Intermediate Housing

Worksheet 9: Ringing a tradesman
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Acknowledgements

The AMEP is funded by the Australian Government Department of Education and Training.

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Worksheet 9: Ringing a tradesman

A. Listen to the dialogue and answer the questions.

1. What tradesman did Yosef ring?

2. What was the tradesman’s name?

3. Why did Yosef ring this tradesman?

4. Where does Yosef live?

5. What is Yosef’s telephone number?

6. What did the tradesman ask Yosef to do? Why?

7. Where is the gas meter located?

8. When would the tradesman be at Yosef’s house?
Read the dialogue and correct your work.

Bill: Como plumbing. Bill speaking.
Yousef: Good morning. I’m ringing up about my gas and hot water.
Bill: And what’s the problem?
Yousef: There’s no hot water in the shower and I can smell gas. Can you help me?
Bill: OK. Well, first of all, could you give me your name and address, please and your phone number?
Yousef: Yes. My name is Yousef Khoury.
Bill: Sorry. Yousef…?
Yousef: Khoury.
Bill: And how do you spell your surname?
Yousef: K-H-O-U-R-Y.
Bill: Thanks. And your address?
Yousef: 8 Black Street, Parramatta.
Bill: Number 8 Black Street, Parramatta. Is that correct?
Yousef: Yes.
Bill: And your telephone number, please?
Yousef: 9072 5488.
Bill: Now, what you need to do is to turn off your gas until I can get there to take a look. Do you know where your gas meter is located?
Yousef: My gas meter? No I don’t. Can you please tell me?
Bill: Well. When you’re facing the house, on the left hand side is a meter.
Yousef: On the left hand side?
Bill: Yep. If you go out to the meter, you’ll find a lever on it.
Yousef: A lever?
Bill: Yes, that’s right. If you could turn the lever to the right, that’ll cut off the gas until I can get out there. Could you do that please?
Yousef: Turn it to the right. Is that correct?
Bill: Yep, that’s right.
Yousef: And can you tell me what the lever looks like?
Bill: It looks like a tap. If you have any problems, ring me back on my mobile.
Yousef: OK. Thanks. When will you be able to get here?
Bill: I’ll be there within the next two hours. OK?
Yousef: OK. See you then.
B. Talk about your own experience.

1. Have you ever rung a tradesperson about a problem in your home? If so, what was the problem and how did you handle it?

2. Have you ever rung a tradesperson for a quote? If so, what was the quote for?

3. In your home country, what did you do when you had a problem in your house?

C. Read and practise.

When you call a tradesperson about a quote, you should:

**Give a reason for calling**
- Could I speak to someone about a quote for…
- I’d like to talk to somebody about a quote for…
- I would like a quote for…

When you call a tradesperson about a problem, you should:

**Give a reason for calling**
- Could I speak to somebody about…?
- I’m ringing about…
- I’d like to talk to somebody about…

**State the problem**
- I think there’s a problem with… It’s…
- There’s something wrong with… It’s…

**Check that you understand**
- … Is that correct?

D. Role play ringing a tradesperson about a quote/problem.

Think about which tradesperson you would ring for the work.
Use the dialogue in part B as a guide.

Ring about these:
- fridge
- kitchen sink
- TV
- ceiling
- washing machine
- toilet

Describe the problems with these words:
- leaking
- blocked
- not working properly