The	Dead	Parrot

1. Match the words in the left column with their synonyms or definitions on the right:

stunned	tired
shagged out	heartbroken
pining	lean against
kipping on it's back	fastened with a metal spike
nailed	knocked unconscious
nuzzling up	sleeping

O: No, no, 'e's uh 2. C: Look, matey, I know a dead parrot when I see one, and I'm looking at one right now. O: No no he's not dead, he's, he's restin! Remarkable bird, the Norwegian Blue, idn'it, ay? F. C: The plumage don't enter into it. It's 3. O: Nononono, no, no! 'E's resting! C: All right then, if it's restin', I'll wake it up! 'Ello, Mister Polly Parrot! I've got a lovely fres if you show O: There, he moved! C: No, he didn't, that was you 4. O: I did not!! C: Yes, you did! C: 'ELLO POLLY!!!!! C: Now that's what I call a dead parrot. O: No, noNo, 'e's stunned! C: Umnow looknow look, mate, I've 'ad enough of this. That parrot 5. O: Well, he'she's, ahprobably pining for the fjords. C: PININ' for the FJORDS?!?!?!? What kind of talk is that?, look, why did it 7. moment I got 'im home? O: The Norwegian Blue prefers kippin' on it's back! Remarkable bird, idn'it,? Lovely plumage. Look, I took the liberty of 8. that parrot when I got it home, and I discovere that it had been sitting on its perch in the first place was that it 9. C: Mate, this bird wouldn't "voom" if you 10. you will hear many synonyms of the word "dead". Note down as many as you can: wash up to be out of purchase he word "dead". Note down as many as you can: wash up to be out of purchase he word "dead". Note down as many as you can:	
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LINK THE WORDS TO CREATE 8 TERMS (EACH WORD IS USED JUST ONCE)

the contract stipulations limitations the right liability clauses quality terms merchantable intermediate to discharge exemption Statute of product to waive implied

A LETTER OF COMPLAINT

Background

Problem

Effect

Solution

Warning (optional)

Closing

- A. I look forward to receiving your explanation of these matters.
- B. This large number of errors is unacceptable to our customers, and we are therefore unable to sell these books.
- C. This error put our firm in a difficult position, as we had to make some emergency purchases to fulfil our commitments to all our customers. This caused us considerable inconvenience.
- D. I enclose a copy of the book with the errors highlighted. Please re-print the book and send it to us by next Friday.
- E. I am writing to inform you of my dissatisfaction with the food and drinks at the European Restaurant on 18 January this year.
- F. I look forward to receiving your payment.
- G. I am writing to ask you to please make up the shortfall immediately and to ensure that such errors do not happen again.
- H. Otherwise, we may have to look elsewhere for our supplies.
- I. I'm afraid that if these conditions are not met, we may be forced to take legal action.
- I am writing to inform you that the goods we ordered from your company have not been supplied correctly.
- K. On 16 October 2012 we placed an order with your firm for 12,000 ultra super long-life batteries. The consignment arrived yesterday but contained only 1,200 batteries.
- L. We have found 16 spelling errors and 2 mis-labelled diagrams in the sample book.