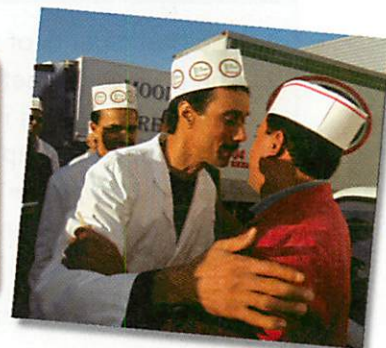
A: If you were getting married tomorrow, what would you be anxious about?

B: One thing I'd be anxious about is the vows. I'd be worried about saying the wrong thing!

2 SURVEY What's acceptable?

A What do you think of these behaviors? Complete the survey.

It's acceptable to	Yes	No	It depends
kiss in public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ask how old someone is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
call your parents by their first names	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
use a cell phone in a restaurant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
put your feet on the furniture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



B Group work Compare your opinions. When are these behaviors acceptable? When are they unacceptable? What behaviors are never acceptable?

A: It's not acceptable to kiss in public.

B: Oh, I think it depends. In my country, if you're greeting someone, it's the custom to kiss on the cheek.

3 LISTENING Complaints

A Listen to three tenants complain to their building manager. Complete the chart.

Tenant's complaints	How the problems are solved
1.
2.
3.

B Group work Do you agree with the solutions? How would you solve the problems?

4 ROLE PLAY Hagglng

Student A: Imagine you are buying this car from Student B, but it's too expensive. Describe the problems you see to get a better price.

Student B: You are trying to sell this car, but it has some problems. Make excuses for the problems to get the most money.

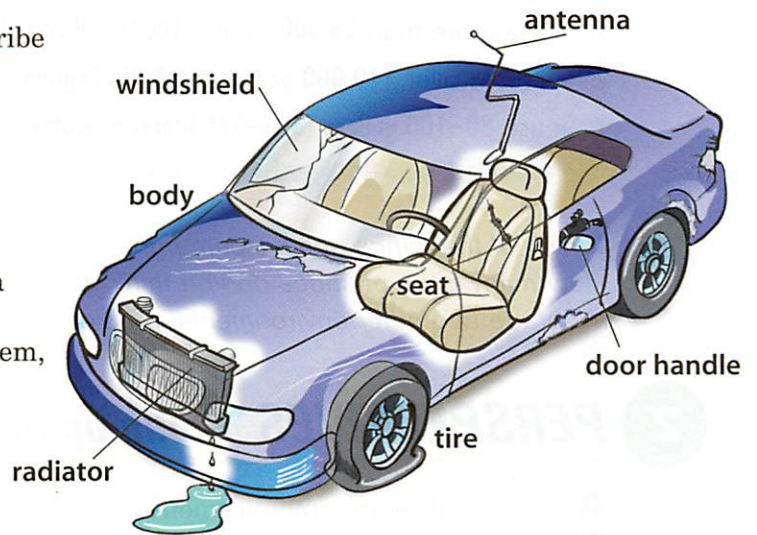
A: I want to buy this car, but the body has a few scratches. I'll give you \$. . . for it.

B: That's no big deal. You can't really see them, anyway. How about \$. . . ?

A: Well, what about the seat? It's . . .

B: You can fix that easily. . . .

Change roles and try the role play again.



5 DISCUSSION School council meeting

A Group work Imagine you are on the school council. You are discussing improvements to your school. Decide on the five biggest issues.

A: The cafeteria food needs to be improved.

B: Yes, but it's more important to fix the computer in the lounge. It keeps crashing.

B Class activity Share your list with the class. What are the three most needed improvements? Can you think of how to accomplish them?



WHAT'S NEXT?

Look at your Self-assessment again. Do you need to review anything?