

Temat 1

Korzystanie usług

1. Do podanych problemów proszę podać nazwy punktów usługowych (słownik z poprzednich lekcji)

- a) I'd like to have a new haircut.
- b) My car needs servicing
- c) I need to change some money
- d) My shirts need washing and I haven't got a washing machine.
- e) I need to get my boots repaired.
- f) My winter coat needs cleaning.
- g) I have to post a letter.
- h) My car is dirty.

2. Do podanych nazw punktów usługowych proszę dopasować kojarzące się z nimi słowa / czynności

1. at a garage	a. clothes – dry-clean , press
2. at the dentist's	b. camera- repair, photos – take, develop, print
3. at a dry-cleaner's	c. blood pressure/pulse – take, ears/eyes test, weight – measure
4. at a tailor'	d. car – repair, service, oil – change, check, tyre-change
5. at a hairdresser's	e. tooth – take out, fill, teeth – clean
6. at a photographic shop	f. car- polish, wash
7. at the doctor's	g. hair – do, style, dye, cut, colour
8. at a shoe repairs	clothes – make, mend
9. at a car wash	shoes – repair, mend

3. Proszę przetłumaczyć na j. angielski brakujące fragmenty wypowiedzi

- a) *Czy mogłaby mi Pani powiedzieć* how much the membership fee for a year is?
- b) *Chciałbym wiedzieć* how much it costs to become a club member.
- c) You should *wypełnić formularz* to join the club.
- d) *Czy jest możliwe* to shop on-line?
- e) I'm afraid we *nie wysyłamy katalogów*.....

4. Proszę uzupełnić zdania czasownikami z ramki

rented borrowed repair done photocopied developed delivered cleaned

- a) I need to have some documents Is there a copy near here?
- b) You can't just wash this jacket! You must have it at a dry-cleaner's.
- c) When I don't want to cook I just have a meal from a takeaway.
- d) That's a really good book. I it from our library a few days ago.
- e) Is there a hairdresser's near here? I'm going to have my hair
- f) I've just phoned the garage and they say they won't our car until next week.

- g) I'd like to have this memory card Is there a good photographic shop nearby?
h) I must go to the video shop. I this DVD 2 days ago and I have to return it.

Temat 2

Reklamacje i pretensje

1. Pete i Rob są na wakacjach w egzotycznym kraju. Proszę uzupełnić dialog pomiędzy nimi wstawiając w wolne miejsca po jednym wyrazie.

P: Can I pay credit card here?

R: No, they don;t credit cards. You have to pay cash.

P: I haven't got enough cash me . Can I pay cheque?

R: You've got to be joking. They wouldn't know what it is.

P: What a nuisance! Oh, OK, I guess I'll just go and get some money out of a cash

R: If you can find one!

Reklamacja

2. Proszę uzupełnić dialogi wyrazami z ramki

replace refund return work wrong receipt
--

Shop assistant: Good morning , can I help you?

Customer: Yes, I bought this hair dryer here yesterday and I'd like to it.

S a: What's with it?

C: I don't know. It just doesn't When I came home , I turned it on and nothing happened.

S a: OK , have you got your ?

C: Yes, here you are.

S a: Shall I it or would you like a ?

C: I think, I 'd like to get my money back, thank you.

back, complaint, exchange, manager, receipt, refunds, return
--

customer: Good morning. I'd like to make a I bought these shoes here a week ago and the heel's come off. I'd like tothem, please.

Shop assistant : Let me see. Er, yes, they don't look too good. Have you got a for them?

C: I do. here it is

SA: Would you like to them for another pair? Just like this one, or perhaps this beautiful new style?

C: No , thank you, I'd just like to have my money, please.

SA: Im afraid, we don't give .. .

C: Excuse me?! I'd like to talk to the, please.

Dodatkowe przydatne zwroty i wyrażenia

It seems to be broken / faulty – chyba jest zepsute

It doesn't work – nie działa

I'd like to complain about chciałbym złożyć reklamację

I want / would like / demand a refund – chce / chciałbym/ żądam zwrotu (pieniędzy)

Temat 3

Have something done

Żeby powiedzieć ,że wynajęliśmy kogoś do zrobienia czegoś używamy konstrukcji

Have something done

Tom have his car repaired – Tom ma naprawione auto – nie zrobił tego osobiście

I have my hair cut – obcięłam sobie włosy, ale nie sama, zrobiła to fryzjerka

W tym wyrażeniu czasowniki występują w tzw III kolumnie (imiesłowy bierne)

You have your car repaired by a mechanic- auto naprawiłaś u mechanika.

Wyraz “by” mówi nam przez kogo dana czynność została wykonana.

Konstrukcji tej możemy użyć w różnych czasach gramatycznych, odmieniając w poprawnej formie czasownik have. Pozostałe elementy są zawsze niezmiennie:

I often have my car repaired

I'm having my car repaired

I had my car repaired

I have had my car repaired

Zbrojni w tą wiedzę, uzupełnijmy poniższe zdania wykorzystując wyrażenia z ramki

your eye / test an old coat/repair a letter /translate you hair/cut a TV set / fix a portrait/paint some old furniture/renowate

example: You have your shopping done by your sister. –Zakupy są robione przez siostrę

- a) You by a tailor.
- b) You at a hairdresser.
- c) You by a technician.
- d) You can by an artist.
- e) You by an optician
- f) You can by a translation agency.
- g) You by a carpenter.

2. Proszę przetworzyć zdania używając konstrukcji **Have something done**

Someone tested his eyes – He had his eyes tested.

- a) Someone repaired her CD player -
- b) Someone takes their photo once a year -
- c) someone shaved my head -
- d) Someone makes Tina's clothes -
- e) Someone cleans our house -
- f) Someone painted my living room -
- g) Someone polished their shoes. -
- h) Someone delivers my newspaper every day. -

3. Proszę uzupełnić zdania używając słów w nawiasach oraz innych potrzebnych do utworzenia poprawnych gramatycznie zdań.

Examples We *are having the house painted* (the house / paint) at the moment.

Did you have your hair cut (you/your hair/cut) last week?

- a) Your hair is too long. You should (it/cut)
- b) How often (you / yourcar/service)?
- c) The engine in Tom's car couldn't be repaired, so he had to (a new engine/fit)
- d) (you/your newspaper/deliver) or do you go to the shop yourself to buy it?
- e) A: What are those workmen doing in your garden?
B:Oh, I..... (a swimming pool/build)
- f) Can I see those photos you took?
I'm afraidnot. I (not/the film/develop) yet
- g) Is it true that many years ago he (his portrait/paint) by a famous artist?