

NAME: _____



Listening

- 6 Listen to a conversation between a sales associate and a customer. Mark the following statements as true (T) or false (F).
- 1 ☐ The customer needs Phillips and flathead screwdrivers.
 - 2 ☐ They do not sell hand tools individually.
 - 3 ☐ Buying tools in a set is less expensive than buying them one at a time.

Writing

- 9 Use the conversation to fill out the customer feedback form.

Bob's Hardware

Customer Feedback Form

Customer name: _____

Date of purchase: _____

Items purchased: _____

What did our employee help you with?

Was our employee helpful? Y / N



Listening

- 6 Listen to a conversation between a customer and a tool company employee. Mark the following statements as true (T) or false (F).
- 1 ☐ The man calls to get help choosing tools.
 - 2 ☐ The man orders several pipe wrenches.
 - 3 ☐ The man needs hand saws and hacksaws.

Writing

- 9 Use the conversation to fill out the tool company order form.



Grasser HAND TOOLS Order Form

Customer name _____ Date _____

Qty	Item
_____	_____
_____	_____
_____	_____

NAME: _____



Listening

- 6  Listen to a conversation between a mechanic and a customer. Choose the correct answers.
- 1 What is the conversation mainly about?
A an explanation of a repair
B an estimate of repair costs
C a set of maintenance instructions
D a description of a broken appliance
 - 2 What can you infer about the new bolts?
A They do not require washers.
B They cost less than the old bolts.
C They are a higher grade than the old bolts.
D They are specially made for air conditioners.

Writing

- 9 Use the conversation to fill out the mechanic's invoice.



Granderson Mechanics and Repair

Summary of Services

Item repaired: _____

Problem with item: _____

Description of repairs: _____