

Making a complaint about a broken appliance

What are some household appliances? (*A washing machine, ...*)

Vocabulary Match

1. problem 2. halfway through 3. check 4. flat 5. comes up 6. repair service

___ fixing company ___ issue ___ look at ___ happens ___ in the middle ___ apartment

Conversation

Emily tells Mr Khan about a problem with her washing machine. He promises to arrange a repair service to fix it soon.

Emily: Excuse me, Mr Khan. There's a small _____ with the washing machine in my _____.

Mr Khan: Oh, I'm sorry to hear that, Emily. What's wrong with it?

Emily: It makes a loud noise when I use it, and sometimes it stops _____.

Mr Khan: That doesn't sound good. I'll get someone to come and _____ it.

Emily: Thank you. Do you know when they might come? I really need to do my laundry soon.

Mr Khan: I'll call the _____ today. They should be able to come tomorrow.

Emily: That's great. Thanks so much for your help.

Mr Khan: You're welcome, Emily. Just let me know if anything else _____.

Quiz

1. What is the problem with Emily's washing machine?
2. What will Mr Khan do?
3. When does Mr Khan say the repair service will come?
4. What does Emily need to do soon?

True or False

- | | |
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| 1. Mr Khan will fix the washing machine himself. | True False |
| 2. Emily needs to do her laundry soon. | True False |
| 3. The repair service will come today. | True False |

Discussion

1. Does your washing machine sometimes stop halfway through?
2. What things in your house have broken or stopped working?
3. Do you often complain or stay quiet? Why?
4. What is the most important appliance in your home?
5. Have you ever fixed something yourself instead of calling for help?