

The Consumer World

Unit 1: The Consumer Council

Student's File CW 1.1

Matching complaints and products

Match the complaints in Column A with the goods in Column B.

Column A

1. The blades don't seem sharp. They don't cut anything. —
2. I think light is leaking in. —
3. I just get snow - nothing I can really see. —
4. You can have it on for hours & it just doesn't seem to make any difference - it's still stuffy. —
5. The sole's coming off. —
6. I've changed the battery, but the hands still don't move. —
7. When you delivered it, it was scratched. —
8. Some sections seem to be missing, & some repeated. —
9. It ran out so quickly! —
10. There's a crack in it. —
11. They shrank. —
12. The automatic defrost doesn't work. —
13. It tears up the paper. —
14. The bottom fell out - my things were everywhere. —
15. I'm not sure, but I can't hear any higher notes. —

Column B

- A. shoe
- B. vase
- C. school-bag
- D. refrigerator
- E. TV
- F. C.D.
- G. camera
- H. furniture
- I. clothes
- J. pen
- K. fax machine
- L. electric razor
- M. watch
- N. book
- O. air conditioner

Student's File CW 1.2Vocabulary storm

Name 3 parts of a camera.

- (1) _____
(2) _____
(3) _____

Name 3 aspects of a TV.

- (1) _____
(2) _____
(3) _____

When you buy a piece of expensive equipment, there's a certain amount of paperwork.
You may get a/ an

r _____
i _____
w _____
g _____
s _____ **a** _____
i _____ **m** _____

Student's File CW 1.2 (cont...)Vocabulary storm

How many other words can you make out of:

consumer	complain	advertise

produce	sell

Student's File CW 1.3

Consumer Goods Safety Ordinance

Complete this multiple choice cloze summary.

Introduction

The Consumer Goods Safety Ordinance was (1)_____ on 20 October 1994. The Ordinance imposes a (2)_____ duty on manufacturers, importers and suppliers of consumer goods to (3)_____ that the consumer goods are (4)_____. It is an (5)_____ for any person to manufacture, import or supply consumer goods which fail to (6)_____ with the general safety requirement or any (7)_____ safety standards. The Ordinance also imposes control on the (8)_____ of unsafe consumer goods.

Regulations

The Ordinance (9)_____ the Secretary for Trade and Industry to make regulations to approve safety standards or safety specifications (10)_____ to particular consumer goods. Such regulations (11)_____ when dangerous consumer goods are found in the market which (12)_____ any specific control schemes and require clearly (13)_____ safety standards for (14)_____ enforcement. The Ordinance also empowers the Secretary for Trade and Industry (15)_____ certain products in Hong Kong. This is to cater (16)_____ the emergence of new products, or the (17)_____ of existing products which are found (18)_____ exceedingly dangerous.

Recovery of expenses of enforcement

A person (19)_____ under the Ordinance may be ordered by the court to reimburse the Government Chemist for any (20)_____ associated with testing the goods and CCE for any expenditure which has been or may be (21)_____ him.

Penalties

The penalty provisions of the Ordinance are sections 28 and 30(2). They provide, (22)_____, that any person who contravenes section 6, or fails or refuses to comply with (23)_____ served by CCE commits an offence and is (24)_____ (a) on first conviction, to a fine of \$100,000 and to imprisonment for 1 year, (b) on (25)_____ conviction, to a fine of \$500,000 and to imprisonment of 2 years.

Student's File CW 1.3 (cont...)Consumer Goods Safety Ordinance

- | | | |
|---|--|---|
| 1. a. created
b. enacted
c. inspired
d. legalised | 10. a. applicable
b. applicatory
c. on application
d. applicant | 19. a. arrested
b. caught
c. convicted
d. convinced |
| 2. a. legitimate
b. lawful
c. heavy
d. statutory | 11. a. should enforce
b. may be made
c. may be arising
d. are enacted | 20. a. troubles
b. money
c. costs
d. crimes |
| 3. a. ensure
b. insure
c. assure
d. surety | 12. a. avoid
b. fall outside
c. may prevent
d. seem against | 21. a. incurred by
b. occurred by
c. spent by
d. offered to |
| 4. a. save
b. safe
c. safety
d. saved | 13. a. stipulated
b. informed
c. broadcast
d. written | 22. a. in all aspects
b. among other things
c. according to law
d. in addition |
| 5. a. objection
b. exclusion
c. omission
d. offence | 14. a. definite & legal
b. fast & dilatory
c. speedy &
effective
d. efficient & police | 23. a. notice
b. a notice
c. want
d. the law |
| 6. a. match
b. apply
c. comply
d. conform | 15. a. prohibiting
b. not accept
c. to ban
d. deport | 24. a. punished
b. liable
c. penalised
d. feasible |
| 7. a. prescribed
b. proscribed
c. ascribed
d. inscribed | 16. a. for
b. on
c. at
d. with | 25. a. serious
b. next
c. subsequent
d. his own |
| 8. a. advertisement
b. advertising
c. advert
d. advertiser | 17. a. emergence
b. discovery
c. change
d. dissatisfaction | |
| 9. a. enforces
b. gives
c. enables
d. regulates | 18. a. to be
b. being
c. as
d. likely | |

Student's File CW 1.4

Complaint Report (Listening One)

Situation : You are Chris Wong, an assistant to Matthew Fong, a senior officer of the Consumer Council. He's given you a number of jobs to do. Carry out the tasks below.

MEMO

From : Matthew

To : Chris

Chris

The new officer was very nervous yesterday and probably made quite a few mistakes when filling in her first complaint report form. Luckily I taped the conversation, so it won't take you long to check.

Thanks.

Look at what the officer wrote on the form, listen to the tape, and make any corrections necessary.

Student's File CW 1.4 (cont...)**Complaint Report (Listening One)**

CONSUMER COUNCIL

Case No. 98.1382I/D No. EXL 579321

Name Miss Angel Wiwsun
 Address Flat C, 21st floor,
Lifewell Mansions, 15, Quettee St,
Shatin.

Date: _____

CENTRE: _____

COMPLAINTS / SUGGESTION CASE SHEET

(Confidential)

1. **TEL. NO. OF COMPLAINANT** Home: 2998761 Office: 25411872
 2. **CASE REPORTED** In Person / By Letter / By Telephone at _____ a.m./p.m.
 3. **RECORDED BY** _____ Signed: _____

4. SHOP UNDER COMPLAINT

- a. Name : Shop: Wood Craft
 b. Address : 30, Ying Choi St. Lamtin.
 c. Telephone : 28395100

5. COMMODITY UNDER COMPLAINT

- a. Description of article/service: set of furniture
 b. Model/Size/Category: Wood
 c. Quantity Ordered: 12

6. Particulars of commodity

- a. Date of Order/Purchase: 6.4 June 1998
 b. Date delivered/to be delivered: 4 July 1998
 c. Price/Deposit paid/to be paid: 45,00
 d. Invoice/Document No.: _____ PNL360 received/not received
 e. Hire Purchase Terms: Down Payment _____ Installment _____
 f. Article under complaint received/not received, kept by _____

7. NATURE OF THE COMPLAINT

Reasons for dissatisfaction/complainant's request: Deliver - unwrapped - chairs not same colour: yellow. Normal. Money back.
New chairs. won't be same.

Student's File CW 1.5

Matthew Fong has asked you to proof-read this report on Tonic Drinks.

Corrections should be done as follows:

Correct line	put a ✖ in the blank
Missing word	mark the position of the missing word with a ' Λ ' and write the missing word in the blank
Extra word	delete the extra word with a ' X ' and write the extra word in the blank
Wrong word	underline the wrong word and write the correct word in the blank

Promoters of a host of tonic drinks	1.	
are claim that their products are	2.	
able to restore energy after a hard day's	3.	
labour or heavy exercise. The these health	4.	
drinks fall mainly into this categories	5.	
according their ingredients: glucose drinks,	6.	
electrolyte drinks & amino acid drink.	7.	
It discovered that claims for some	8.	
of the product were far from the whole	9.	
truth: consumers are wasting up their	10.	
precious money as far their expectation	11.	
of instant replenishment concerned.	12.	
According to the study, the need to	13.	
replacing lost fluid is the most important,	14.	
and is best done with water. It make	15.	
good sense drink water before, during	16.	
and after exercises. Sugar & electrolytes	17.	
can obtained quite simply by following	18.	
a balance diet. Amino acid drinks cannot	19.	
serve an immediate source of energy	20.	
for our bodies because of amino acids require	21.	
a complicated procession of metabolization.	22.	
Only a period of long and extreme	23.	
physical exhaustion, or if you are on	24.	
a weak condition, could such glucose	25.	

Student's File CW 1.5 (cont...)

and electrolyte drinks having the possible
affect of bringing you the immediate
replenishment you in need.

So there are another more economical
alternatives to obtain these ingredient
in order to replenish your energy & lose
of water after exercise, unless though you
have a personal preference for such
drinks for reasons other than healthy.

It is to be noted that infrequent
consumption of such drinks could being
detrimental, as some in the products
actually content high levels of sugar
or sodium, the daily high consumption which
is unhealthy. People with high blood
should avoid drinks with highly sodium
content, and sugar drinks be contributory
for obesity & tooth decay. Natural
sugars are usually found in fruits,
vegetables, milk and grains. In these
should be sufficient to supplement to
our bodily needs when we adhere
to a balanced diet.

26. _____
27. _____
28. _____
29. _____
30. _____
31. _____
32. _____
33. _____
34. _____
35. _____
36. _____
37. _____
38. _____
39. _____
40. _____
41. _____
42. _____
43. _____
44. _____
45. _____
46. _____
47. _____
48. _____

Student's File CW 1.6

Some reports have become scrambled in the computer. Matthew Fong has asked you to sort out the points for the items under discussion by writing the letters A, B, C.....in their correct order in the blanks.

Can you sort them out?

(i) Use a good processing film

- A. The most important one is colour, which can vary slightly between different brands, but can be altered much more radically by the processing.
- B. If you are not happy, ask for reprints.
- C. Some aspects of colour prints are more dependent on the quality of processing than on quality of film.
- D. Another processing problem can be incorrect exposure during printing, particularly if the photo has very light & very dark areas.
- E. The automatic printing machine may scan the photo as a whole, giving it an average exposure, losing both contrast & detail.

Student's File CW 1.6 (cont...)**(ii) Cooker Range Hoods****Paragraph 1**

- A. The former was also noticeably better in respect of electricity consumption & noise level.
 - B. Otherwise, the combination hood will suffice.
 - C. This type of hood is recommended for cooking that produces considerably more grease & smoke.
 - D. According to the test, the exhausting hood was, by far, superior in its ability to remove grease and smoke to the combination hood.
- _____

Paragraph 2

- E. The second best performers were the Sanwa, the Kosheta & the Athens.
 - F. However, the latter was comparatively more expensive & its protective shield was less satisfactory.
 - G. They had the highest scores in steam removal ability.
 - H. For the twin-fan exhausting type, the Pacific and Jacker were the best performers.
- _____

Student's File CW 1.6 (cont...)**Paragraph 3**

- A. The exhausting types of hoods were found to be able to lead the greasy fumes away from their motor & wiring.
 - B. In our record of complaint cases in relation to range hoods catching fire, the type involved was the combination hood.
 - C. They were therefore considered safer.
 - D. Our in-depth study revealed that grease does indeed accumulate on certain types of hoods.
 - E. This hazard, however, could not be substantiated in the test.
 - F. Sparks created by the rotating motor can then easily cause fires.
 - G. But an analysis of the combination hood type revealed it was particularly prone to this hazard if the grease filter was not regularly cleaned.
- _____