

Unit 10 Complaints الشكاوى

1- The telephone is out of order:

Magdy's telephone is out of order لا يعمل. He went to the Telephone Exchange السنترال to submit يقدم a complaint شكوى.

Magdy: Good morning.

Official: Good morning. Can I help you?

Magdy: My telephone has been out of order for three days now.

Official: Three days is not a long time.

Magdy: Well, I cannot do without my telephone. I'm a doctor and I'm always on call مطلوب للاستدعاء.

Official: All right. I'll do my best to fix إصلاح your line as soon as possible. بأسرع ما يمكن.

Magdy: Will you send a technician فنى to do that?

Official: First, we'll see whether we can fix it here in the Telephone Exchange or send a technician to fix it in the line cabin كابينة الخطوط near your house.

Magdy: How will I make sure أتأكد you've fixed it. أنكم أصلحتموه

Official: When it is fixed we'll give you a ring. سنطلبك تليفونيا

Magdy: Thanks a lot.

Official: You're welcome.

2- Noise in the Library: صخب فى المكتبة

While Rasha was reading in the university library some of her colleagues were making some noise. She complained to the librarian. أمين المكتبة.

Rasha: Good afternoon, sir.

Librarian: Good morning. What's the trouble *ما المشكلة*? I see you're upset *متضايق*.

Rasha: Well, it's my colleagues *زملائي* who are the source *مصدر* of the trouble *المتاعب*. I was reading some books to collect material *أجمع مادة علمية* for my term paper. A number of students were chatting *يتحدثون* leaving their books without doing any sort of reading.

Librarian: Where are they sitting?

Rasha: They're sitting in the corner *الركن* over there.

Librarian: Let me talk *أحدث إليهم* to them then.

(Speaking to the students): I think you can read the notice *الإعلان* over your heads. What does it say? *ماذا يقول*

Student: It say's "Silence, please?" *الهدوء من فضلك*.

Librarian: The library is not a place for chatting, do you understand? *هل تفهمون*?

Another Student: We're very sorry, sir. It's our mistake. We promise *نوعد* not to do that again.

3- *Being Unpunctual:* *عدم الالتزام بالمواعيد*

The typist in a director's office has been unpunctual *يصل متأخراً عن* *لا يحافظ على المواعيد*. He arrives late for work. His boss *رئيسه* submitted a complaint against him.

Typist: Good morning, sir.

Director: Good morning, Nasser. Your boss submitted a complaint against you. You've been arriving late for work. What do you say? *ما رأيك-ماذا تقول*?

Typist: I admit it, sir. This happens against my will *ضد إرادتي*.

Director: And how is that? ما تفسير ذلك?

Typist: I have a big family. To support them I work as a taxi driver سائق تاكسى in the evening and at night. Sometimes I stay up أظل مستيقظاً late at night.

Director: Don't you have an alarm clock منبه to wake you up ليوقظك at the suitable time فى الوقت المناسب that enables you to come in time فى الموعد.

Typist: I have one, sir. I set it اضبطه but when it rings I press اضغط the button الزرار to stop it.

Director: The solution الحل is in your hands فى يدك. Just put the alarm clock at a distance مسافة so that you can't reach إليه it.

Typist: Thank you, sir. I'll do that. I'll also go to the bed earlier. فى وقت مبكر.

4- The Goods Did Not Arrive: البضاعة لم تصل

Kamal sent a cheque to a Mail Order Company شركة ordering some goods. The goods were not sent on time.

Official: Nile Mail Order Company.

Kamal: Well, I sent an order طلب بضاعة and enclosed a cheque أرفقت شيك for 200 pounds.

Official: When did you send the order?

Kamal: I sent it last week.

Official: When exactly بالضبط did you send it?

Kamal: On Wednesday 1st October, 1997.

Official: What's the cheque number and on which bank is it drawn مسحوب على?

Kamal: The cheque is number 396371 and it is drawn on the Nile Bank as your advertisement إعلانكم specifies يحدد.

Official: Let me cheque our books دعنى أراجع دفاترنا Well, your order was received on 5th October, 1997 and the goods you ordered were sent two days later بعد يومين ; on 7th October, 97.

Kamal: Today is Wednesday 8th October, 1997. It's on its way then. فى طريقه إلى

Official: Yes, sure. The problem was the delay in receiving your order. It should have taken two days only. So, we are not to blame ليس علينا لوم. It's the post's fault. خطأ البريد

5- *The Shirt Shrank:* القميص إنكمش

Sadek bought a shirt at a supermarket. When the shirt was washed, it shrank كس and the colour faded away. بهت لونه

Sales girl: Can I help you, sir?

Sadek: Yes, please. I bought this shirt last week. When the shirt was washed, it shrank and the colour faded away.

Sales girl: Let me, see. You're right, sir أنت على حق. Excuse me for a while. I'll talk to the Head of the Department. رئيس القسم

Head: Hello, sir. We're sorry for what's happened. You know we are a big business and have a good name سمعة طيبة. The material of your shirt was sold to us by a firm شركة with which we deal معها for the first time.

Sadek: Well, I see. What are you going to do, then?

Head: First, you are entitled لك حق to a refund استعادة الثمن. We'll stop selling those shirts and stop dealing with the firm as well. أيضاً

Sadek: Thanks a lot.

Head: We're very sorry for the inconvenience. نأسف لهذا الإزعاج

Revision B

A. Fill in the missing parts in the following dialogues:
أكتب الأجزاء المحذوفة فيما يلي.

1- Hoda and Mona are two sisters. They are talking about the wedding حفل زفاف of Hoda's daughter.

Mona: Did you talk to Samia's fiance about the wedding party حفل الزفاف?

Hoda:(1)..... He told me it will be in winter.

Mona:(2).....?

Hoda: In a five-star hotel. But we're not sure yet. لكن لم نتأكد بعد

Mona:(3).....?

Hoda: They're going to live in a flat he's already bought.

Mona:(4).....?

Hoda: Well, she'll probably من المحتمل give up her job. تترك عملها

Mona:(5).....?

Hoda: Samia didn't object يعترض. She said that being a housewife ربة منزل is Ok for her.

Mona: Good. I hope she'll give birth to a lot of children.

2- Ahmad and Reda are two students they're talking about their hobbies. هوايات

Ahmad: Have you got any hobbies?

Reda:(1).....?

Ahmad: And where do you fish?

Reda:(2).....?

Ahmad: Yes, this is a wonderful place.

Reda: What about your hobbies?

Ahmad:(3).....

Reda: Taking photographs is a nice hobby. I'm interested in it, too.

.....(4).....

Ahmad: I take photographs of scenery *مناظر طبيعية* such as mountains, rivers and forests.

Reda:(5).....

Ahmad: Yes, I travel a lot so as to use my movie camera.
الكاميرا السينمائية

3- Fatma and her husband Sami are talking about the summer holiday.

Fatma:(1).....

Sami: About 10 days.

Fatma:(2).....

Sami: No, the director wouldn't give me two weeks.

Fatma:(3).....

Sami: Alexandria.

Fatma: The children want to go to Hurghada. *الغردقة*

Sami:(4).....

Fatma: Well, I have some money which I saved. I'll give it to you.

Sami:(5).....

4- A tourist is trying to find his way to the Egyptian Museum. *المتحف المصرى* He's talking to a student.

Tourist: Excuse me, sir.

Student:(1).....

Tourist: I'd like to go to the Egyptian Museum.

Student:(2).....

Tourist: I didn't know it isn't far away.

Student: You can walk to the Museum. If you are in a hurry, you can take a taxi.

Tourist:(3).....

Student: Well, go along this street until you come to a bridge كوبرى which has the statues of two lions. Walk straight ahead until you come to Al Tahrir Square ميدان التحرير. The Museum will be on the left hand side الجهة اليسرى.

Tourist: Thanks a lot.

Student:(4).....

5- Hoda is studying her lessons. Her brother Hani is playing his cassette recorder so loud.

Hoda: I say Hani. I'm studying now.

Hani:(1).....

Hoda: I mean this noise is getting on my nerves. I can't study.

Hani:(2).....

Hoda: Yes, I like music. But when I listen to music I don't disturb يقلق others.

Hani:(3).....

Hoda: No, it is still loud.

Hani:(4).....

Hoda: Even if I close the door of my room I still hear the noise.

Hani: Ok, Hoda. I'll use my headphones سماعة الأذن for your sake. من أجلك

Hoda:(5).....

B. Write the following dialogues. محادثات

- 1- A dialogue between a heavy smoker مدخن and his doctor.
- 2- A dialogue between a father and his son about joining the university الالتحاق بالجامعة.
- 3- A dialogue between a tourist who wants to see the Pyramids and an Egyptian student.
- 4- A dialogue between a man whose telephone line is bad and the official at the Telephone Exchange. السنترال
- 5- A dialogue between Ahmad and Ali whose hobby is reading.