

Lesson 113

Lend me your ears

Używamy czasu **present perfect continuous** tylko z czasownikami oznaczającymi czynności. Stosujemy czas **present perfect simple**, aby opisywać stany.

She's heard you. She's been listening to you. /She's been here for half an hour. I've been watching her since then. /I've been dreaming of that car for a long time. I've always wanted it. /She's always needed you. She's been counting on you. /We've had this garage door since we bought the house. We've been using it for years. /I've been looking after the baby since two o'clock. I've been so busy.

- Have you been watching me since the class began? Yes, I've been watching you since the class began.
- Have you seen your. . . since yesterday?
- Have you been listening to me since the beginning of the lesson? Yes, I've been listening to you since the beginning of the lesson.
- Have you heard everything I've said so far?
- Have you been here since the beginning of the lesson? _____
- Have you been speaking English since then? Yes, I've been speaking English since then.
- Have you seen my keys anywhere? Have you been looking for them? No, I haven't seen your keys. No, I haven't been looking for them.

One (ones)

Konstrukcji *one (ones)* używamy, by zastąpić rzeczownik użyty w poprzednim zdaniu i go nie powtarzać. *One* stosujemy w odniesieniu do rzeczowników nieokreślonych, a *the one* do określonych. W liczbie mnogiej używamy też *some/any*, by nie powtarzać rzeczownika nieokreślonego.

steal – stole
ukraść

stare
gapić się

guilty
winny

113.01 ► *Honey, I was at the mall today, and I saw two nice pairs of sweatpants at GoSport. One of them was at a good price. I couldn't say the same about the other one. I liked the other one better, though. I didn't know what to do. In the end I bought the cheaper one. By the way, when I was at the checkout, some guy said hi to me. I had no idea who he was. His face looked familiar, though. Now as I think about him, I think I know who he is. He's probably the man who owns the flower shop down the street. You know who I am talking about, don't you? The guy who drives the blue Impala. Yeah, I'm certain it was him. He is the one.*

Who else could it be? I think his name is James, but I wouldn't bet on it. He has a beautiful wife. You know, the one you always stare at. He is one of two brothers. The other one is a criminal. I heard he stole a car once. He was found guilty and spent some time in prison. Anyway, the brothers look similar, but the one I met at the mall is a bit heavy.

What do you remember about the brothers that the woman talked about?

Repeat the sentences. Use one/ones in appropriate places.

I know that woman. She's the woman you always stare at. I know that woman. She's the one you always stare at.

Is that the only raincoat you have, or do you have another raincoat? Is that the only raincoat you have, or do you have another one?

It's a difficult task. It'll be more challenging than the **tasks** I've had before. It'll be more challenging than the ones I've had before.

One of my brothers is the owner of that factory. You know which **brother**? The **brother** that you met at Thanksgiving.

Remember that coach? The **coach** that yelled at us all the time. The **coach** that didn't have much experience.

You know which car I mean. The **car** with a high mileage. The **car** that is ugly. You'd better look for another **car**.

Can you remind me that joke? You know, the **joke** about the soldier. And there was another **joke**. I don't remember the other **joke**, either.

I don't want to rent this apartment. It's shabby. We need to find another **apartment**.

I remember one of the sisters. I remember the **sister** that died last year. I don't remember the other **sister**, though. Wasn't she the **woman** with a tattoo on her back?

Continue + ing or infinitive – kontynuować

You can continue to write. /You can continue writing.

contact sb.	receipt	faulty	purchase	return
kontaktować się	paragon	wadliwy	zakupić, nabyć, zakup	zwrócić, zwrot
card	technician	wire	disconnected	on the spot
wizytówka	technik	przewód	rozłączony	na miejscu

113.02 ► *Listen to Lindsey *The new headphones were faulty. They broke soon after I purchased them and I'm certain it wasn't my fault. I mean I never dropped them on the floor or anything. Yesterday I complained to the store. I explained the problem to the store manager adding that I have the receipt. The manager immediately contacted a technician who fixed the headphones on the spot. He said that it was a simple repair—some wire was disconnected. While*

the technician was doing his repair job, the store manager and I continued talking. He said, "If you continue to have problems with these headphones, sir, you may return them to our store. We will gladly return your money or exchange the headphones for other ones of your choice. Here's my card. You can contact me under this number."

*What happened to the headphones after Lindsey purchased them?
 Was it Lindsey's fault that they broke?
 Why does she think it wasn't?

*What did Lindsey do about the problem?
 What was wrong with the headphones exactly? What did the manager say at the end? How can Lindsey contact him?

Who will you contact if somebody steals your car/have a problem with your computer?

You're staying at a hotel. People next door are noisy at night. Do you try to continue sleeping or do you complain to the front desk?

Do you want me to continue with the lesson or do you feel like having a break now?

lend – lent – lent

retail	include	fee	merchandise	refund	tag
detaliczny	załączyć	opłata	towar	zwrot pieniędzy	metka

Online Store Return Policy: *You can return your merchandise within 60 days of purchase. Returns must be in original condition, unused, and with original tags and labels. We will process your return within 7–10 business days. Please fill out the Return Form you received with your shipment. Include it with the items you are returning and ship your package to the Returns Department. As soon as we receive the faulty merchandise, we will confirm it by e-mail. We do not refund shipping fees. **Return In Store:** You may also return your new and unused purchase at our retail store within 30 days of purchase. Please bring your receipt together with the item. The store will give you a full refund.*

Do you always return things you borrow? Have you ever lent something that wasn't returned?
 What was it? Why didn't you get it back? _____

What should we include when we return faulty merchandise?

Do you keep the receipt for some time after you buy the product? _____

<p>Have you ever returned something to the store? What was it? Why did you return it? Did the store replace the item or did you get a refund?</p>	<p>I returned a pair of shoes. I returned them because they were faulty. The store exchanged the shoes.</p>
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In what situations may the store refuse to accept the returned item? If it's not in original condition, if it has been worn or used, or if the tags are cut off. Also, when you don't have the receipt.

mind	digital	thermometer	make up your mind	in the back
umysł	cyfrowy	termometr	zdecydować (się)	na zapleczu

113.03 ► *Listen to Ashley Hello. *I'm looking for a wall thermometer. A simple design will do; it doesn't need to look cool. I like these two over here, but I can't decide between them. Can you give me the price of that black one? There's no price tag on it. You say five dollars? All right, then. I'll take it. But wait a minute. You know what? They're both pretty cheap. I changed my mind. I'll take both of them. I'll see what each of them looks like on the wall, and then I'll make up my mind. But I have a question about that digital one. Does it come in other colors? I see only white ones here, but maybe you have them in other colors in the back.*

*What did Ashley want to buy?

*What problem did she have with the decision?

*Why did she decide to buy both thermometers?

*What did she want to know about the digital thermometer?

Do you sometimes make a decision but then change your mind? Give an example.

113.04 ► CONVERSATION 113

in stock – na stanie, na magazynie

make a down payment – wpłacić zaliczkę

woman: Excuse me. Do these computers come in other colors?

clerk: You mean these? They also come in white but I'm afraid we only have black ones.

woman: That's too bad. I'd like to buy a white one. Are you sure you don't have any?

clerk: Well, let me check in the back. Maybe I'm wrong.

...

woman: So?

clerk: As I said, we don't have any white ones in stock, unfortunately. But we can order one for you.

woman: How long would I have to wait?

clerk: It's usually two or three working days.

woman: Three days is fine with me. Please, order one for me. Do I have to make a down payment?

clerk: No, that won't be necessary.

File 113

Osoba A Jesteś klientem i chcesz zwrócić produkt do sklepu. Podchodzisz do kasjera w dużym sklepie sieciowym, gdzie dokonałeś zakupu i wyjaśniasz, po co przyszedłeś. Szczegóły reklamacji: chcesz zwrócić zestaw klocków, które zakupiłeś w sklepie. Pudełko nie było oryginalnie zamknięte, kiedy je kupiłeś i po przejrzeniu instrukcji obsługi stwierdziłeś, że brakuje kilku klocków. Dodaj, że nie mogłeś kupić innego opakowania, gdyż wzięłeś ostatnie z półki. Poproś o zwrot pieniędzy. Jeśli pracownik sklepu zaproponuje wymianę na taki sam zestaw, zgódź się po warunkiem, że będzie oryginalnie zamknięty. Jeśli pracownik sklepu zapyta, kiedy dokonałeś zakupu, poinformuj, że około trzech tygodni temu. Wcześniej jednak nie stwierdziłeś braku klocków, ponieważ zestaw był prezentem dla dziecka zakupionym trzy tygodnie przed Gwiazdką i dlatego nie był otwierany przez tak długi czas.

Osoba B Jesteś kasjerem w dużym sklepie. Wysłuchaj Osoby A, a następnie poinformuj ją, że nie możesz pomóc oraz by udała się do stanowiska obsługi klienta. Wyjaśnij, gdzie znajduje się to stanowisko (na piętrze, korytarzem w lewo, ostatnie biurko po prawej stronie).

Po odesłaniu klienta przestajesz być kasjerem; jesteś teraz osobą przyjmującą reklamację. Wysłuchaj klienta i zapytaj, kiedy dokonał zakupu. Poinformuj, że zwrot powinien być zrealizowany w przeciągu 14 dni od dokonania zakupu, dlatego nie możesz zwrócić pieniędzy, ale możesz zaproponować wymianę towaru.

Powiedz, że prawdopodobnie macie na stanie te same zestawy klocków (oryginalnie zamknięte). Udaj się do magazynu i po powrocie poinformuj, że nie posiadacie takich samych klocków, ale możecie ten zestaw zamówić (czas oczekiwania to około 7 dni). Na koniec poproś klienta o paragon.