

DIALOGUE

A: Hello, Hawaiian restaurant. How may I help you?

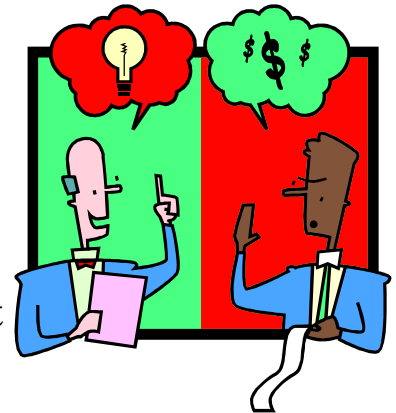
B: Yes. I hate to complain but I ordered Hawaiian beef stew ,instead I received Hawaiian pasta. I want to replace this immediately.

A: I'm sorry sir but the delivery service is only until midnight.

B: If that is so, what can we do about this?

A: Sir, please keep the receipt. We will repay you tomorrow. Sorry for the inconvenience.

B: OK! I don't have any choice.

Common Complaints

Restaurant: overcooked / undercooked food

Food Stores: You discovered that the milk you bought has already gone sour.

Hospital: waiting a long time for the doctor's appointment

Taxis: over-charging



Spoiled milk



Chipped glass

Describing Problems

Using Past Participles as Adjectives

Ex. The table cloth is torn.

The glass window is broken.

The faucet is leaked.

Using Nouns

Ex. The jacket has a tear.

The faucet has a leak.

Practice

Complete the following sentences.

1) This curtain isn't very neat. It's.....(stain).

2) We need another glass. This one (leak).

1) This house need paint. And the ceiling(damage).

2) I need to return my shirt. It (tear)

1) Could you bring me another plate? This one(chip).