



Communicative Wrap-up

1 The Do It Yourself Test

A Check the appropriate column for each item in the table.

	I do it myself.	I have someone else do it.
Clean the house		
Buy groceries		
Cook		
Clean my shoes		
Wash the car		
Do minor house repairs		
Do minor car repairs		
Fix minor computer problems		



B Work in groups. Discuss your answers. Don't look at each other's books! Who does the most themselves in your group? Who has the most done by someone else?

C With your group, discuss these questions.

- 1 When did you last have something fixed or installed in your house? Was it an expensive job?
- 2 What kinds of problems have you had with repairs or installations?



2 Good Service

Work in pairs. Choose one of the situations below and decide who will play each role. Then take a few minutes to think about what you are going to say. Practice your role play. Then act it out for another pair. Remember to be polite!

Situation 1

Customer

You had your computer repaired two weeks ago. It kept turning itself off while you were using it. After the repair, it worked fine for two weeks, but now the same thing has started to happen again. You think they should fix it again for free.

Service manager

The computer was working perfectly when the customer picked it up two weeks ago. You think he/she should pay for a second repair and have you install a better anti-virus program.

Situation 2

Customer

You are in a restaurant. Before the meal, the server brought bread and butter to your table. When the check came, it included a charge of \$5.00 for the bread and butter. You do not want to pay this charge because it's very expensive for just bread. Also, the bread wasn't very good, and you didn't

Restaurant manager

You think the customer should pay for the bread. The charge is printed on the menu, and the customer did not complain about the bread until after the meal. It is common in your area for restaurants to add a bread and butter charge.