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

Miễn phí tải xuống, in và sử dụng ở nhà, trong lớp học hoặc bất cứ đâu.