



At the end of the lesson, the student will be able to:

* state a problem in numerous ways and share ideas on how to solve them.



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



1. You bought a newspaper with a torn page.

A: ask for a refund B: ask the store to replace it



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

A: ask for a discount B: return it



3. Your friend gave you a chipped mug

A: tell your friend about it B: say nothing and repair it



4. You had your clothes cleaned by a laundry shop, but you found it had a stain on it.

A: wash it again by hand B: ask the laundry shop owner to pay for it



5. Your friend borrowed your CD and now it has a crack on it.

A: ask for a replacement B: ask your friend to repay you



Another way of stating the problem

- | | |
|-----------------------------|------------------------------------|
| 1. The tabletop is damaged. | There is a damage on the tabletop. |
| 2. The mug is chipped. | There is a chip on the mug. |

Use the other way in stating the problems below:



- | | |
|-------------------------|--------|
| 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.