

What will you do in the following situations.
Choose between A and B

1. I bought a newspaper with a torn page.

A: Ask for a refund

B: Ask the store to replace it



2. I bought a new table with a damaged top.

A: Ask for a discount

B: Return it



3. My friend gave me a chipped mug.

A: Tell my friend about it

B: Say nothing and repair it.



4. I had my clothes cleaned by a laundry shop, but I found it had a stain on it.

A: Wash it again by hand

B: Ask the laundry shop owner to pay for it



5. My friend borrowed my CD and now it has a crack on it.

A: Ask for a replacement

B: Ask my friend to repay me



Language awarenessAnother way of stating the problem

1. The tabletop is damaged. (There is some damage on the tabletop.)
2. The mug is chipped. (There is a chip in the mug.)

Complete column B

1. My shirt is stained. (_____.)
2. The paper is torn. (_____.)
3. My CD is defective. (_____.)

What will you do in the following problems:

1. Your friend gave you a shirt, but it's too small for you.
2. You ordered a soup in a restaurant, but there's a fly on it.
3. You ordered a hot tea, but the waiter gave you an iced tea.
4. You like your job, but the salary is not enough.
5. You're very sleepy, but your partner is very noisy.