

# 1 Hand tools 1



## Great Advice When You Need It

Today's Column

**Question:** *I recently bought a house, and something breaks every month. I want to fix things myself. What do I need?*

- Frank G.

**Mr Fix it! Answers:** .....

Sometimes things break in houses. Calling a repair man is expensive. As a homeowner, you need tools. Go to the local hardware store. Most sell **tool kits** with the basic **hand tools**. They usually include a couple of **Phillips screwdrivers**, **flathead screwdrivers**, and an **adjustable wrench**. Some tool kits also have **slip-joint pliers** and **long-nose pliers**. Then buy a tape measure, a **claw hammer**, and a **utility knife** separately. Utility knives have **retractable** blades, so they last a long time. And these separate items can be found for less than ten dollars. Read about how to use these tools, and home improvement projects are easy.

### Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some common hand tools?
- 2 What repairs and tasks do you use hand tools for?

### Reading

2 Read the advice column. Then, choose the correct answers.

- 1 What is the column mostly about?  
A an expensive repair man  
B a recommendation for tools  
C a local hardware store  
D a description of how long tools last
- 2 What are NOT included in tool kits?  
A tape measures  
B adjustable wrenches  
C Phillips screwdrivers  
D flathead screwdrivers
- 3 According to the columnist, what is true about utility knives?  
A The blades break frequently.  
B They are included in tool kits.  
C The blades are not always out.  
D They cost less than hammers.

### Vocabulary

3 Match the words (1-5) with the definitions (A-E).

- |                  |                    |
|------------------|--------------------|
| 1 __ wrench      | 4 __ utility knife |
| 2 __ retractable | 5 __ hand tool     |
| 3 __ adjustable  |                    |

- A a manual device used for home improvement projects  
B being able to pull back in  
C a small cutting device  
D a hand tool that tightens and loosens nuts and bolts  
E being able to change sizes

4 Read the sentence pair. Choose where the words best fit the blanks.

1 Phillips screwdriver / flathead screwdriver

A A screw with a flat slot needs a \_\_\_\_\_.

B A screw with a cross-shape on the head needs a \_\_\_\_\_.

2 slip-joint pliers / long-nose pliers

A \_\_\_\_\_ are adjustable.

B \_\_\_\_\_ have needle-like pincers.

3 claw hammer / tool kit

A A \_\_\_\_\_ can drive in or remove nails.

B Many tools are included in a \_\_\_\_\_.

5 Listen and read the advice column. What kind of measuring device does it recommend homeowners' buy?

## Listening

6 Listen to a conversation between a sales associate and a customer. Mark the following statements as true (T) or false (F).

1 \_\_\_ The customer needs Phillips and flathead screwdrivers.

2 \_\_\_ They do not sell hand tools individually.

3 \_\_\_ Buying tools in a set is less expensive than buying them one at a time.

7 Listen again and complete the conversation.

Sales Associate: 1 \_\_\_\_\_, welcome to Bob's Hardware.

Customer: Hi. Can you tell me where the hand tools are?

Sales Associate: Sure. They're right 2 \_\_\_\_\_. What are you looking for?

Customer: Well, I need some 3 \_\_\_\_\_ screwdrivers.

Sales Associate: Okay. 4 \_\_\_\_\_ full sets or individual screwdrivers.

Customer: Oh, okay. But I only need a few sizes. What do you recommend?

Sales Associate: I 5 \_\_\_\_\_ a full set.

Customer: Really? Why is that?

Sales Associate: It's cheaper than buying them separately. Plus, 6 \_\_\_\_\_ the sizes some day.

## Speaking

8 With a partner, act out the roles below based on Task 7. Then switch roles.

USE LANGUAGE SUCH AS:

Can you tell me ...?

What do you ...?

I recommend ...

**Student A:** You are a sales associate. Talk to Student B about:

- location of hand tools
- full sets and individual tools
- costs of purchasing tools

**Student B:** You are a customer. Talk to Student A about purchasing hand tools.

## Writing

9 Use the conversation from Task 8 to fill out the customer feedback form.

Bob's Hardware

### Customer Feedback Form

Customer name: \_\_\_\_\_

Date of purchase: \_\_\_\_\_

Items purchased: \_\_\_\_\_

What did our employee help you with?

Was our employee helpful? Y / N