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## DAY 28

### Vocab Review

1. He **exchanged** the black jacket for a blue one.
2. I'll heat it up in the **microwave**.
3. We apologize for the delay and any **inconvenience** caused.
4. You can travel by train or **alternatively** by bus.
5. The **plug** on my iron needs changing.
6. The agreement was **violated**.

### DICTIONARY

1. A **technician** is someone whose job involves skilled practical work with scientific equipment.
2. Drinks are **on the house** at the party.
3. I need to get a **replacement** for a broken part.
4. Customers may ask for a refund if the goods are **faulty**.
5. The sales assistants are trained to deal with customer **complaints** in a friendly manner.
6. The headmaster will not tolerate bad **behavior**.