Unit 6

♦ Reporting Problems to an Apartment Manager

♦ Following Directions on Labels
APARTMENT PROBLEMS — Part 1

Read the stories and answer the questions with complete sentences.

In the hallway in front of Marta and Jose’s apartment, Ivan is standing on a chair and changing a light bulb. Marta comes home with her sister, Rosalba. Marta tells Ivan that her garbage disposal doesn’t work. Also her bathroom faucet drips, and the sound makes her crazy.

Ivan is very busy. He will look at the problems in her apartment as soon as possible. He does repairs in order of who asks first. He needs to do repairs in two apartments before he can get to Marta’s place. He may not be able to get to Marta’s apartment until tomorrow. When Marta goes into her apartment, Rosalba whispers something in Ivan’s ear.

1. Where is Ivan working when we first see him?

2. What’s he doing in the hallway?

3. What’s he standing on?

4. What are Marta’s problems?

5. Does Ivan agree to fix them immediately?
APARTMENT PROBLEMS — Part 2

Ivan is now in Marta’s apartment. He’s eating a turkey sandwich that Rosalba gave him. Maybe if he’s already inside, he’ll fix the problems in the apartment. He’s happy to be there because he was very hungry. He fixes things every day and sometimes he doesn’t have a chance to eat.

Marta offers Ivan a second turkey sandwich. Rosalba tells him that he has to fix the faucet first, and then he can have another sandwich. Ivan agrees and starts to go into the bathroom. Suddenly, the tenant upstairs calls for help. His ceiling is leaking. Ivan has to go immediately because this is an emergency. Rosalba sees that maybe Ivan won’t fix the faucet today. She invites Marta and Jose to stay with her.

1. What did Rosalba give Ivan to eat?

______________________________________________________________________

2. Did Ivan want another one?

______________________________________________________________________

3. What did Rosalba want Ivan to do before he ate?

______________________________________________________________________

4. Why didn’t Ivan fix the faucet?

______________________________________________________________________

5. What kind of emergency did the tenant have?

______________________________________________________________________
VOCABULARY

Study the following definitions.

• apply       to put on and use
• automobile technician     a person who fixes cars
• bother       to cause trouble or worry
• calm down    to relax
• delay         to do something later
• explode      to blow up
• foolish      stupid
• grateful    very thankful
• harm         to hurt or cause pain
• instead of    in place of something
• maintenance person    someone who takes care of buildings
• replace    to change one thing for another
• rinse          to wash with water
• warning label    a note on a product telling you of danger
• work area     a place where you work
Fill in the blanks with the new vocabulary words.

1. You’re too nervous about this job interview. You need to ___________________.
2. Thank you very much. I’m very ________________________ for your help.
3. I can’t believe I put salt in my coffee. I feel so ________________________.
4. The window is broken. Please ________________________ it as soon as possible.
5. Don’t ___________________. Please take care of the problem as soon as possible.
6. My car doesn’t start in the mornings. I need to take it to an ________________.
7. If you put too much air in a balloon, it will ________________________________.
8. It’s important to read the ____________________ before you take any medicine.
9. You should use a pen _________________ a pencil to sign your name on checks.
10. Please don’t ________________________________ Tom! He’s trying to study.
11. If you don’t keep your __________________ clean, your boss will be angry.
12. Two aspirins will help you. Too many will ____________________________ you.
13. ________________________________ the vegetables before you make the salad.
14. After you use shampoo, ________________ conditioner.
15. The windows are broken and the hallways are dirty in this building. The owner needs to hire a new ________________________ to take care of things.
AT THE BEAUTY SHOP

At the beauty shop where Rosalba works, she introduces Marta to her boss Marvin. Rosalba is happy to have a full-time job, instead of part-time. Marta appreciates Rosalba’s work, and she has confidence that Rosalba will have her own beauty shop someday.

Rosalba calls herself a hair stylist. She likes that name better than beautician or hairdresser. Marta decides that she’s an automobile technician, not a mechanic. Rosalba doesn’t care what Marta calls her job. She wants Marta to tell her husband, Jose, that she has a job. Marta needs to tell him, but she’s worried about his response. Rosalba says, “Don’t delay any longer. You need to tell him now.”

1. Where does Rosalba work?

______________________________________________________________________

2. What are two other names for beautician?

______________________________________________________________________

3. Does Rosalba work full-time or part-time?

______________________________________________________________________

4. Does Marta want to be an automobile technician or a mechanic?

______________________________________________________________________

5. What doesn’t Marta want to tell Jose?

______________________________________________________________________
TALKING ABOUT REPAIRS

At the beauty shop, Rosalba is doing Marta’s nails. They hear a loud noise. Marvin thinks that it is a gunshot. Marta says that it’s the sound of a car backfiring. Marta is correct. It is Soo’s car that made the noise. Soo is Rosalba’s co-worker. When Soo heard her car backfire, she was scared. She thought that the car was going to explode.

Marta decides to help Soo. She tells her that she’s an automobile technician. It’s easy to fix the problem. A sparkplug wire caused the backfire. Soo wants to pay Marta, but Marta says that it’s not necessary. Soo appreciates Marta’s help and promises her a free hair treatment.

1. What was the noise that Soo’s car made?

2. Was Soo calm after she heard the noise?

3. Did Marvin think the care backfired at first?

4. Who helps Soo with her car problem?

5. What does Soo promise Marta?
TELLING YOUR MANAGER ABOUT A PROBLEM

What’s the matter?

The toilet is stopped up.

The faucet is leaking.

The stove isn’t working.

The refrigerator is broken.

The ceiling is leaking.

The heater is making noise.

The garbage disposal isn’t working.

The sink is stopped up.
**Study this dialogue.**

Tenant: Excuse me. I have a problem. The kitchen sink is leaking.

Manager: It’s leaking?

Tenant: Yes, it’s leaking. Can you please fix it as soon as possible?

Manager: No problem. The maintenance man will fix it this afternoon.

Tenant: Thank you.

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**Now look at the pictures and complete these dialogues.**

You: Excuse _____________________. I have a _______________________.

My ____________________ is _______________________.

Manager: It’s ________________________?  

You: Yes, it’s _______________________. Can you ______________________ it as soon as possible?

Manager: No problem. The maintenance man ____________________ fix it tonight.

You: Thank you _______________ much.
You: Excuse _____________. I have a _____________________.

My ______________ is _________________________.

Manager: It’s ______________________? 

You: Yes, it’s _________________________. Can you _________________ it as soon as possible?

Manager: No problem. The maintenance man _________________ fix it tonight.

You: Thank you __________________ much.
FOLLOWING DIRECTIONS ON LABELS

Soo gave Marta a hair treatment, but she didn’t read the directions on the shampoo bottle. Marta’s hair looks terrible, and she is surprised. When Rosalba reads the label, it says, “Apply once, then rinse out immediately.” Soo didn’t read the label because she thought all shampoos are the same. She left the shampoo in Marta’s hair for ten minutes and then added conditioner. The warning label on the bottle says, “Do not use conditioner with this shampoo.” Soo feels very foolish. It is very important to read directions and warning labels. They are there for a reason. Soo made a big mistake.

Rosalba fixes Marta’s hair and Soo apologizes for her mistake. Marta is not angry, but she tells Soo that from now on, she needs to read labels before she uses products. Soo promises that she will.

1. Did Marta like her hair treatment?

_____________________________________________________________________

2. Who gave her the hair treatment?

_____________________________________________________________________

3. Why did the hair treatment turn out badly?

_____________________________________________________________________

4. Who fixed Marta’s hair?

_____________________________________________________________________

5. Will Soo read labels from now on?

_____________________________________________________________________
Warning Labels are on many products: medicines, detergent, bleach, paint, etc. They tell us when these products might be dangerous to us.

Read the labels and sentences below, and answer True or False.

**DYNAMO BLEACH**

1. ____________ You can keep the bleach in one of your coffee cups.
2. ____________ Don’t get any bleach in your eyes.
3. ____________ Children can play with this product.

**SNIFCO NIGHT TIME COLD MEDICINE**

4. ____________ It’s OK to take the medicine before you eat.
5. ____________ This medicine can make you tired.
6. ____________ If you take this medicine at work, you can drive home.

*Caution is another word for warning.
UNIT 6 TEST

Circle the correct answers.

1. ________________________ tell us when products might be dangerous to us.
   a. Instructions
   b. Warning labels
   c. Directions

2. Keep out of reach of children means ____________________________.
   a. go near children
   b. don’t hit children
   c. children shouldn’t touch the product

3. Avoid contact with eyes means ____________________________.
   a. don’t look at
   b. don’t get into eyes
   c. can’t see

4. May cause sleepiness means ____________________________.
   a. can make you sleepy
   b. can’t make you sleepy
   c. go to sleep

5. Caution is another word for ____________________________.
   a. warning
   b. because
   c. careless

6. It’s important to ____________________________ warning labels.
   a. write
   b. read
   c. copy

7. On which products don’t you see warning labels?
   a. medicine
   b. detergent
   c. books

8. When you have a problem with your apartment, tell the ____________________________.
   a. police
   b. neighbors
   c. manager
UNIT 6 TEST

9. The __________________________ fixes apartment problems.
   a. maintenance man
   b. tenant
   c. fireman

10. The __________________________ is leaking.
    a. faucet
    b. door
    c. wall

11. The __________________________ is stopped up.
    a. refrigerator
    b. sink
    c. carpet

12. The __________________________ is making noise.
    a. ceiling
    b. heater
    c. carpet

13. The __________________________ isn’t working.
    a. wall
    b. garbage disposal
    c. ceiling

14. The __________________________ is broken.
    a. window
    b. carpet
    c. ceiling

15. Your boss says, “You must keep your __________________________ clean and organized.”
    a. bedroom
    b. car
    c. work area

16. When Min took Gustavo to the clinic, he felt __________________________.
    a. grateful
    b. sad
    c. angry
UNIT 6 TEST

17. Don’t get excited. You need to __________________________.
   a. stand up
   b. sit down
   c. calm down

18. The boss wants the work done today. You might lose your job if you __________________________.
   a. delay
   b. finish
   c. do it

19. Soo felt __________________________ when she made a mess of Marta’s hair.
   a. confident
   b. happy
   c. foolish

20. Ivan has to __________________________ many bad light bulbs in the apartment building.
   a. buy
   b. replace
   c. break
UNIT 6
STUDENT ANSWER KEY

VOCABULARY (page 29)
1. calm down
2. grateful
3. foolish
4. replace
5. delay
6. automobile technician
7. explode
8. warning label
9. instead of
10. bother
11. work area
12. harm
13. rinse
14. apply
15. maintenance person

READING WARNING LABELS (page 36)
Dynamo Bleach
1. F
2. T
3. F

Snifco Night Time Cold Medicine
4. F
5. T
6. F