

Advanced

5

Flying[✈]

English



Student Book

A*List

Flying[🦋] English

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5

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1

Is It Possible to Get a Refund?

Brainstorming


- 1 What kinds of electronic devices do you use?
- 2 What do you use them for?

- A**  Describe the picture in detail. Then, listen to the first part of the dialog and answer the question: Why did the woman call the store?



- C** Circle the incorrect parts and say the correct sentences.

1. The customer's laptop freezes whenever she presses the power button.
2. The customer asks if it's possible to get it repaired.
3. The customer bought the laptop two months ago.

- B**  Listen and read the second part of the dialog.

Customer: My laptop freezes whenever I save files.

Clerk: Did you try restarting it?

Customer: Yes, but it still freezes after that.

Clerk: Have you had any other problems with your laptop?

Customer: Well, it sometimes makes a strange noise whenever I watch videos.

Clerk: Would you like to get it repaired?

Customer: Um, actually is it possible to get a refund?

Clerk: It depends. You can get a refund within 30 days of your purchase. Do you know when you bought it?

Customer: It's pretty new. I just bought it a couple of weeks ago.

Clerk: Then you should be able to get a refund. Please bring your receipt when you take your laptop in.

Customer: Okay, thanks for your help. I'll stop by tomorrow.

Speaking Focus

Visual Vocabulary



Listen and repeat the words. Then, write the numbers next to the correct words.



- freeze
- overheat
- shut down
- make a strange noise
- display an error message

- save files
- attach a cable
- charge the battery
- insert a memory card
- press the power button



Pattern Focus



Listen to the sample. Then, make sentences using the information above.

"It freezes whenever I save files."

Dialog



Bill and Nancy are talking about Nancy's electronic device. Listen and repeat the dialog.

Bill: Hey, where's your **a** laptop?

Nancy: Oh, I had to take it to the store to get it fixed.

Bill: Really? What's wrong with it?

Nancy: It **b** freezes whenever I **c** save files.

Role-Playing

Practice the dialog with a partner using the words below.

a smartphone
laptop
TV
digital camera
e-book reader

b make a strange noise
display an error message
overheat
freeze
shut down

c charge the battery
insert a memory card
attach a cable
save files
press the power button

Visual Vocabulary

Listen and repeat the words. Then, write the numbers next to the correct words.



- exchange the item
- get a refund
- talk to a technician
- get a free repair

Speaking with Purpose

Asking if something is possible

When you ask if it's possible to do something, you can use the functional expressions in red.

- is it possible to get a refund?*
- I wonder if I can get a refund.*
- is there any way I could get a refund?*

Functional Expression




Listen to the sample. Then, ask if something is possible using the information above.

"Is it possible to get a refund?"

Dialog






Jen is talking to a store clerk. Listen and repeat the dialog.





- Jen:** Excuse me. I bought this  **laptop** here a few weeks ago, and it has a problem.
- Clerk:** I'm sorry about that. What's the problem with it?
- Jen:** It shuts down whenever I insert a memory card.  **Is it possible to  get a refund?**
- Clerk:** Hold on, please. Let me check for you.

Role-Playing

Practice the dialog with a partner using the words below.

 smartphone
 laptop
 digital camera
 e-book reader






 I wonder if I can ...
 Is there any way I could ... ?
 Is it possible to ... ?

 talk to a technician
 get a free repair
 get a refund
 exchange the item

**On Your Own**

Read the comments below and underline the problem each item has. Check the most annoying problem. Then, suppose you had the same problem and write the service you'd like to get from the store.

Expected Service

 Posted on June 9, 11:59 AM ... My new TV keeps shutting down when I attach a cable.	<input type="checkbox"/>	
 Posted on June 9, 10:44 AM ... I purchased a new smartphone a few days ago. It overheats whenever I charge the battery.	<input type="checkbox"/>	
 Posted on June 9, 10:16 AM ... This new e-book reader has a problem. It always makes a strange noise after I press the power button.	<input type="checkbox"/>	
 Posted on June 9, 9:27 AM ... My new digital camera displays an error message every time I insert a memory card.	<input type="checkbox"/>	
 Posted on June 9, 8:15 AM ... My brand new laptop freezes whenever I save files. I have to restart the laptop every single time.	<input type="checkbox"/>	

With a Partner Dialog

Suppose you work at an electronics store, and your partner has a problem with an electronic device. Take turns asking and answering about the problem and expected service. Then, complete the form.

Complaint Form

Customer's Name: _____

Item: _____

Problem: _____


Expected Service: _____



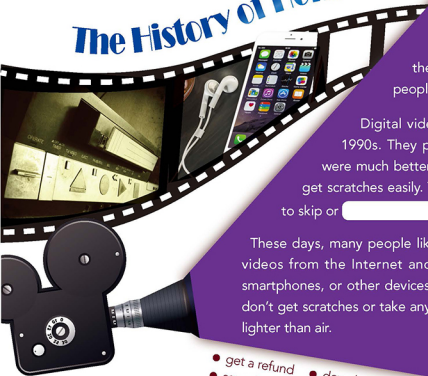
Present your ideas or role-play in class.

- 1 Have you ever had a problem with any of your electronic devices? What kind of problem was it? When did it happen?
- 2 Suppose that you are at the store, and your partner is a store clerk. Take turns asking and answering about the problem with your electronic device and the kind of service you want for it.

Knowledge Link

- A**  Read the passage. Fill in the blanks with the given words. Then, listen and check your answers.

The History of Home Video



Home entertainment changed in the late 1970s with a new device called a video cassette recorder (VCR). It allowed people to watch and record videos at home. Video cassettes easily lost quality after many viewings, though. This caused the VCR to whenever people watched old cassettes.

Digital video discs (DVDs) became popular in the late 1990s. They played on a DVD player or computer. DVDs were much better quality than video cassettes, but they could get scratches easily. These scratches on the disc caused the video to skip or .

These days, many people like to buy digital videos. They download the videos from the Internet and on their laptops, smartphones, or other devices. These videos aren't physical items, so they don't get scratches or take any space. Now, you can have a video collection lighter than air.

- get a refund
- save the files
- download
- make a strange noise
- freeze



- B** Read the passage again. Then, answer the following questions.

1. What could people do with their VCRs at home?

2. What problem could DVDs have?

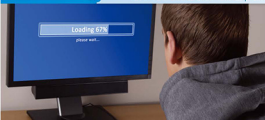
What's Your Opinion?

Give Your Preference and Explain

Think about the following question. Check your answer and give two reasons.

Suppose your computer keeps freezing when you watch videos. What would you do?

- buy a new one get it repaired



Engage

Listening

Listen to the dialog and draw lines to match the item and the problems. Then, check what John will do next.

Item

digital camera

smartphone

Problem I

overheats

freezes

shuts down

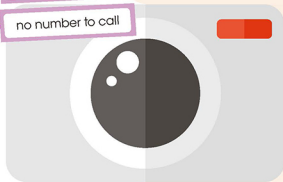
Problem II

no receipt

no number to call

What will John do?

- look for the receipt
- get a free repair
- call customer service



Speaking Paired Pictures

The people in the pictures below bought their electronic devices a week ago. Work with a partner. Take turns describing the pictures.

Picture 1



Picture 2



Talk about the following questions with your partner.

- Q1 What problem does each electronic device have?
- Q2 Which problem looks more annoying? Give reasons.
- Q3 Suppose that you are the boy and the girl in the pictures above. What would you say to customer service for each device?

Flying English

is optimized for after-school English class in Elementary Schools. It helps students speak, listen, read, write and express English with confidence in and out of class with meticulously-structured systematic learning roadmap from phonics to English conversation.

Features

- Systematic textbooks by level for each skill
- Easy-to-learn blended learning approach
- Thoroughly self-directed brush-up vocabulary word book
- Learner-tailored reading passages in various themes
- Interesting illustrations, chants, and phonics activities
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- Includes tests to assess academic achievement

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