

# Conv. 3

Students

Complete these sentences with the correct idiom(s)

1. Can you \_\_\_\_\_ for the mail today? I'm expecting an important letter.
  2. My sister's kind of \_\_\_\_\_, so even little things bother her.
  3. People should \_\_\_\_\_ to all the doctors and nurses fighting covid-19.
  4. A person's future's \_\_\_\_\_ when they're taking the 수능.
  5. I \_\_\_\_\_ with my camera to get a clear picture of his face.
  6. The police suspected \_\_\_\_\_ when they found a dead body with 2 gunshot wounds.
  7. She felt sick, so she went to \_\_\_\_\_.
  8. A: Do you want to order a pizza for lunch?  
B: I don't care. It's \_\_\_\_\_. I'll eat anything.
  9. In the last few years they've arrested several celebrities for illegally taping women. It's great they were caught, but I'm afraid that's just the \_\_\_\_\_. I'm afraid other celebrities are doing the same thing.
  10. The boxer was losing badly, so his trainer \_\_\_\_\_.
  11. Customer: \_\_\_\_\_?  
Waitress: That'll be 12,000 won.
  12. A: What's the \_\_\_\_\_ when you meet older people on the subway?  
B: I think you should always give up your seat to them.
  13. I think cheating on exams is totally \_\_\_\_\_.
  14. I had a toeic class today, but my \_\_\_\_\_ really \_\_\_\_\_. I just wanted to stay home and rest. (1 idiom)
  15. The baseball accidentally hit the player in the \_\_\_\_\_.
- a. zoomed  
b. heart wasn't in it  
c. keep an eye out  
d. threw in the towel.  
e. your call  
f. rule of thumb  
g. on the line  
h. tip of the iceberg  
i. what's the damage?  
j. thin-skinned  
k. foul play  
l. uncalled for  
m. take their hats off  
n. Adam's apple  
o. the john

Conv. 3

# 6 What's wrong with it?

## 1 SNAPSHOT

### Some Common Complaints

#### Cleaners

The dry cleaner shrinks your favorite sweater.



#### Taxis

The driver tries to charge you too much.



#### Wireless service

There is no signal, so you can't get online.



#### Hotels

The bathroom sink is leaking.



#### Doctors

You have to wait a long time for your appointment.



#### Restaurants

Your food is undercooked.



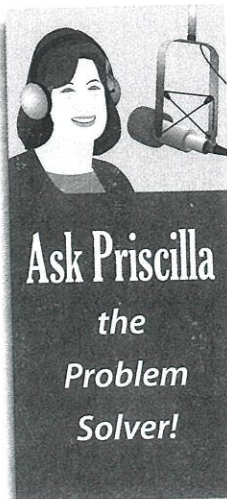
Source: Based on information from *The Great American Gripe Book*

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?

Other Complaints

## 2 PERSPECTIVES

**A** Listen to people describe complaints on a call-in radio show.  
Check (✓) what you think each person should do.



- 1 "I ordered a jacket online, but when it arrived, I found the lining was torn."  
☐ ask for a refund      ☐ send it back and get a new one
- 2 "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
- 3 "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 yourself
- 4 "I lent a friend my sunglasses, and now there are scratches on the lenses."  
☐ say nothing      ☐ ask him to replace them
- 5 "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 wash them again for free

**B** Have you ever had similar complaints? What happened? What did you do?



### 3 GRAMMAR FOCUS

#### 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**.  
 The sink is **leaking**.\*

##### 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**.

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

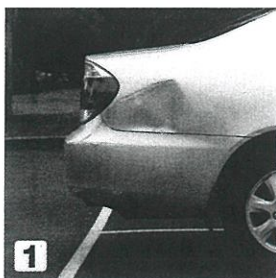
**A** Read the comments from customers in a restaurant. Write sentences in two different ways using forms of the word in parentheses. Then compare with a partner.

1. This tablecloth isn't very clean. It ... (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)

1. It's stained.  
It has a stain on it.

**B PAIR WORK** Describe two problems with each thing below. Use forms of the words in the box. You may use the same word more than once.

break    crack    damage    dent    leak    scratch    stain    tear



A: The car is dented.  
 B: Yes. And the paint is scratched.

**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 ..."



# 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?

## 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?
- Was it like this when you bought it?
- When did you buy it?
- Do you have the receipt?
- Would you like a refund or a store credit?

Change roles and try the role play again.



## 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

#### Need + gerund

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

#### Need + passive infinitive

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

#### Keep + gerund

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

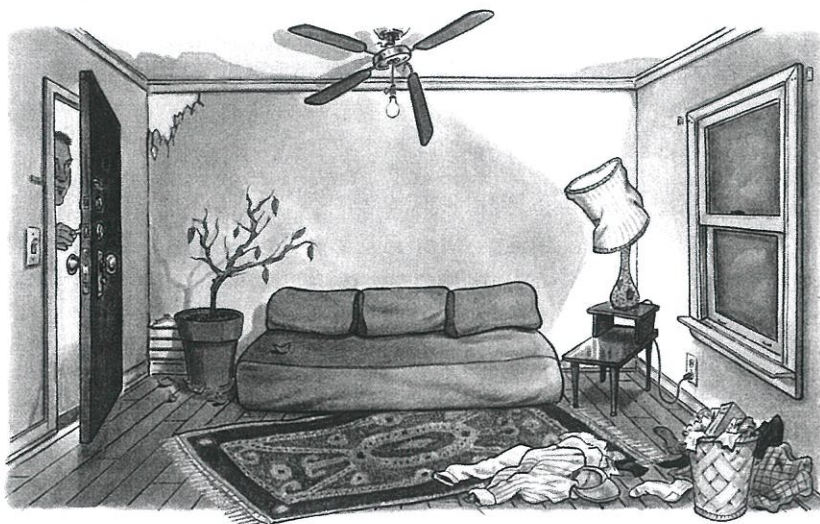
**A** What needs to be done in this apartment? Write sentences about these items using *need* with gerunds or passive infinitives.

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)

1. The walls need painting.

OR

1. The walls need to be painted.



**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 smoke alarm in the kitchen needs replacing. It keeps going off. ..."

## 8 WORD POWER Electronics

**A** Circle the correct gerund to complete the sentences. Then compare with a partner.

1. My TV screen goes on and off all the time. It keeps **flickering** / **sticking**.
2. That old DVD player often jumps to another scene. It keeps **crashing** / **skipping**.
3. The battery in my new camera doesn't last long. It keeps **freezing** / **dying**.
4. The buttons on the remote control don't work well. They keep **skipping** / **sticking**.
5. Something is very wrong with my computer! It keeps **jamming** / **crashing**.
6. This printer isn't making all the copies I want. It keeps **jamming** / **flickering**.
7. My computer screen needs to be replaced. It keeps **dropping** / **freezing**.
8. I can't make long calls on my new phone. They keep **dying** / **dropping**.

**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. ..."



## Unit 6

### 1 Describing problems 1 (page 37)

The simple past and the past participle of regular verbs are the same: I **chipped** the vase. The vase is **chipped**. BUT Many irregular verbs have different simple past and past participle forms: I **tore** my jacket. My jacket is **torn**.

Complete the conversations with the correct words from the box.

are stained	has a dent	✓ have a tear	is broken	is scratched
has a chip	has a stain	is a hole	is leaking	some damage

- A: Oh, no! These jeans have a tear in them.  
B: And they are stained, too.
- A: This table has some damage on top.  
B: I know. The wood is scratched because my son drags his toy cars on it.
- A: Why are you drinking out of that glass? It is broken in it.  
B: Oh, I didn't see it. That's why it is leaking.
- A: Someone hit my car today. Look! The door has a dent in it.  
B: I see that. Your back light is broken, too.
- A: I bought this blouse yesterday, but I have to take it back. There is a hole in it.  
B: It's really cute, but that's not the only problem. It has a stain on it, too.

### 2 Describing problems 2 (page 39)

Use the past participle – not the present participle or gerund – with passive forms: The oven needs to be **fixed**. (NOT: The oven needs to be **fixing**.)

**A** Complete the conversation with the verbs in parentheses. Use *need* + passive infinitive in A's lines and *need* + gerund in B's lines.

- A: Look at this place! A lot of work needs to be done (do) before we move in.  
B: You're not kidding. Let's make a list. First, the walls need painting (paint).  
A: Right. And the windows need washing (wash). Add the rug to your list: It really needs cleaning (clean). Do you think it needs dry-cleaning (dry-clean)?  
B: No, I think we can do it ourselves. It needs shampooing (shampoo). We can rent a machine for that.  
A: And what about the ceiling fan? I think it needs replacing (replace). Fans aren't too expensive.  
B: OK. I've added it to the list. And what should we do with all this old furniture?  
A: It needs throwing out (throw out)! I think the landlord should take care of that, though.

**B** Complete the blog with the correct form of *keep* and the verb in parentheses.

I keep having (have) technical problems. My computer crashed (crash), and my printer is jammed (jam). I have to put (put) a new battery into my mouse because it died (die). The letters on my keyboard are sticking (stick), too. I think (think) things will get better, but they just get (get) worse. Time for some new electronics!

(30)

(25) 21.00

(10) 12.00



What's wrong with

7

Complete this crossword puzzle.

Carver = B

Across

1 Do you have another \_\_\_\_\_ for these flowers? This one is cracked.

4 You can't wear this \_\_\_\_\_ to your job interview, Dave. Two buttons have come off the front, and the lining is torn.

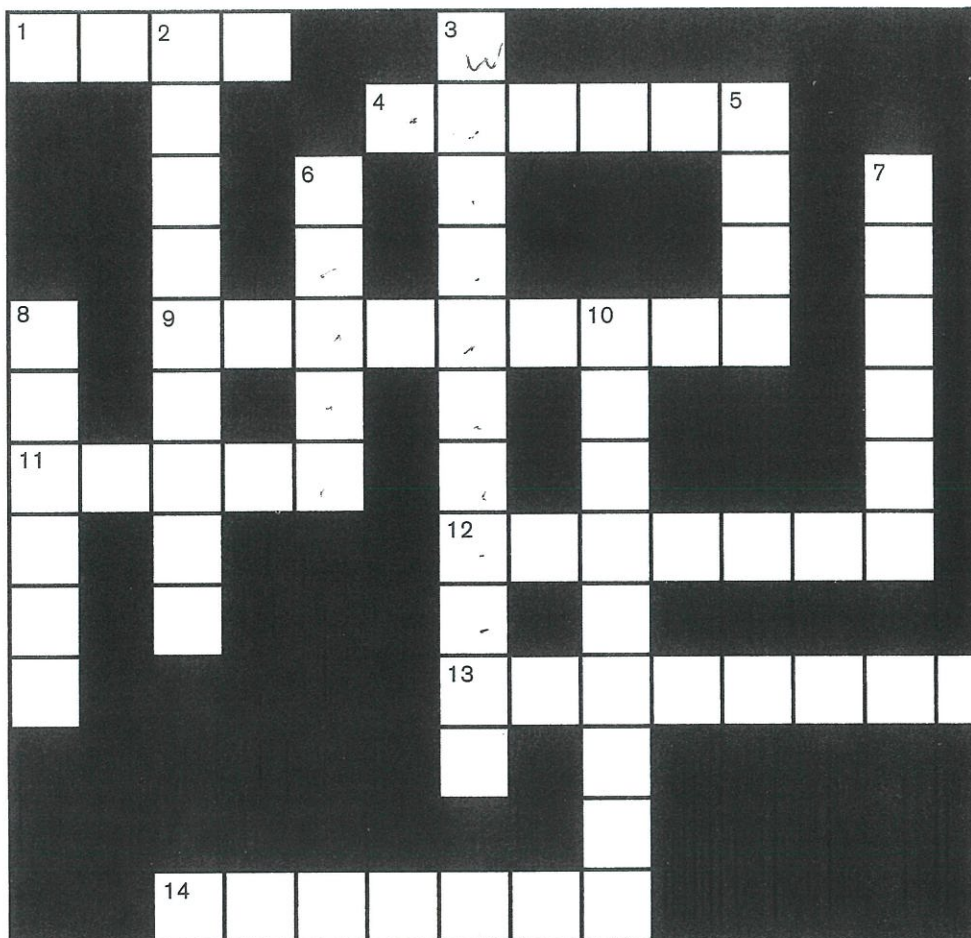
9 This is a great new food \_\_\_\_\_. It really helps me chop vegetables more quickly.

11 The buttons on this shirt are \_\_\_\_\_. They'll come off if they aren't fixed soon.

12 I spilled coffee on this dress. Now it's badly \_\_\_\_\_.

13 These socks have a hole in them. I'd like to \_\_\_\_\_ them for another pair, please.

14 The glass in that window is \_\_\_\_\_. It needs replacing.



Down

2 This carpet is really dirty. It needs to be \_\_\_\_\_.

3 The \_\_\_\_\_ beside your desk needs to be emptied. It's full of paper.

5 There's a \_\_\_\_\_ in your jeans. Look, the left leg is badly torn.

6 I prefer to cook on a gas \_\_\_\_\_ than to cook on an electric one.

7 The back of my car is slightly \_\_\_\_\_. Someone drove into the back of it.

8 Look! There's a stain on the \_\_\_\_\_ of the jacket you're wearing – just below your right ear.

10 The paint on my car door is \_\_\_\_\_, and it needs repainting. It looks like someone damaged it with a sharp knife.



Conv. 3

Call  
me

Write a dialogue returning something to the store  
(clothes...watch...computer...cell phone....etc.)  
(think of 2 problems with your item)

Clerk: Hello. May I help you?(or what can I do for you?)

Customer: Yes. I'd like to return this/these .....

Clerk: What seem to be the problem?

Customer: ..... and .....

Clerk: When did you buy it/them?

Customer: I bought it/them .....

Clerk: Ok! Would you like to exchange them? Or would you like a refund?

Customer: I'd like .....

Clerk:No problem. Just show me the receipt.

Customer: Here you are.

Clerk: Ok! thank you. And please come again!

Customer: Thank you.

What are 5 problems you have in your home?

(Use needs + ing or needs +to be)

(For example: The windows need washing. or The windows need to be washed.)

- a.
- b.
- c.
- d.
- e.



Conv. 3

Call Me

Why do you think \_\_\_\_\_?

(Give 2 reasons)

1. Joe Biden beat Donald Trump in the presidential election?

a.

b.

2. People like to smoke?

a.

b.

3. The divorce rate is so high in Korea?

a.

b.

4. People become homeless?

a.

b.

5. People have children?

a.

b.

6. People go to school?

a.

b.

7. People go to church or believe in God?

a.

b.

8. People lie?

a.

b.

9. Some people don't want to get the COVID-19 vaccine?

a.

b.

10. Some people commit crimes?

a.

b.