Everyday minor problems

VOCABULARY PRACTICE

UPPER-INTERMEDIATE | B2

Name: _____ **Date:** _____

1 Match each fault or response term with its meaning.

1 malfunction	____	a normal damage caused by regular use
2 outage	____	b identify the cause of a problem systematically
3 blockage	____	c visit by a technician to a location
4 intermittent fault	____	d failure that appears and disappears
5 wear and tear	____	e return the electricity supply
6 minor damage	____	f small-scale harm that does not destroy an item
7 back-up copy	____	g temporary loss of a service
8 call-out	____	h duplicate data kept in case the original is lost
9 restore power	____	i failure to operate correctly
10 troubleshoot	____	j material preventing flow through a pipe

2 Complete the fault-management collocations.

basic checks | **data** | **drain** | **fault** | **power** | **symptoms** | **technician** | **wear and tear**

1 describe the _____ accurately

2 carry out _____ safely

3 identify an intermittent _____

4 unblock a _____

5 call out a qualified _____

6 restore _____ after an outage

7 recover lost _____ from a back-up

8 distinguish accidental damage from _____

3 Choose the form that fits the grammar and meaning.

1 There is a *crack / cracked* in the screen.

2 The impact *dented / dent* the metal panel.

3 The carpet now has a permanent *stain / stained*.

4 Water began to *leak / leakage* under the sink.

5 She received a small *bruise / bruised* on her arm.

6 The fall *grazed / graze* his knee.

7 A sudden *power outage / powered outage* affected the building.

8 The device shows an *intermittent fault / intermittently fault*.

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4 Complete the maintenance log with expressions from the box.

back-up copy | blockage | call-out | intermittent fault | malfunction | minor damage | restore power | symptoms | unblock | wear and tear

Staff reported a printer **1** _____, but the machine worked during the first test. Because the problem seemed to be an **2** _____, the technician asked users to record the **3** _____. A separate sink problem was caused by a **4** _____. The facilities team could **5** _____ it safely. After a brief outage, an electrician was needed to **6** _____, resulting in a service **7** _____. A scratched door was classified as **8** _____ caused by ordinary **9** _____. All essential files were protected by a recent **10** _____.

5 Read the text and answer the questions briefly.

A proportionate response

Minor incidents require judgement as well as vocabulary. Underreaction may allow a leak, loose fitting or software fault to become more serious; overreaction can waste time and introduce new risks. A proportionate response begins by making the area safe, preserving evidence and distinguishing observed symptoms from assumed causes. Repeated faults deserve a log because patterns may be invisible in a single report. Temporary fixes should be labelled as such, and responsibility for a permanent repair should be clear. Good reporting is concise, specific and free from blame.

1 What may happen if a minor fault is ignored? _____

2 What two costs can overreaction create? _____

3 Which three steps begin a proportionate response? _____

4 Why should repeated faults be logged? _____

5 How should temporary fixes be described? _____

6 Which three qualities define good reporting? _____

6 Rewrite using the expression in capitals.

1 The printer fails occasionally and unpredictably. **INTERMITTENT** _____

2 A technician had to visit the site. **CALLED** _____

3 The team found the cause systematically. **TROUBLESHOT** _____

4 Normal use caused the surface damage. **TEAR** _____

OVER TO YOU

Write a **120-150 word** maintenance report about a recurring minor fault. Separate symptoms, evidence, likely causes, temporary action and permanent repair.

[ ] Use at least ten target items. [ ] Keep observation separate from inference. [ ] Recommend proportionate action.

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ANSWER KEY

1 Fault and response terms

1 **i** 2 **g** 3 **j** 4 **d** 5 **a** 6 **f** 7 **h** 8 **c** 9 **e** 10 **b**

2 Fault-management collocations

1 **symptoms** 2 **basic checks** 3 **fault** 4 **drain** 5 **technician** 6 **power** 7 **data** 8 **wear and tear**

3 Word class and form

1 **crack** 2 **dented** 3 **stain** 4 **leak** 5 **bruise** 6 **grazed** 7 **power outage** 8 **intermittent fault**

4 Maintenance log

1 **malfunction** 2 **intermittent fault** 3 **symptoms** 4 **blockage** 5 **unblock**
6 **restore power** 7 **call-out** 8 **minor damage** 9 **wear and tear** 10 **back-up copy**

5 Reading - suggested answers

1 It may become more serious. 2 Wasted time and new risks. 3 Make the area safe, preserve evidence, and separate symptoms from assumed causes.
4 Patterns may not be visible in one report. 5 Clearly as temporary. 6 Concise, specific and free from blame.

6 Rewriting - possible answers

1 The printer has an **intermittent fault**. 2 They **called out a technician**. 3 The team **troubleshot the fault**. 4 The surface damage was caused by **wear and tear**.

Over to you: Answers will vary. Check precision, evidence, proportionality and clear recommendations.