

Ringling a tradesperson

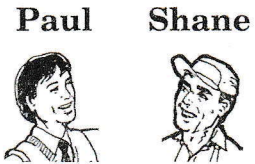
- 1 Look at the pictures. Listen to the tape. Who is Paul phoning?
Tick the correct answer.



- 2 Listen to 5D again. Tick the correct answer.

- a Paul has
- a broken window.
 - a leaking tap.
- b It will cost
- exactly \$112.
 - about \$112.
- c There is
- a 12 month warranty.
 - no warranty.
- d The repair man can come
- today.
 - tomorrow.
- e Paul tells the repair man
- to come and fix the window.
 - he will call back later.

3 Listen to 5D again. Tick who is talking.



- | | | |
|--|--------------------------|--------------------------|
| a How can I help you? | <input type="checkbox"/> | <input type="checkbox"/> |
| b Roughly how big is the window? | <input type="checkbox"/> | <input type="checkbox"/> |
| c Okay. And how soon could you come out and do that? | <input type="checkbox"/> | <input type="checkbox"/> |
| d Can I call you back later? | <input type="checkbox"/> | <input type="checkbox"/> |

4 Listen to 5D again. Match the questions and the responses.

- | | |
|--|---|
| a Roughly how big is the window? | Yep, certainly. |
| b And how soon could you come out and do that? | About half a metre by one metre. |
| c Can I call you back later? | Yeah, well we'd probably be able to get out there tomorrow. |

5 Practise ringing a tradesman using these expressions.

Hello. I wanted to find out how much it costs to

clean out my gutters.
repair my window.
fix my dishwasher.

I've got a broken

window.
lock.

Could you tell me how much it costs for you to come out and fix it?