ENGLISH A2 · UNIT 10 · VOCABULARY Name: _____ Date: _____

Services and problems

Focus: services and problems: complaint, guarantee, faulty, repair, replace, subscription, parcel, appointment

customer service **complaint** **complain** **guarantee** **faulty** **doesn't work** **battery** **charger** **repair** **replace** **contract** **subscription** **cancel** **bill** **phone company** **insurance** **post office** **parcel** **stamp** **sign** **form** **queue** **appointment** **hairdresser's** **dry cleaner's**

1 Choose the correct word.

Example: Keep the _____. You need it for a refund. (receipt / stamp / form) → receipt

1. This charger is _____. It gets very hot. (cheap / faulty / quiet)
2. I want to make a _____ about my late order. (complaint / queue / form)
3. The TV has a two-year _____. (stamp / bill / guarantee)
4. My music _____ costs ten euros a month. (parcel / subscription / form)
5. My _____ at the hairdresser's is at three. (appointment / bill / stamp)

2 Complete the sentences with words from the box.

Example: I paid the phone _____ online yesterday. → bill

1. I'd like to _____ my order, please. I don't need the shoes now.
2. The lock is broken. Can you _____ it, or do I need a new one?
3. The phone company will _____ the faulty charger with a new one.
4. My phone _____ only works for two hours now.
5. Read the _____ carefully before you sign it. It's for two years.
6. The _____ from my sister in Lisbon arrived this morning.
7. Put a _____ on the letter before you post it.
8. My car _____ pays if I have an accident.

3 Match the places and the reasons you go there.

1. post office	a. to complain about a faulty order
2. hairdresser's	b. to clean a suit or a coat
3. dry cleaner's	c. to send a parcel abroad
4. cash machine	d. when your hair is too long
5. customer service	e. to get cash with your card

ANSWER KEY

1 1 faulty, 2 complaint, 3 guarantee, 4 subscription, 5 appointment **2** 1 cancel, 2 repair, 3 replace, 4 battery, 5 contract, 6 parcel, 7 stamp, 8 insurance **3** 1 c, 2 d, 3 b, 4 e, 5 a

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