

UNIT 4 ► Problems and solutions

Lesson 4.1 What went wrong?

Vocabulary A Complete the dialogues with the past form of the words in brackets.

- 1 **A:** You're late. I ¹ _____ (say) 10 a.m.
B: Sorry. I ² _____ (send) a message that my train was late.
- 2 **A:** We ³ _____ (have) a meeting about the problems with the product.
B: Yes, the team ⁴ _____ (make) a lot of mistakes in the design.
- 3 **A:** How's Chris? You ⁵ _____ (see) him yesterday, right?
B: Yes, we ⁶ _____ (go) to a meeting in Munich.
- 4 **A:** We ⁷ _____ (write) to the client to explain that there's a problem with the deadline.
B: And ⁸ _____ (be) they OK with the delay?
- 5 **A:** I ⁹ _____ (give) the report to Chris this morning.
B: OK, so it ¹⁰ _____ (be) on time. Well done!

Communicative grammar

B Choose a verb and put it in the past form to complete the sentences. The verbs are regular.

- 1 I worked on that project last year. (work/call)
- 2 I _____ to Frankfurt on business last week. (miss/travel)
- 3 She _____ the IT team two hours ago. (call/travel)
- 4 They _____ selling CDs ten years ago. (call/stop)
- 5 We _____ the product launch last month. (plan/call)
- 6 We _____ the deadline last week. (miss/work)
- 7 We _____ our internet provider two days ago. (plan/change)
- 8 You _____ the project two days late. (change/finish)

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Lesson 4.2 How can I help?

Vocabulary **A** Put the words in the correct order to make sentences.

- 1 your inbox / check _____ *Check your inbox.*
- 2 your supplier / ask / send ink / to _____
- 3 the client / by / contact / email _____
- 4 for / the IT department / new headphones / ask _____
- 5 about / the supplier / contact / the problem _____
- 6 your boss / send / an email _____
- 7 a colleague / to / ask / help you _____
- 8 to / an email / send / the supplier _____

Making offers and promises with will

B Complete the offers and promises with *will*. Use contractions.

- 1 I / call you back. _____
- 2 You / get it tomorrow. _____
- 3 I / ask our supplier for some more. _____
- 4 We / deliver your order tomorrow. _____
- 5 He / phone you later. _____

Functional language

C Complete the dialogue with the phrases in the box.

anything else Can I take How can I help you I'll give I'm afraid Is that right

- A:** Good Morning. Sullivan's. ¹_____ ?
- B:** Hello, could I speak to Silvia Gonzales please?
- A:** ²_____ she's in a meeting. ³_____ a message?
- B:** Can she phone Anna Bernard, please?
- A:** OK, does she have your phone number?
- B:** I think so but I'll give it to you now. It's 25 453 6478.
- A:** So that's 25 453 6478. ⁴_____ ?
- B:** That's right.
- A:** OK. ⁵_____ Silvia the message. Can I help you with ⁶_____ ?
- B:** No, thanks. Bye.
- A:** Bye.

D Complete the dialogue. Use one word in each space.

- A:** Hello. Anna Bernard.
- B:** Hi Anna. This ¹_____ Silvia Gonzales. I'm returning your call.
- A:** Oh, hi Silvia. I called because our delivery is late.
- B:** OK. I ²_____ check that now.
- A:** OK.
- B:** We'll deliver it in the next three hours. I ³_____ call the driver to check the time.
- A:** No, that's OK.
- B:** Can I help you with ⁴_____ else?
- A:** No, that's fine. Bye.
- B:** Bye.

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Lesson 4.3 We are sorry that ...

Communicative
grammar**A** Write sentences in the past negative form.

- 1 My computer / not work My computer didn't work.
- 2 The delivery / not come _____
- 3 You / not finish the report _____
- 4 They / not deliver the order _____
- 5 We / not buy the paper _____
- 6 He / not turn the printer on _____

B Read the replies and write the questions. Remember to check the irregular verbs on page 104.

- 1 **A:** _____ ?
B: Yes, the delivery arrived at 10 a.m.
- 2 **A:** What _____ ?
B: I wanted to order a new phone.
- 3 **A:** _____ ?
B: No, I didn't restart the computer.
- 4 **A:** When _____ ?
B: I ordered it yesterday.
- 5 **A:** Where _____ ?
B: I bought it on the internet.

UNIT 4 > **Problems and solutions****Lesson 4.4** Face-to-face complaints**Speaking A** Complete the dialogue with the phrases in the box.

can give call you did you try I'll order the problem you can choose

A: Hello. Can I help you?

B: Yes, I bought this printer yesterday but it doesn't work.

A: Really. What's ¹_____?

B: I don't know. When I got it home, it didn't print.

A: ²_____ turning it off and on again?

B: Yes, and restarting it from the settings menu, but it didn't work.

A: OK. Let me just check it. ... So, there's ink in it, and it doesn't print so it's definitely broken. I ³_____ you your money back or ⁴_____ a different one. What would you prefer?

B: I'd prefer a new one, please.

A: OK. ⁵_____ you a new one. I'll ⁶_____ when it's ready for collection.