

UNIT 8 Dealing with problems

Vocabulary

EXERCISE 1 Choose the best word to fit the gap.

- 1 We are happy to replace the _____ goods free of charge.
A injured **B** hurt **C** destroyed **D** damaged
- 2 All the cars in this particular range were recalled because of a design _____ .
A fault **B** mistake **C** error **D** slip
- 3 The customer complained that the assistant he spoke to had been most _____ .
A helpless **B** incapable **C** unhelpful **D** impotent
- 4 There was a _____ in the order at the factory and the wrong package was sent.
A mix-up **B** mixture **C** mixing **D** mixed-up
- 5 The delay in despatch was due to circumstances _____ our control.
A above **B** beyond **C** under **D** in
- 6 There was a serious staff _____ at the time so several shipments were held up.
A shortage **B** reduction **C** decrease **D** contraction
- 7 The complaint about the cost of the item was soon _____ out.
A dealt **B** sorted **C** taken **D** cleared
- 8 As we were entirely responsible for the confusion your account has been _____ with the full amount.
A debited **B** added **C** given **D** credited
- 9 The poor quality of the products was _____ on inadequate supervision of the workforce.
A caused **B** blamed **C** explained **D** put
- 10 The customer demanded a _____ when he discovered the equipment was missing.
A return **B** repair **C** refund **D** reply

New International Business English

EXERCISE 2 Match the two halves of these sentences.

1 There's been a slight mix-up	A but there seems to be some mistake.
2 I'm sorry to bother you	B for the late arrival of this flight.
3 If you don't send your engineer today	C we will be forced to cancel.
4 I'm not at all satisfied	D over your recent order.
5 Please accept our apologies	E with the reasons for the delay.

Reading

EXERCISE 3 Fill in the appropriate word in gaps 1-5 from the box. There are three words you do not need to use.

FAX

Dear Mr North,

We very much regret the (1) _____ about your order. There was a (2) _____ fault that day which resulted in a number of errors being made. Unfortunately, your order was one of those (3) _____. This error has now been (4) _____ and you should be receiving the goods in the next few days.

We are very sorry about the (5) _____ caused.

Yours sincerely,

Jill South

Customer Care Officer

electric	affected	put right	inconvenience
repaired	confusion	inefficient	computer