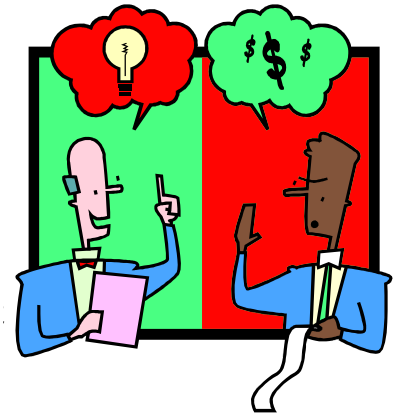


DIALOGUE

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

B: Yes. I'd like to complain. I ordered Hawaiian beef stew but I received Hawaiian pasta. I want this to be replaced 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.

LET'S PRACTICE

Complete the following sentences.

- 1) This curtain isn't very neat. It's _____ (stain).
- 2) We need another glass. This one _____ (leak).
- 3) This house needs paint and the ceiling _____ (damage).
- 4) I need to return my shirt. It _____ (tear).
- 5) Could you bring me another plate? This one _____ (chip).