

ESCUELA NORMAL DE EDUCACIÓN PREESCOLAR

ENGLISH B1.2

BOOK UNIT 6 – THAT NEEDS FIXING

GRAMMAR

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Dear students, during the week we will describe problems and learn how to make complaints.

ACTIVITY 1 – SOME COMMON COMPLAINTS – 25 PTS.

Read about some common complaints. Then answer the questions.



Some common complaints

<p>Banking The credit card company bills you for something you didn't buy.</p>	<p>Restaurants The server rushes you to leave as soon as you finish your meal.</p>
<p>Online shopping The store sends you an incorrect size.</p>	<p>Vehicles Your new car consumes too much gas.</p>
<p>Internet providers The Internet connection is not reliable, and you hardly ever get the speed you pay for.</p>	<p>Repair services Your TV breaks again, a week after it was repaired.</p>
	<p>Parking garage Someone damages your car.</p>

Have you ever had any of these problems? Which ones?

What would you do in each of these situations?

What other complaints have you had?

Write your responses here:

1. Yes, banking, and online shopping
2. When the credit card company billed me for something I didn't buy I called the company and they apologized and gave me the money back after a long time.
3. A complaint I have is in the supermarket, when they put a clearance and do not want to respect the discounted price

ACTIVITY 2 – DESCRIBING PROBLEMS 1 – 25 PTS.

- We can use the **past participle as adjectives** to describe problems with certain places or products. Example: The car **is damaged**. / El carro está dañado or My pants **are stained**. / Mi pantalón está manchado. Remember that for regular verbs we add **-ed** in the past participle (ex. stained, damaged), irregular verbs change completely (ex. torn)

- To describe problems we can also use **nouns** to say that there is something wrong with the product or that it has a problem. Example: The car *has some damage*. / El carro tiene cierto daño or *There is a stain* in my pants. / Hay una mancha en mis pantalones.

Read and analyze the following examples.

Describing problems 1	
With past participles as adjectives	With nouns
The suitcase lining is torn .	It has a tear in it./There's a hole in it.
The car is damaged .	There is some damage on the bumper.
The coffee mug is chipped .	There is a chip in it.
My pants are stained .	They have a stain on them.
The camera lens is scratched .	There are a few scratches on it.
The washing machine is leaking .*	It has a leak .

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

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 has a dent in it.

B: Oh, I didn't see it. That's why it is leaking.
- A:** Someone hit my car today. Look! The door is broken in it.

B: I see that. Your back light has a stain, 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 chip on it, too.

Read the comments from customers in a restaurant. Write sentences in two different ways using forms of the word in parentheses. Look at the example.

1. Could we have another water pitcher? This one . . . (crack)
2. That valet was so careless. My car . . . (dent)
3. The toilet is dirty. And the sink . . . (leak)
4. This tablecloth isn't very clean. It . . . (stain)
5. Would you bring me another glass? This glass . . . (chip)
6. The table looks pretty dirty. The wood . . . , too. (scratch)
7. The server needs a new shirt. The one he's wearing . . . (tear)
8. The walls really need paint. And the ceiling . . . (damage)

1.	This one is cracked.
	It has a crack.

2. *My car is dented / It has a dent.*
3. *And the sink is leaking / It has a leak*
4. *It stained / It has a stain*
5. *This glass is chipped / It has a chip*
6. *The wood is scratched, too / It has a scratch*
7. *The one he's wearing is teared / It has a tear*
8. *And the ceiling is damaged / It has a damage*

ACTIVITY 3 – DESCRIBING PROBLEMS 2 – 25 PTS.

Another way to talk about problems with a place or product is talking about what needs to be done to fix it. In order to do this, we can use:

- **NEED + GERUND**: Ex. The car **NEEDS FIXING**. / El carro necesita arreglo.
- **NEED + PASIVE INFINITIVE**: Ex. The car **NEEDS TO BE FIXED**. / El carro necesita ser reparado.

We can also talk about problems with a product saying what continues happening with it using **KEEP + GERUND**. Ex. The monitor of my computer **KEEPS FREEZING**. / La pantalla de mi computadora se sigue congelando.

Read and analyze the following examples.

Describing problems 2		
Need + gerund	Need + passive infinitive	Keep + gerund
The oven needs adjusting .	It needs to be adjusted .	Everything keeps burning .
The alarm needs fixing .	It needs to be fixed .	The alarm keeps going off .

Complete the following exercises using the correct form of the verbs in parentheses.

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 Needs to be washed (wash). Add the rug to your list:
It really need cleaning (clean). Do you think it Needs to be dry-cleaning (dry-clean)?

B: No, I think we can do it ourselves. It need shampoo (shampoo).
We can rent a machine for that.

A: And what about the ceiling fan? I think it Need to be replaced (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 Need 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 Keep crashing (crash),
and my printer Keep jaming (jam). I have to Keep putting (put) a new
battery into my mouse because it Keep dieing (die). The letters on my keyboard
Keep sticking (stick), too. I Keep thinking (think) things will get better,
but they just Keep getting (get) worse. Time for some new electronics!

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**.



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



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|----------------------------|------------------------------|
| 1. the cupboards (clean) | 5. the oven (fix) |
| 2. the fire alarm (adjust) | 6. the ceiling (paint) |
| 3. the lights (replace) | 7. the window (wash) |
| 4. the plants (water) | 8. the light switch (change) |

- | | |
|----|-----------------------------------|
| 1. | The cupboards need cleaning. |
| | OR |
| 1. | The cupboards need to be cleaned. |

Write your responses here:

2. *The fire alarm need adjusting. / The fire alarm needs to be adjusted.*
3. *The lights need replacing. / The lights need to be replaced.*
4. *The plants need watering. / The plants need to be watered.*
5. *The oven need fixing. / The oven needs to be fixed.*
6. *The ceiling need painting. / The ceiling needs to be painted.*
7. *The window need washing. / The window needs to be washed.*
8. *The light switch need changing. /The light switch needs to be changed.*

ACTIVITY 3 – WRITING ABOUT PROBLEMS AT HOME – 25 PTS.

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 bedroom walls need painting. There are some small cracks..."

Write about your improvements here:

1. *The kitchen needs a new refrigerator, it's old.*
2. *The clock needs to be adjusted, I think the batteries died because it not work anymore.*
3. *The sink is leaking, we need a new one.*
4. *The TV needs to be fixing, there is some channels that are not seen.*
5. *All the windows need washing, there are some fluff.*