

DAY 38

VERBS

1. Learn (*Yaad karna*) : Hilda learns English.
Learnt : Hilda learnt English.
Learnt : Hilda has learnt English.
2. Understand (*Samjhna*) : Hilda understands English.
Understood : Hilda understood English.
Understood : Hilda has understood English.
3. Speak (*Bolna*) : Hilda speaks English.
Spoken : Hilda spoke English.
Spoken : Hilda has spoken English.
4. Read (*Padhna*) : Hilda reads English.
Read : Hilda read English.
Read : Hilda had read English.
5. Spend (*Kharch karna*) : Hilda spends her time.
Spent : Hilda spent her time.
Spent : Hilda had spent her time.

PHRASAL VERBS

1. **Get In.** (*Pahuchna*) : You have get in by 11a.m. to watch the show.
2. **Get On.** (*Aage badhna*) : We're going to freeze out here if you don't let us get on the bus.
3. **Get Off.** (*Prasthan karna*) : You are at Sec-11, please get off.
4. **Get Over.** (*Samaapt/theek hona*) : I just got over the flu and now my sister has it.
5. **Get Rid Of.** (*Chhutkara pana*) : I got rid off from my old car.

PHRASES

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| 1. Pack up. | (<i>Band karo.</i>) |
| 2. Relax! | (<i>Aaram kijiye.</i>) |
| 3. Rest Assured. | (<i>Bharosa rakhen.</i>) |
| 4. See you again. | (<i>Phir milenge.</i>) |
| 5. See you tomorrow. | (<i>Kal milenge.</i>) |
| 6. Slow down! | (<i>Dheere kijiye.</i>) |
| 7. Take away. | (<i>Door le jao.</i>) |
| 8. Thanks for the favour. | (<i>Kaam karne ke liye dhanyawaad.</i>) |
| 9. Thanks for the honour. | (<i>Is samman ke liye dhanyawaad.</i>) |
| 10. That happens. | (<i>Aisa hota hai.</i>) |

CONVERSATION:

MAKING COMPLAINT

A: Hello, ABC Internet Customer Service, how may I direct your call?

B: Hi, I want to register a complaint regarding my internet service.

A: I'm sorry to hear that. What has been the problem?

B: My connection has been repeatedly dropping-out and, when it is connected, the speeds are very slow.

A: Let me check to see if there is a reported issue with our network in your area. I need your client number, do you have it?

B: Yes, my client number is 7654-321.

A: Thank you. The system does not show any maintainance in your area.

B: So, the problem must be on my end.

A: I can't tell from here. I'll get a technician to come to your house and take a look.

B: Okay, how soon can they come out?

A: I can get someone out there between 10am and 2pm tomorrow. Will someone be home at that time?

B: Yes, I will be home.

A: Okay, our technician will arrive sometime between 10am and 2pm tomorrow.

B: Thank you, I'll see them tomorrow.