

1. Practice

PrintWell Photocopiers and Printers, Inc.
45 Geranium Drive
Boston, MA 42681

May 16

Dear PrintWell,

I am writing to you about the PrintWell V26 printer that our office purchased from your company. We received the printer in January. Despite the fact that it is still under warranty, we have had many problems with it. Your technician came eight times during the last five months: four times in February and four times in April. Each time he found a different problem.

It is clear that this printer is not up to your usual excellent standards. We would like you to replace it with a new one.

As you can see from your records, our law office has been a client of PrintWell for many years. We have always been satisfied with your products and your service. Therefore, I am certain that you will be able to replace the printer immediately. Thank you in advance for fulfilling our request.

Sincerely,
Mark Hepworth

Mark Hepworth, Senior Partner
Hepworth, Carroll and Bing, Lawyers

1-1 Practice some of the words or phrases you heard in the conversation. Complete the sentences by dragging the correct words from the bank below into place. There are more words than you need.

Thank you in (1) _____ for your help in this matter.

The company did not (2) _____ his request for a refund.

On the whole the customer was very (3) _____ with their service.

The client claimed that the work was not up to the company's usual (4) _____.

The computer is still under (5) _____ so the manufacturer will agree to replace it.

(a) standards	(b) replace
(c) fulfill	(d) advance
(e) satisfied	(f) immediately
(g) warranty	(h)

1-2 Choose the correct answer.

This is the first time that Mr. Hepworth has bought something from PrintWell.

- Ⓐ True
- Ⓑ False
- Ⓒ It is unclear.

1-3 Why does Mr. Hepworth think that PrintWell will agree to his request? Select all that apply.

- ☐ The printer is still under warranty.
- ☐ The technician didn't do his job properly.
- ☐ Mr. Hepworth's office is a loyal customer of PrintWell.
- ☐ PrintWell has replaced faulty printers before.
- ☐ PrintWell usually provides good service.

1-4 Choose the correct answer.

The technician could not find any problems with the printer.

- Ⓐ True
- Ⓑ False
- Ⓒ It is unclear.

1-5 Choose the correct answer.

What would Mr. Hepworth like PrintWell to do?

- Ⓐ Repair the printer
- Ⓑ Send another technician
- Ⓒ Return his money
- Ⓓ Replace the printer

2-3 Choose the correct answer.

Why does Mr. Hepworth thank PrintWell in advance?

- Ⓐ He needs the printer immediately.
- Ⓑ He is certain that the printer will be replaced.
- Ⓒ He wants the technician to return.
- Ⓓ He has thanked PrintWell before.

2. Quiz

2-1 Choose the correct answer.

Why did Mr. Hepworth write to PrintWell?

- Ⓐ To praise a technician for good service
- Ⓑ To request that a warranty be extended
- Ⓒ To complain about a printer he had bought
- Ⓓ To order additional products

2-4 Choose the correct answer.

The word "records" in paragraph 3, line 1, is closest in meaning to?

- Ⓐ Certificates
- Ⓑ Documents
- Ⓒ Charts
- Ⓓ Tables

2-2 Choose the correct answer.

When did Mr. Hepworth receive the printer?

- Ⓐ In January
- Ⓑ In February
- Ⓒ In April
- Ⓓ In May

2-5 Choose the correct answer.

How many times did PrintWell's technician come to Mr. Hepworth's office?

- Ⓐ Four times
- Ⓑ Five times
- Ⓒ Eight times
- Ⓓ Ten times