

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? Beautiful plumage!
 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 fresh cuttle fish for you 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, no....No, 'e's stunned!
 C: Um...now look...now look, mate, I've 'ad enough of this. That parrot 5. _____, and when I bought it not 'alf an hour ago, you assured me that its 6. _____ was due to it bein' tired and shagged out after a long squawk.
 O: Well, he's...he's, ah...probably pining for the fjords.
 C: PININ' for the FJORDS?!?!?!? What kind of talk is that?, look, why did it 7. _____ on its back the moment I got 'im home?
 O: The Norwegian Blue prefers kippin' on it's back! Remarkable bird, id'nit,? Lovely plumage!
 C: Look, I took the liberty of 8. _____ that parrot when I got it home, and I discovered the only reason that it had been sitting on its perch in the first place was that it 9. _____ there.
 O: Well, o'course it was nailed there! Otherwise it would have nuzzled up to those bars, and VOOM!
 C: Mate, this bird wouldn't "voom" if you 10. _____ volts through it!

11. You will hear many synonyms of the word "dead".
 Note down as many as you can:

12. REPORTED SPEECH

replace 2x wish go be out of purchase nail examine
 be wrong wake up be rest 2x

The customer entered a pet shop and said that _____ to make a complaint about the parrot he _____ in the shop. The owner asked what _____ with the parrot and the customer replied that the parrot _____ dead. The owner objected to it saying the parrot _____. The customer got angry and said that if the parrot _____, he _____.

The customer also mentioned that he _____ the parrot and discovered that it _____.

After a long absurd argument the owner finally agreed _____ the parrot but then found out they _____ parrots. He advised the customer _____ to his brother's pet shop in Bolton, the brother _____ the parrot for him.

LETTER OF COMPLAINT

Background

Problem

Effect

Solution

Warning (optional)

Closing

LINK THE WORDS TO CREATE 8 TERMS
(EACH WORD IS USED JUST ONCE)

exemption

intermediate

product

Statute of

merchantable

implied

to discharge

to waive

limitations

liability

clauses

stipulations

the right

the contract

terms

quality

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.

J. 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.