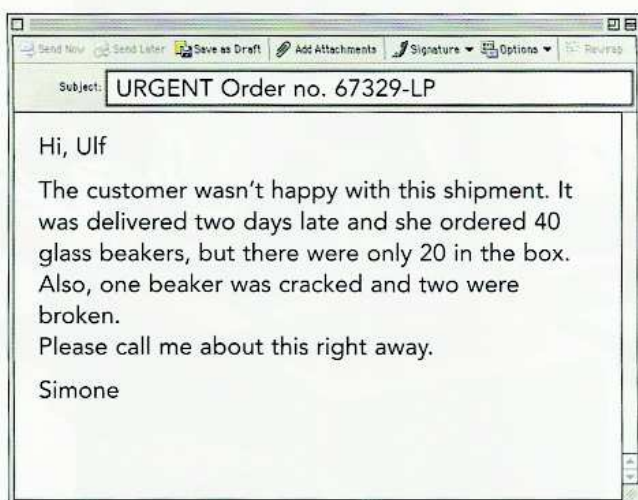


# 14 What happened?

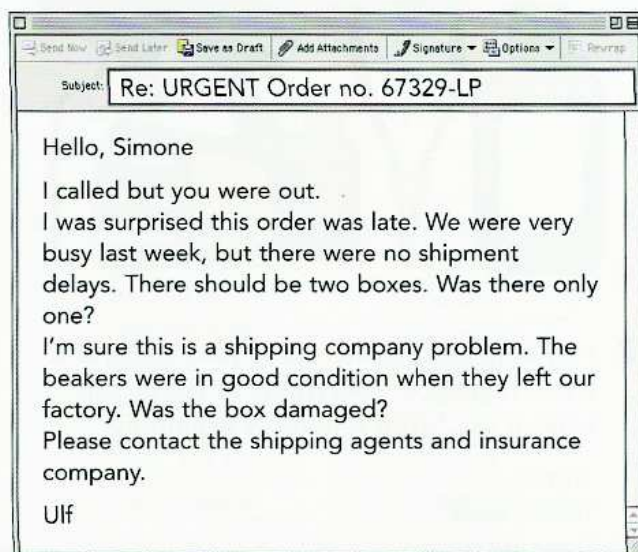
## Reporting damage

- 1 Three things were wrong with this shipment. What were they? Read the email and find out.



- 2 Read Ulf's reply.

- 1 Was the shipment delayed?
- 2 How many boxes were there?
- 3 Were the beakers in good condition?



- 3 When is it *was* and when is it *were*? Complete the rules by writing *was* and *were* in the correct space.

### *was and were*

The verb *be* has two past forms.

Use ..... with *I, he, she, and it*.

Use ..... with *we, you, and they*.

Use *not* to make negatives: *wasn't* (*was* + *not*), *weren't* (*were* + *not*).



- 4 Complete Simone's next email to Ulf. Use *was* or *were*.

Send Now Send Later Save as Draft Add Attachments Signature Options Rewrap

Subject: Re: URGENT Order no. 67329-LP

Hi, Ulf

Sorry I was<sup>1</sup> out when you called.  
 I checked with the customer and you .....<sup>2</sup> right.  
 It .....<sup>3</sup> a shipping problem and there .....<sup>4</sup>  
 two boxes. The first box .....<sup>5</sup> crushed and  
 dented and three beakers .....<sup>6</sup> damaged. The  
 second box .....<sup>7</sup> delivered late, but all the  
 beakers .....<sup>8</sup> in good condition. We replaced  
 the damaged beakers and the customer .....<sup>9</sup>  
 happy.  
 The shipping agent is paying for the damage.  
 Thanks a lot,  
 Simone

- 5 Here are some more things that should be replaced. Think of other things that can be *rusty*, *worn*, *dented*, etc.



rusty bolts



worn belt



dented bumper



crushed boxes



flat batteries



torn strap



cracked glass



bent blade



scratched lenses



chipped plates



leaking pipe



broken leg

- 6 Work with a partner. Make up conversations about the pictures.

Example

A We replaced the bolts.

B What was wrong with them?

A They were rusty.

A We replaced the belt.

B What was wrong with it?

A It was worn.

- 7 Work with a partner.

A – use the information below.

B – use the information in file 22 on page 108.

A

You took your car to B's garage and this is the bill. It's too high! Read all the items and ask B to explain them.

Example

You 'Windscreen, four hundred euros'?

B Yes, we replaced the windscreen.

You What was wrong with it?

B It was cracked.

You 'Front tyres, three hundred euros'?

B Yes, we replaced the front tyres.

You What was wrong with them?

B They were ...

## 1st Garage

Surrey Quays Branch

ITEM	COST
Windscreen	€400
Front tyres	€300
Back tyre	€100
Front door	€350
Mirrors	€200
Door handle	€250
Windscreen wipers	€180
Bumper	€150
Aerial*	€60
Headlights	€50

aerial BrE – antenna AmE



# Describing a project

- 1 Look at the pictures of a construction project.  
Write the correct number next to the events in the table.



1



2



3



4



5



6



7



8



9



10

Event	Picture number	When
Signing the contract	7	31 October
Preparing the site		
Starting work on the foundations		
Stopping work because of snow		
Constructing the walls		
Adding the second floor		
Erecting the roof		
Installing the wiring and interior walls		
Finishing the painting		
Client moving in		

- 2 Read about the project and complete the table with the times.

We signed the contract on 31 October and started work right away. We prepared the site in November and started work on the foundations in December. But then it snowed at Christmas and all work stopped. The snow melted at the end of January and we constructed the walls. We needed to work fast. In February, we added the second floor and erected the roof and then we installed the wiring and interior walls at the beginning of March. We worked seven days a week because the client wanted to move in on Monday, 18 March. We finished painting at 7 p.m. on 17 March and the client moved in on time. It was a rush job, but we did it.



- 3 We use *in*, *on*, and *at* with different times. Find examples in the story and add them to the rules.

on + dates	<u>on 31 October</u>
in + months	.....
at + special holidays	.....
at + beginnings and ends	.....
on + days of the week	.....
at + clock times	.....

- 4 Complete these time expressions using *in*, *on*, or *at*.

- 1 ..... 3 o'clock
- 2 ..... 8 July
- 3 ..... the start of May
- 4 ..... Tuesday
- 5 ..... Easter
- 6 ..... September
- 7 ..... 6 September
- 8 ..... the end of the year
- 9 ..... the weekend

- 5 Complete the story of another construction project using *in*, *on*, or *at*.

It took six weeks to design and construct this building. We signed the contract .....<sup>1</sup> the end of February and the client moved in today. Modular construction is very fast!

We designed the building .....<sup>2</sup> March. The client's architect worked with our designers and engineers and they finished the plans .....<sup>3</sup> Easter. We started construction work after the holiday, .....<sup>4</sup> 1 April.



The weather was no problem because we constructed the modules inside our factory. It only took seven days. We finished .....<sup>5</sup> Wednesday last week and .....<sup>6</sup> nine o'clock .....<sup>7</sup> Thursday morning we loaded the modules onto trucks and delivered them to the site. We assembled them in only three days.

- 6 (141) Listen to the pronunciation of some verbs from the stories. They all end *-ed*. Is it a short sound or a long sound? Tick (✓) the correct box.

	short	long
signed	<input type="checkbox"/>	<input type="checkbox"/>
started	<input type="checkbox"/>	<input type="checkbox"/>
prepared	<input type="checkbox"/>	<input type="checkbox"/>
snowed	<input type="checkbox"/>	<input type="checkbox"/>
melted	<input type="checkbox"/>	<input type="checkbox"/>
needed	<input type="checkbox"/>	<input type="checkbox"/>
stopped	<input type="checkbox"/>	<input type="checkbox"/>
loaded	<input type="checkbox"/>	<input type="checkbox"/>
constructed	<input type="checkbox"/>	<input type="checkbox"/>
installed	<input type="checkbox"/>	<input type="checkbox"/>
added	<input type="checkbox"/>	<input type="checkbox"/>
erected	<input type="checkbox"/>	<input type="checkbox"/>
delivered	<input type="checkbox"/>	<input type="checkbox"/>
painted	<input type="checkbox"/>	<input type="checkbox"/>
finished	<input type="checkbox"/>	<input type="checkbox"/>
moved	<input type="checkbox"/>	<input type="checkbox"/>

Look at the verbs that end with a long sound. What letters do they end with?

### Past Simple: regular verbs

Regular Past Simple verbs end with *-ed*. This is a long sound if the verb ends with a /t/ or /d/ sound. It is a short sound with other verbs.

- 7 Work with a partner. Use the table in 1 to talk about the first project again.

**A** – say what happened.

**B** – ask when that was.

Example

A First they signed the contract.

B Was that on 31 October?

A That's right. Then they prepared the site.

B Was that in December?

A No, in November. Then they started work on ...

### British and American dates

Be careful how you write dates. The day and the month change position in British and American English.

8/7/2004 is 8 July 2004 in British English and August 7 2004 in American English.