

5D Ringing a tradesperson

Shane: O'Rourke's Glass. This is Shane. How can I help you?

Paul: Hi, I've got a broken window at home and I'm just wondering how much it costs for you to come out and fix it.

Shane: Mmm roughly how big is the window?

Paul: Ooh, about half a metre by one metre. I don't have a measure.

Shane: Okay. Well let me just work out a price. Um, okay, oh you're looking at about \$112.

Paul: 112, ooh that's...

Shane: Fitted with a 12 month warranty.

Paul: Okay. And how soon could you come out and do that?

Shane: Yeah well we'd probably be able to get out there tomorrow.

Paul: Ah, well I have to organise someone to be home. Can I call you back later?

Shane: Yep certainly.

Paul: Thanks very much for your help.

Shane: No problem.

Paul: Bye bye.

Shane: Bye.