

# Top Notch 1

## *Unit 5 – Lesson 3 – Complain When Things Don't Work*



*In today's lesson, you will learn ...*

- *How to Complain About Appliances;*
- *“Won’t” to Describe a Problem;*
- *Ways to State a Problem.*

# **Complain When Things Don't Work:**

**Conversation:**



- 1. Do you have any defective appliance at home?**
- 2. What's the problem with it?**
- 3. What do you do when you have a defective appliance at home?**
- 4. Who do you call when you want to complain about something?**
- 5. Do you think that complaining will solve your problem?**



# Vocabulary Practice:

*Can you describe problems these appliances might have?*





## Listening for Gist:

Answer the following questions:



**1. What's the problem in Mr. Ramos' room?**

**The toilet won't stop flushing, and it's making a lot of noise. The TV won't turn on.**

**2. What's the problem in Mrs. Johnson's room?**

**The sink is clogged, and there's water all over the floor. The hair dryer won't turn on.**

**3. What's the problem in Mr. Prentice's room?**

**The air conditioning is freezing a lot and the coffee maker is making a funny noise.**

**4. What's the problem in Mrs. Lee's room?**

**The fridge is not working and the fridge's door won't close.**

# ➤ Speaking Practice 1:

## *Conversation:*



**A:** Front desk.

**B:** This is Mr. Ramos. There's a serious problem with my room.

**A:** I'm sorry to hear that. What is it?

**B:** It's the toilet. It won't stop flushing.

**A:** It won't STOP flushing?

**B:** Yes, that's right. And it's making a lot of noise.

**A:** Any other problems, Mr. Ramos?

**B:** Actually, yes. The TV won't turn on.

**A:** Oh, my goodness. What room are you in?

**B:** Uh . . . 203.

# ➤ Speaking Practice 1:

## Conversation:



**A:** Front desk.

**B:** This is \_\_\_\_\_. There's a serious problem with my room.

**A:** I'm sorry to hear that. What is it?

**B:** It's \_\_\_\_\_. It won't \_\_\_\_\_.

**A:** It won't \_\_\_\_\_?

**B:** Yes, that's right. And it's \_\_\_\_\_.

**A:** Any other problems, \_\_\_\_\_?

**B:** Actually, yes. The \_\_\_\_\_.

**A:** Oh, my goodness. What room are you in?

**B:** Uh . . . 203.

# ➤ Speaking Practice 2:

## Conversation:



**A:** Front desk. This is Ahmed.

**B:** Yes. This is Mrs. Johnson in 732. I have an emergency.

**A:** What kind of emergency?

**B:** It's the sink in the bathroom. It's clogged and there's water all over the floor. And that's not all. The hair dryer won't turn on.

**A:** I'm so sorry. Don't worry, Mrs. Johnson. I'll send a plumber and an electrician right away. I'm sure they're both fixable.

# ➤ Speaking Practice 2:

## Conversation:



**A:** Front desk. This is Ahmed.

**B:** Yes. This is \_\_\_\_\_ in 732. I have an \_\_\_\_\_.

**A:** What kind of \_\_\_\_\_?

**B:** It's \_\_\_\_\_ in the bathroom. It's \_\_\_\_\_ and there's \_\_\_\_\_  
\_\_\_\_\_. And that's not all. The \_\_\_\_\_.

**A:** I'm so sorry. Don't worry, \_\_\_\_\_. I'll send a \_\_\_\_\_  
and an \_\_\_\_\_ right away. I'm sure they're both fixable.



## ➤ Speaking Practice 3:

### Conversation:



**A:** Front desk. How can I help you?

**B:** This is Mr. Prentice in room 1517. I have a problem.

**A:** Yes, Mr. Prentice. What seems to be the problem?

**B:** It's the air conditioning. It's freezing in here.

**A:** Have you tried shutting it off?

**B:** Of course. That's why I'm *calling* you.

**A:** I'm so sorry, Mr. Prentice. Is there anything else we can help you with today?

**B:** Actually, yes. The coffee maker is making a funny sound.

**A:** We'll take care of everything. Don't worry.

# ➤ Speaking Practice 3:

## Conversation:



**A:** Front desk. How can I help you?

**B:** This is \_\_\_\_\_ in room 1517. I have a problem.

**A:** Yes, Mr. Prentice. What \_\_\_\_\_?

**B:** It's the \_\_\_\_\_. It's \_\_\_\_\_ in here.

**A:** Have you tried \_\_\_\_\_?

**B:** Of course. That's why I'm \_\_\_\_\_ you.

**A:** I'm so sorry, \_\_\_\_\_. Is there anything else we can help you with today?

**B:** Actually, yes. The \_\_\_\_\_ is making a \_\_\_\_\_.

**A:** We'll take \_\_\_\_\_. Don't worry.

# ➤ Speaking Practice 4:

## Conversation:



**A:** Front desk. Marlene speaking. How may I direct your call?

**B:** This is Ms. Lee in room 608.

**A:** Excuse me. What room did you say you were in?

**B:** 608.

**A:** Certainly. How can I help you?

**B:** There's a problem with my fridge.

**A:** Not working?

**B:** Yes, that's right. Everything's warm. And the fridge door won't close.

**A:** I'm sorry. I'll have someone look at it right away.

# ➤ Speaking Practice 4:

## Conversation:



**A:** Front desk. Marlene speaking. How may I \_\_\_\_\_?

**B:** This is \_\_\_\_\_ in room 608.

**A:** \_\_\_\_\_. What room did you \_\_\_\_\_?

**B:** 608.

**A:** \_\_\_\_\_. How can I help you?

**B:** There's a problem with \_\_\_\_\_.

**A:** Not working?

**B:** Yes, that's right. Everything's \_\_\_\_\_. And the \_\_\_\_\_  
\_\_\_\_\_.

**A:** I'm sorry. I'll \_\_\_\_\_ look at \_\_\_\_\_.



# Speaking Practice:

*Decide which problem to solve first:*



- 1) The window won't open / close – 2) The iron won't turn on
- 3) The air conditioning won't turn off – 4) The fridge is making a funny sound
- 5) The toilet won't flush – 6) The sink is clogged.

Serious	Not serious

**Why is it serious?**

**Why isn't it serious?**



# Check-out Time:

*What did you learn in today's lesson?*



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A large, empty white rectangular area with rounded corners, intended for students to write their responses to the check-out question.

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**TN1 – Unit 5 – Lesson 3**

**Complain When Things Don't Work**

