



- 1 Match the words in the box with devices A–H in the pictures.

battery charger camera e-book  
headphones laptop MP3 player  
smartphone radio

- 2 3.15 Listen to a conversation in a shop. What device is Tim complaining about?

- 3 3.15 Listen to the conversation again and write *True* or *False*. Correct the false sentences.

- 1 Tim isn't happy with his new laptop.
- 2 It's faster than his old laptop.
- 3 He can't watch videos on it.
- 4 He wants to change the battery.
- 5 The manager can't change the laptop.
- 6 She sells Tim a new battery.

### KEY PHRASES

#### Complaining and apologising

How can I help you?  
I'd like to make a complaint.  
I'm afraid we can't change it.  
It doesn't work.  
I'm terribly sorry about that.  
There's something wrong with it.

- 4 3.16 Complete the dialogue with the key phrases. Listen and check. Then listen again and repeat the dialogue.

Manager Good afternoon.

1 ..... ?

Molly 2 ..... I bought this mobile phone here last week and 3 ..... I can't make phone calls.

Manager I see. 4 .....

Molly I would like to change it for a different one.

Manager 5 .....

Molly But 6 ..... !

Manager OK, I'll see what we can do.

- 5 **USE IT!** Work in pairs. You have a problem with a device and you are making a complaint. Prepare and practise a new dialogue using the ideas below or your own ideas. Use the model dialogue and the key phrases.

Your new camera is broken.

You bought the wrong battery charger for your mobile phone.

Your new radio makes a funny noise.

You can't download many books on your new e-book.

You can't go on the internet with your new mobile phone.