

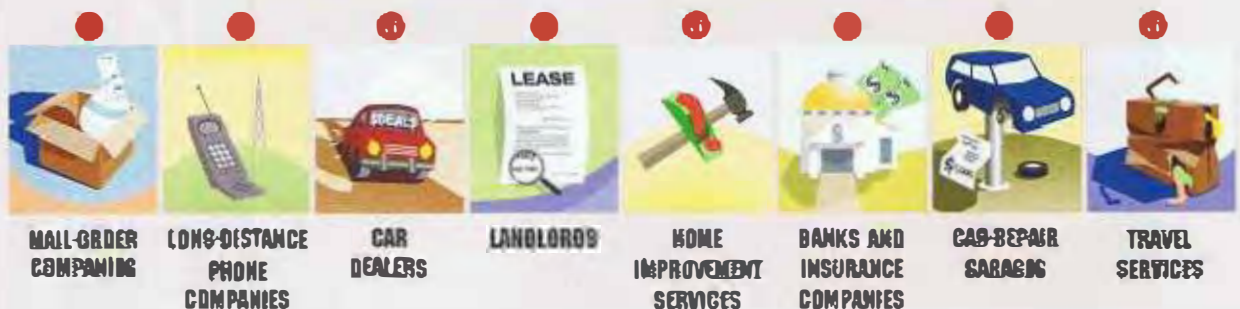
6

What's wrong with it?

1 SNAPSHOT

CONSUMER COMPLAINTS

The types of businesses receiving the most complaints



Source: U.S. Department of Commerce and Consumer Protection Office

Talk about these questions.

Have you ever complained about any of these types of businesses?

What are three other businesses or things people often complain about?

Have you ever wanted to complain about something, but didn't? What was it?

2 CONVERSATION

A Listen and practice.

Clerk: Can I help you?

Helen: Yes, I'd like to return this jacket.

Clerk: Is there something the matter with it?

Helen: Yes. I didn't notice when I bought it, but there are a few problems. First, it has a tear in the lining.

Clerk: Hmm. Actually, it's torn in several places.

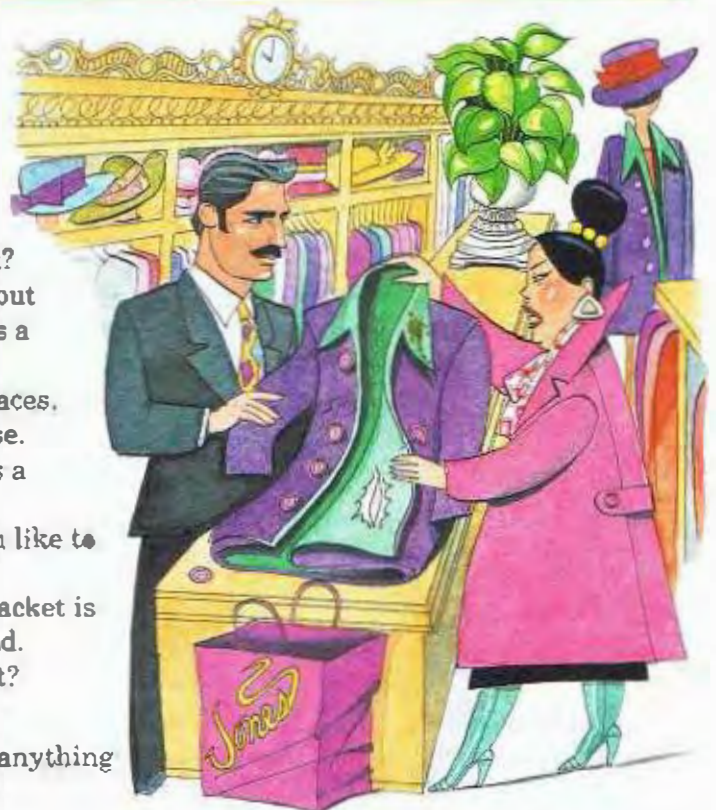
Helen: And some of the buttons are very loose. This one came off, in fact. And there's a stain on the collar.

Clerk: I'm really sorry about this. Would you like to exchange it for another one?

Helen: Well, to be honest, I don't think this jacket is very well made. I'd rather get a refund.

Clerk: I understand. Do you have the receipt?

B Class activity Have you ever returned anything to a store? Why? How did the store respond?



3 GRAMMAR FOCUS

Describing problems

With past participles as adjectives

The jacket lining is **lorn**.
 The collar of the jacket is **stained**.
 The car is **damaged** in the back.
 The furniture is **scratched**.
 The glass is **cracked**.
 The pipe is **leaking**.*

With nouns

It has a **tear** in it./There's a **hole** in it.
 It has a **stain** on the collar.
 It has **some damage** in the back.
 There are a **lot of scratches** on it.
 There's a **crack** in it.
 It has a **leak** in it.

*This is an exception: *is leaking* is a present continuous form.

For a list of irregular past participles, see the appendix of the back of the book.

A Here are some comments made by customers in a restaurant. Write sentences in two different ways using forms of the word in parentheses. Then compare with a partner.

- This tablecloth isn't very clean. Look, it (stain)
- Let's ask for another water pitcher. This one (leak)
- The chairs look pretty worn. The wood, too. (scratch)
- The waiter needs a new shirt. The one he's wearing (tear)
- I'm sorry. Could you bring me another glass? This one (chip)

B Pair work Describe two problems with each thing, using past participle, verb, or noun forms of the words below or other words of your own.

A: The vase is chipped.

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

break

burn

chip

crack

dent

leak

loose

scratch

stain

tear



1. a vase



2. a fountain pen



3. a CD



4. a pair of sunglasses



5. a pair of jeans



6. a shirt

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

A: The carpet is a little worn.

B: Yes. And the windows are a bit dirty.

C: Look over there. The curtains

4 LISTENING Fair exchange?



Listen to three customers returning items they purchased. 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"/>

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?



6 CONVERSATION

A Listen and practice.



Ms. Lock: Hello?
 Mr. Burr: Hello, Ms. Lock. This is Jack Burr.
 Ms. Lock: Uh, Mr. Burr... in Apartment 205?
 Mr. Burr: No, 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 checked. Everything I try to cook gets burned.
 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

Need with passive infinitives and gerunds

Need + passive infinitive

The refrigerator **needs to be fixed**.

The temperature control **needs to be checked**.

Need + gerund

It **needs fixing**.

It **needs checking**.

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

1. the walls (paint)
2. the carpet (shampoo)
3. the windows (wash)
4. the door (repair)
5. the lamp shade (replace)
6. the wastebasket (empty)

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 of all, the carpet in the living room needs to be replaced. I can't afford it right now, though, so I'll probably do that next year. . . ."

8 WORD POWER Appliances

A Find a suitable sentence in column B to describe a problem with each appliance in column A. Then compare with a partner.

A


1. air conditioner
2. central heating
3. electric blanket
4. food processor
5. iron
6. stove
7. telephone
8. washing machine

B

- a. The water won't drain, and my clothes are left soaking.
- b. I put it on high, but it doesn't cool down the room.
- c. I sometimes smell gas even when I'm not cooking.
- d. I turn it on, but it doesn't heat up.
- e. I can't get a dial tone.
- f. It gets too hot and burns my clothes.
- g. My apartment is freezing cold in the morning.
- h. The blades are dull, so it doesn't chop vegetables very well.

B Pair work Describe other things that can go wrong with some of the appliances in part A.

9 PRONUNCIATION Contrastive stress


A  Listen and practice. Notice how the second speaker stresses the words he is contrasting.

A: Are you calling about the bedroom **fán**?

A: Are you calling about the bedroom **wíndow**?

B: No, I'm calling about the **kítchen fan**.

B: No, the **bedroom dóor**.

B  Mark the words that have contrastive stress in these conversations. Listen and check. Then practice the sentences.

1. A: Did you need two **lightbulbs**?

2. A: Does your television need to be repaired?

B: No, I asked for three **lightbulbs**.

B: No, **my telephone** needs to be repaired.

10 LISTENING Repair jobs

CLASS AUDIO ONLY 

 Listen to three repair people talking about their jobs. Complete the chart.

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

11 WRITING Letters of complaint

A Choose one of these situations and write a letter describing the problem and what needs to be done.

There are several things that need fixing in your apartment.



You bought an appliance that doesn't work. You took it back, but the clerk refused to exchange it.



Dear Mrs. Anderson,
 I'm a tenant in Apartment
 I'd like to point out a few things that need fixing. First, in the kitchen

To Whom It May Concern:
 Several weeks ago, I bought a hair dryer in your store. After using it just two times, it started to

B Class activity Pass your letters around the class. Who has the most unusual problem?

12 READING

Consumer Affairs

How to Complain to – and About – a Business



Do you know how to complain to a business?

Dear Annabelle,

My new car has a problem: Every few hundred miles, more oil needs to be added. I think this means something is broken. Each time I take the car into the dealer, though, the service people insist that nothing needs fixing. What can I do?

– Broken Down in Detroit

Dear Broken Down,

I don't know much about cars, but I can diagnose your problem: You're dealing with an unresponsive business. Fortunately, there are many things you can do:

1. For starters, complain to the business, in person or by phone. Explain the problem in a way that is firm but not rude. If you don't seem to be getting anywhere, give up – for the moment. Find out who you're talking to and who you should talk to next. Make notes of what's been said.

2. Next, complain in writing to the person whose name you were given or to someone in the business's customer-service department. To make your written complaint effective, type it, state the facts fully but briefly, and enclose copies of relevant documents like receipts and warranties. If you still don't get a satisfactory response, send your letter to the business's legal department or president.

3. If no one within the company has helped you, it's time to take your complaint to people outside the company. Check your phone book for the numbers of the Better Business Bureau and local consumer groups. Find out whether your local newspaper or radio station has a consumer hotline.

This might sound like a lot of work, but it's worth it. As a consumer, you have certain rights. Stand up for them!

– Annabelle

A Read the column. Based on the advice in the letter, explain what each of these consumers did wrong. Then say what each should have done.

1. When Mira's new TV didn't work, she went back to the store to complain. The salesperson she spoke to didn't seem to care, so Mira began yelling at him. She kept yelling, even when he turned to help another customer.
2. Ed couldn't get his new computer to work. Feeling angry and frustrated, he immediately began looking for consumer groups to complain to.
3. When Alex couldn't get any help by complaining on the phone, he sent the customer-service department a ten-page handwritten letter that explained his problem fully.

B Group work Talk about these questions.

1. Which of this advice have you used or would you use? Why?
2. What else can you do when you have a complaint about a business?
3. Are there organizations in your country that help people when they have complaints? What are they?

interchange 6

Fixer-upper

Do you have an eye for details? Student A turns to page IC-8. Student B turns to page IC-9.