

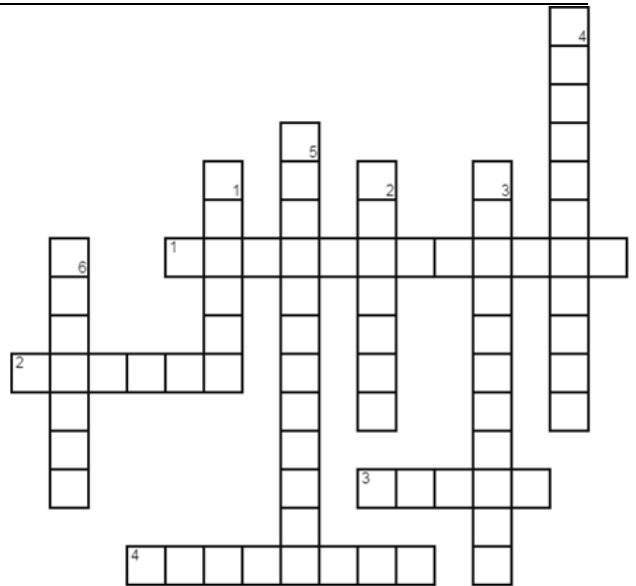
**Exercise 1. Complete the crossword:**

**Across**

1. not polite and behaving badly in social situations
2. made or done cheaply or carelessly
3. too small and not very pleasant or comfortable
4. in very bad condition

**Down**

1. in bad condition
2. damaged but not completely broken
3. not using time, money, energy etc in the best way
4. having the ability or skill to do a job properly
5. not as good as the average, and not acceptable
6. not very friendly towards someone when you are talking to them



**Exercise 2. Fill in the gaps with the words below:**

*shabby      shoddy      pokey      offhand      slapdash      substandard*

1. The restaurant looks great from the outside but could really do with a revamp inside. It does look \_\_\_\_\_ inside.
2. The vast majority of low-income families are forced to live in \_\_\_\_\_, frankly appalling circumstances.
3. She has been fired for being \_\_\_\_\_ with customers.
4. We didn't like the show. It was a bit \_\_\_\_\_ and underdeveloped.
5. This report spells out candidly that poor planning and coordination and \_\_\_\_\_ work by executives were most frequently to blame.
6. The whole family was crammed into two \_\_\_\_\_ little hotel rooms.

**Exercise 3. Put the words in the right order:**

1. a replacement phone / offer you a refund / or, if you prefer, / I can either .
2. then give us / come by / Any problems, / a call or / the shop again.
3. if we can / what the problem is / work out / Let's see.
4. help you with? / I can / anything else / Is there.
5. and get back / by the end / the manager / I'll speak to / of the day / to you.
6. turn on again / days later / and now / it won't / went blank / A couple of / the screen.
7. be charged / I just assumed / don't need to / these new smartphones / that.
8. the bathroom didn't / it had been / pokey and pretty shabby / The bedroom was / and / look as if / cleaned properly /.
9. the charger / They must have forgotten / to include.
10. the replacement phone / all right / I'll go for / if that's.

**ANSWERS:**

**Exercise 1****Across**

1. bad-mannered
2. shoddy
3. pokey
4. run-down

**Down**

1. shabby
2. cracked
3. inefficient
4. incompetent
5. sub-standard
6. offhand

**Exercise 2**

1. shabby
2. substandard
3. offhand
4. slapdash
5. shoddy
6. pokey

**Exercise 3**

1. I can either offer you a refund or, if you prefer, a replacement phone.
2. Any problems, then give us a call or come by the shop again.
3. Let's see if we can work out what the problem is.
4. Is there anything else I can help you with?
5. I'll speak to the manager and get back to you by the end of the day.
6. A couple of days later the screen went blank and now it won't turn on again.
7. I just assumed that these new smartphones don't need to be charged.
8. The bedroom was pokey and pretty shabby and the bathroom didn't look as if it had been cleaned properly.
9. They must have forgotten to include the charger.
10. I'll go for the replacement phone if that's all right.