Vocabulary

**1.** The synonyms of *dirty* is …. .

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **A** | filthy | **B** | noisy | **C** | leaky | **D** | worry |

**2.** To get one`s *payment* back means ….

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **A** | repair | **B** | warranty | **C** | refund | **D** | replace |

**3.** Someone who makes *repair* called …..

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **A** | assistant | **B** | costumer | **C** | consumer | **D** | technician |

**4.** The *T-shirt* is torn. This damage is refer to ……. Problem.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **A** | Car Repair | **B** | Housing | **C** | Clothing | **D** | Products |

**5.** *No power* in the battery means ……… *battery.*

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **A** | charging  | **B** | dead | **C** | full | **D** | powerless  |

**6.** Which is consumer problem does *NOT* belong to the *Electronic Products*?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **A** | scratched DVD | **B** | TV- lines on screen | **C** | no signal | **D** | broken doorknob |

**7.** Which is consumer problem does *NOT* belong to the *Housing*?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **A** | Loose floorboards | **B** | Missing button | **C** | Broken windowpane | **D** | Filthy walls |

**8-** The ……. has a *dent*.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **A** | car | **B** | pants | **C** | sleeve | **D** | tap |

**9.** Identify the items (dripping faucet - stained shirt – flat tire - leaky pipe – dented in the body – cracked windshield )

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
| cracked windshield | stained shirt | leaky pipe | flat tire | dripping faucet |

**10. Match**

|  |  |  |
| --- | --- | --- |
| **1.** upright #  | 4 | unclear  |
| **2.** faded | 3 | Thin , not strong |
| **3.** flimsy | 2 | brightness |
| **4.** fuzzy | 1 | Upside down |
|  | -- | error |

Grammar

1. The floor *has* …………. tiles.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **A** | break | **B** | broken | **C** | breaking | **D** | breaked |

2. The tire *is* ………. .

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **A** | wear | **B** | wore | **C** | worn | **D** | wearing  |

 3. It ………….. *fixed*.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **A** | to be | **B** | needs be | **C** | need to | **D** | needs to be |

4. I`m *going to have* the roof …… .

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **A** | cleaned | **B** | clean | **C** | cleaning | **D** | cleaner |

5. The pencil*s* ……… sharpened.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **A** | to be | **B** | need to be | **C** | need to | **D** | needs to be |

6. No, I have*n’t* cleaned them ……… *.*

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **A** | already | **B** | just | **C** | yet | **D** | not |

7. He *can`stand* …………….. in line.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **A** | wait | **B** | waited | **C** | waiten | **D** | waiting |

8. I don’t *enjoy* ………… in the sun.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **A** | sitting  | **B** | sit | **C** | sat | **D** | sitted  |



**Complaint regarding replacement of defective Electric Toaster**

**Dear M. Ali,**

**I hereby wish to bring to you notice that the electric toaster that I have purchased from your company on 03rd January 2022 is defective. I received a sealed piece from your stores along with the warranty card. However, when I opened the toaster and started to use it according to the instructions it did not work at all.**

**I am a loyal customer who has purchased many electronic products from your stores before but never faced such issues in earlier occasions. I request you kindly to replace the defective electric toaster at the earliest.**

**I am also enclosing a copy of the purchase bill for your perusal and records.**

**Thanking you in anticipation of a quick and positive response.**

**Sincerely,**

**Saad.**

 **A. Write (T) for true And (F) for False**

|  |  |
| --- | --- |
| 1. The name of faulty product is toaster. |  **T** |
| 2. Buying time of this product was on 03/Oct/2022  |  **F**  |
| 3. The costumer asked for refund |  **F** |

**B. Choose the Correct meaning:**

|  |
| --- |
| **1.**  purchase **= …………** |
| **A**  | sell | **B**  | borrow | **C**  | buy |
| **2.**  defective = ………… |
| **A**  | good | **B**  | faulty | **C**  | work |