

Finding faults

Expressing criticisms, advises, regrets.

How to understand and write them.

Listening activities.



Finding fault.

- How things go wrong.
- Next year, there will be a fault in the machine described in your video project.



- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8

Match these items with the problems in bold in the sentences below.

a desk	jeans	shoes	a top
face cream	a kettle	a tablet	a watch

- 1 When it arrived and I put it on, it **didn't fit**.
- 2 When I took it out of the box, I found the screen **was scratched**.
- 3 When I tried to put it together, I realised it had **a bit missing**.
- 4 It was supposed to be for sensitive skin, but it **gave me spots**.
- 5 When I filled it the first time, I realised it **had a leak**.
- 6 I only wore it for a week and the strap **came off**.
- 7 They **fell apart** after a month. The soles came off!
- 8 When I got home and tried them on I realised the back pocket **was ripped**.

- 1 a top (deduction / par élimination à la fin)
- 2 a tablet / ~~a watch~~
- 3 a desk
- 4 face cream
- 5 a kettle
- 6 a watch
- 7 shoes
- 8 jeans

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Listen to these sentences on this Youtube video from minute 24.55→



18 Listen to part of a radio show about consumer rights and a problem a listener had. Answer the questions.

- 1 What problem did Fei have?
- 2 Which of the following happened when he complained about the problem?
 - a They didn't believe him.
 - b They said it was his fault.
 - c They gave him a refund.
 - d They gave him a replacement.
 - e He had to go back more than once.
 - f They offered a gift as compensation.
 - g They sorted it out eventually.
 - h He had to talk to several people.
- 3 Why do you think Fei left a comment on the programme's website?



LISTENING

Answer the 3 questions.

<https://www.youtube.com/watch?v=VEt4D69PjzE&t=1372s>
Minute : 25.51

- 1
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- 1. He bought a pair of shoes and back home he realized an insole was missing.
- 2. a b d e h
- 3. He was unsatisfied, angry, disappointed. His problem was not solved by the end.

▶ 19 Listen again and complete the extracts with three words in each space.

- 1 ... given _____, the company hasn't achieved anything by *it*.
- 2 ... we also know that *this* can be because of a _____ the company.
- 3 *That* then stops the assistant listening to the issue and thinking _____.
- 4 Your institute's produced _____ on *this* recently.
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- 6 In Japan, *they* are often made in _____ improving a service rather than seeking compensation.
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- 8 ... *they* may have additionally _____ their language abilities.

LISTENING : MÊME ENDROIT SUR YOUTUBE, MINUTE 28.01

- 1 /
 - (Correction du 1 au slide suivant, etc ...)
-

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LISTENING : MÊME ENDROIT SUR YOUTUBE, MINUTE 27.50

- Correction :
 - 1: the final outcome
 -
-



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LISTENING

- Correction :
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- 2 : deeper problem in

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LISTENING

- Correction :
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- 3 : about it rationally
- 4 : some interesting statistics
- 5 : incredibly narrow view
- 6 : the spirit of
- 7 : providing valuable feedback
- 8 : overcome embarrassment about

Look at these sentences from the radio show.
Then work in pairs to answer the questions
below.

should and *should have* (*should've*)

- a He ***should have checked*** the shoes at the point of sale.
- b Clearly, Fei ***shouldn't have been treated*** like that.
- c You ***should start*** from the view that they do have a valid point.
- d All companies ***should see*** complaints in this way – as a gift.

- 1 Which of the sentences give general advice or suggestions?
- 2 Which show a criticism or regret about a past action?
- 3 How are the two forms different?

Giving advice.

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Giving advice.

- 1 : c d
- 2 : a b
- A et B : au passé : Should + have + participe passé du verbe : critique ou regret sur quelque chose de passé;
C et D : au présent : should + base verbale : conseil

Use *should* / *should've* to add criticism, advice or suggestions to sentences 1–5.

It's your birthday today? You should have told me earlier. We should go out and celebrate!

- 1 You're never going to get anyone to buy that car.
- 2 We were stupid to have moved here!
- 3 It's your fault we haven't got any money.
- 4 Don't blame me for the fact your life is a disaster!
- 5 The country's a mess!

- *Students ideas :*
-

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- ***Students ideas :***
- ***You should mend it before***
- ***We should go back home***
- ***You should work***
- ***You should move on and change things***
- ***You should consider the positive points***