

17 What's gone wrong?

Organizing schedules

- 1 Read a story about a delay in a schedule. The events are in the wrong order. Number the events in the order you think they happened. (There are several possibilities.)

- One of the supplier's production machines broke down.
- When the part arrived, they repaired the machine.
- A customer placed an order with a supplier.
- The supplier called the customer and explained there would be a delay.
- The maintenance crew discovered the machine needed a new part and ordered it.
- The customer agreed to wait a little longer.

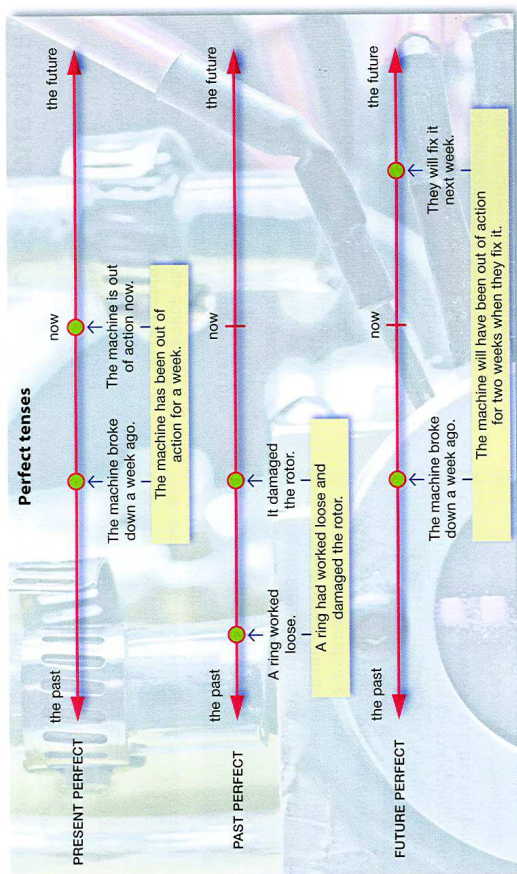
- 3 Work with a partner and answer these questions.

- When does the customer need their order?
- When did the machine break down?
- What part needs replacing?
- How long could it take?
- What does the woman want to tell the maintenance crew?
- What does the man want to tell them?
- What would you tell the maintenance crew? (Why?)

- 4 Listen again and complete these sentences.

- spoken with the customer.
 - They out of stock in three weeks.
 - already out of action for a week.
 - A ring loose and it the rotor.
 - But the machine out of action for two weeks at that point.
 - The machine broke down because it properly.
- Are they referring to past, present, or future time?

- 2 Listen to the suppliers discussing the problem and find out if you were right. Which event in 1 hasn't happened yet?



- 5 Perfect tenses link two times. Which perfect tense links:

- the past and the future?
- the present and the past?
- two past times?

- 6 Make some Past Perfect sentences. Match each beginning to a suitable ending.

- | | |
|--|---|
| 1 After we'd finished carrying all the boxes upstairs, | a before he got a job in planning. |
| 2 Alf had worked in the assembly shop for twelve years | b I'd copied the whole company. |
| 3 The bicycle had been left outside in the rain | c because it hadn't been serviced for months. |
| 4 The engine seized up | d Harry offered to come and help us, so it was all rusty. |
| 5 Nobody came to the web conference | e because we'd forgotten to email the invitations. |
| 6 I clicked 'send' and then I realized | f |

- 7 Study the sentences in 6.

- All these things happened in the past, but which things happened first and which things happened later?
- What tense do we use for the things that happened first?
- What tense do we use for the things that happened later?

- 8 Practise making some Future Perfect sentences.

- Make a list of some of the things you have to do in the next month.
- In one week's time, how far along will you be? Say what things you will and won't have done.
I will have ... I won't have ...

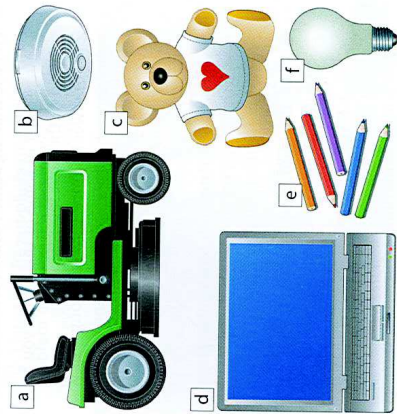
- 9 Work with a partner. You and your partner are presenting a project proposal to management next Friday.

- A - Use the information in file 28 on page 99.
B - Use the information in file 36 on page 102.

- 10 Did you manage to organize your schedules? What had your partner forgotten to do?

Faults and hazards

- 1 Work in pairs or groups and discuss these questions.
 - 1 Have you ever had to complain about standard work that was done on your home or car? What happened?
 - 2 Think of a product you've bought that has been faulty. Did you have to return it to the store or supplier? What happened?
- 2 Read some warnings about faulty products and match them to the correct picture.
 - 1 This toy contains parts which could become detached and which may present a *choking hazard* to young children.
 - 2 There has been *evidence* that the petrol tank may leak, *posing* a fire risk.
 - 3 In certain circumstances these products may have an *intermittent* electrical fault, which could delay the alarm sounding in the event of an emergency.
 - 4 These items may contain lead paint, which is *toxic* if *ingested* by young children and could cause *adverse* health effects.
 - 5 In a small number of cases, this product is not up to normal quality standards and could *shatter* when being screwed into a fitting.
 - 6 A *short* can cause the battery to overheat and melt or scorch the plastic case.



- 3 Look at the words in italics in the warnings. Match each one to the correct definition.
 - 1 eaten or swallowed
 - 2 burn slightly so its colour changes (but it's not destroyed)
 - 3 stopping for a while then starting again
 - 4 creating (a hazard or problem that needs to be dealt with)
 - 5 being unable to breathe because something is blocking the passage to the lungs
 - 6 negative, unpleasant, unfavourable
 - 7 break into very small pieces
 - 8 proof that something is true
 - 9 have a failure in an electrical circuit
- 4 Have you ever bought a faulty product that was later recalled by the manufacturer? What cases do you know where this has happened?
- 5 Read a product-recall announcement.
 - 1 What problems could the switches cause?
 - 2 What might have caused the problem with the switches?
 - 3 If you have one of these switches, what do you need to do?

Recall notice: Electronic motion switches – model KNJV40

We have become aware of a potential problem that may affect some KNJV40 switches supplied since April 2008.

The problem has arisen because some of the screws on the mounting block may not have been tightened sufficiently. This can cause excessive heat, which could lead to scorching, and in some cases the melting of the block and surrounding area.

If you believe that one of these switches might have been installed on your premises, please stop using it immediately and contact us immediately. Call Shallybank Electrical on 01379 555 780 or email krivers@shallybank.co.uk.

We apologize for any inconvenience this may cause.

Edward Howard
CEO, Shallybank Electrical Ltd.

- 6 Find these phrases in the notice. Are they describing past, present, or future possibilities?

may affect
can cause
could lead to
may not have been
might have been
may cause

Speculating

Present and future possibilities

The situation	may	may not have been
The heat	could	might have been
It	might	may cause

Past possibilities

The problem	may	have been caused by the screws.
The screws	may not	have been tightened.

- 7 Read these situations with a partner and practise making past and future speculations. Say what might have caused these things to happen and what the results might be.

Example

Laying off 30% of the workforce –

We could have lost a major customer.

Our sales may fall substantially next year.

- 1 Your company plans to lay off 30% of its workforce next year.
- 2 There's been no public transport for the last week.
- 3 The building you work in was destroyed by fire at the weekend.
- 4 The population is ageing.
- 5 The government is rationing water.
- 6 Steel prices have increased by about 50% in the last two years.
- 7 You haven't been able to sleep at night.
- 8 You've discovered there's no money in your bank account.

- 8 Play a speculating game with the class.

- 1 Everyone should tear a piece of paper into eight pieces and have a pencil or pen ready.
- 2 Appoint one student as your leader. They read the problems below to the class, one by one.
- 3 After listening to each problem, everyone takes a piece of paper and writes down one sentence. It must speculate about one of the following:
 - a A possible cause.
It could / may / might be ...
 - b A possible result.
It could / may / might result in ...
 - c A possible past cause.
It could / may / might have been caused by ...
- 4 Mix up all the sentences and redistribute them. Everyone should have a pile of eight sentences.
- 5 The leader reads the problems again, and each person reads the top sentence in their pile. Do they make sense or do they sound crazy?
- 6 Mix up all the sentences again and match them to the correct problem.

Problems

- 1 Your vacuum cleaner is making a strange rattling sound.
- 2 The air pressure in one of your front tyres is low.
- 3 There's a small puddle of water on the floor in front of the fridge.
- 4 The doctor took your blood pressure and found it was very high.
- 5 Your computer's antivirus program has stopped working.
- 6 A big crack has appeared in the ceiling directly above your desk.
- 7 You've received a large bill from a credit card company for items you didn't buy.
- 8 The waistband of your trousers seems rather tight.