

Dealing with problems

Lead-in

- 1 Look at these problem situations and with your group and decide what would be the best way to resolve them.
 - 1 You arrive at the airport two hours before your plane takes off on your dream holiday. You ask your partner for the passports. She says you have them – you're certain she said she would take them. Neither of you has them and you live 45 minutes from the airport.
 - 2 You are invited to a party at your friend's boss's house. Your friend told you it was a casual affair – a barbeque – and you turn up in shorts and a T-shirt. It is a sit-down lunch and the other people are all very smartly dressed.
 - 3 You arrive at the checkout of the supermarket with a huge trolley of purchases. After registering everything, the girl behind the counter asks for payment. Your partner thinks you have the credit card – you think he has it, but neither of you do.

Input

- 1 **▶8.1 ▶8.2** Listen to two telephone conversations about problem situations. What is happening and how were the problems solved?

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- 2 **▶8.1 ▶8.2** Listen again and complete these sentences from the conversations.

Explaining the problem

- 1 You told me you the flight at 9 am.
- 2 I organised everything for today.
- 3 You told me.
- 4 The room you said is being used for another meeting until noon.
- 5 But I thought room 306.

Resolving the problem

- 1 Well, probably the most is to try to get another flight.
- 2 Or you to buy a ticket there. It be quicker.
- 3 Oh, well what the centre and try to get an alternative room?

Language focus

1 Use the words below to rewrite the sentences in full.

a I thought / not want me / buy / present.

.....

b What if / jump taxi / try / get there / quick / as possible?

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c Another option / cancel / rebook for next week

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d I thought / decide / party tomorrow

.....

e Why don't I / wait / café / across street?

.....

2 Read the information about reported speech.

There are several examples of reported speech in the conversations. When the reporting verb is in the past (e.g. *thought, said, told me*) the verb following it changes form.

The group from Wales **has dropped out**.

I thought you told me the group from Wales **had dropped out**.

I **don't want** you to buy me a present.

I thought you **didn't want** me to buy you a present.

I'll **book** you on the 9am flight.

You said you'd **book** me on the 9am flight.

3 Rewrite these sentences using the words given.

1 I've booked the biggest room there is.

You said

2 I'll bring the passports.

I thought you said

3 You don't need to dress up.

You told me

4 I'm going to order the flowers online.

I thought

5 The driver can pick you up from the airport.

You said

4 ▶8.2 Listen to this section from the first conversation again. Underline the stressed words.

You booked the 9pm flight last night but I wanted to travel at 9am this morning.

5 Underline the stressed words in these sentences. Practise saying them with a partner.

- 1 I asked you to book a room for 20 people. Room 305 is too small.
- 2 But I thought you said the 24th, not the 25th.
- 3 I didn't buy it. You said you'd do it.
- 4 I thought you said Sunday, not Saturday.
- 5 We agreed it was your responsibility, not mine.
- 6 He said he'd be there, but he's gone on holiday.

Task

- 1 Look at the situations written on the cards your teacher gives you. Work with your partner and try to resolve the situation.
- 2 Report back to the class explaining how you resolved the problem.
For problem 1 we decided the most sensible thing to do was to ...
We decided to ... We thought it would be best to ...
- 3 Tell your group about a problem you had because of a misunderstanding. Ask questions to find out more. Who had the most difficult problem to resolve?

Review
